St Paul's
C of E Primary School

A place to belong

Late Collection Policy

Headteacher:	**Christie Clarke**
Member of Staff Responsible:	**Christie Clarke**
Reviewing Committee:	**FGB**
Effective Date of Use:	**4th November 2026**
Term of Next Review:	**Autumn 2027**
Non Statutory Policy	

St Paul's C of E Primary School

A Place to Belong

Our Christian Vision

Our school is a family where everyone feels safe, happy and valued, and is supported to achieve their full potential.

We will develop compassionate and caring individuals who depend on one another, are highly motivated, and have a life-long love of learning in preparation for the future.

Our Core Values

All that we do is underpinned by the core Christian values of *Family (Koinonia), Compassion, Perseverance and Forgiveness*

"Though we are many, we form one body, all joined together as members of the whole. We each have different gifts, according to the grace given to each of us. We must use them wisely."

Romans 12:5-8

Statement of Intent

At St Paul's C of E Primary School, we are committed to ensuring the safety and wellbeing of every child in our care. This commitment extends beyond the school day and includes times when children are not collected promptly. We recognise that late collection can cause significant distress for children and place an additional burden on staff, which may impact the effective running of the school and clubs.

This policy sets out a clear, consistent, and fair approach to managing incidents of late collection. It aims to protect children from unnecessary anxiety, ensure they are supervised safely, and support families in meeting their responsibilities. We understand that on occasion delays are unavoidable; however, repeated or unexplained lateness will be addressed in the best interests of the child.

Our approach is child-centred and designed to promote responsibility, communication, and safeguarding. We will work in partnership with parents and carers to ensure children are collected safely and on time, every day. Where lateness becomes persistent, appropriate steps will be taken, which may include referrals to external services if there are concerns about a child's welfare.

Our Procedures

- **Up to 15 minutes late (3:15 - 3:30)**

The child or children will remain with a member of staff.

- **Over 15 minutes late (from 3:30)**

If a child is not collected by a parent or carer after the school day or extra curricular club, they will be taken to the school office.

On the first occasion, the parent/carer will be contacted by telephone on their contact number to ask why the child has not been collected and a record will be kept. Failing that, the emergency contacts held by the school office will be called.

If you have not collected your child by 3:30, your child will be put into the After School Club (subject to availability). You will then be charged for the session through Childcare Bookings or ParentPay (at the current rate). School will continue to try and make contact with parents and carers during this time. The Headteacher or a Deputy Designated Safeguarding Lead will also be notified.

In the case of a pupil not being collected and no contact being by 4pm, the school will ring Multi Agency Safeguarding Hub to discuss the concerns and ask advice. This will allow the Social Care Team to be aware of the possibility that they may need to make arrangements for the alternative care of the child. Social Care will give advice and make appropriate checks. However, school will continue to be responsible for trying to contact the parent, carer or emergency contact and to keep Social Care updated about the situation.

If attempts to contact a parent or carer are still unsuccessful by 5.30pm, school and Social Care will jointly take responsibility for arranging for children to be transported to the Social Care team, (or other appropriate venue) who will arrange a place of safety. This is considered to be a last resort and parents and carers should do their best to ensure that this is not necessary. Social Care will notify the school of the child's placement and provide contact details as appropriate. It will be the intention to return the child to the parents/carers at the earliest opportunity.

Extra Curricular Clubs

Children must be collected by the agreed time.

Late collection is ten minutes after the time stated on the extra curricular club letter, after this time the late collection procedure will apply as above. This is due to external providers delivering the club and the school office being closed.

Late collections for clubs will be reviewed weekly. If a child is persistently collected late from extra curricular clubs, the school has the right to withdraw their place and not offer a place in future clubs.

After School Club

If a child is not collected at the end of After School Club, and the parent or carer has not notified us that they will be delayed, we will use the following procedures:

Up to 10 minutes late

When the parent or carer arrives, they will be reminded that they must call the club to notify us if they are delayed and the parent or carer will be informed that penalty fees may be charged if this is a frequent occurrence.

Over 10 minutes late

If a parent or carer is more than 10 minutes late in collecting their child, the club leader will try to contact them using the contact details.

If there is no response from the parent or carer, messages will be left requesting that they contact the After School Club immediately. We will then try to contact the emergency contacts listed in our booking system

Where the Club Leader makes contact and the parent or carer informs them that they will be further delayed in collecting their child, the Club Leader will ask the parent or carer to arrange for someone to collect their child sooner. If the parent or carer is unable to collect the child themselves, the person collecting the child will need to provide identification before the Club Leader can release the child to them.

The Club Manager will begin to phone the emergency contact numbers held in our booking system to arrange the collection of the child from the club by one of them. Where this is possible, the Club Manager will call the parent or carer and leave a message on the contact number we hold for them informing them of the arrangements.

While waiting to be collected, the child will be supervised by at least two members of staff.

When the parent or carer arrives, they will be reminded that they must call the club to notify us if they are delayed, and that penalty fees will be charged (except in exceptional circumstances).

Over 30 minutes late

If the leader has been unable to contact the child's parent or carer or the emergency contacts held in our booking system after 30 minutes, the leader will contact the local Social Care team for advice. They should also contact the Designated Safeguarding Lead, to inform them of the situation.

The child will remain in the care of two of the club's staff, on the club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

If it is not possible for the child to remain at the club's premises, the club leader will contact the Social Care Team for advice and after consultation with them a note will be left on the door of club informing the child's parent or carer where the child has been taken (e.g., to a public place such as a restaurant, café or police station or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events. The Club Leader will record the incident.

Frequent Late Collections

If a family is persistently late in collecting a child then the head teacher will consider taking further action that may include removal from the club, a referral to other services and/or a fine.

Frequent Late Collection

After School Clubs current rate is £10.50

The club late fee is currently £25 and will be charged via Childcare Bookings.

Exceptional Circumstances

We recognise that unforeseen circumstances can impact the collection of children on time. Please note that at the headteacher's discretion, this policy may be waived for exceptional circumstances.

Recording

All lates and any communication sent via this policy will be added to CPOMS which is the schools recording system.

Distribution

This policy has been reviewed at a Full Governing Body meeting and will be updated annually.

Parents have been made aware of its effective date in use and this policy is available on our website for all parents and carers. Parents will be reminded of the policy if applicable.