



CATALYST
ACADEMIES TRUST

Late Collection Policy

Approved by: Catalyst Academies Trust

Reviewed: July 2025

Late Collection policy

Aim

We aim to provide a safe and caring environment. In the event that a child is not collected or delayed, they will be reassured in order to cause as little distress as possible. We inform parents/carers of our procedures so if they are unavoidably delayed they will be aware of procedures being followed. In the event that a child is not collected by an authorised adult (person over the age of 16 who has been nominated by the parent/carer) we put into practice the agreed procedures, unless agreement to walk home alone has been obtained.

Methods

Parents of children starting in the school are asked to provide specific information which is kept in our data file in the office including:

- Home address and telephone number of parents/carers
- Place of work, and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from the school i.e. childminder, relative, neighbour
- Information about any person who has been denied legal access to the child.
- Information about who has primary responsibility for the child.

If there are any changes to any of the above we ask that the school office is notified immediately. When there is a change to the end of the day arrangements we ask that parents inform either the school office or the class teacher.

We inform parents that if children are not collected at the end of the day we follow the following procedures:

- In the event that the parent/carer is running late or has made alternative collection with a friend/relative they should ring the school to advise us of those changes so that both the teacher and child are aware.

If it appears that there have been no alternative arrangements made for the collection of a child by the parent/carer, the school staff should take the following steps:

- Messages are checked to see if there are any changes to the end of day arrangements
- Parents/ carers are contacted at home or work
- If this is unsuccessful other authorised adults are contacted
- In the meantime the child will wait near the office under adult supervision

Charges for late / non-collection of children:

Under Section 457 of the Education Act 1996 and relevant regulations, the school governing body has the power to impose a charge on parents or carers who fail to collect their child from school within a reasonable time after the close of the school day or after school activity. The governing body accepts that it is the responsibility of the school to ensure parents and carers are notified of the timing of the school day or after school activity and also when those times are varied for a specific event or date.

The governing body has decided that, where children are not collected from the school within ten minutes after the school day or after school activity ending, this will be monitored with a view to

imposing a fine to the child's parent/carer after the second occasion. The time recorded is from the school office clock. The school accepts that a variety of emergency situations can arise due to unforeseen circumstances and will ensure that the charge is not imposed on the parent where there is a genuine unforeseen emergency. Notification must be given to the school as soon as the situation arises or when collecting the child.

The Charging Arrangements

On the first late collection, without reasonable excuse, the parent/carer will be sent a letter reminding them to collect their child from school at 3.15pm (see Appendix A). If the child is collected late a second time, an invoice will be issued as follows (see Appendix B):

- The purpose of the charge imposed is to meet the additional costs in salary and resources that the school incurs from the late collection.
- In cases where a child is not collected within ten minutes of the end of the school day or after school activity a charge of £5.00 will be made to the parent/carer for up to 10 minutes of non-collection and then £30.00 thereafter for each sixty-minute period that the child is not collected.
- The parent will be issued with an invoice and expected to pay within the date set on the invoice. Failure to pay will lead to further action being taken.
- If the child has not been collected after one hour (4.15pm) and no contact has been made or arrangements agreed we will follow our Child Protection Procedures for uncollected children.

Procedures for Non-Collected Children /Late Collected Children

- All late collected children will be recorded in the "late book/form" and this information will be kept until the end of the academic year
- Where a child has recorded late collections in one half term, a reminder letter will be sent home to the parents. (see appendix C)
- Where there is no improvement in late collection the charging arrangements will commence.

After School Clubs

Where children are collected more than 10 minutes late from a school-run after-school club on 2 occasions they will automatically lose their place at after school clubs for the rest of the academic year.

- If children are collected late or not collected, the Procedures for Non-Collected Children will apply.

Non-Collected Children

Under no circumstances are the staff to look for the parent, nor do they take the child home with them.

- If there has been no contact made after one hour, or no staff available on the premises, the police will be telephoned and given the child's details i.e. name, DOB, address, names of parents/carer's and any other contact details.
- Children's Social Care may also be informed
- If the police cannot locate an appropriate adult to come for the child, they will notify children's social care via the emergency duty team, who will arrange for the child to be cared for, (possibly with foster carers).

- Should the parent fail to collect the child before 4.45pm then the head teacher will ensure that the child is taken to the police station or the allocated after hours social care.
- The police may decide to take the police protection order (PPO) as part of this process.
- If there are two or more such episodes within a six week period, staff will make a referral to Children's Social Care.
- A full report of the incident will be written and placed in the child's school file.

Persistent Late Collection

If a family is persistently late in collecting a child then the head teacher will consider taking further action that may include a referral to Social Care (Thurrock MASH).

Appendix A

Addressee
Address

Dear xxx,

I am writing to inform you, as per our Late Collection Policy, that your child xxx was collected late after school on DATE, at TIME.

Please note that if your child is collected late for a second time an invoice will be issued as follows:

- The charge imposed is to meet additional costs in salary and resources that the school incurs from late collection
- If the child is not collected within ten minutes of the end of the school day or activity a charge of £5.00 will be made – after ten minutes of non-collection a charge of £30.00 will be made for up to sixty minutes
- The parent will be issued the payment on Arbor
- If this child has not been collected after sixty minutes we will follow our Child Protection Procedure for uncollected children.

This letter is intended only to make you aware of the problem so you can begin to address it. I look forward to an improvement in the situation.

Yours sincerely,

Headteacher/ Head of School

Appendix B

Addressee

Address

Date

Dear Salutation

I am writing to inform you, as per our late collection policy, that your child NAME was collected for a second time on DATE.

The Governing body has agreed that charges will be incurred. In cases where a child is not collected within 10 minutes of the end of the school day or after school activity, a charge of £5.00 will be made to the parent/carer for up to 10 minutes of non-collection and then £30.00 thereafter for each sixty-minute period that the child is not collected. Failure to pay will lead to further action being taken.

The School's Designated Person for Child Protection will keep a record of incidents where parents/ carers do not collect a child from school or are late for no explained or good reason, or where there are repeated incidents. If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's Child Protection Policy and Procedures.

You were informed on DATE that if your child is collected late for a second time and invoice will be issued.

An invoice has been created on NAME Arbor account which you will need to be paid within 5 working days from the date of this letter.

If there are no improvements in the collection of NAME, the charging arrangements will commence.

Yours Sincerely

Headteacher/ Head of School

Appendix C

Dear Parent / Carer of

I am writing to you regarding the number of times your child has been collected late from school this half term. Your child has been collected late on ____ or more occasions this half term. It is the parents' responsibility to ensure children are collected on time and being collected late is very distressing for the child/ren concerned.

If your child continues to be left uncollected after the end of the school day, the governing body has agreed that charges will be incurred. In cases where a child is not collected within ten minutes of the end of the school day or after school activity a charge of £5.00 will be made to the parent/carer for up to 10 minutes of non-collection and then £30.00 thereafter for each sixty minute period that the child is not collected. The parent will be issued with an invoice and expected to pay within the date set on the invoice. Failure to pay will lead to further action being taken.

If all reasonable attempts have been made to make contact with parents, carers or any other nominated person, and these have failed then the school will contact the police and / or the Children's Social Care Team.

The School's Designated Person for Child Protection will keep a record of incidents where parents/carers do not collect a child from school or are late for no explained or good reason, or where there are repeated incidents. If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's Child Protection Policy and Procedures.

I would also like to point out that the school offers a number of free staff run after school activities. These clubs finish at 4pm and Sports club finish at 4.15pm, giving parents greater flexibility.

This letter is intended only to make you aware of the problem so you can begin to address it. I look forward to an improvement in the situation.

Yours sincerely

Headteacher/ Head of School

List of information which may be required by Contact Centre/Social Care in the event of a child being referred as not having been collected:

Child's details:

Name

Date of birth

Address

Gender

Ethnicity

Religion

First language or communication needs

EN or behavioural needs

Medical needs Dietary requirements

Brief outline of situation

Name, role and contact details of referrer

Parent/carer/emergency contact details:

Name Address(es)

Contact telephone numbers

Any current/previous child protection concerns

Any previous incidents of child not being collected

For use when a child has not been collected more than 10 minutes late, without alternative transport arrangements having been made.

(To be put onto School letter-headed paper)

[Name of Parent/Carer]

[Address]

[Address]

[Address]

[Post Code]

Date:

Dear [parent/carer],

As you are aware, [Child] was collected late from school on [date]. I would like to remind you that, in order to safeguard the welfare of your child, the School is obliged to implement our Late Collection Procedure for children not collected on time at the end of the School day. If you are regularly late to collect your child, or if you are at any time more than one hour late to do so, we are required to contact Social Care to report this and ask their advice. If, after one hour, you cannot be reached, Social Care may make arrangements for your child to be taken to a safe place.

I do apologise for the serious tone of this letter, but I wished to make you aware that we are obliged by law to meet the Child Protection regulations for schools, and our Late Collection Procedure is important in helping us to meet some of these obligations. Please do speak to either myself or your child's teacher if you are currently experiencing difficulties in collecting your child, or if you would like to discuss this further.

Thank you very much for your understanding.

Yours sincerely,

Headteacher

For use when alternative transport arrangements have been made with the parent's/carer's verbal consent only.

(To be put onto School letter-headed paper)

[Name of Parent/Carer]

[Address]

[Address]

[Address]

[Post Code]

Date _____

Dear [parent/carer],

This letter is to document that as you were not able to collect [Child] from school on [date], you gave your consent via telephone for [Name] to take [him/her] home. This was noted by the School at the time on a Collection Consent Form and this arrangement was carried out in order to safeguard the welfare of your child. I would be grateful if you could come into school and sign this form as soon as possible to confirm that this arrangement was made at your request and with your consent, and to discuss the reason(s) for your child not being collected with the class teacher, if you have not already done so. Thank you very much.

Yours sincerely,

Headteacher

For use when a child has not been collected within one hour, and Social Care has been contacted.

(To be put onto School letter-headed paper)

[Name of Parent/Carer]

[Address]

[Address]

[Address]

[Post Code]

Date _____

Dear [parent/carer],

[Child] was not collected from school on [date] and we were unable to contact you or the emergency contact(s).

As a result, in order to safeguard the welfare of your child, the School was obliged to implement the procedure for children not collected at the end of the School day [School activity].

This procedure, which has been agreed by Social Care, [Education Transport] and the Police, involved us contacting Social Care in order that arrangements could be made for your child to be taken to a safe place. I am sure that you will appreciate the importance of providing for your child in these circumstances.

I hope that the reasons for your child not being collected are not serious, but would ask you to contact the School as soon as possible to discuss the matter further.

Yours sincerely,

Headteacher

For use by class teachers/Administration every time a parent/carer is more than 15 minutes late to collect a child.

LATE COLLECTION NOTIFICATION SLIP (CLASS TEACHERS)

Please complete for every child not collected within ten minutes of the end of the School day / session / activity, as soon as the child has been safely taken to a responsible adult and the parent / carer / emergency contact has been notified. Please bring this slip to the administrator, and inform him/her if it has not been possible to reach any of the above.

DATE:

CLASS:

NAME OF TEACHER:

NAME OF CHILD NOT COLLECTED:

AFTER 10 MINUTES the child will be taken to reception:

HAVE YOU REACHED THE PARENT / CARER / EMERGENCY CONTACT? (PLEASE TICK) YES: NO: IF SO, PLEASE BRIEFLY STATE WHO HAS BEEN CONTACTED, AND WHAT ARRANGEMENT HAS BEEN MADE WITH THEM:

I confirm that the Late Collection Procedure has been followed, and the child has been taken to reception after 10 minutes, and I have tried to contact the child's parent / carer myself in the first instance.

TEACHERS' SIGNATURE:

Administration to complete: I confirm that the Late Collection Procedure has been followed, and that I was informed by the Class Teacher as stated above.

ADMINISTRATOR'S SIGNATURE: