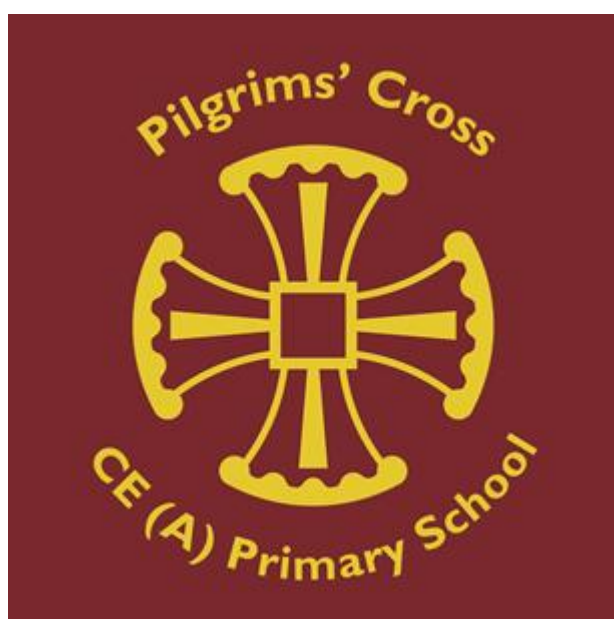


*Learning, to make a difference,
in God's world*

Pilgrims' Cross CE Aided Primary School



Late Collection of Children Policy

Reviewed By	Head Teacher	Authorised By	FGB
Reviewed	September 2026	Review Cycle	Annually

PILGRIMS' CROSS CE AIDED PRIMARY SCHOOL

Late Collection of Children Policy

Statement of Intent

In the event that a child is not collected by an authorised person at the end of the school day (or after a child's attendance at an after school club or extra-curricular school event), the school puts into practice agreed procedures as detailed within this policy.

Aims

- To minimise the possibility of late collection
- To establish clear procedures in the event that a pupil is not collected at the end of the school day
- To follow up non-collection to minimise the possibility of reoccurrence

In the event that a child is not collected by an authorised person, we will ensure the situation can be resolved as quickly as possible to cause as little distress as possible to the child. We inform parents/carers of our procedures via this policy on our school website, so that if they are unavoidably delayed, they will be aware of procedures being followed.

The school takes persistence lateness in collecting a child seriously. We understand that occasionally delays are unavoidable but we have a duty of care to protect children and act in their best interests at all times.

Methods

The times of the school day are clearly communicated to parents/carers at induction and on the key information page of the school website. If the school changes the collection time it will notify this clearly to parents/carers and in advance, through the appropriate means of communication e.g. weekly newsletter/'one off' class trip letter, email, etc.

All parents/carers of children starting at the school are asked to provide specific information which is kept within individual pupil files (and electronically on Arbor, where applicable) 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 (i.e. a court order)
- Information about who has primary and parental 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 (i.e. because of an emergency or a child going to a friend's house for tea), we ask that parents inform either the school office or the class teacher at the earliest available opportunity.

We will not allow a child to go home with any person other than those listed on the End of Day Collection form, unless we have received verbal or written confirmation that changes should be made to these arrangements. This includes other parents/carers at the school who may offer to take a child who has not been collected home.

Suitable Person

If classroom/office staff feel that the person collecting a child may be under the influence of either alcohol or drugs and the safety and wellbeing of the child may be compromised, a member of the school's Senior Leadership Team must be contacted immediately.

The member of the Senior Leadership Team will assess the situation and if they feel that the parent/carer appears unable to take reasonable responsibility for the child they will take appropriate action. This could include contacting another person named on the emergency contact list or suitable member of the family to collect the child. If another emergency contact or family member is not available, then Children's Services or the Police may need to be contacted. If a parent/carer takes the child against the school's judgment of their fitness to care for the child, then Children's Services will be contacted.

Unless there is a court order, of which the school must have a copy, or there are any identified child protection issues preventing a person with parental responsibility contact with a child, we are unable to deny access. We will endeavour to contact the other parent/carer and 'stall' where possible but cannot deny collection from a person with parental responsibility.

Non-Collection Procedures

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

1. If a child has not been collected from their classroom by 3pm (or after a child's attendance at an after school club or extra-curricular school event), they will be taken to the school office. Telephone, text, email and written messages are checked to see if there are any changes to the end of day arrangements. Class and office staff liaise to clarify.
2. Check whether the child is usually in an after school activity that night and have just forgotten/not wish to attend (where applicable).
3. Parents/carers are contacted at home and work. If an answer phone is used, a short message will be left stating the day and time that the school are ringing, that X is still at the school and that parents must contact the school immediately to say when the pupil is to be collected.
4. If this is unsuccessful, other authorised adults are contacted. If an answer phone is used, a short message will be left stating the day and time that the school are ringing, that X is still at the school, we have been unable to make contact with parents so a named adult on the collection list must make contact the school immediately to say when the pupil is to be collected.
5. In the meantime, the child will wait in the main entrance under adult supervision, **then at 3.10pm, will be placed into After-School Club & parents/carers will be charged for that session.**
6. If the child has not been collected after one hour (4pm) and no parents/carers or emergency contacts can be reached or have responded, we will follow our Child Protection Procedures and contact Hants Direct Children's Services (See Child Protection Policy and call: **Tel: 0300 555 1384 After 5pm: 0300 555 1373**). A further phone call should be made to the parent and where available, a message left to inform them that a referral has been made to Children's Services.

7. Children's Services will aim to find the parent/carer or relative and if unable to do so, the child will be placed into the care of the Local Authority. This may involve the Headteacher or another member of senior staff transporting the child to Children's Services. A taxi may be used and the cost of the taxi will be charged to the parent.

Under no circumstances will the staff go looking for the parent or take the child home with them.

Reporting and Recording

A full report of the incident will be written and placed in the child's school file (Appendix A) and a letter hand delivered to the parents' home (Appendix B) if the child has been taken to Children's Services.

If a parent/carer is more than 15 minutes late (after 3:05pm) and the child has been taken to the school office, the parent will be asked to sign their child out on the iPad, which will record the number of minutes late the child has been collected. This will be added to their CPOMS (Child Protection Online Management System) records by Admin staff.

If a parent/carer is more than 20 minutes late (after 3.10pm), the child will have been put into After-School Club and the parent/carer will be charged for this session, regardless of the time that their child is collected.

Where a child has recorded 3 late collections within a half term period, a letter will be sent home to parents. Where there is no subsequent improvement in late collection, a second letter will be sent, a meeting with the Headteacher/Deputy Headteacher convened and a referral may be made to the MASH/Early Help Assessment Team, via Children's Services.

This policy will apply to all children attending Pilgrims' Cross CE Aided Primary School, including those in the Early Years Foundation Stage.

Appendix A

Late Collection of Child Incident Form (Child taken to/by Children’s Services)

Name of Child

Date

Account of procedures followed:

Signed:

Print Name:

Appendix B

Dear Parent/carer,

Re: Name of Child/Children

As a result of your child not being collected from school today (date) and having not been able to contact you, we have now implemented our school procedure for children uncollected after school hours.

Your child has now been taken to Children's Services where they will remain until 5pm. Staff at the centres have been instructed to contact "Out of Hours" Duty Social Worker if you have not contacted/collected them by 5pm. After 5pm your child is likely to be accommodated by the "Out of Hours" Social Worker with emergency foster carers for the evening. Your point of contact is:

Children's Services Department, Hampshire County Council, Elizabeth II Court North, The Castle, Winchester, SO23 8UG

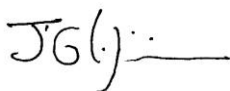
Tel: 0300 555 1384 Out of Hours: 0300 555 1373

These procedures have been implemented to safeguard and promote the welfare of your child. We hope that the circumstances that have led to the accommodating of your child are not serious; however, I am sure you will appreciate the importance of providing for your child in these circumstances.

Would you please contact me as soon as possible to discuss this matter further.

WE WOULD ASK YOU TO BRING THIS LETTER AND ANOTHER FORM OF IDENTIFICATION WITH YOU WHEN YOU COLLECT YOUR CHILD/CHILDREN.

Yours sincerely,



Mr J Cascarini
Headteacher