

Late Collection Policy

St Margaret's C of E Primary School

Date of Policy:	June 2025
Responsibility:	Governing Body
Review Date:	July 2028
Consultation:	This policy has been development in agreement with Children's Social Care

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. (It is essential that parents are asked to update or confirm emergency contact details half termly. Best practice suggests a minimum of 3 contact numbers where possible.)
- To follow up the non-collection to minimise the possibility of it happening again.

Minimising the possibility of late collection

The times of the school day are clearly communicated to parents in the Parents' and Families induction packs and on the school website. Parents are also to be informed of the importance of notifying the school if there are any changes to

their collection arrangements or if they are going to be late and the possible implications. Reminders will be given on school newsletters. It is equally important that the relevant staff are informed that a parent has notified the school of late collection and arrangements made for the care of the pupil. If the school changes the collection time it will notify this clearly to parents and in advance through the appropriate means of communication. Pupils are also to be reminded about this by their teacher.

Suitable person / Identification of Individuals

It is essential that parents nominate a responsible person to pick up their child if they are unable to do so themselves. It would not be deemed appropriate for another primary school aged child to have this responsibility and it would be a judgement call based on the age and maturity of any other young person under the age of 18 (i.e. when the person becomes an adult).

If 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 schools Senior Management Team must be contacted.

The member of the Senior Management Team will assess the situation and if they feel that the parent/carer appears unable to take 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 Social Care or the Police may need to be contacted.

Relationship breakdown of parents / guardians

The school has a clearly defined procedure, which is followed in the event of the relationship between a child's parents or guardians breaking down. Unless there is a court order, of which the school must have a copy, or there are any identified child protection issues preventing one parent's contact with a child we are unable to deny access.

Procedure to be followed if a pupil is not collected

If a pupil is not collected at the end of the school day or after attending after school clubs it is important to establish with the pupil what their understanding

of the arrangement was and try to contact anyone on the child's emergency contact list if parents are unavailable.

The teacher or appropriate member of staff to:

1. Check the pupil's Reading Bag/ school bag for notes.
2. Check whether they are usually in an after-school activity that night and have just forgotten to attend.
3. Check with office staff to see whether a phone call or note has been received.
4. Check the register for a note.
5. Continue calling the parent (or ask office staff to do so). Contact numbers are kept on Arbor. Please ensure that the office staff are aware that you are trying to contact a parent.
6. If an answer phone is used please leave a short message to say the day and time, that you are ringing, that you still have X with you and they must contact the school immediately to say when the pupil is to be collected.
7. If a parent has not made contact or arrived by 4.50pm (for a child who was expected to be collected at the end of the school day) or 30 minutes after the end of an after-school club (if booked in) a further phone call should be made and where available, a message left to inform the parents that a referral is being made to Multi-Agency Safeguarding Hub (MASH) if no call is received within 10 minutes.
8. If a child who was expected to be collected at the end of the school day, is not collected and no contact is made by 5.00, a referral is to be made to the MASH on 0121 569 3100. For children who had been booked into after school provision, this will take place 10 minutes after the end of after school Provision if no contact has been made.

Follow-up

If a pupil is picked up late and, this will be recorded in the late collection log, giving reasons for the late pick-up.

Once the situation has been resolved it is important to establish how and why the circumstance arose and to ascertain what the parent must do to avoid a recurrence of this situation. Staff should gather facts, offer support and solutions to prevent reoccurrence.

It will also be necessary to review the procedures used to ensure that they worked smoothly and if necessary to amend for future incidents.

Useful contact numbers

Multi-Agency Safeguarding Hub (MASH) -	0121 569 3100
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West Midlands Police Communications Centre -	0845 113 5000
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