



Late Collection Policy

Ethos Committee

Reviewed October 2021

Linked Policies: Safeguarding and Early Help Policy

Occasionally a parent may be late to collect a child. We accept that there are exceptional circumstances where a parent is unavoidably delayed and is not prompt to collect their child(ren). This policy and procedures document is designed to add clarity for school staff and parents on what happens in school if late collection occur.

At Margaret Roper we try to ensure that our children are dismissed from class promptly as we appreciate that parents/carers may need to collect from another setting or travel to another activity. We ask that parents are available to collect their child by the time specified as this aids staff who have additional professional responsibilities at the end of the teaching day. Late collection is also distressing for our children.

1. Contact details

It is essential that we have up-to-date contact details for parents/carers at all times. Phone numbers and email addresses change, and we ask that parents/carers keep us updated with at least two contact numbers for different adults (and preferably more). If we need to contact parents/carers urgently; for instance, if your child is unwell or not collected on time, it is vital that we can do so.

2. If it is not the usual person collecting your child(ren)

If you know that you are not collecting your child, and the person collecting is not a usual person you have designated who is known to us, we ask that you notify us in advance, if possible in writing, by email or by telephone message. You can also leave a message at the start of the day with the member of staff on gate duty. If the person collecting is not known to us, we may ask for Identification to verify who they are. If you designate another parent to collect your child(ren), please make sure that you have talked to them in person and not simply left a text message for them that they may have not received.

3. Persons prohibited from collecting children

Very occasionally circumstances may arise where the parent or carer wishes for a person or persons to be prohibited from collecting their child(ren). If this arises, we ask that the primary carer; that is the person with whom the child(ren) normally reside, to contact the headship team to discuss this. Normally our school will generally respect the wishes of the primary carer, but may need to see copies of court orders, residence orders and so on to verify these wishes. Where there is lack of clarity at the end of the school day, our school staff will not release the child until they have contacted the primary carer and verified the

circumstances and their wishes. It is important that the child(ren) involved is not traumatised or upset by any uncertainty and we request parents to ensure that any disagreement between adults is kept from the child(ren) involved.

4. Late collection at the end of the school day

If a parent knows they are likely to be delayed by a few minutes we ask that they call the school office and leave a message. If the switchboard is busy, please leave a message which will be passed on. Alternatively, parents can send an email to the school office.

Staff will continue to supervise children in their care for a reasonable period (at most until 3.10pm). After this time, pupils will be escorted to the school office where they will be supervised. When the parent/carer arrives at school to collect their child(ren) they should report to the office to sign their children out in the late book.

Children who are not collected by 3.30pm will be transferred to After School Club as an exception. Once this takes place the parent/carer will be liable for the full evening charge of £11.

Late collection records are tracked by the attendance officer and the headship team. Parents of children who are collected late repeatedly (more than 3 times in a term) will be invited to meet with a member of the headship team to discuss the causes and to plan for action to avoid this in the future. Subsequent to this meeting children in this circumstance who are not collected on time will be immediately transferred to after school club and the full evening charge will be levied.

It should be noted that choosing to access after school club on an 'ad-hoc' basis is not an option for parents and the circumstances outlined in the paragraphs above should be considered exceptional.

Places in after school club should always be booked in advance to ensure that we provide adequate staffing ratios.

5. Pupils transferring to an optional after school activity

Pupils are dismissed to their parents/carers at 3pm by a member of school staff. Pupils transferring to an after-school activity (e.g. netball club) will be accompanied by their teacher to the club, apart from older junior children who will be sent to their club leader at the club base. A register will be taken at the start of the club by the club leader and absences will be followed up to check the child is accounted for. ***For this reason we ask that where a child does not attend a club the adult collecting them is explicit in informing school staff, preferably in writing, that their child has been collected.*** This will ensure that the club leader/school has accurate information about the whereabouts of each child.

At the end of the optional club, the club leader is responsible for dismissing each pupil to an appropriate adult. If their parents are late to collect them, procedures as outlined in section 3 will apply.

6. Children not collected by the end of after school club.

After school club finishes at 6pm. By that time all children should have been collected by their parents.

If a parent knows that they may be unavoidably delayed, they are asked to telephone the after-school club leader on 020 8688 0945 as soon as they know, informing the team and estimating a collection time.

If children are not collected by 6pm, a member of staff will telephone the parent who usually collects (and other adults listed in our contact details) and ascertain when they are likely to be able to collect. If it is likely that this will be after 6.15pm, a member of the headship team will become involved to support the after-school club leader and team. In the event that no adult is contactable at least two members of staff will wait with the child. If, by 6.30pm the child has not been collected and no contact has been made with any appropriate adult, a member of staff will contact the Social Services Emergency Duty Team (EDT) for advice. At this point it may be that the child is escorted by school staff to a place of safety advised by social services or the matter may be handed over to the police for supervision. *It must be stressed that the outcomes in this paragraph are highly unlikely, especially if communication with an appropriate adult can be established. However, the school wishes to make clear the scenario if adults are not contactable*