Ravensdale Infant and Nursery School

Children collected late from School Policy

Signed by:

Headteacher Date: 22.10.2026

Chair of governors Date: 22.10.2026

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Contents:

Statement of intent

1. Legal framework
2. Roles and responsibilities
3. General collection procedure
4. After-school club collection procedure
5. Late collection procedure
6. Recurrence of late collection
7. Charges for late collection/ non-collection procedure
8. Monitoring and review

Statement of intent

Ravensdale Infant and Nursery School is committed to ensuring the safety of all pupils when they leave school at the end of the day. We aim to provide a safe and caring environment. If a child is collected late or is not collected at all, they will be reassured to cause as little distress as possible. We inform parents/carers of our procedures being followed. If an authorised adult does not collect a child, we will put into practice the agreed procedures.

The aim of this policy is to:

- Keep pupils safe.
- Ensure all staff members are aware of the correct procedures for the end of the school day.
- Make parents/ carers aware of the expectations regarding collecting children.
- Highlight the importance of parent/ school communication.
- Advise parents/ carers of the potential for financial penalties for late collection.

Please note that this policy only applies to instances where pupils are collected late from school.

1. Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Education Act 2002
- DfE (2024) 'Keeping children safe in education 2024"
- DfE (2023) 'Understanding and dealing with issues relating to parental responsibility'.

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Safeguarding and Child Protection Policy

2. Roles and responsibilities

The headteacher will be responsible for:

- The overall implementation of this policy.
- Communicating this policy to all members of staff, parents, and carers.
- Liaising with parents/ carers to establish whether individual families need extra assistance.

Staff will be responsible for:

- Ensuring all pupils are collected safely at the end of the school day.
- Being aware of the collection arrangements for each child in their class and abiding by them.
- Keeping the password for each child confidential.

Parents/ carers will be responsible for:

- Adhering to the principles outlined in this policy.
- Communicating to the school if they are going to be late to collect their child.
- Paying any financial penalties imposed due to late collection of their child/ children.

3. General collection procedure

Parents/ carers 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
- Names and telephone numbers of emergency contacts who are authorised by the parents/ carers to collect their child from school e.g. childminder, relative, neighbour.
- Information about any person who has been denied legal access to the child
- Information about who has parental responsibility for the child

If there are any changes to the information above, it is the responsibility of the parent/ carer to notify the school office immediately.

When there is a variation to the end of day arrangements, parents/ carers must inform the school office in a timely manner to ensure that all relevant staff and the child are notified.

Parents/ carers will promptly collect pupils at the end of the school day (3.20pm) from their child's class. Parents/ carers will be made aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke-free zone; mobile phones must not be used.

Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility.

There will be no expectation that a member of school staff will transport a pupil themselves. However, in partnership with outside agencies (social care and/ or the police) this may be authorised by the headteacher in exceptional circumstances.

4. After-school club collection procedure

All after-school clubs and extra-curricular activities will finish at either 4.20pm or 4:30pm.

Parents/ carers will follow the normal collection procedure, as outlined in the 'General collection procedure' section of this policy, when picking up children from after-school clubs.

Where after-school club provision is provided by an external organisation, it will be the responsibility of that organisation to implement an appropriate process for the collection of pupils, ensuring that they effectively identify and respond to safeguarding concerns.

Pupils who have not been collected following an after-school club will be escorted to the school office.

If parents/ carers are late to collect their children following an after-school club, they will be charged in accordance with this policy.

5. Late collection procedure

As a matter of courtesy, if a parent/carer believes that they will be late to collect their child/ children they must telephone the school at the earliest opportunity on 01332 513862. The office team will inform the relevant classroom staff who in turn will let the child know.

Please note that contacting the office will not stop the procedures being followed.
If a pupil has not been collected 10 minutes after the specified collection time (3.20 pm for end of the school day/ 4.20pm or 4.30 pm for after school clubs), a staff member will escort them to the school office before attempts are made to contact the pupil's parents/ carers. If the pupil's parents/ carers cannot be reached via the contact details provided, emergency contacts for the pupil will be contacted, and the school will continue to try and contact the parents/ carers. If the parents/ carers and emergency contacts cannot be contacted, the non-collection procedure will be followed as outlined in the 'non-collection procedure' section of this policy.

The school will hold at least one emergency contact for each pupil and will have more than one where reasonably possible.

The child will be cared for by a designated member of staff. Parents/ carers will be liable to pay a penalty for this service. Where appropriate, a staff member will sensitively ask the pupil whether they are aware of any reason that could account for their parents/ carers being late.

All staff members, including those in charge of after-school activities, will be aware of the school's internal procedure for late collection and will ensure that the situation is resolved whilst causing as little distress as possible to the pupil.

While awaiting collection, pupils will be always supervised, ensuring appropriate staffing ratios are met.

6. Recurrence of late collection

The length and frequency of late collections are monitored by the school. The school will keep a record of incidents where parents/ carers are late with no prior notice and/ or reasonable explanation.

Concerns regarding a pupil's safety and welfare associated with late collection will be dealt with in accordance with the school's Safeguarding and Child Protection Policy.

In the event of recurrence of late collection, where no reasonable explanation has been given, a letter will be sent home to the parents/ carers inviting them to a discussion about their circumstances (see Appendix B).

Parents/ carers will be made aware of the arrangements that may be put in place if they continue to collect their child late, including the school's right to enforce a penalty charge.

7. 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 a 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 when those times are varied for a specific event or date.

The governing body has decided that, except in emergency situations (be advised that traffic does not count as an emergency), where children are not collected from the school within fifteen minutes after the school day or after school activity ending, then a charge will be made to the child's parent or carer. The school accepts that a variety of emergencies can arise due to unforeseen circumstances and will ensure that the charge is not imposed on the parent/ carer 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.

8. The Charging Arrangements

In cases where a child is not collected promptly at the end of the day or after school activity the charging arrangements will be enforced. A charge of £5.00 will be made to the parent/ carer for up to 15 minutes of non-collection and then £10.00 thereafter for each 15-minute period or part thereof, that the child is not collected. Please see the table below for details of late penalty charges. If there is more than one child in a family that is collected late, these amounts are payable per child. The parent/ carer will be issued with an invoice which they will be expected to pay within the date set on the invoice. Failure to pay will lead to further action being taken.

Time of collection	Minutes late	Charge per child	Total charge per child
3.20 pm – 3.35 pm	Up to 15 minutes	£5.00	£5.00
3.35 pm – 3.50 pm	15 – 30 minutes	£10.00	£15.00
3.50 pm – 4.05 pm	30 – 45 minutes	£10.00	£25.00
4.05 pm – 4.20 pm	45 – 60 minutes	£10.00	£35.00

For late collection from an after-school activity, the times of collection will be as in the table above, but times will reflect the end time of the club.

On the second late collection within a half term, without an acceptable reason, the parent/carer will be sent a letter reminding them to collect their child from school at 3.20pm. (see Appendix A).

If the child has not been collected after one hour from the end of the day or after school activity and no contact has been made with the parent/ carer or arrangements agreed, we will follow the Safeguarding and Child Protection Policy for uncollected child/ children.

9. Procedures for Non-Collected Children

The school will continue to try and contact the parents/ carers and named emergency contacts in the event of a non-collection. A detailed record of the action taken, and the calls made, will be kept on the child's safeguarding file.

Under no circumstances will staff members go and look for the parents/ carer. A staff member will always supervise the pupil.

If no contact has been made with the pupil's parents/ carers or emergency contacts, and no one has arrived to collect the child within an hour of the end of the school day or an hour after 4.30pm if it was pre-arranged for a pupil to attend a school club – the school's Safeguarding and Child Protection Policy will be followed and children's social care, and the police if appropriate, will be contacted.

A member of staff will stay with the pupil until children's social care arrives.

Once the situation has been resolved, the reason the circumstances arose will be established and noted, and steps to avoid recurrence will be taken by the school and parents/ carers.

10. Late Collected Children

- Details of all children collected late will be recorded using the Entrysign digital system. This information may be passed onto the Local Authority's Education Welfare Team for further investigation.
- Where a child has 3 recorded late collections in one half term, parents/ carers will be invited to attend a meeting with the Headteacher.
- Where there is no improvement in late collection a referral may be made to the Derby City/ Derbyshire Children's Social Care Team.

After School Clubs

- If children are collected late or not collected, the same procedures detailed above will apply.
- Where children are collected more than 15 minutes late from a school-run afterschool club on 2 occasions they will automatically lose their place at after school clubs for the rest of the academic term. Any money already paid will not be refunded.

Non-Collected Children

- Under no circumstances are the staff to look for the parent/ carer nor do they take the child home with them.
- If no contact has been made with parents/ carers after one hour, a referral must be made to Derby/ Derbyshire Children's Social Care.
- The police should 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/ carer fail to collect the child before 4.20pm (5.20pm/ 5.30pm for a child who has attended an after-school club), the Designated Safeguarding Lead (DSL) will liaise with Children's Social Care and the Police to plan for the appropriate care of the child.
- The police may decide to issue a police protection order (PPO) as part of this process.
- A full report of the incident and actions taken will be placed on the child's safeguarding file.

11. Monitoring and review

Monitoring and review

Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and amended where necessary.

This policy will be reviewed on an annual basis by the headteacher and DSL. The next scheduled review date for this policy is January 2026.

Any changes made to this policy will be communicated to all staff and parents/ carers.

Reviewed – 22.10.2026 L. Blanchenot

Appendix A

Date: XX

Dear Parent/ Carer of XX

Your child has been collected late from school on _____ or more occasions this half term. It is the parents/ carers' responsibility to ensure their child or children are collected on time. Being collected late can be distressing for the child/ren concerned.

The governing body has agreed that charges will be applied for late collections. In cases where a child is not collected within fifteen 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 15-minutes on non-collection and then £10.00 thereafter for each 15-minute period or part thereof, that the child is not collected.

You will have received an invoice for any late collection charges applied. Please ensure that this is paid within the date set on the invoice. Failure to pay will lead to further action being taken.

A full report of the incident and actions taken will be placed on the child's safeguarding file.

If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the school's Safeguarding Policy and Procedures.

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

Yours sincerely

Appendix B

Date: XX

Dear Parent/ Carer of XX

Ref: Appendix A letter dated XXXX

A letter was sent to you on XXXX regarding the late collection of NAME from school. Since then, NAME has been collected late on _____ further occasions. It is the parents/ carers' responsibility to ensure their child or children are collected on time. Being collected late can be distressing for the child/ren concerned.

You are invited to attend a meeting on XXXXXXXXXXXXXXX at XXXX to discuss the reasons for the late collection of NAME.

The governing body has agreed that charges will be applied for late collections. In cases where a child is not collected within fifteen 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 15-minutes on non-collection and then £10.00 thereafter for each 15-minute period or part thereof, that the child is not collected.

You will have received an invoice for any late collection charges applied. Please ensure that this is paid within the date set on the invoice. Failure to pay will lead to further action being taken.

A full report of the incident and actions taken has been placed on NAME's safeguarding file.

If any concerns about NAME's safety and welfare result, these will be dealt with in accordance with the school's Safeguarding Policy and Procedures.

Yours sincerely