

Late Collection of pupils from school Policy



Approved by:	Headteacher
Last reviewed:	Autumn 2026
Next review due:	Autumn 2028

Policy aim:

- To provide a safe and caring environment for all pupils.
- To ensure the prompt collection of all pupils from the school.
- To ensure the safety and well-being of pupils at Royton Hall Primary School.
- To enable staff to attend training, meetings and carry out professional duties.

Collection of pupils at the end of the school day

**It is the responsibility of parents/carers to collect their children, on time, at the end of each school day.*

Royton Hall Primary School recognises that it has a statutory duty to safeguard and promote the welfare of pupils and that this duty extends to having arrangements in place for dealing with pupils who are not collected at the end of a school day, or at the end of an authorised activity e.g. club.

On admission to the school, parents are asked to provide: -

- Names and full addresses of parents/carers (and confirmation of parental responsibility)
- Home, mobile and work telephone numbers
- A minimum of two emergency contacts who may be called in the event of the parents/carers being unobtainable or in the case of an emergency

It is the responsibility of the parent/carers to ensure this information is updated annually and whenever circumstances change. Parents and carers are reminded regularly to update contact details if they have changed. If a telephone number, or email address, does not work, we follow this up at the earliest opportunity with the parent/carer.

Action 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 (and there is no prior written parental consent for the pupil to walk home alone), the school puts into practice agreed procedures. These ensure the pupil is cared for safely by an experienced and qualified adult who is known to them.

If a pupil remains uncollected at the end of the school day, the pupil is taken by the teacher or TA to the office and they should then follow the procedure below.

The teacher or appropriate member of staff will: -

1. Check whether the pupil is usually in an after-school activity that day and may have just forgotten to attend (if applicable)
2. Check with office staff to see whether a phone call or email/text has been received
3. Write the pupil's name in the late collection register
4. If a parent has not made contact or arrived by 3.25pm (or 10 minutes after the end of a club), the school office will attempt to contact parents
5. If the parent cannot be reached, the emergency contacts provided will then be called. (Contact numbers are kept in the office and on the School's Management Information System - SIMs).

6. If a parent has not made contact or arrived after an additional 5 minutes, a further phone call will be made and a member of the senior leadership team will be informed.

If a pupil is not collected after an activity club and Teaching Assistants / office staff have gone home, the supervising adult should assume responsibility for attempting contact with the parents or emergency contacts, informing a member of the senior leadership team.

Change of Collecting Adult

When a child starts the school the parent/carer is required to complete a form which requires emergency contact details for a minimum of two named adults who have permission to pick up the pupil at the end of the day. This information is collected to allow the school to make a quick and informed decision if somebody less familiar seeks to collect a pupil or if the class is being dismissed by a supply teacher. Every email that is sent out to parents has a reminder to update any contact details that may have recently changed.

If an adult, who is not named on the consent form, attempts to collect the pupil, the school will, for matters of safeguarding, need to contact a parent to confirm whether they are genuine and do have permission to collect the pupil. If the parent is not available to give permission on the phone then the pupil will not be allowed to go with the adult.

(Please note if the pupil is in Upper Key Stage 2, unless they go home independently, they themselves are responsible for identifying if the adult is suitable for collection).

If, in an emergency, a new person is sent to collect a child, the school should be informed by telephone and a 'password' shared. The teacher will ask the unknown adult for the password before allowing the child/ren to be collected.

Parents are reminded that any changes to normal collection arrangements (e.g. being collected by another parent) should always be detailed in an email/letter to the school office or the pupil's class teacher.

Suitable Person to Collect for School

It is essential that parents nominate a responsible person to pick up their child if they are unable to do so themselves. We do not accept anyone under the age of 14 collecting young children in Early Years and Key Stage One (see home to school policy).

If staff feel that the person collecting a pupil may be under the influence of either alcohol or drugs and the safety and well-being of the pupil may be compromised, the School's Designated Safeguarding Lead or any member of the Senior Leadership Team will be contacted to assess the situation and decide whether the adult concerned appears able to take responsibility for the pupil.

If the judgment of the Senior Leader is that the pupil might be at risk, alternative appropriate action will be taken and this might include contacting another person named on the emergency contact list or another suitable member of the family to collect the pupil. If another emergency contact or family member is not available then the school will consider contacting Oldham's Social Care or the Police.

In the case of relationship breakdown between parents and/or guardians, unless there is a court order (which the school must have seen a copy of) or there are any identified pupil protection issues preventing one parent having contact with a pupil, then the school is unable to deny a parent's right of access.

Procedure if a pupil is collected late

On many days, teachers have professional development training or professional meetings and cannot look after pupils who are not collected on time. Because of the additional administrative and supervision costs, the Governors impose a late collection charge for pupils who are not collected from school by 3:30pm. On the first occasion of late collection up to or after 3:30pm, the school will send a formal warning letter stating that charges will be levied in relation to any subsequent occasion of late collection.

On the second occasion when a pupil is not collected by 3.30pm (and after a warning letter from the first occasion), there is a charge of £5 per pupil for each elapsed 15 minutes period. For example, if a pupil is collected at 3.45pm, this is 30 minutes late and will cost £10.00 per child (covers two elapsed 15-minute periods). The office clock will be used to determine the times.

****The charging procedures contained within this policy will not be followed where school trips, visits or journeys have caused the late arrival of pupils back to school.***

We ask parents to call the School Office if they are running very late to help appropriate provision to be made and pupils can be kept informed (please note that calling will not exempt a parent from any late charges).

Procedure if a pupil remains uncollected after 60 minutes

In the case of a pupil not being collected and no contact being made by the parents with the school or the school being unable to contact one of the emergency contacts within 60 minutes of the end of the day/end of the club/activity, the school will ring either the Police (101) or Oldham Social Care team to discuss the situation and ask for advice. This will allow the Social Care Team to begin to plan for the possibility that they may need to decide alternative care of the pupil.

Discretion should be used with the above procedures in exceptional circumstances such as major disasters or unexpected early closures.

**** Under no circumstances should staff take the pupil home with them.***

Safeguarding Considerations

Frequent late collection of a pupil from school may give cause for wider safeguarding concerns for the pupil. In all instances, the first step would be a discussion with the Designated Safeguarding Lead. For parents or carers who repeatedly fail to collect their children on time from the school or after school club, meetings with the parent/carers will be set up to address this. Consideration should be given to making a referral for early help at this time.

If this fails to improve the situation then contact can be made with the Oldham Multi-Agency Safeguarding Hub 0161 770 7777 or child@mash.oldham.gov.uk

