



*In the Light of Jesus  
we Learn to Shine*

## **St. Joseph's Catholic Primary School**

### **Late Collection Policy**

### **Ratified by Governors**

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This policy must be reviewed every year

#### **NON - STATUTORY**

We have carefully considered the impact of this policy on equality and the possible implications for pupils with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations.

## Introduction

In line with St. Joseph Catholic Primary School's duty to safeguard pupils, this policy outlines the procedures for when a child is late to be collected at the end of the school day. For the purposes of this policy, it should be stated that the collection time for our pupils is as follows:

KEY STAGE (KS)	TIME
EYFS & KS1	15:15
KS2	15:20

Children are considered to be collected late if they are collected 15 minutes after the end of the school day, or the end of an afterschool activity e.g. club, or trip. From time-to-time, this late collection may be due to circumstances outside of a parent's control for which the school is sympathetic. However, this policy is for situations when late collection is not accidental but persistent, intentional or significant. The school wishes to work with parents and carers to find solutions to any situation which prevents a child being collected at the correct time.

Classroom doors are closed within 15 minutes of the end of the school day. After this point, collection must be through the School Office.

The School Offices (based in Key Stage 1 and 2) close at 16:00. An afterschool club located on the school site and run by a separate organisation (Playtarium) operates after school, closing at 18:00. Details of their services can be obtained at the School Office.

The late collection policy will operate to the following timetable from the end of the school day:

- School finishes for EYFS & KS1/KS2 respectively at 15:15/15:20.
- EYFS & KS1 teachers and children will remain in their classrooms until 15:30. KS2 staff will remain with the children on the playground until 15:35.
- At 15:30/15:35 EYFS & KS1/KS2 children respectively will be taken to the office for collection.
- From 15:30 (EYFS & KS1) and 15:35 (KS2), the late collection policy applies.
- The late collection policy is also enforced from 15 minutes after an after-school activity.

## The Importance of Prompt Collection of Pupils

After a long day at school, it is essential that children are collected promptly to enable them to rest. It is understood that children thrive on routine, and a late collection can cause disruption to their lives and affect their emotional wellbeing. They may also find it challenging to leave school at a different time to their peers with whom they may like to interact with at home time, or they may feel worried about why they are not being collected and wonder where their adult is. Further to this, is the concerns raised for children who are late to be collected in terms of safeguarding. A late collection could indicate a child is being subject to neglect or exposed to avoidable dangers, such as travelling home in the dark. Similarly, the school does not provide pupil supervision beyond home time, or staffing that can support children's needs, and thus to remain at school can impact pupils' safety and wellbeing. Similarly, the collection time for pupils marks the beginning of staff training or an opportunity for staff to carry out professional duties, meaning the late collection of pupils can cause disruption to teaching and learning. Finally, staff who are left to make enquiries and provide ad-hoc supervision of pupils while parents or carers arrive, can be inhibited from their own personal responsibilities which can disrupt their lives and affect staff wellbeing.

At St. Joseph's Catholic Primary School, we want to avoid late collection in the best interests of children and their families, as well as our staff members. We aim, through this policy, to outline our procedures which aim to deter late collection, and reflect our commitment to work with parents to support the wellbeing of those in our school community.

## Policy Aim

- To ensure the prompt collection of all children from the school.
- To ensure the safety and well-being of children.
- To enable staff to attend training, meetings, carry out professional duties and to support their own families, commitments and well-being.

## Responsibilities

In regards to this policy...

- The **Headteacher and Governing Body** are responsible for:
  - Reviewing and monitoring this policy.
  - Ensuring the school complies with its duty to safeguard pupils in accordance with DfE 'Keeping Children Safe in Education' (September, 2025).
  - St Joseph's 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 children who are not collected at the end of a school day, or at the end of an authorised activity.
  - Ensuring the school adheres to the employment right of its workers (Employment Rights Act, 1996) and their wellbeing.
- **All Staff in the School Office** are responsible for:
  - Monitoring the telephone line and answer phone regularly.
  - Being the main point of contact for parents in regards to attendance and collection issues.
  - Passing on messages to the necessary staff members.
  - Keeping a register of pupils present and absent.
  - Updating pupil records.
  - Clarifying the identity of callers to the school wherever possible.
  - Making contact with parents/carers or those on the contact list in any issue relating to our pupils.
- The **School Office Administrator** is responsible for:
  - Maintaining and reviewing the pupil Late Books, across both key stages, whenever possible.
  - Referring concerns to Year Leader/Deputy Headteacher, as appropriate.
- The **Class Teacher, or Supervising Staff Member**, is responsible for:
  - Handing over pupils to the parent/designated person collecting, or in the case of older children who are allowed to walk home alone, ensuring they leave school in accordance with the permission granted.
  - Taking pupils to the School Office after pupils when pupils are not collected promptly.
  - Remaining with pupils until collection. Pupils should not be left in the School Office or without their supervising member of staff.
  - Raising concerns about late collection with their line manager, the Year Leader, in accordance with the procedures outlined below.
  - Informing a member of the DSL team, if after 4pm (or in the case of afterschool clubs or events, 45 minutes after the activity end time), a child has not been collected.

Please note that while messages may be passed to class teachers about collection arrangements, parents should **ensure that the School Office is always informed.**

- The **Year Leader** is responsible for:
  - Meeting with the parent and class teacher when collection causes a concern, in accordance with the procedures outlined below.
  - Liaising with other siblings' Year Leader to co-ordinate a joint meeting, wherever possible.
  - Recording any letters and meeting notes after discussions with parents regarding late collection.

- The **Deputy Headteacher** is responsible for:
  - Meeting with the parent and class teacher when collection continues to be a concern or in cases where a late collection results in a safeguarding or significant concern, in accordance with the procedures outlined below.
  - Monitoring collection, in liaison with the School Office Administrator, after a Year Leader Late Letter has been issued.
  - Along with the Safeguarding Team, remaining with a child when social care has been contacted in accordance with safeguarding procedures.
  
- **Parents or Carers** are responsible for:
  - Providing the School Office with a minimum of two up-to-date contacts, upon admission, and informing them of when details of these contacts, or circumstances, change. These emergency contacts may be called in the event of the parents/carers being unobtainable or unavailable or in the case of an emergency and should live locally to the school.
  - Supplying the school with the names and full addresses of parents/carers (and confirmation of parental responsibility); their home and work telephone numbers; mobile phone numbers)
  - Collecting their children, or making arrangements for their children to be collected by a responsible person, promptly at the end of the school day or an afterschool activity.
  - Making arrangements for afterschool provision, such as Playtarium, directly.
  - Calling the School Office if they are running very late to help appropriate provision to be made and so that children can be kept informed. Parents **should not** email the school in the instance of late collection as these may not be picked up in time.
  
- The **School's Safeguarding Team** is responsible for:
  - Monitoring and reviewing when children's late collection is causing a concern.
  - Referring concerns to the suitable agency e.g. MASH, Family Partnership Services, Social Care.
  - Liaising with social workers for the late collection of any child subject to a Child in Need or Child Protection plan or in the case of Looked After Children.
  - The **Family Worker Team** will also work with families to overcome any barriers to late collection within their skills and capacity e.g. signposting to services, helping with bus timetables and routes etc.

### **Late Collection that Causes Concern:**

The following situations are likely to cause concern, and trigger a formal response from the school:

- Repeated, or continuous, instances of late pick up that extend beyond 15 minutes.
- Late pick up that takes place more than 15 minutes after the end of the school day or activity without a reasonable cause.
- Parents or carers that cannot be contacted.
- Contacts who we are unable to reach in a timely manner or who cannot reach school by 4pm, or 45 minutes after an activity afterschool has finished.
- Misinformation or lack of information about collection provided to the school, or when the school is concerned of intentional late collection.
- Late collection which causes noticeable distress to a pupil or is disruptive to the running of the school.

## Procedure for Late Collection

When late collection causes concern, the following steps will be carried out:

### *First, and every subsequent concern*

**TEACHER/SUPERVISING STAFF MEMBER** notes late collection in Late Book in School Office (for collections > 15 mins.

### *After third concern*

**SCHOOL OFFICE** issues First Warning Letter to parents/carers. Incident logged. [APPENDIX 1](#)

### *After fourth concern*

**YEAR LEADER** issues Second Warning Letter to parents/carers. Meets with parents/carers with School Administrator, and potentially with sibling Year Leader(s). Incident logged. [APPENDIX 2](#)

### *After fifth concern*

**DEPUTY HEADTEACHER** issues Third Warning Letter to parents/carers. Meets with parents/carers with a member of the Safeguarding Team. Incident logged. Minutes to be sent to parents/carers. [APPENDIX 3/4](#)

### *Every subsequent concern*

**SAFEGUARDING ADVICE**

## SAFEGUARDING

If the school is worried about the safety or welfare of a child, the Safeguarding Team may need to call Social Care for advice. This can be in the continuous failure for a parent/carer to collect their child from school in a timely manner.

### **Procedure if a child remains uncollected after 45 minutes**

This aspect of the policy relates to the school's statutory duty to safeguard and promote the welfare of pupils, and operates for every situation where a parent or carer cannot be contacted within 45 minutes of the end of the school day (i.e. 4pm)/club/activity. 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 make contact with one of the emergency contacts within 45 minutes of the end of the day/end of the club/activity, the School will contact Social Care MASH. This will allow the Social Care Team to begin to plan for the possibility that they may need to make arrangements for the alternative care of the child.

### **Safeguarding Advice**

If after a fifth concern around late pick up (regardless or not of contact being made), and following the meeting with the Deputy Headteacher, school will raise their concerns with Social Care MASH and take advice. This may be followed up by further meetings with the Deputy/Head teacher.

Once at the office, the teacher or an appropriate member of staff will:

1. Check with office staff to see whether a phone call or note has been received.
2. If a parent has not made contact or arrived by 15:30/15:35 (or 15 minutes after the end of a club or activity), a member of school staff will make every effort to contact the parent.
3. 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 (MIS).
4. Teachers will enter the child's details into the Late Book. Upon collection, the reason given by parents will be recorded in the book.
5. If a child's contacts are unreachable, or in the event that there is a delay of more than 45 minutes after the end of the school day, or club, a senior member of staff or member of the school's safeguarding team will be informed.

### **Linked Children**

For when there is more than one child who is late, e.g. in the case of siblings or those being collected together, school staff will make every effort to unite them together at either the KS1 or KS2 office. Staff will do their utmost to inform those collecting which entrance to come to in these instances, although this cannot be guaranteed, and may change depending on staffing and events. Children will be logged in the Late Book in their respective key stage office. The School Administrator with responsibility for monitoring the books will have an overview of both offices.

### **After School Clubs/Activities**

The Late Collection procedures described above relate to any clubs that extend beyond the school day and will be instigated from the club's end time, as stipulated on the letter parents receive upon club initiation. Please note that late collections from clubs could result in the child's place being offered to another child on the waiting list.

The policy also applies to any activities that take place after school such as trips which may finish after the usual dismissal time. Parents are advised to read all communication from the school around the timings of extra-curricular activities. The charging procedures contained within this policy will not be followed where School trips, visits or journeys have caused the late arrival of children back to school.

### **Change of Collecting Adult**

Periodically, the school sends out a letter asking parents to update emergency contact details for at least two named adults who have permission to pick up the child at the end of the day. This information is collected and updated to allow the school to make a quick and informed decision if somebody less familiar seeks to collect a child or if the class is being dismissed by a different teacher. If an adult who is not named on the consent form attempts to collect the child, 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 child.

Parents are reminded that any ad-hoc changes to normal collection arrangements (e.g. child going on a playdate, being collected by another parent) should always be shared with the School Office or the child's class teacher.

If a parent/carer wishes to make a long-term change to a child's contact details, they should complete the form in the School Office. Only parents of the child will be able to make any changes.

## **Data Protection and GDPR**

All documentation relating to this policy will be held in accordance with data protection and GDPR guidance.

## **Other Relevant Policies or Documents**

DfE (2025), Keeping Children Safe in Education

The Data Protection Act (1998)

UK Public Rights Act (1996), Employment Rights Act

Child Protection and Safeguarding Policy

Home-School Agreement

## Appendices

### Appendix 1 – School Office Letter to Parents/Carers – THIS LETTER MAY BE ADAPTED FOR THE PARTICULAR CIRCUMSTANCES AROUND THE CONCERN

Dear Parents or Carers,

In line with the school's policy for late collection as well as our duty to safeguard our pupils, I am writing to advise you that the school has noted the following late collections of your **DELETE WHERE APPLICABLE** child/children in the school's Late Book:

DATE	TIME	NAME OF CHILD	CLASS	REASON FOR LATE COLLECTION

Please may we take the opportunity to remind you of the timings of **DELETE WHERE APPLICABLE** the school day:

KEY STAGE (KS)	TIME
EYFS & KS1	15:15
KS2	15:20

/the collection time for the after school activity which your child attends on \_\_\_\_\_ (day)\_\_\_\_ , which is \_\_\_\_\_.

Children are considered to be late collected from 15 minutes after the end of the school day, or the end of an afterschool activity e.g. club, or trip. The late collection of your child has caused the school concern and therefore we are writing to you to ask that you take steps to prevent this from happening again. Please do contact the school to discuss this further if you feel you would like further support.

Yours faithfully,

The School Office



Appendix 2 – Year Leader Letter to Parents/Carers – THIS LETTER MAY BE ADAPTED FOR THE PARTICULAR CIRCUMSTANCES AROUND THE CONCERN

Dear Parents or Carers,

In line with the school's policy for late collection as well as our duty to safeguard our pupils, and further to the letter sent from the School Office on \_\_\_\_\_ (date), I am writing to advise you that the school has noted the following late collections of your **DELETE WHERE APPLICABLE** child/children in the school's Late Book:

DATE	TIME	NAME OF CHILD	CLASS	REASON FOR LATE COLLECTION

Please may we take the opportunity to remind you of **DELETE WHERE APPLICABLE** the timings for the school day:

KEY STAGE (KS)	TIME
EYFS & KS1	15:15
KS2	15:20

/the collection time for the after school activity which your child attends on \_\_\_\_\_ (day)\_\_\_\_ , which is \_\_\_\_\_.

Children are considered to be late collected from 15 minutes after the end of the school day, or the end of an afterschool activity e.g. club, or trip. The late collection of your child has caused the school concern and therefore we are writing to you to ask that you make an appointment with me **DELETE WHERE APPLICABLE** and \_\_\_\_\_ (name of sibling Year Leader) to further discuss this matter and look into the ways we can work together to support punctual collection times. Please contact me via the School Office to arrange an appointment. Attached to this letter is the school's Late Collection policy.

I look forward to meeting with you soon so we can support you in collecting your child promptly after school.

Yours faithfully,

Year Leader

Appendix 3 – Deputy Headteacher Letter to Parents/Carers – THIS LETTER MAY BE ADAPTED FOR THE PARTICULAR CIRCUMSTANCES AROUND THE CONCERN

Dear Parents or Carers,

In line with the school's policy for late collection as well as our duty to safeguard our pupils, and further to the letters sent from the School Office on \_\_\_\_\_ (date) and Year Leader on \_\_\_\_\_ (date), I am writing to advise you that the school has noted the following late collections of your **DELETE WHERE APPLICABLE** child/children in the school's Late Book:

DATE	TIME	NAME OF CHILD	CLASS	REASON FOR LATE COLLECTION

Please may we take the opportunity to remind you of **DELETE WHERE APPLICABLE** the timings for the school day:

KEY STAGE (KS)	TIME
EYFS & KS1	15:15
KS2	15:20

/the collection time for the after school activity which your child attends on \_\_\_\_\_ (day) \_\_\_\_\_, which is \_\_\_\_\_.

Children are considered to be late collected from 15 minutes after the end of the school day, or the end of an afterschool activity e.g. club, or trip. The late collection of your child has caused the school concern and therefore we are writing to you to ask that you make an appointment with me to further discuss this matter and look into the ways we can work together to support punctual collection times. Please contact me via the School Office to arrange an appointment. Before the meeting I would like to draw your attention to the Late Collection policy, as shared in the Year Leader's last letter, which is also available on our school website.

I look forward to meeting with you shortly so we can support you in collecting your child promptly after school.

Yours faithfully,

Deputy Headteacher

Appendix 4 – Deputy Headteacher Letter to Parents/Carers Following Third Letter – THIS LETTER MAY BE ADAPTED FOR THE PARTICULAR CIRCUMSTANCES AROUND THE CONCERN

Dear Parents or Carers,

Thank you for meeting with me and \_\_\_\_\_ (name) on \_\_\_\_\_ (date) to discuss the school's concerns regarding the late collection of your **DELETE WHERE APPLICABLE** child/children. Our discussion was as follows:

- STIPULATE THE INCIDENCES OF LATE COLLECTION/ASPECT OF COLLECTION CAUSING CONCERN
- IMPACT OF LATE COLLECTION ON PUPIL, AND THE RUNNING OF THE SCHOOL
- EXPLORE REASONS FOR ABSENCE AND WHAT SOLUTIONS CAN BE FOUND

As discussed today, children are considered to be late collected from 15 minutes after the end of the school day, or the end of an afterschool activity e.g. club, or trip. The late collection of your child has caused the school concern. In our discussion, we have also explained our safeguarding procedures and the action school may have to take should a child be more than 45 minutes late to be collected, or if we continue to be concerned about late pick up which could be a sign of child neglect.

Thank you again for meeting with us today. We look forward to continuing to work together to further support your **DELETE WHERE APPLICABLE** child/children.

Yours faithfully,

Deputy Headteacher