

# Temple Meadow Primary School



## Late Collection Policy

*Safeguarding Policy Statement -  
This policy is part of the wider umbrella of Keeping Children Safe in Education - and Temple Meadow's Safeguarding and Child Protection Policy.*

**Policy Ownership: (DSL – Designated Safeguarding Lead)**

To SLT:	Nov 2025
To Governors:	Nov 2025
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To be reviewed	Nov 2026
<b>Sept 2025 – updated to reflect revised charging tariff.</b>	

## Definition Key

<b>Familiar Adult</b>	Emergency Contact (e.g Mum, Dad, Nan etc.)
<b>Unfamiliar Adult</b>	Not listed as a contact (e.g family friend, parent of another child in school)

## 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.
- To ensure we regularly remind parents that it is essential we have up to date emergency contact details (we ensure as part of KCSIE a minimum of two contact numbers). We remind parents each term to check the details we have.
- To follow up reasons for non-collection to minimise the possibility of it happening again.
- Facilitate unfamiliar adult collections through the completion of a 'Collection by an alternative adult' form. See appendix 1. **Note: In some instances, we may complete a 'Collection by an alternative adult' form for a familiar adult, if the adult collecting is somebody who staff are not familiar with (e.g – Dad listed as contact two, but rarely collects due to work commitments).**

## Minimising the possibility of late collection

- Times of the school day are clearly communicated to parents in the prospectus, year group information leaflets and in signage around the school site.
- Parents are 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.
- It is important that relevant staff are informed that a parent has notified the school of late collection and the arrangements made for the care of the pupil.
- If the school changes the collection time i.e. following a trip, we will notify this clearly to parents, in advance through the appropriate means of communication.

## 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 is not deemed appropriate for another child to have this responsibility and we would make a judgement based on the age and maturity of any other young person under the age of 18 (in consultation with the Parent/Carer). We will always challenge where we think a young person has been given an inappropriate responsibility for collection.
- 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 SLT must be informed. They 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.

**Please note** when an 'unfamiliar adult' collects, the parent needs to provide the school office with details so we can complete the '**Collection by an alternative adult form**' (which is 'bright neon pink' to ensure it cannot be missed – Appendix 1). The Office team ensure this is forwarded to the relevant class teacher, ensuring teachers are aware of this collection arrangement. At the end of the school day, the 'unfamiliar adult' and the Class Teacher sign the form, so we are clear as to who the child was handed over from and to. Signed forms are returned to the school office to be filed in the individual pupil file. The form **DOES NOT** need completing for children where there is a regular pattern of Dad some days, Mum other days and Aunty, Nan etc. on other days as long as all adults collecting are listed as emergency contacts; and are therefore classed as familiar adults.

### **Relationship breakdown of parents / guardians**

The school has clearly defined procedures, which are 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 safeguarding issues preventing one parent's contact with a child we are unable to deny access. However, we always inform the main regular parent or guardian of the situation.

### **Late Collection**

While waiting for an appropriate adult to collect we always aim to keep children safe. We consider a delay to be 15mins i.e. child remaining uncollected at 3.35pm or 15 mins after a Club. We remain vigilant regarding how long the delay is and decide regarding the need to contact Sandwell Children's Trust. See below our phased approach to handling Late Collection.

Late collected children **are always signed in on our Visitor System**, so we have an audit trail of who is not collected on time and can monitor persistent late collection and take appropriate action. Late collected children then need to be **signed out, once collected by their adult, on the visitor system**.

### **Late collection of morning Nursery Pupils**

Late collected morning children will need to be **signed in, on our visitor system**, so we have an audit trail of who is not collected on time and can monitor persistent late collection. These pupils will then need to join the 30-hour lunch time provision until their adult arrives. When their adult arrives, the office then needs to collect the pupil from the 30-hour lunch provision and **sign them out, on the visitor system**, and hand them over to their adult. Adult to be made aware of late collection fee which comes into effect if the child has not been collected by 12pm (15 minutes after the end of morning Nursery).

## **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; or after a morning nursery session; we attempt to check with the child their understanding of who was due to collect them. We will try to contact anyone on the child's emergency contact list if parents are unavailable.

### **Phase 1 general actions involving Teacher on 'step duty' and Office Team**

- We attempt to contact parent / carer
- We leave a clear message regarding the situation
- We ensure a member of SLT and Pastoral team are made aware
- We ensure Office team liaise with Teachers doing 'step duty' i.e. with the uncollected children.
- We ensure that incoming callers have a school number that can be reached and that the school switchboard is available until 1700.

### **Phase 2 – involving 4CT – this involves a charge (see Charging Policy)**

- At 1535, we sign the child in on the visitor management system and book the child into 4CT (this will be actioned by a member of our Office team). Please note that any medical or dietary information that we hold is handed over to 4CT at this stage, ensuring 4CT fully aware of pupil needs while in their care. If 4CT do not have capacity, then the child is handed to the Pastoral Team for safe supervision.

### **Phase 3 – Handing over child to the late arrival parent**

- When the late parent arrives, the handover of the child to the late parent will be the responsibility of TM staff. They will collect the child from 4CT back into school care and / or collect the child from the Pastoral Team.
- The child is then handed over to the parent and signed out via the visitor management system. This is likely to be actioned by a member of SLT or a delegated member of staff such as Pastoral or Office as appropriate. SLT are in charge of this late collection and therefore must be informed that the child has been collected and / or support the handover as required.

### **Phase 4 – escalating to Social Care**

- SLT or delegated member of staff will monitor length of time that child now uncollected and will decide, re need to contact Children's Social Care.

### **Phase 5 – Follow up on next school day**

- DSL / SLT / Pastoral will follow up the next day ensuring event is logged and parent spoken to where appropriate.

### **Phase 6 – Allocating a Late Collection charge**

- Late Collection charge of £5 per 15 minutes are applied weekly to MCAS accounts, in retrospect for the previous week. A weekly report is generated from the visitor management system to confirm late collected pupils.

## Collection by an alternative adult

To be completed in all instances where school are advised that an unfamiliar adult will collect a child.

### Office Team

Message taken by .....

Date:	Time:
Child's name:	Child's class:
Parent / Carer name:	
Collection instructions (including full name):	
Who is the person that is collecting the child? (i.e family friend, Aunty etc)	

### Class teacher

Handover signature:
Date:
Time:

### Alternative adult

Handover signature:
Date:
Time:

Please return form to school office via class folder. Form to be scanned onto pupils SIMS record.