



Late Collection Policy

Written: Spring Term 2025

Last reviewed: Autumn Term 2025

Next review date: Autumn Term 2026

In the event you may be late to collect your child, please follow the below procedures.

- Calling the school as soon as possible to advise of the situation
- Asking a designated person to collect your child wherever possible
- Informing the school of this person's identity so we can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation
- If the designated person is not known to the school staff the parent must provide a detailed description of the person (and give them the password if one is set)

In the instance of a child not being collected from school after a reasonable amount of time has been allowed for lateness, the following procedure will be initiated by staff:

- Inform a member of SLT that a child has not been collected
- The parent/carers will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal opening hours). During normal opening times, staff ratios must be met and planned for accordingly
- If the parent/carer still have not collected the child, staff will telephone all contact numbers available every 10 minutes until contact is made. These calls all need to be logged.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team to advise them of the situation
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times

Persistent lateness might indicate that a parent is struggling to meet their child's needs. Schools should contact parents or carers outlining their concerns. This should also be recorded as a safeguarding concern using the school's safeguarding procedures.

Late pick charge system for Pre-school

Parents and carers who are later than the agreed finish time, may incur a late fee of £3 per 15 mins. If you believe there is an exceptional circumstance for a late collection, this needs to be put in writing and a decision will be made by the Headteacher as to whether to waive this charge.

Contact Numbers

Kent Social Services

- call: [03000 41 11 11](tel:03000411111) (Monday to Friday, 9am to 5pm)
- call: [03000 41 91 91](tel:03000419191) (outside of office hours - [for emergencies only](#))
- email: social.services@kent.gov.uk