GLENMERE COMMUNITY PRIMARY SCHOOL

At Glenmere we are GREAT! Because we:
Grow, Respect, Enjoy, Achieve Together

Late Collection Policy

Date policy last reviewed: July 2026

Signed by:

Headteacher Date:

Chair of governors Date:

1. Introduction and Aims

Glenmere Primary School is committed to ensuring the safety and well-being of all pupils. Our school day ends promptly at 3.10pm for EYFS and 3.15pm for both Key Stage 1 and Key Stage 2. We understand that unforeseen circumstances can occasionally cause delays, however, consistent late collection can cause distress to children and impact staff duties. This policy outlines the procedures to be followed when a child is not collected on time, aiming to:

- Ensure the safety and welfare of pupils at all times.
- Establish clear procedures for staff in the event of late collection.
- Inform parents/carers of their responsibilities and the school's procedures.
- Outline charges for late collection

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2. Collection Times

- The school day officially ends at 3.10pm for EYFS and 3:15pm for Years 1-6.
- Pupils attending after-school clubs must be collected at the designated club end time.

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3. Procedures for Late Collection (First Occurrences)

When a child is not collected at the designated time:

- **10 minutes after dismissal:** The child will be taken to the school office. Staff will attempt to contact the parents/carers using the emergency contact numbers provided to the school. The child will be supervised by a member of school staff.
- **20 minutes after dismissal:** If parents/carers cannot be reached, staff will begin to contact the secondary emergency contacts provided on the child's record. A record of the late collection, including time and who collected the child, will be made.
- **Communication:** Upon collection, parents/carers will be reminded of the school's collection time and this policy.

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4. Persistent Late Collection

For repeated instances of late collection, the following steps will be taken:

- **First Incident:** A verbal reminder of the school's collection time and policy will be given to the collecting adult.
- **Second Incident (within a term):** A formal letter/email will be sent to the parents/carers, reiterating the policy and expressing concern.
- **Third Incident (within a term):** Parents/carers will be invited to a meeting with the Head Teacher or a senior leader to discuss the reasons for late collection and to put

a plan in place to prevent future occurrences.

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5. Uncollected Children (Extreme Cases)

In the rare and extreme event that a child has not been collected and all reasonable attempts to contact parents/carers and emergency contacts have failed after **one hour** from dismissal time:

- The Head Teacher or designated safeguarding lead will consider contacting Children's Social Care (Local Authority Children's Services) to ensure the child's welfare. This decision will be made in line with the school's safeguarding policy.
- Two members of staff will remain with the child until they are safely collected or until advice is given by Children's Social Care.

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6. Late Collection Charges

The school will now be enforcing charges, as late collection means the school has to cover the cost of supervising the children. The charges will be applied per child for late collection after school and for late collection from clubs.

Charge structure after 3:30pm:

- Up to 15 minutes late - £5 charge
- Between 15 and 30 minutes late - £10 charge
- Between 30 and 45 minutes late - £15 charge
- Between 45 and 60 minutes - £20 charge

You will be given a 15-minute grace period after the end of the school day and after a club finishes, after this the above charges will be applied.

For example, the school day finishes at 3:15pm for Years 1 - 6, if you collect your child after 3:30pm but before 3:45pm then you will incur a £5 charge. Another example is if a club finishes at 4:00pm and you collect your child after 4:15pm but before 4:30pm then you will incur a £5 charge.

Payment: You will be charged via MCAS and be expected to pay within 7 days.

Hardship: Parents/carers experiencing genuine hardship should discuss this confidentially with the Head Teacher.

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7. Communication with Parents/Carers

- Parents/carers are responsible for ensuring the school has up-to-date contact information, including multiple emergency contacts.
- If parents/carers anticipate being late, they should inform the school office as soon as possible by telephoning 0116 288 2228.

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8. Monitoring and Review

This policy will be monitored by the Head Teacher and reviewed annually by the Governing Body to ensure its effectiveness and compliance with current legislation and best practice.