Charter Academy

Late/Non-collection of children

Local Level Policy

Date effective	October 2025
Review Cycle	Yearly
Review Date	October 2026
Date of Approval by Governors	
Committee approved by	Charter Local Governing Body
Authors	Zoe Tite – Assistant Headteacher Rebecca West – Attendance Lead

Date	Notes

Policy aims:

To ensure the prompt collection of children from Charter Academy.

To ensure the safety and well-being of all Charter children.

To enable staff to attend vital training, meetings and carry out professional duties at the end of the school day.

LATE COLLECTION FROM NURSERY

Collection of children from Holly, Hazel and Hawthorn Classes

If your child attends Holly, Hazel or Hawthorn classes, we ask parents/carers to give due regard to time keeping and keep the nurseries informed of any delays experienced in collecting their child from nursery.

Responsibility

It is the responsibility of all staff to ensure:

- The child's wellbeing is met, and they feel safe in the event of late/non collection.
- To call the phone numbers provided on the child's admission form.
- To ensure that a responsible adult is coming to collect the child from nursery.

How will this be achieved?

If a child is not collected at the expected time the following actions will be taken:

- The child's key person will inform the Nursery Manager in Holly or Hazel. The child's class teacher will inform the Early Years Foundation Stage Lead in Hawthorn.
- The Nursery Manager and one other suitable member of staff will stay with the child in Holly or Hazel. The child's class teacher and Nursery Nurse will stay with the child in Hawthorn. Every effort will be made to ensure that the child is not upset by the situation.
- A member of the admin staff will try to phone parents/carers. If there is no reply, they will leave a message. They will then try all other contact numbers provided by the parents/carers of persons authorised to collect their child as listed on their admission form.
- If after 30 minutes the parent/carer has not arrived and staff have been unable to contact, any of the authorised persons to collect, the Nursery Manager or class teacher will inform the Designated Safeguarding Lead who in turn will contact the Coventry Children's Services Team for advice.
- If the child has attended a morning session in Holly, Hazel or Hawthorn and has not been collected at the end of the session then the child may be able to attend the afternoon session at cost to the parents/carers when the child is collected.
- *If the situation results in the child being collected by Coventry Children's Services, then a message will be left for the parent by the Designated Safeguarding Lead.*

LATE COLLECTION FROM SCHOOL

Collection of children at the end of the school day

It is the responsibility of parents/carers to collect their child(ren) on time at the end of each school day. Charter Academy 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.

On admission to Charter Academy parents must supply:

- Names and full addresses of both legal parents/carers (and confirmation of parental responsibility).
- Home *and* mobile telephone numbers.
- Work telephone numbers where appropriate.
- **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/carer to ensure this information is updated annually or whenever circumstances change.

If a pupil is not collected at the end of the school day or after attending an after school club, it is important that Charter Academy can make contact with parents/carers, or anyone on the child's emergency contact list if parents/carers are unavailable.

Action if a child 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 for children in Years 5 and 6), 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.

The late collection policy will operate as follows from the end of the school day:

- School finishes at 3.15pm
- Teachers and children will remain in their classrooms until 3.25pm
- At 3.25pm children will be taken to the front office/library area
- At 3.30pm teacher training sessions and meetings begin, therefore **from 3.30pm the late collection policy applies**.

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 from parent/carer.
2. If a parent has not made contact or arrived by 3.30pm (or 10 minutes after the end of a club), a member of the 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 using the contact numbers stored on the School's Management Information System.

Procedure for when a child is not collected by 3.30pm

- On the first occasion, the parent/carer will be required to speak with their child's Class Teacher, and a record of the conversation will be kept.
- On the second occasion, the parent/carer will be required to meet with a member of the safeguarding team, and both legal parents/carers will receive a letter. A record of the meeting and the letters issued will also be kept.
- On the third occasion, the parent/carer will be required to meet with the Headteacher, or the Deputy Headteacher, and both legal parents/carers will receive a further letter. A record of the meeting and the letters issued will also be kept.
- Where a parent/carer is persistently late collecting their child, the school will contact the Coventry Children's Services Team to discuss the situation and ask for advice.

After School Clubs

All clubs finish by 4:30pm. Children must be collected by the agreed time stated on the permission slip.

- On the first occasion when a child is not collected on time, the parent/carer will be reminded about the club's finishing time.
- On the second occasion when a child is not collected at the agreed time, the parent/carers may be informed that their child will no longer be able to participate in the club.
- Late collection from clubs will be reviewed termly.

Parents must call the School Office if they are running late so that appropriate provision can be made, and so that children can be kept informed.

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/club/activity. In the case of a pupil not being collected and a parent/carer has not made contact with the school, or where the school are unable to contact one of the emergency contacts within 45 minutes of the end of the school day/club/activity, the school will contact the Coventry's Children's Services Team to discuss the situation and ask for advice. This will allow the Children's Services Team to begin to plan for the possibility that they may need to arrange for alternative care of the child. *If the situation results in the child being collected by Coventry Children's Services, then a message will be left for the parent by the Designated Safeguarding Lead.*

Change of Collecting Adult

Periodically, Charter Academy sends out a letter asking parents to update emergency contact details for up to three named adults who have permission to pick up the child at the end of the day. This information is collected and updated to allow Charter Academy to make a quick and informed decision if somebody less familiar seeks to collect a child. 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 if they do have permission to collect the child. In this instance, **school staff will not allow a child to leave site until contact with a parent/legal guardian has been made.**

Parents/carers are reminded that any 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 as well as the child's class teacher.