



Author	Ashley Ottewell	Target group	All employees, consultants and volunteers, Parents/Carers
Issued	September 2025		
Approved by	Rebecca Malam / Natalie Goodacre	Next review	September 2026 (or sooner if updated Government guidance is issued)

Late Collection of Children Policy

Policy Aim

- To ensure the prompt collection of all children from the school
- To ensure the safety and well-being of children at Lincoln Carlton Academy.
- To enable staff to attend training, meetings and carry out professional duties.

Collection of children at the end of the School day

It is the responsibility of parents to collect their child(ren) on time at the end of each school day. Lincoln Carlton 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 the School, parents are asked to provide:

- Names and full addresses of parents/carers (and confirmation of parental responsibility);
- Home and work telephone numbers;
- Mobile phone numbers where appropriate;
- 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. Parents and carers are reminded regularly to update contact details if they have changed. If a telephone number does not work or a letter is returned “with not known at the address/doesn’t live here” we follow this up at the earliest opportunity with the parent/carer.

Action is 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), 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.

If a child remains uncollected at the end of the school day, the child is taken by the teacher or TA to the school office and they should then follow the procedure below.



Late Collection of Children from School Policy

The teacher or appropriate member of staff will:

1. Check whether the child is usually in an after-school activity that night and may have just forgotten to attend (if applicable).
2. Check with office staff to see whether a phone call or note has been received.
3. If a parent has not made contact or arrived by 3.45pm (or 15 minutes after the end of a club), the school office will make will attempt to make contact with parents.
4. If the parent cannot be reached, the emergency contacts provided will then be called. Contact numbers are kept on the School's Management Information System (Bromcom).
5. If a parent has not made contact or arrived after an additional 15 minutes, a further phone call will be made and a member of the senior leadership team will be informed.

If a child is uncollected after an activity club or at the end of the school after school childcare (and office staff have gone home) the supervising adult should assume responsibility for attempting contact with the parents or emergency contacts, informing a member of the senior leadership team.

Change of Collecting Adult

Periodically, the School 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 on the School's MIS system 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 supply teacher. The letter also provides parents the option to provide a password which can be given by any adult wishing to collect the child to verify that adult is known to the parent.

If an adult who is not named on the consent form and/or does not know the password 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 changes to normal collection arrangements (e.g. child going on a playdate, being collected by another parent) should always be detailed in an email/letter to the school office or the child's class teacher/club leader by 2.00pm on the day.

Suitable Person to Collect for School

It is essential that parents nominate a responsible person to pick up their child if they are unable to do so themselves. It may well not be deemed appropriate for another older, primary school-aged child (or early secondary school aged child) to have this responsibility, and it would be a judgment call based on the age and maturity of any other young person nominated to collect who is under the age of 18.

If staff feel that the person collecting a child may be under the influence of either alcohol or drugs and the safety and well-being of the child may be compromised, the School's Designated Safeguarding Lead or any member of the Senior Leadership Team will be contacted to assess the situation and decide whether the adult concerned appears able to take responsibility for the child.



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If the judgment of the Senior Leader is that the child might be at risk, alternative appropriate action will be taken and this might include contacting another person named on the emergency contact list or another suitable member of the family to collect the child. If another emergency contact or family member is not available then the School will consider contacting Lincolnshire County Council Children's Social Care or the Police.

In the case of relationship breakdown between parents and/or guardians, unless there is a court order (which the School must have seen a copy of) or there are any identified child protection issues preventing one parent having contact with a child, the school is unable to deny a parent's right of access.

Procedure if a child is collected late by less than 45 minutes.

On many days, teachers have professional development or professional meetings and cannot look after children who are not collected on time. Because of the additional administrative and supervision costs, a late collection charge for children who are not collected from school by 3:45pm. On the first occasion of late collection at or after 3:45pm, the school will send a formal warning letter that charges will be levied in relation to any subsequent occasion of late collection.

On the second occasion when a child is not collected by 3.45pm (and after a warning letter after the first occasion), there is a charge of £5 per child for each elapsed 15 minutes period. For example, if a child is collected at 4.20pm, this is 35 minutes late and will cost £10.00 (two elapsed 15 minute periods). The office clock will be used to determine the times.

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.

We ask parents to call the School Office if they are running very late to help appropriate provision to be made and children can be kept informed (please note that calling will not exempt a parent from any late charges).

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 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 ring either Police (101) or Lincolnshire County Council Social Care team to discuss the situation and ask for advice. 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.



Late Collection of Children from School Policy

Discretion should be used with the above procedures in exceptional circumstances such as major disasters or unexpected early closures. Under no circumstances should staff take the pupil home with them.

After school clubs

All parents/carers are expected to collect their children promptly at the end of the session

Failure to collect children on time on the first instance will result in a warning letter being issued. If a 2nd period of late collection arises, the following late payment charge will be applied as follows:

Up to 10 minutes after the end of the provision - £5

Every 5 minutes after that will incur an additional charge of £3

The penalty must be paid before the child is allowed to return to after school clubs.

Where the penalty remains outstanding, and further sessions have been booked and paid for, Lincoln Carlton Academy reserve the right to exclude the child from the provision, until the penalty is paid, without issuing a refund for sessions unattended.

Safeguarding Considerations

Frequent late collection of a child from school may give cause for wider safeguarding concerns for the child. In all instances, the first step would be a discussion with the Designated Safeguarding Lead. For parents or carers who repeatedly fail to collect their child(ren) on time from the school or after school childcare facility, meetings with the parent/carer should be set up to address this. Consideration should be given to making a referral for early help -

<https://www.lincolnshire.gov.uk/social-care-3/social-care/5>

If this fails to improve the situation, contact with Children's Social Services can be made through Children's safeguarding - 01522 782111. They can give advice and guidance to schools, settings and childcare providers about any concerns in this area and can advise when a referral to Children's Social Care may be appropriate.

Commented [RC1]: what information do we need here?
Just a phone number of children's services?

Commented [NC2R1]: I think so have added it here :)