



HEATH HOUSE PREPARATORY SCHOOL

Late Collection and Non-Collection Policy

This policy applies to the following year groups at Heath House: EYFS, Year 1, Year 2, Year 3, Year 4, Year 5 and Year 6.

All parents of pupils agree a collection time at the school and are informed of procedures on what to do if they expect to be late. The school day ends for EYFS and Year 1 and 2 at 3.15pm and for Year 3, 4, 5 and 6 at 3.30pm. Extra-Curricular Clubs run from 3.30pm-4.30pm, with After School Homework Club running from 3.30pm-6.00pm Monday-Thursday, and 3.30pm-5.00pm on Friday.

In the event that a parent is running late or has made alternative collection plans with a relative or friend, they should ring the school office to advise of those changes so that the school and the child are aware. This includes:

- Calling the school office as soon as possible to advise of their situation;
- Informing the school of any alternative collection plans made with a relative or friend;
- Informing the school of this person's identity so the school 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 alternative person collecting the child is not known to the school staff, the parent must provide a detailed description of this person or photo. This is the responsibility of the parent.

In the instance of a child not being collected from the school after a reasonable amount of time has been allowed for lateness, deemed by the school to be 10 minutes after the school day ends, the following procedure will be initiated by staff:

- Inform the Head Teacher/member of the Senior Management Team (SMT) if a child has not been collected;
- The Head Teacher/member of SMT will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents 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;
- During normal school operating hours, staff ratios must be met and planned for accordingly, the child will be offered reassurance and supervised in After School Club where there will always be a minimum of two staff in attendance until all children have been collected;
- Outside of normal school operating hours, the Head Teacher/member of SMT and one other member of staff, preferably the child's class teacher, must stay behind with the child;
- Until parents have collected the child or made alternative arrangements for their child's collection, the Head Teacher will continuously telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record;

- In the event of no contact being made after 1 hour has lapsed, the Head Teacher will contact Children's Social Care by ringing the Children's Social Care Duty Team, as well as the police if necessary. Ofsted will be advised of the situation;
- The two members of staff (the Head Teacher/member of the SMT and one other member of staff) will remain in the building with the child until a parent or suitable, authorised alternative person arrives to collect the child. The child's physical and emotional welfare and needs will be met at all times. The child will be given lots of reassurance and support, fresh drinking water will be available at all times, and food provided as and when necessary;
- During hours that After School Club operates parents will be charged at the hourly rate for After School Club and invoiced at the end of the school term;
- In order to provide any additional care outside of normal school operating hours a late fee of up to £100 will be charged to parents for every 30 minute period. This will cover the school's need to meet statutory staffing ratios and operational costs that caring for a child outside normal school hours may incur.

Internal use only

Last reviewed	12 October 2018
	13 March 2018
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