

Austhorpe Primary School



Rise & SHINE Late Collection Policy

Reviewed: September 2026

Late Collection Procedure

Rise & SHINE is Austhorpe Primary School's before and after school wraparound care provision. We are delighted to offer this extended service and aim to provide a calm, safe and supportive environment for every child. To ensure sessions run smoothly and without unnecessary distress, we rely on the full co-operation of parents and carers.

Our After School Club operates from **15:20 to 18:00**. It is essential that all children are collected **before the session ends**. If a parent/carer fails to collect their child on time, the procedures below will be followed to resolve the situation as quickly and safely as possible.

Key Contact Information

Key contacts for each child are maintained via **Arbor** and will be used in the event of an emergency or late collection. If these details have not already been provided, parents/carers must ensure the following information is supplied **before their child attends any session**:

- Home address and telephone number
- Place of work, address and telephone number
- Mobile phone number
- Name, address and telephone number of any adult authorised to collect the child
- Details of any person who does **not** have legal access to the child

Parents/carers must inform staff **immediately** of any changes to contact details. A **minimum of two key contacts** must be provided for each child.

All contacts listed will be assumed to have permission to collect the child. Contacts should be listed **in priority order** to support a systematic approach to communication. Staff will always attempt to contact the **primary contact first**, followed by secondary contacts if the first individual cannot be reached.

Procedures for Late Collection

If a child has not been collected by **18:00**, the following steps will be taken:

1. **Check for messages** to see whether prior notice of a delay has been received.
2. **Call the primary contact** using the home, mobile or work numbers provided.
3. **Contact secondary individuals** if the primary contact cannot be reached.
4. A member of SLT will be contacted **after 15 minutes**
5. If no contact can be made after **approximately one hour, the police and Social Services will be informed**.

6. A **late collection charge** will be applied from **6:00pm onwards** at **£5 per 10 minutes per child**. This charge will be added to the child's Arbor account.
7. If there is **more than one late collection within a single school term**, the charge increases to **£10 per 10 minutes**. At this stage, a **warning letter** may be issued to inform the parent/carer that their child's place is at risk.