



## **Failure to Collect Policy**

At Templenewsam Halton Primary School



This policy outlines the procedures that are followed when a child is not collected from school at the end of the school day or after an approved activity. This policy applies to all children who attend school from nursery to year 6. Please also be aware that all children who attend any afterschool club must be collected by an authorised adult even if they would normally have permissions to walk home alone.

### **End of Day Collections**

Parents/carers are expected to collect their children from school promptly at the end of the school day at 15:15. Where children are not collected on time the following process will take place at 15:25;

- Children will be escorted to the main school office once all external gates have been locked.
- Primary guardians will be contacted, if we are unable to speak to someone then we would start to call other emergency contacts recorded on Arbor
- Where children have not been collected by 15:30 we reserve the right to place the child in Hutsters afterschool club which would be chargeable at the rate listed below

Session	Cost
Monday – Friday until 16:30	£6.00
Monday – Thursday until 18:00	£10.00
Friday until 17:00	£7.50

- Failure to collect from Hutsters may incur additional charges as listed in later sections.

### **Collection from Activities**

All children must be collected by a parent/ guardian or authorised adult following an afterschool club, even in circumstances where the child would normally be allowed to walk home alone. Where children are not collected at the end of a club the following process would take place:

- Children will be escorted to the main school office once all external gates have been locked.
- Primary guardians will be contacted, if we are unable to speak to someone then we would start to call other emergency contacts recorded on Arbor
- Where children have not been collected within 5 minutes of the club finish time, we reserve the right to place the child in Hutsters afterschool club which would be chargeable at the rate listed below

Session	Cost
Monday – Friday until 16:30	£6.00
Monday – Thursday until 18:00	£10.00
Friday until 17:00	£7.50

- Failure to collect from Hutsters may incur additional charges as listed in later sections.

### **Hutsters Collections**

Failure to collect from Hutsters on time will result in additional charges. Where a half session has been booked then you may be charged for a full session where you have not collected on time. This charge would be applied at the discretion of the Hutsters manager.

Failure to collect from Hutsters at the end of a full session would result in additional charges of £1 per minute as a non-collection fee with no upper limit on the charge. We would attempt to make contact with emergency contacts listed on Arbor however charges would still be accumulating through this time.

### **Additional Considerations**

Where we are unable to make contact with parents, guardians or emergency contacts this would be escalated to the Senior Leadership Team. SLT would then review the situation, and it may be deemed necessary to contact the local authority and Children's Services for further advice and guidance.

Repeated failure to collect a child on time will be formally addressed by school. This may include a meeting with members of SLT to discuss the issue. Additional charges as outlined within the school policy. There may also be a referral to Children's Services should the issue persist.

Where children are to be collected by another adult who is not listed as an emergency contact on Arbor, this must be communicated by the parent to the office. If we have not had sufficient communications then we will need to contact emergency contacts for confirmation.

### **Debts and Non-Payments**

Parents have an obligation to pay for all charges as detailed above, and the school reserves its right to refuse future places for chargeable activities where debts from the previous term have not been settled. This is to ensure that debts cannot build to unmanageable amounts which could put further financial strain on families. The school also has a commitment to ensure that unpaid debts do not impact the provision for other students.

The school and governing body do understand that parents/carers may encounter unexpected financial difficulty and will work with them to resolve the situation in a way that is agreeable by all parties involved.

The school operates via a cashless system however, agreements may be made, by exception, for outstanding debts to be cleared by cash or card payment. Please be aware that bank charges incurred as a result of returned cheque payments may be added to the outstanding balances. Where there is a refusal of payment or agreement to work with the school to clear any outstanding debts then the school reserves the right to refer outstanding debts to a 3<sup>rd</sup> party collection agency to settle the outstanding balance; this will be reportable to the local governing body.

Where debts for a student have not been cleared prior to a child leaving the school, these debts will be transferred to a sibling account where possible. Where this is not possible debts may be passed on to a 3<sup>rd</sup> party recovery team as mentioned previously.

Where a child leaves school with an outstanding credit on an account we would not process this as a refund where the value was below £5 due to the admin costs of processing this or this would be transferred to a sibling account.

The Finance Committee of the local governing body will monitor the impact of this policy on an annual basis, using data provided by school, and make amendments and recommendations as required.