



Hannah Freeman  
Headteacher  
Old Tye Avenue, Biggin Hill TN16 3LY  
01959 575 846  
[www.bigginhillprimary.com](http://www.bigginhillprimary.com)  
[admin@bigginhillps.com](mailto:admin@bigginhillps.com)

11th January 2022

Dear Parents and Carers,

Towards the end of last half term, we had several issues with late collection both at the end of the school day and from after school club. I understand only too well the challenges that working parents face and am keen to do what we can to support parents and carers. That said, we must also have clear procedures in place and I am writing to you to inform you of these procedures in relation to the late collection of children.

### **Late collection at the end of the school day**

If a child is not collected at the end of the session/day, we will:

- Call all of the emergency contacts to try to ascertain why the child is being collected late. If we are unable to contact a parent or carer by 3.45pm (30 minutes late), the child will be placed in the after school club and the parent or carer will be charged for this service (£10.50).
- If we have been unable to get hold of a parent or carer by 4.30pm, social care will be contacted for advice.

### **Late collection from after school club**

The after school club provides after school care for parents until 6pm and we can provide flexibility on pick up times up to this time. We know that some working parents and carers need flexibility with pick up times but this is not something that an in-school after school club can provide. The school building is locked at 6pm and we are charged a "late letting" fee every time that this is not possible - we simply cannot afford to pay these charges which is why the collection time is so strict. All parents and carers will now be required to sign their children out when they collect their child so that we can effectively monitor collection times.

- Children **MUST** be collected before or at 6pm. This means that parents and carers should arrive at The Hangar door by no later than 6pm.
- Late collection between 6.00 and 6.15pm will result in a late collection fee of £10.50.
- Late collection after 6.15pm will result in the full late letting charge of £35 being passed on to parents and carers. This will apply from Monday 24th January 2022.
- If we have been unable to get hold of a parent or carer by 6.30pm, social care will be contacted for advice.



We thank you in advance for your cooperation and understanding in this matter.

Yours sincerely,



Hannah Freeman  
Headteacher and Designated Safeguarding Lead

