

St Mary's Church of England Primary School

Emergency Procedures when a child is not collected.

Responding when parents are not present to
receive their children from school or an
activity at the expected time.



Process

- When a child is uncollected from school or from another activity, the safety and welfare of the child will be the paramount consideration in determining appropriate action.
- Parents should be required to provide the school or organisation with their contact details - names(s), address (es), home, work and mobile telephone numbers. Parents should also provide the contact details, and methods to prove identity as required, of at least two other relatives/carers who can be called when the parent/carer cannot be contacted or in the event of an emergency. The school/organisation must keep this record up to date, and ensure that key staff are informed of any changes.
- Only one parent/carer (who has personal responsibility for a child) should be authorised to make changes to the contact details. The school/organisation should note this clearly on the child's record.
- The school/organisation must make clear to parents/carers in writing the normal finish times for the school/activity, the arrangements for children to be collected at the end of the school day/activity, or for their transport home. Any changes should also be notified to parents/carers in writing. This should include notification of any additional financial charge for the use of after school facilities.
- The school/organisation must also make clear that if a child is not collected at the end of the school day/activity, they will notify Children's Social Care, and the period of time that the school/organisation is prepared to wait before involving them.

Procedure

Whenever a parent fails to collect a child from school or an activity at the expected time, or a parent/carer is not at home to receive the child from school transport services:

1. This will be brought to the attention of a Designated Safeguarding Lead (DSL). A nominated member of the school staff will then make every effort to contact the parent/carer or the named alternative carers (including where known, other settings that siblings attend to see if they are experiencing the same problem).
2. The DSL will maintain a record of incidents where parents do not collect a child from school or other activities, or are absent when the child is transported home. Any child welfare concerns arising out of such an incident(s) will be dealt with in accordance with the child safeguarding procedures of the school/organisation.

3. The school should organise a rota to allow that at least two staff should stay until responsibility for the child is handed over.
4. If the school offers after-school clubs or commission's childcare arrangements placing the child into these facilities whilst waiting may be considered. However, consideration should be given to information sharing requirements and minimum staffing levels. If these after-school facilities are normally charged for parents should be charged for use at a daily rate charge.
5. If the child has not been collected/received, and it has not been possible to contact a parent or named carer, **1 hour after the agreed finish time for the school day/activity**, a phone call should be made to the Children's Advice and Support Service) on 0121 303 1888. CASS will act in a coordinating role in the first instance and will need the following information:
 - Brief circumstances of incident, and arrangements in place mapped against the 'Right Services Right Time' threshold model.
 - i. Child's details
 - ii. Name(s)
 - iii. Date of birth
 - iv. Address
 - v. Gender
 - vi. Ethnicity
 - vii. Religion
 - viii. Language spoken
 - ix. Special dietary needs
 - x. SEN/behavioural difficulties/medical needs/
 - Parent/Carer Contact Details
 - i. Parent/carer/alternative carer details
 - ii. Name(s)
 - iii. Address(es)
 - iv. Home/work/mobile telephone number(s)
 - Any current or previous child protection concerns*
 - Any previous incidents of not being collected from school
 - Details of GP/Health Visitor (optional).

*If the child has an allocated social worker, the school will contact the social worker, or the allocated team manager via Children's Advice and Support Service (CIAS) (303 1888 option 2).

6. Where a child has been placed in after school provision, or has not been picked up such provision timescales and contact numbers need to reflect the time the 'non-collection' will occur. In this circumstance:
 - 6.1 If the child has not been collected / received, and it has not been possible to contact a parent or named carer, **30 minutes** after the agreed finish time for the after school club

6.2 A phone call should be made to the Emergency Duty Team (EDT) on 0121 464 9001

7. Note that the CASS switchboards close at 5.15 p.m. (4.15 Friday) after which the Emergency Duty Team must be contacted. The contact details for CASS and the Emergency Duty Team are as follows:

**Children's Advice and Support Service
Emergency Duty Team-**

**Tel No 0121 303 1888
Tel No 0121 464 9001**

8. CASS will give advice and may carry out appropriate checks and make further attempts to contact the parent/carer. If there are any concerns about the welfare of the parent/carer, CASS will, on a case by case basis ask the local police to visit the home address.
9. If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected / received from the school/organisation. If there is a genuine reason for the relative or carer being unable to do this, CASS will liaise with school/organisation about possible arrangements for the child to be taken to the address though this will occur only under exceptional circumstances.
10. In making decisions, Social Care Services and the school/organisation will prioritise interim care arrangements that best meet the child's personal and emotional needs.
11. If the combined attempts to contact a parent or appropriate carer by the School or CASS remain unsuccessful 1½ hours (by 17.00hrs) after the normal end of the school day/activity, Social Care Services will normally make a decision to assume care of the child and arrange for him/her to be taken to a place of safety.
1. For children with health care requirements it is expected that the health care plan will include a risk assessment and plan to meet the needs of a child not picked up or dropped off at home by home-to-school transport.
12. By 17.15hrs CASS will confirm the arrangements with the school/organisation and with those caring for the child at that time, before the CASS closes and also hand this information over to the EDT team. The Emergency Duty Team will continue to liaise with the school/setting as appropriate until an appropriate placement is identified.
13. Plans for transporting the child will take into account staff availability out of hours, the need for adequate insurance cover, appropriate gender balance, in car safety, and any information about special needs or behavioural difficulties etc. provided by the school/organisation. Where possible, two adults should be present. If there is a shortage of staff, or adequate arrangements a mini cab could be used with a suitable escort.

14. The school/organisation will send a letter to the parent/carer notifying them of the incident and of the arrangements that were made to care for the child. (*An example of this letter can be found at [Appendix A](#)*).

Concerns about the child's welfare

15. The Head Teacher/Senior member of the Leadership Team should meet with the parent on the next working day and outline the actions that the school had to take and why. This will include informing the parent of any arising financial issues and agreeing a payment plan.
16. Where more than one incident occurs, repeated episodes on late collection with notification or where there are reasons for concern regarding the ability of parent(s)/carer(s) to collect/receive their child, the Head Teacher will:
1. Initiate a discussion between the school/organisation and the parent will identify a strategy for addressing these concerns.
 2. Where agreement cannot be reached with parents or in cases where there are child protection concerns, a referral to CASS will be completed and Social Care Services will be invited to contribute to identifying the strategy for addressing the concerns and safeguarding the child.

APPENDIX A – Letter to parents



Dear Parent/Carer's name

Re:

On.....(day). Your Child(ren)name(s) were not collected/ received at the end of the school day, and we were unable to contact you or your named carer(s). As a result, in order to safeguard and promote the welfare of your child(ren), we implemented the 'procedure for dealing with children not collected/received at the end of the school day'.

This procedure, which has been agreed by our school, Children's Social Care Services, the Police and the Birmingham Safeguarding Children Board, involved us contacting Social Care Services in order that arrangements could be made to ensure your child was safe.

I hope that the reasons for your child not being collected are not serious. It is important that this situation does not arise again. Therefore please could you come to the school on:

Date:

Time:

To meet with:

If you wish to find out what action was taken by Children's Social care you can contact them on 0121 303 1888 for further information.

Yours sincerely