



Brookfield CP School
"Many hearts make a school"

Brookfield Community Primary School

Protocol for dealing with children not collected from school at the end of the school day or school activity.

REVISED 26TH MAY 2022

Brookfield Community Primary School

Protocol for dealing with children not collected from school at the end of the school day or school activity when school have received no information from parents/carers.

Brookfield Community Primary School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or school activity. This protocol explains those arrangements.

Parents/carers of pupils at this school will be made aware of this protocol, in writing, when their child first starts at the school. School staff will also be aware of this protocol.

It is essential that parents provide the school with a record of their contact details i.e. names(s), address(es), home, work and mobile phone numbers (of both parents/carers). If possible, parents/carers should also provide the school with contact details of at least two other relatives/carers who could be called when the parent/carer cannot be contacted or in the event of an emergency. The school will endeavour to keep this record up to date, and it is therefore important that parents notify the school of any changes in these contact details.

The school agrees to care for the pupil who has not been collected until such times as he/she is collected by a parent/carer, or appropriate alternative arrangements have been made with Children's Social Care duty team to ensure the child's safety. This is designed to minimise the emotional effect on a child if such instances may occur, the child should feel more secure in the familiar surroundings of the school and will also be known to the school staff.

The schools designated child protection officer will keep a record of incidents where parents/carers do not collect a child from school, are late in doing so for no good reason, or where this is a repeat occurrence. Any child welfare concerns arising out of such incidents will be dealt with in accordance with the schools child protection procedures.

Whenever a child fails to be collected from school, the Head teacher will send a letter (Appendix A) to the parent(s)/carer(s) notifying them of the arrangements that were made to care for the child. A copy will also be sent to the Local Authorities Child Protection Officer.

Procedure.

In the event that a child is not collected by a parent/carer, this will be brought to the attention of the Head teacher or the schools designated child protection officer immediately.

The Head teacher or the child protection co-ordinator will then make every effort to contact the parent, carer or named alternative carer.

The Head teacher or child protection officer should also inform the Children Social Care duty team of the current situation (03001236720 or the Emergency Duty Team on 03001236722).

If the parent/carer arrives at school to collect the child the Head teacher/child protection officer should inform the duty team that no further action is necessary unless there are grounds for concern about the child's safety.

If the parent of the child resides outside of the city then the respective social care department should be informed of the current situation.

If the child has not been collected after 1 hour past the end of the school day the Head teacher/ child protection officer should alert the social care duty team and have this information available:

- Brief circumstances of the incident
- Child's details
- Name(s)
- Date of birth
- Address
- Details of parents/carers contact arrangements
- Details of alternative carers contact arrangements
- Gender
- Ethnicity
- Religion
- Language spoken
- SEN/behavioural needs/medical issues
- Special dietary needs
- Other agency involvement
- Previous or current social care involvement
- Any previous incidents of not being collected from school.

It is also important that schools inform the duty officers what steps have already been taken to contact parents/carers and alternative carers.

If it is feasible a member of the school staff should visit the family home and request the parent/carer to collect the child from school (schools should not escort children to their homes, this is not the responsibility of school staff)

If after 4.30pm the child has not been collected despite ongoing efforts by school based staff, the Head teacher/child protection officer will again inform the social care duty team. The social care duty team will then agree what action will be taken and the responsibility will then be transferred to the social care duty team, however it is still expected that schools will continue to try to contact the parents/carers or alternative carers in a parallel process with the duty team.

Social care duty teams will give advice and may carry out appropriate checks and make further attempts to contact the parent/carer. If there are concerns about the welfare of the parent/carer, the duty social care team will ask the local police to visit the home address.

If an appropriate relative or carer is located from the emergency contact list, he/she will be asked to ensure the child is collected from the school. If there are genuine reasons for the relative or carer being unable to do this, social care staff will liaise with school about arrangements for the child to be collected and taken to the new address.

If attempts to contact a parent or alternative carer are unsuccessful, it is in the best interest of the child to remain in the school as long as possible. Social care staff will arrange for the child to be collected and taken to a place of safety, they will notify the school of the child's placement and provide contact details where appropriate.

Plans for transporting the child will be agreed by the school and social care officers, this should take into account the availability of staff out of hours, the needs of the child and appropriate gender balance if possible. Where possible two adults should always be present. If there is a shortage of staff a mini-cab could be used with a suitable escort.

Regularly Transported Children.

Where arrangements are in place for a child to be transported home from school and there is no response at the home address, the driver/escort should immediately inform the school. If other children have to be taken home, the child will remain in the vehicle whilst this is done. The driver/escort will leave a proforma (appendix B) at the child's address with the schools contact details. Unless otherwise directed the driver should then return the child to the school.

In the meantime school will liaise with the social care duty teams for the area that the child resides to try and contact the parents/carers or alternative carers. School should try to maintain the child in school whilst the social care duty team look for alternative provision for the child.

APPENDIX A

Name and Address:



Brookfield CP School
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school"

DATE: _____ Time: _____

Dear Parent/Carer's Name

Re: Child(ren)'s Name (s)

Child(ren)'s Name(s)

Were not collected from school 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 implement the procedure for dealing with children not collected at the end of the school day or school activity.

This procedure, which has been agreed by the Governors of the school, involved us contacting Children's Integrated Services in order that arrangements could be made for your child to be taken to a safe place. I am sure that you will appreciate the importance of providing for your child in these circumstances.

I hope that the reasons for your child not being collected are not serious, but would you please contact me as soon as possible to discuss this matter further. You can also contact Children's Social Care on 03001236720 or the Emergency Duty Team on 03001236722 for further information about the action taken.

Yours sincerely

Jill Lucas
Head Teacher
Brookfield Community Primary School

NAME AND ADDRESS HERE

LOGO FOR SCHOOL
TRANSPORT

Dear Parent/Carer

On / / at pm, there was no response when your child(ren)
was/were returned to his/her/there address as previously arranged. Unless the school instructs otherwise, the
driver will return your child to the school and arrangements will be made to ensure his/her safety.

Please ring the school on 01772 700636 as soon as possible. If no-one is available when you call, please
contact Children's Social Care Department on 03001236720.

Yours faithfully

Mr/Mrs/Ms

Driver/Escort Name