



Staploe Education Trust:
Primary Schools

Uncollected Children Policy

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The Trust Primary Schools have the highest regard for safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, staff will ensure that all children are collected by a parent, carer or designated adult. If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- After 15 minutes, a member of staff will call the parent/carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply. A senior leader will be informed.
- While waiting to be collected, the child will be supervised by a member of staff who will offer them activities and as much reassurance and support as is necessary.
- If, after repeated attempts, no contact is made within one hour of the normal collection time the school will ring the Multi-Agency Safeguarding Hub (MASH)/Emergency Duty team to discuss the concerns and ask for advice. This will allow Social Care to be aware of the possibility that they may need to make arrangements for the alternative care of the child. For information which may need to be passed on see appendix B.
- The school will act on advice of Social Care.
- If there are concerns about the welfare of the parent/carer, Social Care may ask the local Police to visit the home address; please note that the Police cannot themselves provide a place of safety for the child(ren).
- If there were no staff to supervise the child then the child will be placed into the After-School Club (at Kennett & The Shade). We would determine whether to charge the parents/carers for this provision on the circumstance of the lateness.
- The child will remain in the care of a member of staff within the school until they are collected by the parent/carer or designated adult, or alternatively placed in the care of Social Care.
- In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, the Headteacher will attempt to leave a further telephone message with the parent/carer or designated adults' answer phone.
- Incidents of late collection will be recorded and discussed with parents/carers at the earliest opportunity.

If you think that a child or young person is at risk of serious harm call the council contact centre immediately on 0345 045 5203 (office hours, Monday to Friday) or for out of hours emergencies call 01733 234 724.

All telephone referrals made by practitioners should be followed up in writing within 48 hours using the online form ([Make a professional referral to Cambridgeshire County Council Children's Services - Self \(achieveservice.com\)](https://www.achieveservice.com))

Regularly Transported Children

- Where arrangements are in place for a child to be transported regularly from school in approved Education transport, the driver will wait for five minutes and then inform the school or Education Transport (or Social Care if the others are not contactable).
- If other children have to be taken home, the child will remain in the vehicle while this is done.
- The driver will leave a proforma (see Appendix C) at the child's address with the relevant contact details. Unless directed otherwise, the driver will attempt to deliver the child home once more. In the meantime, the school or Education Transport will liaise with Social Care via the MASH, on 0345 045 1362, in the event that the parent/carer is still unobtainable.

Major Incidents

- If an incident occurs which results in a large number of children not being collected, Social Care will be contacted at the earliest opportunity, because it may be necessary to accommodate the children at a single location until appropriate arrangements can be made.

Policy Review

This policy will normally be reviewed on a 3-year cycle. This review may be brought forward as required by the School or Trust to reflect changes in supporting advice/guidance.

Appendix A: Letter for Parents/Carers if school is required to contact MASH team as child is uncollected

Dear _____

[Parent/Carer's name]

_____ [child's name] was not collected from school on _____ day / date and we were unable to contact you or the emergency contact(s).

As a result, in order to safeguard the welfare of your child/ren, the school was obliged to 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 Social Care, Education Transport and the Police, involved us contacting Social Care 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 ask you to contact the school as soon as possible to discuss the matter further.

Yours sincerely,

Head Teacher.

Appendix B: Information needed for Multi-Agency Safeguarding Hub (MASH)/Emergency Duty team

List of information which may be required by Social Care in the event of a child being referred as not having been collected:

- * **Child's details:**
 - Name
 - Date of birth
 - Address
 - Gender
 - Ethnicity
 - Religion
 - First language
 - Communication needs/SEND
 - Behavioural needs
 - Medical needs
 - Dietary requirements
- * **Brief outline of incident**
- * **Name, role and contact details of referrer**
- * **Parent/carer/emergency contact details:**
name/address(es)/contact telephone numbers
- * **Any current/previous child protection concerns**
- * **Any previous incidents of child not being collected**

Appendix C: Proforma for driver of Regularly Transported Children

Dear Parent/Carer,

On _____ at _____ p.m. there was no response when we attempted to return your child(ren) home.

The driver will return to this address as soon as all the other children have been taken home.

Please ring Education Transport on 0345 045 5208, (email: edtransport@cambridgeshire.gov.uk), or the school, as soon as possible. If no-one is available when you call, please contact Social Care on 0345 045 1362

Yours faithfully,

_____ (driver) _____ (Contractor)

Appendix D: Procedures circulated to drivers/escorts by Education Transport - SEND and Primary School Transport

Procedure for Driver if parent not at home:-

1. Driver and one child on board – Driver to wait 5 minutes then ring School or Education Transport for instructions. (Passenger must not be left alone in vehicle)
2. Driver and more than one passenger on board – Driver to ring and advise School or Education Transport, then, unless otherwise instructed, deliver other children home and then return. If parent still not home, ring School or Education Transport again for instructions.
3. Driver, Passenger Assistant and one child on board – Driver to wait 5 minutes, ring School or Education Transport and unless instructed to wait further, before leaving, put completed Appendix C form through door, deleting sentence “ the driver will return etc”
4. Driver, Passenger Assistant and more than one child on board – Driver to ring and advise School or Education Transport and unless otherwise instructed, complete Appendix C and put through door, continue journey to drop off other pupils and then return. If no one still at home, ring School or Education Transport again for further instructions.

If School or Education Transport are not available, driver to ring Social Care as advised on Appendix C. It is not the driver's responsibility to ring parents under these circumstances, School, Education Transport and/or Social Care have that responsibility and it is important that they are aware of the parent/carer not being at home.

Children must not be left at any other address unless specifically instructed to do so by Education Transport.

Operators should request that Education Transport confirm any verbal instructions in writing either by email or letter and the driver or passenger assistant should make a written note of any such verbal instructions if given to them directly and by whom.

Tel Numbers - Education Transport – 0345 045 5208
Social Care – 0345 045 1362
Emergency Duty Team – 01733 234724 – to be used only if no one else available, e.g. at weekends, early morning or late in evening.