



LORDSWOOD GIRLS' SCHOOL

This policy is called:	Emergency Procedures when a child is not collected
It applies to:	Lordswood Girls' School & Sixth Form Centre
Person responsible for its revision:	Director of Invention & Inclusion
Status:	Model Policy
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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.

Introduction

At the end of a school day or an activity for students arranged by a school or by any other organisation, the children concerned will transfer back to the care of their parents. In the majority of cases, students will be able to make their own way home as usual, but there are also often times when parents will need to make arrangements for the collection of their children due to their age, the time or location of the activity. Generally students will be collected by a parent or another person from the school or activity. These arrangements are well established and understood by parents and carers and generally work extremely well. However there are occasions when events prevent parents or carers arriving on time to collect their child. In most of these cases the delay is minimal. In other cases the parent will notify the school and agree to new arrangements.

This guidance is concerned with the few cases where the arrangements to hand back responsibility fail, and contact with the parents cannot be made, or when parents cannot make arrangements within a reasonable period of time.

This guidance details the arrangements for dealing with children not collected from school at the end of the school day or from any activity at the agreed time. It has been endorsed by the Directorate for Children's Social Care, the Police and Birmingham Safeguarding Children Board.

For this guidance to have best effect all staff should be aware of it, and the school will ensure that this information is shared with parents/carers of students attending the school or activities.

This model policy is based on the **Emergency procedures when a child is not collected from Birmingham City Council**, which can be found at:
https://www.birmingham.gov.uk/downloads/file/3458/emergency_procedures_when_a_child_is_not_collected

Guidelines

When a student 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. In addition, staff organising an activity which finishes after the end of the school day should request the number for a parent/carer at which they can be contacted during the time of the activity.

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 student's record.

The school will 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. Any changes will also be notified to parents/carers in writing.

The school will also make clear that if a student is not collected at the end of the school day/activity, they will notify the Children's Advice Support Service (CASS), and also inform parents/carers of the period of time that the school is prepared to wait before involving them.

Procedure

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

1. This will be brought to the attention of the Headteacher or the Designated Safeguarding Lead (DSL). The Headteacher or DSL will then make every effort to contact the parent/carer or the named alternative carers.
2. The DSL will maintain a record of incidents where parents do not collect a child from school or other activities. Any child welfare concerns arising out of such an incident(s) will be dealt with in accordance with the child protection procedures of the school.
3. At least two staff should be present until responsibility for the student is handed over.
4. If the child has not been collected and it has not been possible to contact a parent or

named carer, 60 minutes after the agreed finish time for the school day/activity, a telephone call should be made to the Multi-Agency Safeguarding Hub (MASH) via the Children's Advice Support Service (CASS). MASH will need the following information:

>- Brief circumstances of incident, and arrangements in place.

>- Child's details

- Name(s)
- Date of birth
- Address
- Gender
- Ethnicity
- Religion
- Language spoken
- Special dietary needs
- SEN/behavioural difficulties/medical needs/

>- Parent/Carer Contact Details

- Parent/carer/alternative carer details
- Name(s)
- Address(es)
- Home/work/mobile telephone number(s)

>- Any current or previous child protection concerns*

>- Any previous incidents of not being collected from school/an activity

>- Details of GP/Health Visitor.

*If the child has an allocated social worker, CASS will contact the social worker instead of connecting to MASH

5. 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 Support Service: Tel No 0121 303 1888

Emergency Duty Team: Tel No 0121 675 4806

6. 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, Social Care Services will ask the local police to visit the home address.
7. If an appropriate relative or carer is located, he/she will be asked to ensure that the student is collected from the school. If there is a genuine reason for the relative or carer being unable to do this, MASH will liaise with school/organisation about arrangements for the student to be taken to the address.
8. In making decisions, Social Care Services and the school will prioritise interim care arrangements that best meet the student's personal and emotional needs.
9. If their attempts to contact a parent or appropriate carer remain unsuccessful two hours

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 such as a foster carer or residential home.

10. Children's Social Care will confirm the arrangements with the school and with those caring for the child at that time, and will provide contact details of the child's placement as appropriate.
11. Where possible, two adults should be present with the student. Where a student needs to be transported to a temporary care placement and Children's Social Care are unable to provide transport, a member of staff should accompany the student in a taxi. The School use **Heritage Cars – telephone number 0121 555 5151**.
12. The school 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*).

APPENDIX A

Dear Parent/Carer's name

Re:

On.....Day/ Date/ Time. Your Child(ren) name(s)

was/were not collected/ received at the end of [*the school day*][*when the activity attended*], 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 at the end of [the school day] [the activity].

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

I hope that the reasons for your child not being collected are not serious, but would you please contact me immediately upon your return to discuss this matter further.

You can also contact Social Care Services on for further information about the action taken.

Yours sincerely,