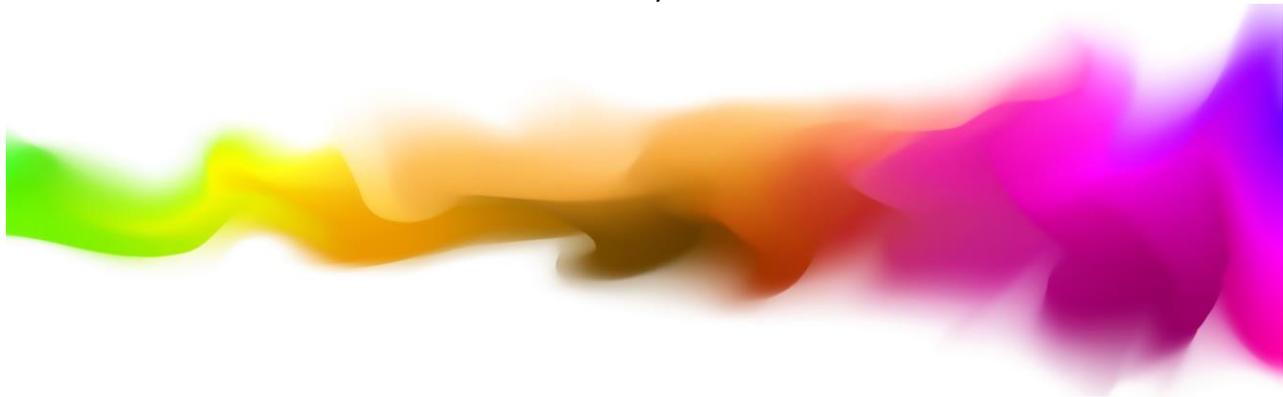


**PROTOCOL FOR COLLECTION FROM SCHOOL AT THE END OF THE SCHOOL DAY / ACTIVITY
INCLUDING DEALING WITH CHILDREN NOT COLLECTED**

St Luke's CofE Primary School
February 2022



Through God's love, we are the rich soil where roots grow and seeds flourish. Luke 8:4-15
At St Luke's our vision is that everyone is to be nurtured, respected, and challenged to the best that they can be, where every child is valued for their uniqueness and thus supported in their personal journey of learning and growth within an environment of encouragement, compassion.

Date taken to LGB	
Date ratified	
Review Date	
Person Responsible for reviews	DSL/Headteacher

Contents

Protocol for collection from school at the end of the school day.....	3
Protocol for collection from school at the end of an after-school activity.....	3
Protocol for children attending after school clubs or activities	3
Protocol For Dealing With Children Not Collected From School At The End Of The School Day/Activity.....	4
Introduction	4
Procedures	5
Regularly Transported Children	6
Major Incidents	6
Appendix A.....	7
Appendix B.....	8

Protocol for collection from school at the end of the school day.

Children will be collected from their classroom door at the end of the school day. The adult in charge will release the children to their parents/carers only when they have visual contact, unless the school has been informed that an alternative contact* has been identified. If the adult in charge is unsure, they will not release the child until confirmation has been given by the Headteacher or Deputy Headteacher.

*Siblings must be of a responsible age in order to take charge – this can be discussed with the Headteacher.

If children are walking home on their own, parents/carers must inform the school beforehand. The school reserves the right to refuse permission for a child to walk home if they feel the child could be at risk.

If a child is not collected at the end of the day- see next section on protocol when children are not collected from school.

Protocol for collection from school at the end of an after-school activity.

Children will be collected from the KS1 playground gates at the end of the activity. The adult in charge will release the children to their parents/carers only, unless the school has been informed that an alternative contact* has been identified. If the adult in charge is unsure, they will not release the child until confirmation has been given by the Headteacher or Deputy Headteacher.

*Siblings must be of a responsible age in order to take charge – this can be discussed with the Headteacher.

If children are walking home on their own, parents/carers must inform the school beforehand. The school reserves the right to refuse permission for a child to walk home if they feel the child could be at risk.

If a child is not collected at the end of the day- see next section on protocol when children are not collected from school.

Protocol for children attending after school clubs or activities

All children will be collected for their club/activity by an activity leader. Class teacher/ adult in charge is to ensure that children have attended correctly by referring to the register. After School Club will inform the school office daily about expected attendees. The office will inform the class teacher accordingly. The same will apply for any planned after school activities.

Protocol For Dealing with Children Not Collected from School at The End of The School Day/Activity

Introduction

Under Section 175 of the Education Act 2002, Schools have a duty to safeguard and promote the welfare of children. A similar duty is placed on Independent Schools and Academies (Section 157). This duty should include making arrangements for dealing with children not collected at the end of a school day, or at the end of a school activity which is authorised by the school, and where the Trust, Governing Body or Proprietor retains responsibility for the use of school premises.

St Luke's Primary School recognises that it has a statutory duty to safeguard and promote the welfare of pupils, and that this duty extends to having arrangements in place for dealing with children who are not collected at the end of a school day, or at the end of an authorised activity.

The protocol will be brought to the attention of parents, in writing, when their child starts school.

On admission of their child to the school, parents should supply:

- names and full addresses of parents/carers (and confirmation of parental responsibility)
- home and work telephone numbers
- mobile phone numbers where appropriate
- **TWO** emergency contacts who may be called in the event of the parents/carers being unobtainable or in the case of an emergency

This information should be updated annually or whenever circumstances change.

It is the parent/carer's responsibility to ensure that the pupil is collected by a responsible person. The school must be notified immediately it becomes apparent that the person collecting the child may be late.

St Luke's CofE Primary School agrees to care for a pupil who has not been collected from school, until such a time as he/she has been collected by a parent/carer, or until appropriate, alternative care arrangements have been made with Social Care, and/or the Police, in order to maintain the child's safety.

The Designated Safeguarding Lead in school will keep a record of incidents where parents/carers do not collect a child from school or are late for no explained or good reason, or where there are repeated incidents. If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's Safeguarding and Child Protection Policy and Procedures.

In situations where the Head Teacher considers it appropriate, a letter will be sent to the parent/carer notifying them of the arrangements put into place for their child. An example is shown in Appendix A.

Procedures

- If a child is not collected by a parent/carer after the school day or approved activity, the Headteacher or Designated Safeguarding Lead will be notified. Every effort will then be made to contact the parent/carer, or failing that, the emergency contact.
- In the case of a pupil not being collected and no contact being made WITHIN 45 MINUTES OF THE USUAL COLLECTION TIME, the school will ring the Cambridgeshire Contact Centre / allocated Social Worker/Emergency Duty team to discuss the concerns and ask advice. This will allow the Social Care Unit/Team 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 Cambridgeshire Contact Centre should be the first point of contact. The Head Teacher, Safeguarding Lead, (or other senior member of staff should these be unavailable), should ring **0345 045 5203** and request a discussion with the Duty Social Worker for Children's Services.
- Social Care will give advice and make appropriate checks. However, school will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation.
- If there are any 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 a child(ren).
- If attempts to contact a parent/carer are still unsuccessful, school and Social Care will jointly take responsibility for arranging for children to be transported to the Social Care Unit/team, (or other appropriate venue) who will arrange a place of safety. This is considered to be a last resort and parent/carers should do their best to ensure that this is not necessary. Social Care will notify the school of the child's placement and provide contact details as appropriate. It will be the intention to return the child to the parents/carers at the earliest opportunity.

- **It should be noted that Social Care offices close at 5.20 p.m. on Monday – Thursday, and at 4.25 p.m. on Friday. Schools should contact the Emergency Duty Team after these hours, on 01733 234724.**
- Plans for transporting a child will comply with local arrangements concerning insurance, staff availability out of hours and any relevant information from the school relating to the child's special needs or behavioural difficulties. All occasions when a child or young person requires transport in an emergency situation must be recorded and reported to a senior manager and the parents.
- During office hours, Cambridgeshire Direct will ensure that the relevant Social Care Unit/Team is alerted.
- Any call which results in action being taken by Social Care/Police should be followed up by a CAF or Referral Form to Children's Social Care according to advice given to the school staff.

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 Cambridgeshire Contact Centre, on 0345 045 5203, 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. If the nature of the incident is serious, it may be that the arrangements will form part of the Authority's emergency plan.

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.

List of information which may be required by Contact Centre/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/SEN
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**

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, or the school, as soon as possible. If no-one is available when you call, please contact Social Care on 0345 045 5203

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 5203

Emergency Duty Team – 01733 234724 – to be used only if no one else available, e.g., at weekends, early morning or late in evening.