



**JOINT PROTOCOL BETWEEN
EDUCATION AND CHILDREN'S SOCIAL CARE
FOR DEALING WITH & SUPPORTING CHILDREN
WHO NOT COLLECTED FROM SCHOOL AT THE END
OF THE SCHOOL DAY / ACTIVITY**

This protocol has been adapted from model guidance provided by the Education Safeguarding team for Cambridgeshire & Peterborough Local Authorities

Adapted by D Shaw - September 2022

Due for review in September 2024, or as required.

Introduction

Under Section 175/157 of the Education Act 2002, Local Authorities, Maintained Schools, Independent Schools, and Academies have a duty to safeguard and promote the welfare of children.

We recognise that Heltwate School students may be additionally vulnerable in terms of their safety and supervision needs, due to their individual SEN&Ds, and their often-complex learning and communication needs.

Our safety and welfare duty should include making arrangements for dealing with and supporting children who are not collected at the end of a school day, or at the end of a school organised extension activity, and where the Governing Board or Proprietor retains responsibility for the use of school premises.

As the majority of Heltwate students are transported to and from school by LA Passenger Transport, this protocol also covers unsuccessfully delivered to an appropriate and safe adult at home.

This protocol references arrangements which have been agreed by Education and Peterborough Local Authority Children's Services.

Schools and Social Care recognise that there is a statutory duty to safeguard and promote the welfare of pupils, and that this duty extends to having suitable arrangements in place for dealing with and supporting students who are

- not collected at the end of a school day,
- not collected in a timely fashion at the end of a school arranged extension activity, or
- not successfully delivered to the care of their parents/carers by Passenger Transport

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

- names and full addresses of parents/carers (and confirmation of who retains legal parental responsibility)
- home and work telephone numbers
- mobile phone numbers where appropriate
- **two** emergency contacts of responsible nominated adults who may be called in the event of the parents/carers being unobtainable, unavailable or in the case of an emergency.

This information should be updated annually and/or immediately whenever circumstances or contact information changes.

Collection from school by a parent/carer, or another nominated adult

It is the parent/carer's responsibility to ensure that their child is collected by a responsible person, and wherever possible, by an adult who knows and understands the child's needs, so that they feel comfortable and secure in the adult's care.

The school must be notified immediately by calling the office on **(01733) 262878** if it becomes apparent that an adult expecting to collect a child from school may be late in doing so. This allows for appropriate staff supervision arrangements to be made to support and reassure the child until such time as they can be collected successfully.

Where unforeseen circumstances arise, and an alternate or previously unknown adult will be collecting a child from school, an adult with parental responsibility should inform the class teacher/school office staff of this as soon as possible. A suitable password will be then agreed to ensure that the child is handed over safely to the correctly nominated adult.

School staff agree to care for a pupil who has not been collected from school, until such time as s/he has been collected by their parent/carer, or until appropriate, alternative care arrangements have been made in consultation with Children's Social Care, and/or the Police, in order to maintain the child's safety and well-being.

The School's Designated Safeguarding Lead will keep a record of incidents where parents/carers do not collect a child from school, or who are late on a regular basis for no explained or good reason.

If any substantiated 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.

Delivery home by Passenger Transport

It is also the parent/carer's responsibility to ensure that a student is delivered to a responsible person by Peterborough LA Passenger Transport. Ideally, this should be a person over the age of 18 years with a thorough and mature understanding of the child's safety and SEND needs.

Where a child travels to and from school by LA arranged transport, it is the parent/carer's responsibility to contact both the school and the Passenger Transport team on **01733 317455** if there will not be a responsible adult at home to receive them from their allocated vehicle.

In the event that a Heltwate School student cannot be successfully delivered home to a responsible adult at the end of the school day by Passenger Transport, they will be returned to school by their allocated vehicle as soon as possible. This may potentially be after other students have been successfully delivered home.

Transport staff will immediately notify the Passenger Transport team and the school if an effort to deliver a child has been unsuccessful, so that an attempt to locate the child's parent or carers and arrangements for collection from school, can start as soon as possible, thereby reducing any emotional stress caused to the child through unexpected changes to their routine.

Parents and carers are advised that a student will not be left in the care of a younger sibling, or a young adult under the age of eighteen, unless a written agreement of consent and delegated responsibility has been made between an adult with parental responsibility and the Passenger Transport team.

The School's Designated Safeguarding Lead will likewise keep a record of incidents where parents/carers are not available at home or at a collection point to receive their child from Passenger Transport staff as expected and agreed.

Our procedures

- If a child is not collected by a parent/carer after the school day or extension activity, the Headteacher/Designated Safeguarding Lead will be notified. Every effort will then be made to contact the parent/carer, or failing that, thereafter, the emergency contact(s) on record.
- In the case of a pupil not being collected and the parent/carer not responding to calls made within **1 hour of the usual collection time**, the school will ring Children's Social Care via the Customer Service Centre, (01733) 864180, to discuss the concerns and ask appropriate advice. This will allow Children's 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.

- Social Care will give advice and make appropriate checks. Staff will ensure that that they provide an out of hours contact number to the Social Worker which can be accessed after the school offices close, as the social worker may need to liaise with the adult caring for the child in school.
- The school will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation. The school will ensure that the child is kept on school grounds and is continually supervised by an adult who they are familiar with until further action has been agreed with Social Care services.
- Social Care may consider a visit to the home necessary to establish the whereabouts of the parents/carers.
- If attempts to contact a parent/carer still remain unsuccessful, the school and Social Care will jointly take responsibility for arranging the child/children to be transported to the Social Care Office, (or another appropriate agreed venue).

- The Social Worker or Headteacher will notify the parents via voicemails and a letter (Appendix A) hand delivered to the home address with the details of who to contact regarding their children's whereabouts.
- It should be noted that (Social Care) Customer Service Centre is open between the hours of 8.00am and 6.00pm Monday to Friday. Schools should contact the Emergency Duty Service **01733 234724** outside of these hours.
- Plans for safely transporting a child will comply with local arrangements concerning insurance, the availability of school staff out of hours and any relevant information from the school relating to the child's special needs or behavioural difficulties, or any other challenges they face. All occasions when a child or young person requires transport in an emergency situation will be recorded and reported to a senior manager and the parents.
- Any calls made to Social Care via the Customer Service Centre should be followed up in writing within 24 hours, by formal referral. Such referrals should be made online via the Cambridgeshire and Peterborough Safeguarding Partnership Board at <https://safeguardingcambspeterborough.org.uk/concerned/>

Children who are regularly transported by LA maintained Passenger Transport

- 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 at the home or drop-off point and then inform the school or Education Transport, (or Social Care if the others are not contactable).
- If other children have already been 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, where appropriate, the driver will attempt to deliver the child home on **one** more occasion. In the meantime, the school or Education Transport will liaise with Social Care in the area where the child resides, in the event that the parent/carer is still unobtainable.

Major Incidents

- If a major incident occurs which results in a large number of children not being collected, Children's Social Care services will be contacted at the earliest opportunity, because it may be necessary to accommodate the children at a single location until suitable and safe appropriate arrangements can be made.
- If the nature of the incident is serious, it may be that the arrangements will form part of school's Critical Incident Plan and/or the Local Authority's emergency plan.

Appendix A



Dear _____ (Name of Parent/Carer's)

_____ was not collected from school on

_____ (Today's date)

and we have been unable to contact both yourself and/or your recorded emergency contact(s).

As a result, and in order to safeguard the welfare of your child/ren, the school has been obliged to contact Social Care in accordance with our procedure for dealing with and supporting children who not collected at the end of the school day or after a school extension activity.

We hope that the reasons for your child not being collected are not serious.

We would ask that you contact

_____ (Social Worker/ Head teacher (delete as appropriate)

on _____

or Children's Social Care on (01733) 864180 (between 9am and 6pm) or the out of hours service on (01733) 234724 and you will be directed to an appropriate person who is managing the situation, and who can reassure you.

It will be the intention to return the child to you or an appropriate person at the earliest opportunity.

Yours sincerely,

Social Worker/Head Teacher (delete as appropriate)

Appendix B

The following is a list of information which may be required by Children's Social Care in the event of a child being referred who has not having been collected:

Child's details:

- Name
- Date of birth
- Address
- Gender
- Ethnicity
- Religion
- First language/translation needs of parents/carers
- Communication needs/SEND
- SEND/Behavioural needs
- Medical needs
- Dietary requirements

Children's Social Care Services may also require

- 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 previously recorded incidents of the child not being collected

Appendix C



Dear Parent/Carer,

On _____

at _____ p.m.

there was no response when we attempted to return your child(ren) home from school.

The driver will return to this address as soon as all the other children on the vehicle have been taken home. If drop-off with a responsible adult remains unsuccessful, your child will be returned to Heltwate School (main site) for their safety and well-being.

You will then need to make arrangements to collect your child from school as soon as possible, and at your own cost.

Please ring Peterborough Education Passenger Transport Team on (01733) 317455, or email childrenstransport@peterborough.gov.uk, or call the school office on (01733) 262878 for more information as soon as possible and on receipt of this advice.

If no-one is available when you call, please contact Social Care on (01733) 864180 or the out of hours service on (01733) 234724

Yours faithfully,

_____ (Name of driver)

_____ (Name of Contractor)