

### **What To Do If a Pupil Goes Missing**

**All staff who undertake supervisory duties in the School should acquaint themselves with the procedures to be followed should any pupil go missing:**

1. All staff should be aware of the whereabouts of each pupil in their care at all times.
2. Should it become clear that a pupil cannot be located, he/she must be sought throughout all areas of the School and the estate, giving priority to areas where the pupil may be most at risk e.g. outside areas, access to the road etc. In the case of a pupil missing on an educational visit the immediate vicinity should be searched. Remember the safety of other pupils with regard to supervision and security and remain calm at all times.
3. Check with all members of staff that the pupil has not been collected by the parent/carer. Where appropriate, careful questioning of other pupils may take place to see if the whereabouts of the missing pupil is known.
4. The Headmaster should be informed immediately thereafter, on 701 in School, mobile 07887 857968 or 01733 551709 at School House. In the event of the Headmaster being unobtainable, the Deputy Headmaster should be informed, on 722 in School, or mobile 07879665424. If neither of the above can be contacted, the lead member of staff should refer to the School's Crisis Management Policy and contact a member of the Senior Leadership Team using the SLT Emergency Telephone number 01733 355749 or using the contact details of the next available member of staff. All staff are provided with emergency crisis cards detailing contact details of key staff.
5. Once a thorough search has been completed of the estate, including the checking of any available CCTV footage and the pupil remains missing, the senior member of staff on duty should contact the Police Station on 101 and give full details of the missing pupil, emphasising their age and the seriousness of the concern.
6. The Headmaster or Deputy Headmaster will then take over all aspects of the management of the crisis, including informing the pupil's parents, liaising with the Police and any communications with other pupils, parents or the press.
7. When the situation has been resolved members of staff should review the reasons for it happening and undertake a risk assessment to ensure measures are taken to prevent it happening in the future.

Most recent review date: 11/11/19  
Next review date: 01/06/20  
Reviewed by: Headmaster

### **Collection of Children**

Please also refer to the **Nursery Procedures** for **Collection of Children** in the section below. To ensure the safety of all children and staff the following procedures must be adhered to.

Pupils in the Preparatory School should be collected by a responsible adult as detailed in the policy below, unless specific permission has been granted by the Head of the Preparatory School for Year 6 pupils to make their own way to and from School. Pupils in the Senior School may make their own way to and from School and need not be collected.

When pupils join the school, parents are asked to complete and return a collection slip, nominating the adults who will be collecting their children on a regular basis. Each child must have at least two authorised collectors.

Parents are also requested to inform the School, in writing if possible, if their child is to be collected by someone other than the adults nominated on the collection slip. Notes in Pupil Planners are acceptable. In exceptional circumstances, verbal arrangements may be made between the parents and a member of staff in School.

All staff should be aware that some children are not allowed to come into contact with members of their own family. In such circumstances a register is kept of each child and the names of those family members with whom that child is forbidden contact. If one of these family members should call at the School, they must not be granted access and an authorized person must deal with the situation, ensuring that no contact is permitted. The child's primary carer must be informed of the incident immediately thereafter.

A child must not be released to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that, because of an emergency, a different person will be collecting. The authorised person should give the name and address and a physical description of the unauthorised person and the member of staff in charge should check this description before permitting the child to leave.

The Form Tutor will inform After-care of a change in routine on any particular day.

### **Uncollected Children**

Any child in the School that is not collected at the designated time will be taken to Late Room and then to After-care to await collection in the Preparatory School or Homework Supervision in the Senior School. If the child has still not been collected by 6pm when Aftercare/Homework Supervision finishes, parents will be contacted by the Aftercare/Homework supervisor and if necessary other named adults who have permission to collect the child will also be contacted. If no one is available, the Aftercare/Homework Club supervisor will contact a member of the Senior Leadership Team on the SLT emergency phone (01733 355749). The Aftercare supervisor will remain with the child until a member of SLT arrives.

Similar procedures will be followed for any child not collected in the Nursery. The designated Late-Late practitioner will remain with the child and the Nursery Manger or Deputy Nursery Manager will try to contact the parents and/or named adults. Again if no one is available, a member of the Senior Leadership Team will be contacted via the SLT emergency phone (01733 355749).

If the child remains uncollected the Headmaster will be informed who will consider whether to contact Children's Services regarding the child.

## **Collecting Children who are ill**

If a child falls ill during School or Nursery hours, parents may be contacted and will be asked to ensure that they arrive at the School or Nursery no later than an hour after they have been informed of the child's illness. The School or Nursery will administer prescribed medication if parents complete a medication form and the parents will be asked to sign it when they collect their child.

Most recent review date: 11/11/19  
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Reviewed by: Headmaster

## **Nursery Arrival and Collection Procedures**

Parents are welcome to park their cars in the Nursery car park. Cars should be parked with consideration to others, taking into account that there may be small children in the car park.

Parents should ensure that their child is taken to their respective room, where they will be greeted by a room practitioner and any details regarding the child can be discussed before the parent leaves.

*To ensure the safety of all children and staff the following procedures must be adhered to:*

### **Answering the door**

The person who answers the door must always check the identification of the caller, i.e. name, reason for call, name of the person whom the caller is here to see, employment card. Before granting a caller access practitioners should always check with an authorised person. Access should never be granted to anyone who is not known. Children are not allowed to answer the door.

### **Visitors**

All visitors must fill in the visitor's book on arrival and wear a name badge.

### **Authorised collectors**

Children should have at least two named adults authorised to collect them. Parents are required to provide the name and relationship of each named adult together with telephone numbers. Parents are also asked to provide a password. Named adults may be required to provide proof of identity to staff. Parents will also be reminded that they should keep the Nursery informed of any changes they wish to make regarding the collection of their child.

Parents will be asked to update the nursery records when they move to the next room. If the parent informs Nursery that a named adult has changed the records will be updated immediately.

### **Persons prohibited from collecting children**

If a different person calls to collect a child, and the parents have not informed the Nursery of this, then the password must be asked. If they are not aware of the password, then the parents' permission must be obtained before handing over the child.

All staff should be aware that some children are not allowed to come into contact with members of their own family. In such circumstances a register is kept of each child, with the names of those family members with whom that child is forbidden contact. If

one of these family members should call at the Nursery, they must not be granted access and an authorised person must deal with the situation and ensure that no contact is permitted. The child's primary carer must be informed of the incident immediately thereafter.

**Uncollected children**

If a child is not collected at the designated time, the Nursery will contact the parents and if necessary other named adults who have permission to collect the child. If no one is available the Nursery will then contact a member of the Senior Leadership Team for advice via the SLT Emergency Mobile Phone. *(For further information please see the School's policy on uncollected children.)*

**Collection of ill children**

If a child falls ill during the Nursery hours, parents will be contacted and asked to ensure that they arrive at the Nursery no later than an hour after they have been informed of the child's illness. For further information see the Administering Medication Policy.

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



January 2019

# **Protocol For Dealing With Children Not Collected From School At The End Of The School Day/Activity**

## **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. 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 Governing Body or Proprietor retains responsibility for the use of school premises.

This protocol is an example of arrangements which have been agreed by Children's Social Care and the Police. It can be personalised by the school, and modified to meet local circumstances.

Parents will be made aware of the protocol, using the leaflet which should be sent out at the beginning of the school year, or admission of their child.

The Peterborough 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.

The Peterborough 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 Headmaster 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 Headmaster or Designated Person 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 **ONE HOUR** OF THE USUAL COLLECTION TIME, the school will ring Multi-Agency Safeguarding Hub (MASH)/Emergency Duty team to discuss the concerns and ask 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 MASH should be the first point of contact. The Headmaster, Designated Person, (or other senior member of staff should these be unavailable), should ring **0345 045 1362** and request a discussion with the Duty Social Worker for Children's Services.
- Social Care will give advice and make appropriate checks. However 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.
- 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, the 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 5.30pm on Monday – Thursday, and at 4.30pm 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, the MASH 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 an EHA or Joint 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 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. If the nature of the incident is serious, it may be that the arrangements will form part of the school's Critical Incident Plan and/or the Local Authority's emergency plan.



## Appendix A

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

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

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](mailto: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)

### 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, eg at weekends, early morning or late in evening.

