



# **HYLAND HOUSE SCHOOL**

## **UNCOLLECTED CHILD PROCEDURE**

**Ratified by governors Sep 2023**

**Review date: Sep 2024**

## UNCOLLECTED CHILD PROTOCOL

### Introduction

Hyland House School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or school activity. This protocol explains those arrangements.

It is essential that parents provide the school with a record of their contact details i.e. names(s), address(es), home, work and mobile telephone number(s). If possible, parents should also provide the school with the contact details of at least one other relative/carer who can be called when the parent/carer cannot be contacted or in the event of an emergency. The school will endeavour to keep this record up to date by reminding parents of the need to notify the school of any changes.

The school agrees to care for a pupil who has not been collected until such time as he/she is collected by a parent/carer, or appropriate alternative arrangements are made with social care and/or police to ensure the child's safety.

The school's designated person for child protection will keep a record of incidents where parents do not collect a child from school, are late in doing so for no good reason, or where this is a repeat occurrence. Any child welfare concerns arising out of such an incident(s) will be dealt with in accordance with the school's safeguarding and child protection procedures.

When a child is not collected from school, and it is considered appropriate, the Headteacher will send a letter to the parent(s)/carer(s) notifying them of the arrangements that were made to care for the child. An example of this letter can be found at appendix A.

### Procedure

**In the event that a child is not collected by a parent or carer, this will be brought to the attention of the Headteacher or person with designated responsibility. The Headteacher or person with**

designated responsibility will then make every effort to contact the parent or carer or named alternative carer.

In the unlikely event that the child is in immediate need of protection, the police, who have emergency protection powers, will be contacted (see appendix C for contact details).

If the child has not been collected by 4.30pm (or within 30 minutes of the end of the school activity) and the Headteacher or person with designated responsibility is unable to contact a parent or named carer, he/she will phone the duty social care team<sup>1</sup> for the school area, or the allocated social worker (see appendix C for contact details), and provide the following information:

- **Brief circumstances of incident**
- **Child's details**
  - **Name(s)**
  - **date of birth**
  - **address**
  - **gender**
  - **ethnicity**
  - **religion**
  - **language spoken**
  - **special dietary needs**
  - **SEN/behavioural difficulties/medical needs**
- **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**

The call should be confirmed in writing within 48 hours using a multi-agency referral form.

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<sup>1</sup> Or the emergency duty social worker if out of normal office hours

**Social care 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 will ask the local police to visit the home address.**

**If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected from the school.**

**If attempts to contact a parent or appropriate carer are unsuccessful, social care will arrange for the child to be collected and taken to a place of safety e.g. a temporary foster carer or family centre. They will notify the school of the child's placement and provide contact details as appropriate.**

**Plans for transporting the child will depend on local arrangements which should take into account staff availability out of hours, the need for adequate insurance cover, appropriate gender balance, and any information about special needs or behavioural difficulties etc provided by the school.**

**Where possible, two adults should be present. If there is a shortage of staff a mini cab could be used with a suitable escort. Social care for the school area will liaise with social care for the area in which the child resides if this is different.**

### 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 an appropriate carer is located. If the nature of the incident is considered serious, the arrangements for collecting and caring for the children, including overnight placements, will form part of the Borough/Authority's emergency plan.

**APPENDIX A**

Dear ..... Parent/Carer's name

Re: ..... Child(ren)'s name(s)

On ..... Child(ren)'s name(s)

were not collected from school at the end of the school day, 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 or school activity.

This procedure 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 you please contact me as soon as possible to discuss this matter further.

You can also contact social care on ..... for further information about the action taken.

Yours sincerely

Headteacher

**APPENDIX B**

**Dear Parent/Carer**

**On    /    /        at        pm, there was no response when your child(ren)  
..... was/were returned to his/her/their address as previously arranged. Unless  
the school instructs otherwise, the driver will return your child to the school and arrangements  
will be made to ensure his/her safety.**

**Please ring the school on ..... as soon as possible. If no-one  
is available when you call, please contact social care on .....**

**Yours faithfully**

**Headteacher**

## APPENDIX C

### CONTACT TELEPHONE NUMBERS

#### Hyland House School

Tel: 020 8520 4186

Head teacher

Mr E. Gayle

Designated person

Mr T Zapryanov

#### Haringey Children's Social Care

MASH: 020 8489 4470/ 020 8489 0000 (main switchboard)

Emergency Out of Hours Duty Team: 020 8489 0000 (main switchboard)

Child Protection Advisor: 020 8489 1061

LADO (Local Authority Designated Officer) 020 8489 2968

#### Metropolitan Police

Control Room (for reporting missing children): 101/999 the call will be triaged as high-risk missing person.

Channel Helpline: 020 7340 7264