



# Uncollected Child Policy

*With reference to -*

Statutory Framework for the EYFS 2021(Sept 2021)

Barking and Dagenham Safeguarding Children Board - Policy Documents

Children Not Collected From School

## **Aim**

In the event that a child is not collected by an authorised adult on time, the school puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

In the event that a child is not collected by an authorised adult, Alamiyah will ensure that the child receives a high standard of care in order to cause as little distress to the child as possible. We inform parents / carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

## **Approach**

Parents of children starting at the school are asked to provide specific information which is recorded on our Registration Form and Permission Forms, including:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given
- Place of work telephone number (if applicable);
- Mobile telephone number (if applicable);
- Two Emergency Contacts if parents cannot be contacted
- Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from school such as a child minder;



- A passport photo to verify identification of all those authorized to collect their child.
- A unique password which the parents provide and only authorised school staff can access
- Information about any person who does not have legal access to the child.

On occasions when parents are aware that they will not be at home or in their usual place of work, parents should record how they can be contacted by informing the Administrator in writing on email to [admin@alamiyahschool.org](mailto:admin@alamiyahschool.org)

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide the name, address and telephone number of the person who will be collecting their child to the Administrator. If during the session a parent realizes that none of the authorized people can collect their child, parents must call or email the school and provide the name, address and telephone number of the person who will be collecting their child. Parents must then ask the person collecting their child to bring Photo ID to verify their identity and also supply them with their password available on their record of authorization form.

Parents are informed that if they are not able to collect the child as planned, they must inform the school via the official school email address at the earliest opportunity prior to collection or by calling.

In the case of a child not having been collected on time without prior notice from the parent / carer, the following steps should be taken:

- Staff will check emails and messages for any information about changes to the normal collection routines. They will also check this with other admin or other senior staff.
- Staff will NOT release the child to an unauthorized person unless notified by the parent / carer that an emergency has prevented him / her from collecting the child. In this instance a full physical description, name, address and a password will be required via email or phone before the child is released. Staff should check these details with the person collecting the child before permitting the child to leave – even if the child seems to recognize the person.



- If the child is not collected within 15 minutes after the school closing time, the staff will try and make contact with the parent / carer or another person on the emergency contact list.
- If unsuccessful the staff will continue to wait with the child whilst continually trying to establish contact with the parent / carer.
- If you are unable to contact a parent / carer or emergency contact, a first notification by telephone call to the Multi-Agency Safeguarding Hub (MASH) should be made at **16:00**. A senior social worker will provide consultation in the form of advice and support to progress the situation.
- If the decision is taken that the matter requires a child protection response, the school will be asked to complete a Multi-Agency Referral Form (MARF). The MASH will accept a fully completed CAF in the first instance detailing any previous concerns. A MARF must then follow the CAF within 24 hours.
- If the matter remains unresolved by **16:30** a second notification by telephone to the MASH should be made to agree next steps. First notifications to children's social care post **16:45** will need to be referred to the out of hours service on 020 8594 8356 with a view to establishing a plan of action. Their advice should be followed. Guidance notes are provided below.
- A record should be kept of all children who are not collected on time in the 'Uncollected Child Record'.

### **Once referred to the MASH Team**

At the point of notification, the MASH social worker or emergency duty social worker should be provided with the information held by the school regarding any current or previous child protection concerns and any previous incidents of not being collected from school. Consideration should also be made as to whether the child has any medical or additional needs which may better inform the advice and support from the social worker in how best to proceed.



There may be circumstances where it is necessary and appropriate that the child is transported to the Vibe in Dagenham as a place of safety whilst further enquiries are being made by social care. In most instances the child will be kept at the school for as long as possible.

The school may be directed by social care to leave a message for the child's parent / carer and emergency contacts notifying that you have contacted social care MASH / Emergency Duty Service and you have been advised to transport the child/ren to the Vibe as a place of safety until social care can arrive, leaving contact details.

There must be agreement between social care and the school that transporting the child to the Vibe is the only available and safest option for the child, before transporting to the Vibe. The Vibe must be contacted in advance confirming an arrival time (020 8227 5891 / 07812999620 / 07772229185).

It is important that parent / carers understand that this is the procedure and that they sign the attached documents providing consent for the children to be escorted in the event of an emergency.

Vibe Opening Hours:

Monday	– 9:00 – 17:30
Tuesday	– 9:00 – 19:30
Wednesday	– 9:00 – 20:30
Thursday	– 9:00 – 21:00
Friday	– 9:00 – 17:30

When considering the needs of the child, the school are best placed to determine what is in the child's best interests. There may be circumstances that transporting a child to the Vibe is not in the best interests of the child. For example, the child has a level of need whereby they are unable to cope with unfamiliar surroundings.

The Vibe is a place of safety only. It is best practice and necessary that a member of school staff continue caring for the child at the Vibe until social care can arrive or a person known to the child can collect the child with the prior agreement of social care and the school.



The MASH social worker or emergency duty social worker may decide to carry out appropriate checks and make further attempts to contact the parent / carer. If there are concerns related to the welfare of the parent / carer, they will ask the local Police to visit the home address.

If an appropriate parent / carer or emergency contact is located, they will be asked to ensure that the child is collected from the school, or from the Vibe if the child has already been transported, if the social worker deems it appropriate. If there is a genuine reason for the parent / carer or emergency contact to be unable to do this, the social worker or emergency duty social worker will liaise with the school / Vibe to determine the best way to return the child to the care of the parent.

If attempts to contact a parent / carer / emergency contact remain unsuccessful, the social worker / EDT social worker will arrange for the child to be collected that evening from the Vibe and taken to a place of safety e.g. an emergency foster placement. It is generally accepted that there should be only two reasons why, in emergency circumstances, a child would be removed from school premises, by someone who is not the parent /carer:

- The child needs to be taken to hospital for medical care
- The child needs to be placed in emergency foster care. In which case social care will follow their procedures for removing a child to a place of safety.

This guidance has been developed in response to unpredictable circumstances deemed urgent where a child protection issue has arisen at the close of the school day and where parents have not been contactable leaving the child/ren vulnerable on the school premises. There may also be times when school staff, in agreement with parents, or through common sense, or through LOCO parentis, agree / decide to transport a child to their home, hospital or other establishments.

In the event that a child is picked up more than 10 minutes late, the parent will be reminded of our policy and issued with a verbal warning. On the second occasion of late collection a second verbal warning will be issued. Thereafter any late collection will incur a fine of £1 a minute. The school has the right to charge parents / carers who consistently pick up their child after the allocated time for any additional hours worked by staff.



## **Review**

This policy will be reviewed annually or sooner or if there is any change in statutory guidance or legislation. See 'Policy Review Schedule'.

Adopted in a meeting at Alamiyah School on 21/07/2017

Signed: H Musa (Headteacher) and S Motara (Chair of Trustees)