

Non-Collection of a Child Policy and Procedures

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1. Introduction

- 1.1. This policy is applicable to all of the schools of the Stephen Perse Foundation (the **School**). It is applicable to the whole school community including those children in the Early Years Foundation Stage (**EYFS**).
- 1.2. The School takes its responsibility for the safety of its students seriously. The School recognises that it has a statutory duty to safeguard and promote the welfare of students, and that this duty extends to having arrangements in place for children who are not collected at the end of the school day, or at the end of an authorised activity.

2. Responsibilities of parents/carers

- 2.1. Parents/carers will be informed of our procedures, in writing, when their child starts at the School. On admission of their child to the School, parents/carers are kindly asked to ensure that they 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 uncontactable or in the case of an emergency.

*At least one of the contact numbers provided must be a UK-based number. This information should be updated annually or whenever circumstances change.

- 2.2. The School requires that all Early Years to Year 6 pupils are collected from school. In years 5 and 6, pupils can walk or travel home unaccompanied provided that their parents/carers have provided express written permission for them to do so. In Years 7-13, the School does not require students to be collected and it is assumed that students will travel home unaccompanied unless parents/carers notify the School otherwise.
- 2.3. It is the parents'/carers' responsibility to ensure that the student is collected by a responsible person. Parents/carers are kindly asked to ensure they (or a nominated adult with photo ID, if requested, and collection password for pupils in EYFS) collect their children at the relevant time. The parent is responsible for notifying the School of any changes to pupil collection arrangements where a non-nominated person is collecting. If, in an emergency, parents/carers are unavoidably delayed, they must notify the relevant school immediately. In the event of a student not being collected at the end of their school day (or after any additional clubs/activities), the School will care for the student until such time as they have 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.
- 2.4. Where a pattern or trend of late collection appears, this should be logged. The Designated Safeguarding Lead (**DSL**) or a Deputy Designated Safeguard Lead (**DDSL**) will review these records on a regular basis. 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.
- 2.5. In situations where the Head of School considers it appropriate, a letter will be sent to the parent/carer notifying them of the arrangements put into place for their child.

2.6. In the event that a student is not collected, the relevant Head of School or DSL/DDSL will be notified and the procedures below will be followed.

3. Non-collection of a child - Nursery and Early Years Procedures

3.1. Children that attend full time in the Nursery, Kindergarten or Reception classes will remain with familiar staff in the Nursery or Early Years classrooms as appropriate. The staff will offer as much support and reassurance as necessary. If the reason for the delay is unknown, a member of staff will call all of the parents'/carers' contact details. Messages will be left on any answer-phone, requesting a prompt reply. The School procedures will then be followed.

4. Non-collection of a child - Years 1 - 11 Procedures

4.1. The student will remain under staff supervision in the designated Late Stay facility. If the reason for the delay is unknown, a member of staff will call all of the parents'/carers' contact details. Messages will be left on any answer-phone, requesting a prompt reply. The School procedures will then be followed.

5. Non-collection of a child - Senior School Procedures

5.1. If attempts to contact parents/carers are unsuccessful, the adults named as 'Emergency Contacts' on the student's file will be contacted; their details are stored with the student's information in iSAMS. Every effort will be made to contact the parents and nominated emergency contacts.

5.2. If a student has not been collected and no contact has been made **within one hour** of the usual collection time, the relevant Head of School or senior member of staff on duty will call the Multi-Agency Safeguarding Hub (MASH) on **0345 045 5203** or Cambridge Emergency Duty Team after 5 p.m. on **01733 234724** and request a discussion with the Duty Social Worker for Children's Services. For pupils at Dame Bradbury's School, contact will be made with Essex Children's Social Care on 0345 603 7627 or the Essex Emergency Duty team on **0345 606 1212** (after 5 p.m. Monday to Thursday and after 4.15 p.m. Friday).

5.3. 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.

5.4. If there are any concerns about the welfare of the parent/carer, Social Care may ask the police to visit the home address; the police themselves cannot provide a place of safety for students.

5.5. If attempts to contact a parent/carer are still unsuccessful, the School and Social Care will jointly take responsibility for arranging for the student to be transported to the Social Care Unit/team, (or other appropriate venue) who will arrange a place of safety. This is considered a last resort and parents/carers should do their best to ensure this is not necessary. Social Care will notify the School of the student's placement and provide contact details as appropriate. It will be the intention to return the student to the parents/carers at the earliest opportunity.

5.6. A report of the incident will be kept on the student's file within MyConcern.

6. Non-collection of a child - Sixth Form Procedures

6.1. In the Sixth Form, our students make their own way to and from the school site and, when the need arises, we will assist our students if required. After 5.30 p.m., students are expected to go home/to their boarding house or to an appropriately staffed alternative school building at a specific time unless they are preparing for a school event or participating in school activity under the direct supervision of staff. For further information, please refer to the Supervision of Pupils Policy.

7. Procedure for non-collection at destination stop for home-to-school-transport services (by a parent/carer)

7.1. The School manages the Home to School Transport (HTST) Services via the Zeelo platform.

7.2. The School requires that all Year 1 to Year 6 pupils are collected by parents/carers from the drop-off point unless explicit written permission ("Permission for Onward Travel") is received from a parent/carer that a pupil can walk or travel home from the drop-off point unaccompanied. All Year 7 to Year 13 students by default have Permission for Onward Travel unless parents/carers have notified the School otherwise. It is the responsibility of each School setting to monitor and update the HTST passenger database to ensure that permissions are accurately recorded and up-to-date.

7.3. In the event that a parent/carer is not at the HTST destination stop to collect their child and the child does not have Permission for Onward Travel, the driver will wait for five minutes at the destination and then inform Zeelo on the helpdesk number (020 4532 8309), and the Stephen Perse Cambridge Junior School office (01223 454700 ext: 2000) or Dame Bradbury's office (01223 454700 ext: 4005). If the journey has further stops and the parent of the child is not contactable, the HTST vehicle will continue to its next route stop. At the same time, Zeelo will attempt to contact the parent(s), and inform the HTST vehicle driver of the next appropriate action (e.g. parent meeting vehicle at stop x). If the journey has no further stops, and there has been no update from Zeelo, the driver will call Zeelo to inform them that they are travelling to Stephen Perse Cambridge Junior School/Dame Bradbury's School to disembark the passenger. The driver will also contact the Cambridge Junior School/Dame Bradbury's Office to inform them of the situation. The pupil will not be disembarked from the Zeelo App until they leave the HTST vehicle (either into the care of a parent or once back at school), and their location can be easily tracked by parents/carers through Zeelo.

7.4. If a child has permission for onward travel and they are usually met by a parent for onward travel (e.g. collected by car and driven home), and the parent is not at the HTST stop, the student should liaise with the HTST vehicle driver regarding next steps.

7.5. If the parent/carer still cannot be reached and one hour has elapsed after the original scheduled collection time, the School will contact Social Care via the Multi-Agency Safeguarding Hub (MASH) on 0345 045 5203 or on 01733 234724 (out-of-hours Emergency Duty Team) for Cambridgeshire. For pupils at Dame Bradbury's, contact is made with the Essex Children and Families Hub on 0345 603 7627 or 0345 606 1212 (out-of-hours Emergency Duty Team). The driver will contact Social Care directly if they are unable to speak to a member of staff at the School.

7.6. At all schools, the office staff will contact the relevant Head of School or senior member of staff on duty to make them aware that a student is being brought back to school.

7.7. See the Stephen Perse Foundation's Home to School Transport Services Terms and Conditions of Use for further information.

8. Major Incidents

- 8.1. If an incident occurs which results in a large number of students not being collected, the relevant Head of School or DSL/DDSL will contact Social Care at the earliest opportunity because it may be necessary to accommodate the students 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 Emergency Plan or the Local Authority's Emergency Plan.

9. Related Policies

- Stephen Perse Foundation Home to School Transport Services Terms and Conditions of Use
- Supervision of Pupils Policy
- Safeguarding and Child Protection Policy

Version Control

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