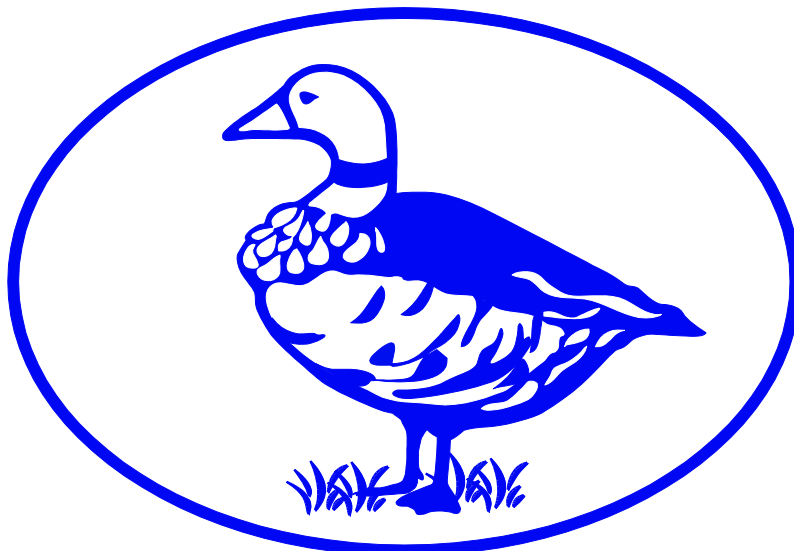


**HOO ST WERBURGH PRIMARY SCHOOL AND MARLBOROUGH CENTRE  
POLICY FOR CHILDREN NOT COLLECTED FROM SCHOOL**



**September 2013**

## **Policy for children not collected from school**

The child is to be taken to the school office and they must be notified that the child has not been collected.

The office staff will try all available contact numbers in order of priority making every effort to secure suitable alternative care arrangements.

The office staff are to alert the Headteacher/DCPC that there is a child on site who has not been collected.

If the child has not been collected by 4.30pm Monday-Thursday or 4pm on Friday and no alternative arrangements are in place, Headteacher/DCPC should contact the duty officer at the relevant Integrated Social Care Team via Customer First 01634 334466 (or the child's allocated social worker, where applicable).

The Headteacher/DCPC will ensure that the child is supervised in school and does not become too distressed or anxious about what may or may not be happening. Contact numbers should continue to be regularly checked in case someone becomes available.

The child is to stay on the school site at all times unless collected by parents/named contact/social worker.

If the child is collected by parents or a named contact, they must be notified that Social Care have been contacted.

Social Care must also be alerted if the child is collected.

Whilst the child is still 'uncollected' a social care professional will be making checks on the family home, with the police, etc. and if necessary seeking a placement. This may take a number of hours.

When contact is made with the child's parents / carers, they should be informed that Social Care has been contacted and who to contact if the child has been collected by the Social Care team.

## **Requirements For School Transport Providers:**

If a parent is not available when dropping a child home the following process must be followed:

1. Wait outside the house until the official drop off time.
2. Telephone the parent's / carer's home and mobile telephone numbers.
3. If there is no response, telephone the other two contacts that have been provided by the parents for use in an emergency. If these numbers are not known, telephone the school who should have details of emergency numbers on record / file.

4. If there is still no response, telephone the Social Care Team via Customer First 01634 334466 and advise them of the current situation and the possibility that further services may be required, continue taking the other children home and then return to the child's house.
5. Telephone the parent again and any emergency numbers provided by the parents.
6. If there is still no reply to any of these numbers, contact the local Integrated team via Customer First - 01634 334466.
7. If social services cannot trace the parent / carer, then take the child to the venue identified by social services. Leave a note for the parent / carer explaining that they must contact the relevant Integrated Area Social Care Team and provide contact details. Share with Social Care all the necessary information about the child including: child's address, relevant telephone numbers, medical information and the name of the school.
8. Telephone the parent again to leave a message containing the information above in relation to who has taken responsibility for the child in the absence of the parent / carer.
9. Do not leave the child with a neighbour or relative unless authorised to do so by the parent / carer in writing.
10. Do not take the child back to your office or home.