

JOINT PROTOCOL BETWEEN EDUCATION AND SOCIAL CARE FOR DEALING WITH CHILDREN NOT COLLECTED FROM SCHOOL AT THE END OF THE SCHOOL DAY / ACTIVITY



This protocol has been adapted for Littleport Community Primary School from model guidance provided by the Education Safeguarding team for Cambridgeshire & Peterborough Local Authorities.

Adapted by S Parrin - December 2025.
Due for review in December 2027, or as required.

Introduction:

Under Section 175/157 of the Education Act 2002, Local Authorities, Maintained Schools, Our safety and welfare duty includes having a duty to safeguard and promote the welfare of children. This duty should also 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.

Schools and Social Care recognise that there is 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,
- not collected in a timely fashion at the end of a school arranged, authorised extension activity, or
- not successfully delivered to the care of their parents/carers by Passenger Transport

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 school is given any information to update contact details in a timely manner. It is the parent/carer's responsibility to ensure that the pupil is collected by a responsible person and wherever possible, by an adult who knows and understands the child's needs, so that they feel comfortable and secure in the adult's care. The school must be notified immediately it becomes apparent that the person collecting the child may be late.

Schools agree 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 School's Designated Safeguarding Lead 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.

Our procedures:

- If a child is not collected by a parent/carer after the school day or approved activity, the Headteacher or Designated Safeguarding Lead 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 the parent/carer not responding to calls made within **1 hour of the usual collection time**, school will ring Children's Social Care via the Customer Service Centre, 0345 045 5203, 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.
- Social Care will give advice and make appropriate checks. School will ensure a contact number is provided to the Social Worker which can be accessed after the school offices close to enable the social worker to liaise with the designated person. School will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation. School will ensure that the child is kept on school grounds until further action has been agreed with Social Care.
- Social Care may consider a visit to the home necessary to establish the whereabouts of the parents.
- If attempts to contact a parent/carer are still unsuccessful, school and Social Care will jointly take responsibility for arranging the child/children to be transported to the Social Care Office, (or another appropriate venue). The Social Worker or Headteacher will notify the parents via voicemails and a letter (appendix A) hand delivered to the home address with the details of who to contact regarding their children's whereabouts.
- It should be noted that (Social Care) Customer Service Centre is open between the hours of 8.00am and 6.00pm Monday to Friday. School should contact the Emergency Duty Service 01733 234724 after these hours.
- 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.
- Any calls made to Social Care via the Customer Service Centre should be followed up in writing within 24 hours, referrals should be made online via the Cambridgeshire and Peterborough Safeguarding Partnership Board
- [Concerned? | Cambridgeshire and Peterborough Safeguarding Partnership Board \(safeguardingcambspeterborough.org.uk\)](https://safeguardingcambspeterborough.org.uk)

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 in the area where the child resides, 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 school's Critical Incident Plan and/or the Local Authority's emergency plan.

Appendix A

Dear _____

[Parent/Carer's name]

_____ was not collected from school on _____ day / date and we have been unable to contact you or your emergency contact(s).

As a result, in order to safeguard the welfare of your child/ren, the school was obliged to contact Social Care in accordance with the procedure for dealing with children not collected at the end of the school day or school activity.

I hope that the reasons for your child not being collected are not serious.

I would ask that you contact (Social Worker/ Head teacher) on or Children's Social Care on 0345 045 5203 or out of hours on 01733 234724 who will be able to direct your call to the appropriate person.

It will be the intention to return the child to you or an appropriate person at the earliest opportunity.

Yours sincerely,
Mr Rivett, Head Teacher

Appendix B

List of information which may be required by Children's 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 Team on 0345 045 5208 (email: 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 5203

Yours faithfully,

_____ (driver) _____ (Contractor)