

**A joint Policy Agreement for procedures to be followed should any pupil not be collected from a school, setting or after school childcare provision at the usual times. This policy has been agreed between Merton Council's Children, Schools and Families Department, Merton Local Safeguarding Children Board and the Metropolitan Police.**

**January 2016 revised edition**

### **Prevention**

Schools, settings and child care providers act in Loco Parentis and should ensure that parents and carers have the establishment's telephone number and that they are familiar with the expectations regarding providing contact details and collecting their child from the school/after school childcare facility.

Schools, settings and childcare providers should ensure that they obtain up to date telephone numbers and addresses for each pupil. Parents and carers should be reminded frequently in letters home, newsletters and information boards to update contact details. If a telephone number does not work or a letter is returned "with not known at the address/doesn't live here" the school should follow this up at the earliest opportunity with the parent/carer.

### **Action if a child is not collected**

If the parent/carer has failed to contact the establishment to explain that they are going to be late, an adult should telephone all the contact numbers (including emergency numbers) available for that pupil and make every effort to make contact a responsible adult to ensure the pupil is collected. If it is not possible to contact a responsible adult, the following procedures apply. *Please note that there will be very few occasions when this procedure is needed.*

**Nursery aged pupil 3- 4 years attending part time** – After 1 hour if it has not been possible to contact the parent/carer/emergency contact, then contact your Local Policing Teams, onsite Police Officer or either Mitcham or Wimbledon Police Station which ever is nearest your school.

**All pupils – where no after school child care provision exists or is full** – After 1 hour if it has not been possible to contact a parent /carer/emergency contact, then contact your Local Policing Teams, onsite Police Officer or either Mitcham or Wimbledon Police Station which ever is nearest your school.

**All pupils - where after school child care provision is available** - Send pupil to after school club/extended school/childcare provision care and continue to try to contact parent or carer. Parents or carers should expect to pay a charge to use this facility. If contact has not been made 30 minutes prior to the after school club/childcare facilities official closing time, contact your Local Policing Teams, onsite Police Officer or either Mitcham or Wimbledon Police Station which ever is nearest your school.

**All pupils - who usually attend after school childcare provision** - Allow 30 minutes after the official closing time of the provision to make contact with parents/carers/emergency contacts or for the parent/carer to contact you. After 30 minutes if the parent/carer/emergency contact has not been made, then contact your Local Policing Teams, onsite Police Officer or either Mitcham or Wimbledon Police Station which ever is nearest your school.

**Pupils with special educational needs for whom transport is provided from the school to the child's home by the authority** – Where there is no parent/carer at home to receive a child being brought home from school the driver/escort should try to make contact with parents/carer/emergency contacts immediately. After 30 minutes if you have been unable to contact the parent/carer/emergency contact you should contact either Mitcham or Wimbledon Police Station, whichever is nearest the pupils home address. When contacting the Police you should be clear about the needs of the child.

*Discretion should be used with the above procedures in exceptional circumstances such as major/local disasters or unexpected early closures.*

### **Action to follow up an incident of a child not being collected**

On the first occasion when a child has not been collected, the school should consider the most appropriate response to ensure the incident is not repeated. The level of action will depend on the context of the situation.

For parents or carers who repeatedly fail to collect their child on time from the schools, settings or after school childcare facility, meetings with the parent/carer should be set up to address this. Consideration should be given to completing a CASA at this time. The CASA form is available for download or printing at [www.merton.gov.uk/casa-forms](http://www.merton.gov.uk/casa-forms).

If this fails to improve the situation the Multi Agency Safeguarding Hub can be contacted on **020-8545-4226** or **020 8545 4227**. They can give advice and guidance to schools, settings and childcare providers about any concerns in this area and can advise when a referral to the Multi Agency Safeguarding Hub (MASH) may be appropriate.

If however collecting their child late or failing to collect their child is part of a schools wider safeguarding concerns please refer to the multi-agency additional needs descriptors at [www.merton.gov.uk/mwbm-additional-needs-indicators](http://www.merton.gov.uk/mwbm-additional-needs-indicators) to help you to determine levels of need which may indicate if a referral should be made to MASH. Referrals can be made by completing The Child Protection Referral form which is available for download or printing at [www.merton.gov.uk/casa-forms](http://www.merton.gov.uk/casa-forms). This should be sent to [mash@merton.gov.uk](mailto:mash@merton.gov.uk) Further information can be found on the internet.

### **Police Contact Details**

Up to date details contact details can be obtained by clicking on the link below  
<http://content.met.police.uk/Borough/Merton/Contact>

Alternatively telephone 101 and ask for the Police Station nearest to you school either Mitcham or Wimbledon Police Station.

## DRAFT MODEL LETTER TO PARENTS / CARERS

If you have recently changed your mobile phone, moved house or changed your number for any reason, please ensure that you inform your child's school or child care provider. Not being able to contact a child's parents or carers in the case of an injury or emergency can delay any medical treatment that may be needed, cause concern to the school staff and, most importantly, cause the child to be more distressed than necessary.

Please ensure that the school or provider has your current telephone number(s) and also the number of another relative, trusted friend, neighbour etc.

If you are going to be late collecting your child from school for any reason please make sure that you contact the school and let them know. The staff can then reassure your child that you are on your way and again prevent them from becoming distressed.

If we are unable to contact you in an emergency or in the event that your child is late being collected from school we may need to contact the Police and/or make a referral to Social Care via the Multi Agency Safeguarding Hub.

Additionally schools can also use the opportunity to remind parents/carers about the need to know who the adult is that is collecting the child from school and their policy on older siblings collecting primary aged children.