

Person Responsible:	G. Rughoobee (Head of Compliance/DSL), ratified by B. Elkins (Headteacher)
Last reviewed on:	August 2024
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Created:	September 2011
Revisions:	September 2012, January 2013, January 2014, September 2016, September 2018, September 2020

Gretton School is owned and operated by Newcome Education, a subsidiary group of Cavendish Education.

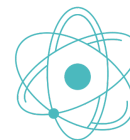
This policy is one of a series of school policies that, taken together, are designed to form a comprehensive statement of the school's aspiration to provide an outstanding education for each and every one of its students and of the mechanisms and procedures in place to achieve this. Accordingly, this policy should be read alongside all of these policies in order to ensure an awareness of the bigger picture. In particular it should be read in conjunction with the Equality Policy, the Health and Safety Policy and the Safeguarding Children and Child Protection Policy.

All of these policies have been written, not simply to meet statutory and other requirements, but to evidence the work that the whole school is undertaking to ensure the implementation of its core values.

In all the school's policies, unless the specific context requires otherwise, the word "parent" is used in terms of Section 576 of the Education Act 1996, which states that a 'parent', in relation to a child or young person, includes any person who is not a parent (from which can be inferred 'biological parent') but who has parental responsibility, or who has care of the child. [Department for Education guidance](#) considers a 'parent' to include:

- all biological parents, whether they are married or not*
- any person who, although not a biological parent, has parental responsibility for a child or young person - this could be an adoptive parent, a step-parent, guardian or other relative*
- any person who, although not a biological parent and does not have parental responsibility, has care of a child or young person*

A person typically has care of a child or young person if they are the person with whom the child lives, either full or part time and who looks after the child, irrespective of what their biological or legal relationship is with the child.



The school employs the services of the following consulting companies to ensure regulatory compliance and the implementation of best practice:

- Peninsula HROnline
- Peninsula BusinessSafe (Health and Safety)
- Carecheck (DBS)
- Educare (online CPD)

1 INTRODUCTION

Under Section 175 of the Education Act 2011, Local Authorities and Schools have a duty to safeguard and promote the welfare of children. A similar duty is placed on independent schools (Section 157). This duty should include making arrangements for dealing with children not collected at the end of a school day/week, or at the end of a school activity which is authorised by the school, and where the Proprietor retains responsibility for the use of school premises.

At Gretton School, the learners are transported by Local Authority Transport and therefore the likelihood of a learner not being collected is minimal. However, we have created this policy in case of extreme circumstances.

Gretton School recognises that it has a statutory duty to safeguard and promote the welfare of learners, 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/week, or at the end of an authorised activity.

Parents/carers should be made aware of the protocol, in writing, when their child starts school.

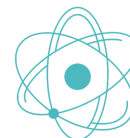
On admission of their child to the school, parents/carers should supply:

- 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 unattainable 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 learner is collected by a responsible person. The school must be notified immediately if it becomes apparent that the person collecting the child may be late or that the person collecting is different from those familiar to the school.

Gretton School agrees to care for a learner 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.

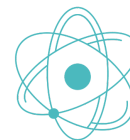


The school's Designated Safeguarding Lead will keep a log of incidents where parents/carers do not collect a child from school or are late for no explanation or just cause, or where there are repeated incidents. If any concerns about the child's safety and welfare arise, these will be dealt with in accordance with the school's [Safeguarding Policy](#) and Procedures.

In situations where it is considered appropriate, a letter will be sent to the parent/carer notifying them of the arrangements put into place for their child. An example is shown in Appendix A.

2 OUR PROCEDURES

- If a child is not collected by a parent/carer or arranged transport after the school day/week or approved activity, a member of the Safeguarding Team will be notified. Every effort will then be made to contact the parent/carer/transport, or failing that, the emergency contact
- In the case of a learner not being collected due to errors in the taxi arrangements, the school will contact the parent and they will contact the transport provider to arrange another pick-up from the school. Where the parent is not contactable, the school will try to contact the transport provider themselves. Where alternative arrangements cannot be made and the parent continues to be non-contactable, the following applies:
- In the case of a learner not being collected and no contact being made **within 45 minutes of the usual collection time**, the school may ring the Local Authority's Social Care team where the learner resides, to discuss the concerns and seek further advice. This will allow the Social Care Team 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.
- Gretton School will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation
- If there are any concerns about the welfare of the parent/carer, Social Care may ask the local Police to visit the home address; please note that the Police cannot themselves provide a place of safety for a child/children
- If attempts to contact a parent/carer are still unsuccessful, school and Social Care will jointly take responsibility for arranging for children to be transported to the Social Care team, (or other appropriate venue) who will arrange a place of safety. This is considered to be a last resort and parents/carers should do their best to ensure that this is not necessary. Social Care will notify the school of the child's placement and provide contact details as appropriate. It will be the intention to return the child to the parents/carers at the earliest opportunity
- It should be noted that Social Care offices close at 5:00pm on Monday – Thursday, and at 4:30pm on Friday. The DSL should contact the Emergency Duty Team 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 the DSL (and the parents/carers where this is possible)

- During office hours, Cambridgeshire Direct may support to ensure that the relevant Social Care Team is alerted. This will be the Social Care Team whose area covers the child's home address
- Any call which results in action being taken by Social Care/Police should be followed up in writing within 48 hours, using the Single Agency Referral Form

3 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
- 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

4 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 the Authority's emergency plan

5 APPENDIX A

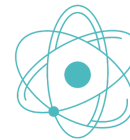
Dear _____ [Parent/Carer's name]

_____ [Child's name] was not collected from school on _____ day / date and we were unable to contact you or the emergency contact(s).

or

children not collected at the end of the school day or school activity.

This procedure, which has been agreed by Social Care, Education Transport and the Police, involved us contacting Social Care in order that arrangements could be made for your child to be taken to a safe place. I am sure that you will appreciate the importance of providing for your child in these circumstances.



I hope that the reasons for your child not being collected are not serious, but would ask you to contact the school and speak with the Designated Safeguarding Lead as soon as possible to discuss the matter further.

Yours sincerely,

Gretton School

6 APPENDIX B

List of information which may be required by Contact Centre/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 or communication needs/SEN or 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**