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

Priory Junior School

November 2026

Introduction:

Section 175 of the Education Act 2002 (as amended), the Education (Independent School Standards) Regulations 2014, the Non-Maintained Special Schools (England) Regulations 2015 and the Apprenticeships, Skills, Children and Learning Act 2009 (as amended) sets out the duty for local authorities, schools and Further Education institutions to safeguard and promote the welfare of children. This duty should 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.

This protocol is an example of arrangements which have been agreed by Education and Local Authority Children's Services.

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, or at the end of an authorised activity.

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 pupil is collected by a responsible person. 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**, the school will ring Children's Social Care on 0345 045 5203, to discuss the concerns. Customer services will take details of the child and steps taken so far by school to contact a parent or emergency contact and then request a social care team is made aware and contacts the school to provide 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. Please ensure that you provide a contact number to the Social Worker which can be accessed after the school offices close as the social worker will need to liaise with you. School will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation. Schools need to 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 making arrangements for the child/children. 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 the Customer Service Centre is open between the hours of 9.00am and 5.00pm Monday to Friday. The Emergency Duty Team (EDT) will be contacted by the Customer Service Centre as needed. Please can schools be aware the EDT telephone number is 01733 234724 should this be needed.

- 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 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)

Regularly Transported Children

For Primary School children and/or those with special educational needs or disabilities (SEND):

When there is a Driver (including with Passenger Assistant) and one child on board

- The Driver should wait for 5 minutes then call the Council's Transport Team for instructions.

- The Driver may need to remain at the house for at least another 15 minutes, allowing the Council's Transport Team to try and make contact with parent/carers or arrange for the child to be taken to a place of safety.

When there is a Driver (including with Passenger Assistant) and more than one passenger on board

- The Driver must call the Council's Transport Team.
- A note should be left to inform the parent that the transport will return at a given time.
- The Driver should complete the route where appropriate to deliver the other children home and then return to child's address.
- If parent is still not home, the Driver should wait a further five minutes and then call the Council's Transport Team again who will try and make contact with parent/carer and school if necessary and provide the Driver with further instructions.
- Drivers can contact their Transport Operator to make contact with the Council's Transport Team, if this is preferrable.

CONTACT INFORMATION:
Cambridgeshire County Council Transport Team

Tel: 0345 045 5208
Email: edtransport@cambridgeshire.gov.uk

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 you 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,
Social Worker/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**