

## **CSC - PROTOCOL FOR DEALING WITH CHILDREN NOT COLLECTED FROM SCHOOL AND MANAGING SAFEGUARDING EMERGENCIES.**

### **1. Introduction**

Section 175 Education Act 2002 places a duty on Local Authorities and governing bodies of schools, to make arrangements to ensure that their functions are carried out with a view to safeguarding and promoting the welfare of children. A similar duty is placed on proprietors of independent schools. This duty should include having arrangements for dealing with children not collected at the end of the school day, or following an authorised school activity where the governing body or Proprietor retains responsibility for the use of school premises.

This guidance is based on Best Practice Guidance produced by the National Network of Investigations and Referral Support Co-ordinators and is linked to the LSCB guidance for children leaving school alone. Both issues are interchangeable when dealing with the exchange of responsibility for the care of children and minimising risk. This guidance is particularly important with the development of extended school services and resulting differing times a child may be collected. The guidance should assist in negotiations with outside providers who will use the school premises, of their safeguarding responsibility. The policy also provides guidance for schools managing safeguarding emergencies at the close of the school day involving Children's Social Care and the police. This guidance is recommended by the Barking and Dagenham Safeguarding Children Board (B&DSCB) and has been approved by the LSCB.

### **2. Procedure:**

For each pupil the school must have essential information and contact details, which can be drawn upon to discuss issues with parents/carers and also to be used in an emergency.

In addition and in conjunction with the guidance regarding children leaving school alone, a request for clarification should be made as to the collection arrangements of the child from school and who by.

If the parent's intention is that they expect their child to walk home at the end of normal school time, the school should consider the age and ability of the child against recommended practice in the "Guidance Regarding Children Leaving School Alone", particularly in relation to children where the school are concerned regarding the appropriateness of such proposals, and follow the guidance as listed.

Where there are arrangements in place the classroom teacher or any other person assuming responsibility or nominated by the school to oversee the collection of a child, should have a copy.

Any breaches found by the supervisory staff should be reported to the Head Teacher or appropriate member of staff immediately. Supervisory staff should ensure that they consider the risk if the agreed process is not followed. Any concern or if the person assuming

responsibility for the child is totally unknown, the child should not be released without further communication with the parent.

If the child is not collected the child should remain at school and attempts to contact the parent/carer or named others who are provided as emergency numbers should be undertaken. This is to clarify what is happening or indeed if it is acceptable to release a child to someone who is not known to the school. In the event that a person who is not known becomes difficult and attempts to remove the child without authorisation, the child should be immediately secured within school premises and the police should be called.

It is recommended as a minimum the following details should be sought when a pupil starts at the school and should be updated annually at the start of each academic year.

**(i) PRIMARY CARERS CONTACT DETAILS**

Name(s):

Address (e.g.):

Home telephone number:

Work telephone number:

Mobile telephone number:

Email addresses:

The details of at least two other relatives/carers to be contacted in an emergency:

**(ii) RELEVANT INFORMATION:**

Ethnicity of the child:

Religion of the child:

Spoken language:

Special dietary needs:

Medical needs including GP details:

Details of siblings and as appropriate any schools/nurseries attended:

### **3. Children you are asked by police/social care not to let go home**

If you are asked not to let children go home with their parents you should confirm with the requester who will be coming to the school and when. You should suggest that taking children to the Vibe would be a better alternative if the school premises are deemed inappropriate. It is reasonable to request police presence when parents are informed that they cannot see their children. If no-one is available centrally please suggest your local Safer Schools officer.

The Vibe opening hours are shown below. Please make sure that the requesters are fully aware. Ask them whether or not the parents/carers should be notified of the children's whereabouts and clarify the arrangement for the children being escorted to the Vibe. Once at the Vibe a youth and/or family support worker will ensure the children are safely supervised.

If you are not able to make contact with anyone by 16.30 please leave a message for the child's carers and emergency contacts saying you will be notifying the Social Care Emergency Duty Service (0208 594 8356) and the child(ren) will be taken to The Vibe until social care can attend. Please ring the Vibe to confirm your arrival time (0208 227 5891/ 07772 229 194), do not arrive unannounced. Please wait until at least 17:00 before taking children to the Vibe. It is important that you notify Children's Social Care MASH Team on 0208 227 3811 prior to escorting children to the VIBE and that parents with children attending your school understand that this is the procedure and that they sign the attached documents providing consent to the children being escorted in the event of an emergency. (See appendix C and D).

#### **Vibe Opening Hours**

Monday 0900 – 1800

Tuesday 0900 - 2030

Wednesday 0900 - 2030

Thursday 0900 - 2130

Friday 0900 - 1830

These hours may be extended subject to the presenting needs.

### **4. Key information when leaving a child**

If you are leaving a child at the Vibe please ensure that basic safety information is handed over – date of birth, address, next of kin contact details, medication information and allergy information. If you are able to stay with the child/young person this will help them feel safer and more secure, but we recognise that this is not always possible. If there is a CAF or a MARF for the child please pass a copy on to Vibe staff members.

Should the child be left at school, and no contact has been achieved with a responsible adult within 30 minutes after 16.00, the Multi-Agency safeguarding hub (MASH at children's social care) should be contacted. A senior social worker will provide consultation in the form of advice and support in order to progress the situation.

Should the situation emerge as a Child Protection issue the standard referral procedures should be applied and a MARF attached as appendix A submitted. The MASH will accept a fully completed CAF in the first instance detailing any previous concerns. A MARF on the current Child Protection issue must follow within 24 hours. If the situation is unresolved post 16.45pm the out of hours services should be contacted on: 0208 594 8356 with a view to establishing a plan of action. The notification will be made by the MASH if however the MASH have not been informed it will be the responsibility of the CP lead or appropriate delegate from the school to alert the out of hours service.

In addition, at the point of notification the social worker or emergency duty social worker should be provided with information held by the school regarding any current or previous child protection concerns and any previous incidents of not being collected from school. The call should be confirmed in writing within 24 hours using the multi-agency referral form (MARF).

The social worker or emergency duty social worker will give advice and may carry out appropriate checks and make further attempts to contact the parent/carer. If there are concerns about the welfare of the parent/carer, they will ask the local police to visit the home address.

If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected from the school. If there is a genuine reason for the relative or carer being unable to do this, the social worker or emergency duty social worker will liaise with the school about the arrangements for the child to be collected and taken to the home address.

If attempts to contact a parent/carer are unsuccessful, the social worker will arrange for the child to be collected that night from the VIBE and taken to a place of safety e.g. a temporary foster carer.

It is generally accepted that there should only be two reasons why, in emergency circumstances, a child would be removed from school premises, by someone who is not the parent/carer;

- 1) The child needs to be taken to hospital
- 2) The child needs to be placed in temporary Foster Care – in which case Social Care will follow their procedures for removing a child to a place of safety.

These procedures have been developed in response to unpredictable circumstances deemed urgent where a child protection issue has arisen at the close of the school day and where parents have not been contactable leaving children vulnerable on the school premises. There may also be times when school staff, in agreement with parents, or through common sense, or through Loco Parentis, agree/decide to transport a child to their home, hospital or other establishment.

## **5. Regularly Transported Children**

Where arrangements are in place for a child to be escorted home from school, and there is no response at the home address, the driver will immediately, inform the school. If other children have to be taken home, the child will remain in the vehicle whilst this is done. The driver will leave a note (appendix B) at the child's address with the school's contact details. Unless directed otherwise, the driver will then return the child to school. In the meantime, the school will liaise with the MASH social worker or emergency duty social worker in the event that the parent or carer continues to be unobtainable.

Where services are being provided as part of the extended schools service the expectation will be for this procedure to be followed by those provider services and be a part of the schools expectations of the providers conduct, contractually.

## **6. Major Incident/Community Emergency**

If such an incident occurs, which may result in large numbers of children not being able to be collected, the social worker or emergency duty social worker and the named person for emergency planning for the council should be contacted to discuss safety issues and children's location.

It is anticipated that the arrangements for collection and care for the children, and possible overnight placements, will form part of the emergency plan utilised in a crisis.

## **Appendix A**

### **Guidance Notes LBBD (Multi Agency Referral Form)**

The more information that is available when discussions are taking place in relation to concerns about a child, the more likely it is that the most appropriate services will be delivered at the earliest opportunity, to best meet the child's needs with the least delay.

When using the MARF, please ensure that it is as fully completed as possible and contains some analysis of; the needs of the child/ren, what support has already been provided to the family and desired outcomes, as this will inform initial decision making about the priority of the response and the appropriate response.

Where concerns and information sharing indicates likely significant harm a response will be triggered from Children's Complex Needs & Social Care Children's Services, including through an assessment and s47 enquiries as appropriate.

Where information sharing indicates that other issues are emerging about a child the focus will be on ensuring that a CAF will be completed and targeted services are meeting the child's needs effectively.

Child Protection Referrals – if there are concerns that a child may be suffering significant harm (for a definition of significant harm please refer to Chapter 4, p2, 4.1 in the London Child Protection Procedures) the information must be telephoned directly to the MASH Team. The MARF must then be completed and forwarded to the MASH Team within 24 hours as a written confirmation of the referral details.

Children in Need referrals- children with high levels of need and/or have a disability. For a full definition of a Child in Need please refer to section at chapter 6, 6.6.17 in the London Child Protection Procedures.

Your MARF needs to be faxed to **0208 227 3951** after consultation with the MASH Team or emailed [childrenss@lbbd.gov.uk](mailto:childrenss@lbbd.gov.uk).

Non child protection concerns - where concerns about children do not indicate an immediate risk of significant harm a MARF will trigger information sharing between professionals to evaluate the concerns and agree an appropriate response. This will include consideration of whether a CAF has been completed and whether all preventative/targeted services have been utilised to address the child's needs. Where a CAF has been completed it should be shared between professionals when concerns about a child are being discussed.

The decision about the planned response to a concern about a child will be made within 24 hours and will be communicated to the referrer within 3 days of the concern being shared. It is the referrer's responsibility to ensure that the referral has been received and contact should be made with the MASH to confirm.

**Confidentiality** – As a professional you cannot remain anonymous if you make a referral to Children's Social Care the parent/carer will be informed that information has been received; this is a requirement of Children's Social Care under the Data Protection Act 1989.

**Consent** – in most circumstances the agreement of the parent / legal guardian of the child must be sought before a referral is made if providing this will not place the child at an increased risk of harm. If a professional has any concern that informing a parent may place a child at risk or may compromise Police evidence, immediate advice must be sought from the MASH team. Should a parent or guardian refuse their agreement to a referral being made, consideration should be given to the impact this may have on the level of concern you have for the child's welfare, and the parents or guardian's ability to meet the child's needs. You may wish to discuss these issues with the MASH Team. If the parents have not been approached in Children in Need cases then the referral may not be accepted. The MASH reserves the right to notify the Safeguarding Lead for the organisation concerned to reiterate the expectation that consent should be sought for Child in Need cases.

**Common Assessment Framework (CAF)** - when considering a referral with concerns about a child it will be useful to consult the CAF continuum of needs and threshold descriptors. The aim of the CAF is to identify at the earliest opportunity a child's or young person's personal additional needs and co-ordinate support from universal and targeted services. Written consent is given by the parent(s)/carer and/or young people before the CAF processes are undertaken.

**Reports** – any additional detailed reports that provide useful information to the concerns should be attached to the form. If reports are attached please ensure that the consent of the author has been obtained.

**Observation of the child**- when completing these forms it is important to record your observation of the child. If you have specific expertise in a given area this should be clearly stated.

**Third parties** – information about third parties should only be included if it is directly relevant to the referral and there is consent unless this is a Child Protection referral.

**Parent's and child's views** – may be included if they are volunteered but care must be taken not to interview either parents or children about the substance of any concerns where it is possible that a criminal offence may have been committed unless advised to do so by the MASH Team.

**Legal Proceedings** – those completing the form and any accompanying documents, should be aware that the contents of the form may be used in legal proceedings should proceedings follow the referral.



London Borough of Barking and Dagenham

15 Linton Road

Barking

Essex

IG11 8HE

Telephone: 0208 227 3811

Facsimile: 0208 227 3951

This form is to be used by all agencies when referring children about whom there are concerns. The more information available at the first point of contact, the more likely it is that appropriate service will be delivered at the earliest opportunity to help children and their families.

**BEFORE PROCEEDING - PLEASE CONSIDER** – Have you consulted within your own agency about this referral? If so, was it agreed that a referral was required?

Yes ☐ No ☐

Has a CAF been in place to support the family? Should this approach be undertaken first?

Is this a Child Protection Referral? YES ☐ NO ☐

If you believe that a child/young person is at immediate risk of significant harm please call the MASH Team IMMEDIATELY for advice



Child Protection Referrals: If there are concerns that a child may be suffering from significant harm, the information must be telephoned directly to the MASH Team. (\*NOTE: If it is known that the child (ren) has a current allocated Social Worker, please ask to speak to the allocated worker or their Line Manager in the first instance). Upon advice from the MASH team this form should be completed in FULL and faxed to 0208 227 3951 or email to [childrenss@lbbd.gov.uk](mailto:childrenss@lbbd.gov.uk) as a matter of urgency

Is this a Child in Need Referral?      YES ☐      NO ☐

Child in Need Referrals: Referrals of children with high levels of need and/or have a disability. Your MARF needs to be faxed to 0208 227 3951 after consultation with the Senior Social Workers in the MASH Team.

IF YOU ARE UNCLEAR WHETHER OR NOT YOU SHOULD FILL IN THE MARF PLEASE CALL 0208 227 3811 AND SPEAK TO ONE OF THE MASH SENIOR SOCIAL WORKERS

## **REFERRAL INFORMATION**

### **1. Child/Young Person's Details:**

Child's first name/s:			Child's surname:		
Any alternative name:			Young person's personal telephone number if applicable:		
Date of birth/EDD:	Gender (M/F)	Religion/Church attended:	Child's age:	Child's first language:	Disability:

### **2. Child / Young Person's Ethnicity**

The categories below are defined by the Department for Education and Skills. In addition to helping us to consider the particular needs of the child / young person being referred, this information will allow better planning of our services.

White British	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	Indian	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>
Any other white background (please specify)	<input type="checkbox"/>	Any other Black background (please specify)	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>
		Chinese	<input type="checkbox"/>	Any other Asian background (please specify)	<input type="checkbox"/>	Any other mixed background (please specify)	<input type="checkbox"/>
Not stated	<input type="checkbox"/>	Any other ethnic group (please specify)					

Religion	
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### 3. Parent/Carers details:

Name of parents/carers:

Parents date of birth:

Home address:

Any other relevant addresses:

Post code:

Post code:

### 4. Other significant family members; other adults or children also living in the home or living elsewhere

Name:	D.O.B:	Relationship:	Contact Details:	Household Members:

**5. Have you had any consultation in relation to this referral? State who?**

**What advice were you given? When?**

**6. Has a CAF been completed in respect of this child? If not why not?**

**If so please attach or specify date and outcome?**

**7. Is an interpreter needed? If so please detail requirements:**

Insert name of professional if involved		Telephone No.	Insert name of professional if involved		Telephone No.
Health Visitor			General Practitioner		

Nursery			Police		
School including child's unique pupil number and named contact person			Midwife		
Youth Offending Officer			Education Welfare Officer, Access & Attendance Officer		
Community Mental Health					
School Nurse			Probation		
Community Paediatrician			Other		

**9. Do you believe the child or young person to be at risk of significant harm, if so please specify?**

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<b>10. Your reasons for making a referral in this case?</b> <b>What are your concerns? What outcomes would you like for the child?</b> <b>What else has been tried to prevent this referral?</b>

<b>11. Have you spoken to the child?</b>	<b>Yes/No</b>
<b>What is the child's account?</b>	

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<b>12. Child's current whereabouts:</b>
<i>When were they last seen? Please supply all emergency contact numbers.</i>

<b>13. Supporting Information:</b>
<i>Child development; what information do you know about the child?</i>
<i>Please include all relevant information regarding their development in terms of their health, education, attendance, social relationships, emotional well being, self-esteem and self care skills.</i>

**14. Supporting Information:**

*Parents and carers; what information do you know about the child's parent(s)/carer and wider family?*

*Please include information regarding parent/carers strengths and difficulties in terms of relationships, friendships, behaviour, support, stability, safety and boundaries.*

*Do the parents have any particular needs, e.g. learning disability, mental health issues, substance misuse or domestic violence.*

**15. Supporting Information:**

*Environmental factors; what information do you know about the wider environmental factors that may impact on the child?*

*Consider for example, housing issues, who is working in the household, financial situation, community and social involvement.*

**16. History of Intervention?**

*Please provide a brief chronology of significant events and service interventions:*



**17. Any other relevant information? (including previous referrals)**

**18. Is there a perceived risk of violence or other matters that could make contact with this family dangerous (such as an unsafe neighbourhood, persons of violent nature, an unrestrained dog, etc)?**

Yes / No:

If yes, please specify what the identified risk is?

**19. In circumstances where there is a risk of violence (such as domestic abuse) please provide details regarding a safe way to contact the victim and/or child?**

**20. Have you spoken to the parent/carer about making this referral?**

If so please detail comments.

If not please explain why.

**Parental Agreement (See Guidance Notes)**

If you are making a referral of a child protection concern and are unsure about whether to advise the parent/carer of concerns and intention to make a referral (i.e. due to evidence being compromised, or someone being place at risk) you should consult within your own agency about this issue. If you remain unsure about whether the parent/carer should be consulted/informed about the referral please consult with Children's Social Care in the first instance.

If you are making a Child in Need referral agreement must be sought from the parent/carer (and where appropriate the young person) to make the referral. Where you have not obtained parental agreement it may not be possible to progress a child in need referral. Where appropriate, the parent/carer should be asked to sign the referral form.

I agree to the information in this referral being shared with other agencies, including children's social care.

Name of parent/Legal Guardian/Young Person (please print ):

Signature of Parent/Legal Guardian/Young Person:

Date:

## 21. Referrer's Details

Name(Print):

Job title:

Agency:

Work address:

Contact Telephone number:

Fax number:

Email address:

Name of Safeguarding Lead in agency?

In what capacity and for how long have you known the child/young person?

Have you consulted the parents and child appropriately before making the referral

Yes/No

Signature.....

Date.....

## **Appendix B**

Dear Parent/Carer

As part of the induction process/or your child attending ..... school, you are required to provide the following information for our records, so that the school may contact you regarding your child, ensure your child remains safe, and to use in emergency situation.

In addition, if for any reason you are unable to collect your child from school or if safeguarding concerns arise the school in consultation with Children Social Care and the police will consider escorting your child/children to an address away from the school premises. By providing these details and signing this form you are providing consent to the school to escort children whose needs must be managed away from the school premises in an emergency.

Name of Child \_\_\_\_\_

D.O.B. \_\_\_\_\_

Home Address \_\_\_\_\_

Telephone (home) \_\_\_\_\_

Medical Needs \_\_\_\_\_

First Language \_\_\_\_\_

Special Dietary Needs \_\_\_\_\_

Religion \_\_\_\_\_

Ethnicity \_\_\_\_\_

Parent/Carer Name \_\_\_\_\_

Address \_\_\_\_\_

Contact details \_\_\_\_\_

### **EMERGENCY Contact Number: 1**

Parent/Carer Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Contact telephone (home/mobile/work) \_\_\_\_\_

\_\_\_\_\_

**EMERGENCY Contact Number: 2**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Contact telephone (home/mobile/work) \_\_\_\_\_

\_\_\_\_\_

If your child is under the age of 9 years or has special educational needs and is over the age of 9, please outline what arrangements are in place to collect your child at the end of school.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*If circumstances change the school must be notified within 48 hours and the impact of any changes agreed.*

Signed \_\_\_\_\_ Date \_\_\_\_\_

## **Appendix C**

Dear ..... Parent/Carer's name

Re: ..... Child(ren)'s name(s)

On ..... Child(ren)'s name(s) were not collected from school at the end of the school day, and we were unable to contact you or your named carer(s). As a result, in order to safeguard and promote the welfare of your child(ren), we implemented the procedure for dealing with children not collected at the end of the school day or school activity.

This procedure, which has been agreed by the school, Local Authority Education Services, Social care, Police and the Local Safeguarding Children Board, 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 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 you please contact me as soon as possible to discuss this matter further. You can also contact social care on ..... for further information about the action taken.

Yours  
sincerely  
Head Teacher

## **Appendix D**

Dear Parent/Carer

On /at   pm, there was no response when your child(ren).....

was/were returned to his/her/their address as previously arranged. Unless the school instructs otherwise, the driver will return your child to the school and arrangements will be made to ensure his/her safety.

Please ring the school ..... as soon as possible. If no-one is available when you call, please contact the MASH team on 0208 227 3852 or Emergency Duty Social Worker on: 0208 594 8356

Yours faithfully

Mr/Mrs/Ms .....

Head Teach