

LETTER TO LEAVE AT PARENTS' HOUSE IN THE CASE OF UNCOLLECTED PUPIL

MARK THE ENVELOPE AS:

URGENT _ FOR ATTENTION OF PARENT/CARER OF _____

DATE:

Name:

Address:

Dear parent and carer of _____ ,

Re: IMPORTANT INFORMATION ABOUT YOUR CHILD

Your child was not collected from school today.

We have tried to call you using the emergency telephone numbers you provided and have not been able to make contact.

Over the next hour, we continued to telephone you and the named contacts we have on our records but could not reach you. We also visited the home address.

After an hour of no contact being made with you, we telephoned the Social Care team and the local police to advise them of the child/ children being uncollected.

As we were unable to make contact, we have had to take your child/ children to the Police Station where the police and Social Care have taken responsibility for them

You must contact the Emergency Duty Team (020 8863 5250) to find out the location of your child/ children.

Please come and see me tomorrow to talk about what happened today and how we can help you to prevent this happening again.

Yours sincerely,

Michelle Ginty
Headteacher



After School Procedure for Uncollected Children

As the school acts in loco parentis, a child's welfare remains the school's responsibility until the child has been taken by the Police or Social Care.

SITUATION	ACTION
Child not collected by parent / carer after school	1. School tries to contact parent / carer using the 3 emergency telephone numbers that should be provided. 2. Contact Family Front Door (020 8937 4300) by 16:50 to inform of uncollected child and call being made to the police.
No contact made with parent / carer by 5:00pm	3. Call the police to seek advice – on 101. 4. School continues to try to make contact with parent / carer and named contacts including visiting address if feasible and appropriate.
No contact made with parent / carer by 6:00pm	5. The police will visit the school. 6. Police will take responsibility for the child. 7. School to drop off letter at home address stating that the parent / carer needs to contact the Emergency Duty Team (020 8863 5250) to find out the location of their child. 8. School ensures that the following information is provided for Social Care: <ul style="list-style-type: none"> ○ Child's name ○ Child's date of birth ○ Home address ○ Other addresses given by parent / carer for emergency contact ○ Contact details for a minimum of three people who are responsible for the child ○ Child's ethnicity ○ Child's religion ○ Information on special educational needs ○ Health information (e.g. medication, allergies)
Follow up action	<ul style="list-style-type: none"> - School to meet with the family to understand the issues and actions that could prevent a reoccurrence. - Refer parent / carer to Education Welfare Officer. <ul style="list-style-type: none"> ○ Education Welfare Officer to write to parent / carer.
<p>Please note that if a school has not made contact with Family Front Door by 5pm, calls may be handled by the Emergency Duty Team. This may result in considerable delay to action being taken by Social Care.</p>	



Procedure for children missing / absent at the end of the day

SITUATION	ACTION
Child missing during or at end of school day	<ol style="list-style-type: none"> 1. Staff to look around immediate area (including: after school club, bathrooms, classrooms, playground, offices) 2. The gate staff alerted to monitor pupils leaving and remain vigilant to ensure the child does not exit the site.
Child not found	<ol style="list-style-type: none"> 3. One member of staff to inform SLT on site, whilst wider school is searched (including: after school club, bathrooms, classrooms, playground, offices) 4. A member of SLT to print off copies of child's photo and distribute to adults not familiar with the pupil. 5. Two members of staff take the photo and check in the shops either side of the street. 6. Two members of staff to search the surrounding streets – going in different directions from the exit. 7. One member of staff to walk to the child's house.
Child not found	<ol style="list-style-type: none"> 8. If appropriate to age group and situation, call home of carer to ascertain if child has gone home alone (using script below).
Child not found	<ol style="list-style-type: none"> 9. If the child is not located then call the police 999- giving the following information. <ul style="list-style-type: none"> ○ Child's name ○ Child's date of birth ○ Home address ○ Other addresses given by parent / carer for emergency contact ○ Contact details for a minimum of three people who are responsible for the child ○ Child's ethnicity ○ Child's religion ○ Information on special educational need ○ Health information (e.g. medication, allergies)
Child not found	<ol style="list-style-type: none"> 10. Inform parents of situation if not already contacted (script). <ul style="list-style-type: none"> - <i>I am calling to check if they have walked home alone</i> - <i>I am calling to explain that your child is missing from school.</i> - <i>We have contacted the police.</i> - <i>We conducted a search of the school grounds and staff have searched the surrounding streets, including the shops along the parade.</i> - <i>The police are coming to school to help us.</i> - <i>Can you come to school now? Is this the best number to contact you on while you travel to school?</i> 11. Inform: Chair of Governors, Safeguarding Governor, Health & Safety Governor to make them aware of incident.
Follow-up action	<ul style="list-style-type: none"> ● Contact Corporate Health & Safety ● Complete case review to learn from process. ● Update all risk assessments as necessary.