



# *Holy Family Catholic Primary School*

## **Guidance to be given to parents**

### **In the event of a parent/carer not arriving to collect their child at the end of the school day**

#### **A Note for Parents**

There are rare occasions when, perhaps due to an emergency, parents are not able to collect their children promptly from school, or make arrangements for their collection, at the end of the school day.

As a parent it is your responsibility to ensure that your child is collected at the end of the school day. Please ensure that school have up to date telephone numbers to contact you in an emergency.

Unless we hear from you we will assume that you agree to the school and other agencies making whatever arrangements are necessary to ensure your child's welfare.

#### **If a parent/carer does not arrive to collect their child at the end of the school day the following steps will be taken:**

##### School

1. If a child is not collected at the end of the school day check with the office that the parent/carer has not telephoned and left instructions and an estimated time of arrival
2. Two members of staff should remain with the child. One member of staff should sensitively ask the child whether there is a reason that could account for their parent/carer being late
3. Continue to try to contact the parent/carer or the emergency contact given by the parent/carer. Ask the child if they have any new or additional contact information eg mobile phone numbers
4. If contact cannot be made with the parent/carer 30 minutes after the school day has ended the following action should be taken
5. Contact Children's Duty Team (Social Care) on 01942 828300/Police 0161 8725050

##### Children's Duty Team

- Will assist school by identifying if the family is know to them. If information is know on the family Social Care will assist in identifying any other family member where the child may go.
- When it becomes clear that the services have been unable to identify anyone to look after your child Social Care will make arrangements for your child to be taken into care

## Police

- Will be made aware that your child has not been collected from school, they will assist school in identifying any reason why you have not arrived ie taken into hospital/custody etc
- 6. School will give as much detail about your child and your family to Social Care and to the police. School will then complete the professional referral form sending a copy to the child Support Team (pink), Social Care (white) and keep a copy for the child's file (green)
- 7. social Care will normally request that your child remains at school with a known teacher for as long as possible. If the parent arrives at school all agencies will be informed
- 8. if your child is accommodated by Social care we will leave a note on the school doors (or gate) telling you the telephone number for Children's Duty Team (01942 828300)

School will not allow a child to be taken home by another adult unless this has previously been arranged by the parent/carer and s/he has given their permission.