Luccombe Hub This document forms part of the policy handbook and is intended for use at Luccombe Hub	
Title:	**Failure to Collect Policy**
Subject Area:	Safeguarding – Whole Centre
Applies:	Immediately
Issue/Review Date:	21 May 2025
Next Review:	NLT 20 May 2026
Sponsor:	Henri Monier-Williams in conjunction with SLT
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1. Introduction

1.1 Aims

A number of our learners are provided with SEN transport for travel between home and Centre whilst the remainder of our learners are collected by parent/carer.

This document sets out the procedures that would be carried out in the very rare circumstance where a child is not collected from the Centre.

1.2 Consultation

The Luccombe Hub will communicate this policy to all staff, relevant professionals and learners through inductions, meetings, day to day communications, staff meetings and training. A copy of this policy and all policies will be available on request or via the website.

2. Procedures and practice

2.1 Steps

In the event that a child is not collected by Parent/Carer and Staff have not been notified:

- Up to 20 minutes- The staff will look after the child/young person —just in case of an unexpected delay due to traffic etc.
- After 20 minutes —The staff will phone the parent, check where they are and reasons for the delay. If it is clear they are unable to collect for some time, staff will ask them to arrange for someone else to collect them as soon as possible or arrange for the child to be looked after at the Centre for an agreed period of time.
- After 20 minutes (where staff unable to make contact with parent/carer)- Staff will phone other contacts provided as emergency contacts, and ask them to arrange to come and collect the child or someone else to collect as soon as possible or arrange for the child to be looked after at school for an agreed period of time.
- Up to 1 hour (where staff unable to make contact with parent/carer) -Staff will repeat phoning until a contact is made with parent/carer or other known emergency contacts. Facilitators/Teachers will lead this communication in conjunction with the Centre Lead or other member of the SLT.
- After 1 hour if staff are still unable to make contact with main parent/carer or any other known emergency contact - The Centre Lead (DSL) or Deputy Safeguarding Lead — will contact Dorset Local

Authorities Safeguarding Officers for advice. This may lead on to staff contacting the police and Social Care who would be able to advise further.
Through all of this time the child/YP will be reassured, encouraged to engage in a game or activity and will be given food and drinks as appropriate to the time of day.
A record will be kept of those times a child is late being collected. If a noticeable pattern is identified then parents may be asked to meet with The Centre Lead or other deputised senior member of staff to discuss ways to support child care and prevent further incidents with collection.

Procedure in the event of failure to collect by desinated taxi service via SEN Travel Team:

- **Up to 20 minutes -** The staff will look after the child/young person —just in case of an unexpected delay due to traffic etc. (normal procedure from SEN transport is to contact our office if they know a driver will be delayed)
- **After 20 minutes and no contact has been made from SEN Travel Team –** Contact will be made on first instance to the taxi drivers contact numbers as known and/or taxi company booked, to establish location and estimated time of arrival. If no contact can be made with the usual driver or taxi company using the numbers held – contact will be made to the SEN Travel Team via Email: dt@dorsetcouncil.gov.uk or Tel: 01305 224537 - To establish arrangements for collection.

The Luccombe Hub will review information provided by SEN transport in conjunction with wellbeing of child – staff will continue to look after child until transport has arrived or where alternative collection arrangements have been made either by parent/carer or other trusted adult.
A record will be kept of those times a child is late being collected by SEN Travel and if a noticeable pattern is identified then contact will be made with Dorset Travel Team and complaint raised.

2.2 Roles and responsibilities

Parents responsibility:

- Ensure child is collected promptly at the end of the Centre day
- That the Centre is provided with up to date contact details, including names, addresses, home, work & mobile numbers.
- That contact details are provided for at least two relatives or other contacts who we can call in an emergency should you as parent/carer be uncontactable. Changes to any of these details should be provided to the Centre immediately.
- The Centre is open 10am – 3:00pm and any parent/carer is expected to collect their child within 5 minutes of closing – if you are aware that you will be slightly late for collection (10-20 minutes) – you should phone the centre and notify the staff of the estimated time of arrival and reason for delay.
- If a parent/carer wishes for another another person to collect the young person — usual practice should be that the person collecting is known to the staff and child and will be a person who is already named on emergency contact details. Parents should notify staff in writing or verbally when dropping off children in the morning. If the decision is made during during the Centre day, parents/carers should phone the Centre office with the name, description of the person and a password. The Centre staff will only allow children to go with an adult who can give the password and meets the description.

Centre responsibility:

- Ensure procedure is in place for the event of 'failure to collect' and this is reviewed alongside Safeguarding practices regularly.
- Review patterns of behaviour and arrange early help/support for a parent/carer where 'failure to collect' is regular.
- Ensure child/young person is kept safe and appropriately supervised whilst waiting to be collected.

- Communicate effectively with families the details of this policy and expectations around collection arrangements.
- Have product working relationship with designated SEN Transport providers and Dorset SEN Travel Team.

2.3 Aspects
Password system explained.
To ensure that the children are collected by someone safe and secure, we would firstly ask your child to confirm who the person is and that they are happy to go home with that person. — It will be a VERY rare occasion that the person collecting the child would be unknown to the child.
Extra security will be in the form of a password. This should not be set as a regular password but one given to the person collecting and the staff by the parent for the specific collection day.

3. Concluding notes

3.1 Monitoring and review
This procedure will be reviewed on an annual basis and in light of any significant changes to SEN Travel arrangements.

3.2 Links to other policies
Learner Supervision Policy
Safeguarding & Child Protection Policy
Risk Assessment Policy
Lone working Policy
Children Missing in Education & Attendance Policy