




Place of Safety Procedure

Purpose	The aim of the procedure is to give guidance to staff on the process to follow, if a child is unable to be dropped off at the agreed location.
Facility affected	Logistics, Multi Agency Safeguarding Hub (MASH), Emergency Duty Team (EDT) and Metropolitan Police.
Responsibility	Drivers, Personal Assistants, Logistic staff, MASH Duty Team, EDT.
Legislation	N/A
Related Documents	Camden's Safeguarding policies. CATS Transport Referral Procedure.

Version control:

Version	Issue date	Description of Change	Author	Sign off	Review Date
Initial Issue	03.01.24	Introduction of new working process	 Surma Begum Senior Policy and Projects Officer  Joyce Ojudun Logistics Manager	 Sam Pandya Head of CATS	02.01.25

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1. Introduction

In situations where a child or young person cannot be dropped off at their agreed destination, Camden Accessible Travel Solutions (CATS) takes responsibility for safeguarding the child and transporting them to a place of safety. Recognising that such occurrences may be distressing for the child, young person, and our staff alike, this procedure outlines a comprehensive plan to minimise any delay or distress to the absolute minimum.

2. Policy and Procedure

The young person or child will only be dropped off at the agreed location and time agreed in their welcome pack or arrangement by Logistics office staff. When arriving at the destination, if the child is not picked up by the parent or carer, the Passenger Assistance (PA) will call the parent/carer to notify them of their location. If transport staff are unable to get hold of the parent/carer, transport will wait for 5 minutes before initiating the Place of Safety procedure.

2.1 Procedure

- 2.1.1 When arriving at the agreed location, if the child or young person is not met by the nominated parent/carer, the Driver or PA will drop a letter through the letter box to inform them that the child was not able to be dropped off and provide the emergency contact details. The staff will take a picture of the letter being delivered through the letterbox. A copy of this letter is in the Document Reference section, labelled, Child unable to be dropped off letter. If due to access issue, a letter is not able to be dropped off, a text message will be sent to the main point of contact. A copy of this message is in the Document Reference section labelled, Child unable to be dropped of text.
- 2.1.2 The Driver or PA will then call the Logistic office on 0207 974 6723 or the safeguarding number on 0207 974 8740, or if after hours the emergency mobile number on 07976 671992 and inform the Logistic office that the child is unable to be dropped off.
- 2.1.3 The Logistic office staff will instruct the Driver or PA to continue with their journey and return to child's address after delivering all other passenger on the vehicle on the route, while they make enquires or establish an alternative drop off point.
- 2.1.4 The Logistic office staff will call the Multi Agency Safeguarding Hub (MASH) on 0207 974 3317 if it is before 17:00hrs or the Emergency Duty Team (EDT) on 0207 974 4444 if it is after 17:00hrs and notify them of the situation. This will allow MASH or EDT time to get in contact with next of kins or relatives, if the child is known to their services.
- 2.1.5 The Logistic office staff will also contact the next of kin and any other numbers on the CATS database, for someone to arrange collection of the child or young person.
- 2.1.6 Upon completion of the round and return to the child's address to attempt to drop of the child. If this is unsuccessful again, the Driver or PA will call the Logistic office on 0207 974 6723 or the emergency safeguarding number 0207 974 8740 or the out of

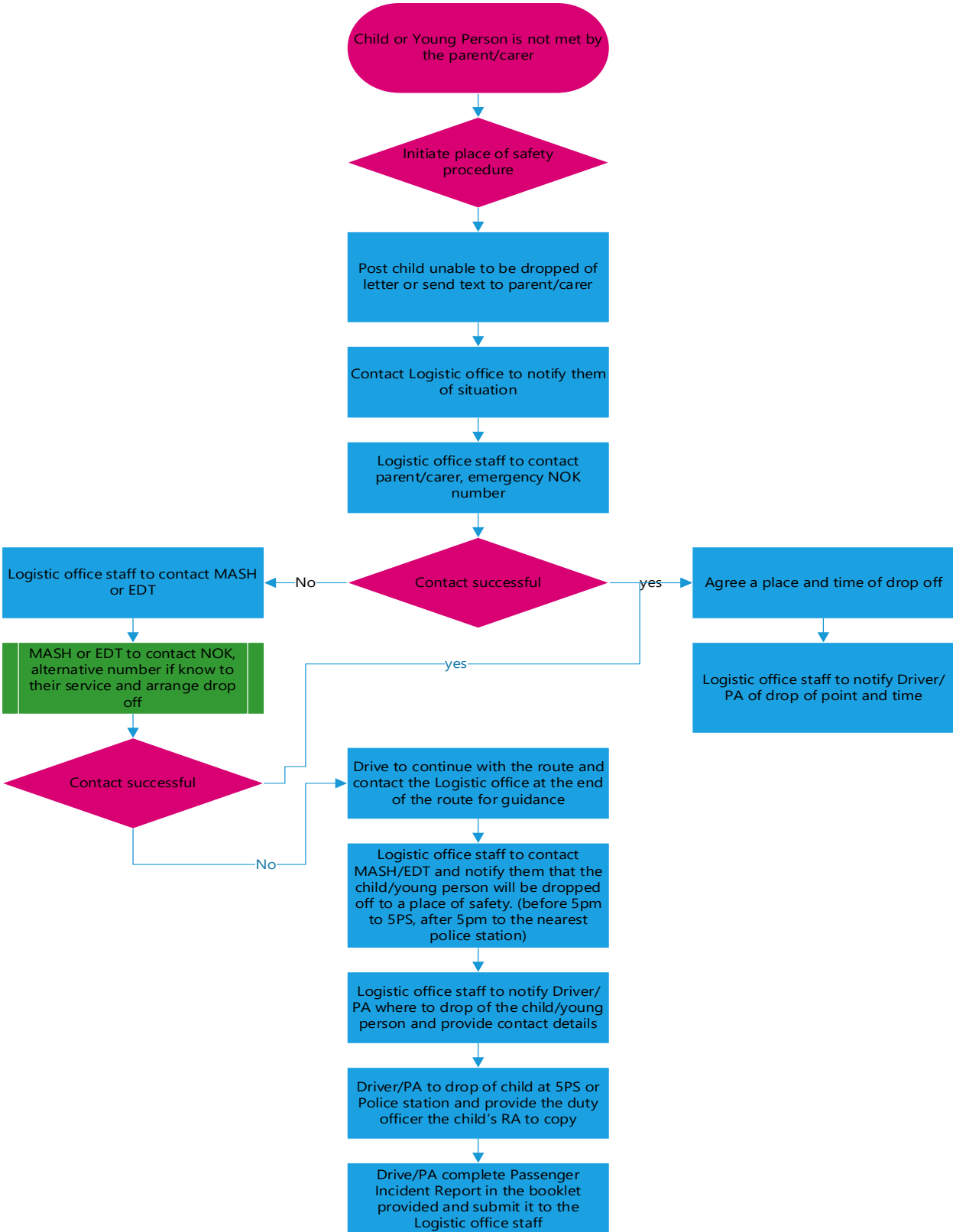
hours emergency mobile number 07976 671992 (after 5pm) and inform the Logistic office of the situation.

- 2.1.7 If before 17.00hrs, the Logistic office staff will call MASH again on 0207 974 3317 and provide full details of the child or young person, including any medical or safeguarding issues and inform them that the child will now need to be dropped off to them.
- 2.1.8 The MASH Duty Officer will let the Logistic office staff know if a second address has been identified and prompt the staff to have the child delivered to a family member. If this is not possible then the child will need to be taken to the MASH office at 5 Pancras Square, London, N1C 4AG (5PS). The MASH Duty Officer will inform the Logistic office staff of the name of the Duty Officer that will meet the driver and the location of the meeting point.
- 2.1.9 The Logistic office staff will call the Driver or PA and inform them to take the child to 5PS and provide them with the contact's name of the Duty Officer and the meeting point.
- 2.1.10 When meeting the MASH Duty Officer, the Driver will hand over the child and provide the Duty Officer the Child's Risk Assessment for the Duty Officer to make a copy to keep.
- 2.1.11 If the incident goes past 17.00hrs, the Logistic office staff will call EDT on 0207 974 4444 and provide the child's full details including any medical or safeguarding issues they need to be aware of. The Logistic office will inform EDT of the nearest Police Station the child will be dropped off at. A copy of the child or young person's Risk Assessment will be provided to the Duty Police Officer.
- 2.1.12 The Police Station in Camden which a child or young person can be dropped off at are;
 - Kentish Town, 10-12A Holmes Road NW5 3AE.
 - Holborn, 10 Lamb's Conduit St, London WC1N 3NR.
 - West Hampstead, 21 Fortune Green Rd, West Hampstead, London, NW6 1DX.

2.2 Recording the incident on the customer management system

All incidents will be recorded in the Passenger Incident Report booklet which is kept in the route pack. The copy of the incident report must be submitted to a member of Logistics office staff when returning back to the depot at the end of their route.

3. Flow Chart



4. Checklist

Task	Completed/Checked
Letter dropped or text message sent informing parent/carer of contact details	
Driver/PA to notify the CATS office	
Logistic office staff to inform MASH or EDT, depending on the time of the incident	
Logistic office staff to contact emergency contact details and NOK to agree a safe delivery of child	
Contact MASH if before 5pm and arrange for child to be dropped off at 5 PS	
Contact EDT if after 5pm and arrange child to be dropped off at the nearest or nominated police station.	
Record incident on the Incident Reporting booklet and hand copy to Logistic office staff	

5. Document reference

5.1 Child unable to be dropped off letter



Child unable to be dropped off letter.doc

5.2 Child unable to be dropped text

Dear Parent/Carer of (insert name of child)

We are sorry that you were not available to pick up your child.
 Please call CATS urgently on 020 7974 6723.
 If you are calling us out of hours, please contact the Emergency Duty Team on 020 7974 4444.