



Lost/ Missing child and Non-collection policy

Lost Child Procedure from Preschool

At Ribbons Preschool we are committed to promoting children's safety and welfare. In the unlikely event of a child going missing within/from the preschool, we have the following procedure which will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing.
- The preschool manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the preschool, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout.
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted.
- A second search of the area will be carried out.
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the preschool.
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the preschool will follow the local authority and police procedure.
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- CIW must be contacted and informed of any incidents.
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary.
- In any cases with media attention staff will not speak to any media representatives.
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

Lost Child from Outings

At Ribbons Preschool we are committed to promoting children's safety and welfare.

This includes where children are on outings and visits. We carry out regular head counts of children throughout any outing or visit. In the unlikely event of a child going missing whilst on an outing we have the following procedure which we implement immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, eg. a recent photograph and a detailed description of clothing.
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout.

- If appropriate, on-site security will also be informed and a description given.
- The designated person in charge will immediately inform the police.
- The designated person in charge will then inform the preschool who will contact the child's parents giving details of what has happened. If the whole preschool is on an outing, all contact details will be taken on the trip by the person in charge.
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children.
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff).
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- In the unlikely event that the child is not found the preschool will follow the local authority and police procedure.
- CIW must be contacted and informed of any incidents.
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary.
- In any cases with media attention staff will not speak to any media representatives.
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

Late Collection and Non-Collection of Children

At Ribbons Preschool we expect all parents to adhere to our set collection times to collect their child from the preschool. Obviously, we understand that on occasion there may be circumstances that affect this collection. In this instance we give parents information about the procedures to follow if they expect to be late.

These include:

- Agreeing a safety password with the preschool in advance to be used by anyone collecting a child who is not the parent (designated adult).
- Calling the preschool as soon as possible to advise of their situation.
- Asking a designated adult to collect their child wherever possible.
- Informing the preschool of this person's identity so the preschool can talk to the child if appropriate.

This will help to reduce or eliminate any distress caused by this situation.

If the designated person is not known to the preschool staff the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the preschool to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the preschool after a reasonable amount of time [½ hour] has been allowed for lateness, we initiate the following procedure:

- The preschool manager will be informed that a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the

manager will try the emergency contacts shown on the child's records

- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the preschool will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team.
- The preschool will inform CIW as soon as convenient.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.

In order to provide this additional care a late fee of [£10 per every 15 minutes or part thereof] will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal preschool hours may incur.

If a pattern of late collections becomes apparent parents will be contacted to ascertain if there are any problems relating to collection times. Parents will be reminded that preschool is registered to operate between the hours of 07:50 and 17:50 and insurance does not cover operations after this point.

If parents are persistently late for collections the preschool reserves the right to suspend care provision.

Contact numbers: Social Services Emergency Duty Team: 02920 788570

This policy was adopted on: 23.08.19

This policy was amended on: 09.01.2020

Signed on behalf of the preschool: K.Watkins-Freeman

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