



Lost / Uncollected / Missing Child Policy

The aim of this policy is to ensure parents / guardians and staff are aware of TLL Childcare's duty to protect the children in their care and to outline the procedures that will be followed if a child is lost, uncollected or missing at the end of a session.

The welfare, protection and safety of every child in our care is a major priority and responsibility.

This policy will be made available to parents / guardians on request.

Our policy on the procedures followed for an uncollected child are also made very explicit through the parent / guardian's contract.

Registers

A daily register is taken including children's arrival and departure times, along with information on who they were collected by that day.

Children will be signed in at the beginning of the session while sat in a group to ensure no one is missed, and signed out immediately on collection by the responsible staff members.

Lost / Missing Child

If a child is missing, the following procedures will be followed:

- The Responsible Individual to make an immediate search of the immediate surroundings and to consult with other members of staff
- Toilets to be checked, together with other rooms in the vicinity
- Without alarming other children, ask if anyone has seen the missing child
- The entire premises, including any outside areas, will be checked while maintaining adequate staff supervision
- After 10 minutes, parents / guardians / emergency contacts and police will be notified

- Remaining children are to be kept calm and as far as possible, unaware of the events
- Staff will continue to search for the child
- All staff will fully cooperate with the police
- After the event, a written report must be produced by all staff members involved and this needs to be recorded in the incident book. A review of policies and procedures must be undertaken at this point to ensure that this does not happen again
- CIW will be informed in the event that a child has been missing

Uncollected Child

In the event that a child is not collected at the end of the session:

- Information will be recorded on the registration form about who will be collecting the child. Emergency numbers will also be recorded on these forms
- Through the parent / guardian's contact, they are made aware that if they are unable to collect their child on time that they should contact TLL as soon as possible and they should attempt to make alternative arrangements for the collection of the child
- All children must be collected by 15.00pm. Any child not picked up at this time will be classed as uncollected
- The child will be reassured and kept calm during this process
- 2 staff members will always stay on the premises
- Parents will be contacted at 15.10pm if no communication has been received
- When the parent / guardian arrives, they will be reminded that they must call TLL if they are delayed
- If a parent / guardian is more than 15 minutes late in collecting their child, the Person In Charge will contact all emergency contacts on the child's registration form to inform them that the child has not been collected and to arrange collection
- While waiting to be collected the child will be supervised at all times
- If the manager has not been able to contact the child's parents / guardians or emergency contacts after 1 hour, the Person In Charge will contact social services
- The child will remain in the care of TLL staff in the provisions premises until collected by a parent / guardian or safeguarding team
- The number for social services will be on display for all staff in the room
- Parents / guardians will be informed of the late charge for late collection, £10 for every 15 minutes to cover the costs of the two staff who are legally required to stay
- After the event a report will be written and logged onto CPOMs