

Peter Pan Playgroup

Uncollected and Missing Child Policy

We expect all children to be collected promptly at their usual picking up time by their parent or named carer. If for any reason a parent/carers is unable to pick up their child on time, we ask to be informed by telephoning our mobile number as soon as possible with the reason for the delay and estimated time for collecting their child.

If parents continue to arrive late to pick up their child without an acceptable reason, then the parents will be informed that they may be charged an additional late pick up fee.

Uncollected Child

If a child has not been collected 15 minutes after the end of the session, and the parent/carers has not contacted Playgroup, then the Manager/Supervisor will ring the following people to make arrangements for the child to be collected whilst another member of staff looks after the child:

- the parent/carers (numbers given on the registration form)
- the emergency contact number (numbers given on the registration form).

The Manager/Supervisor will continue to try these numbers in turn until contact is made or the parent/carers or emergency contact arrives to collect the child.

If one hour elapses after the normal session end time and no-one can be contacted to collect the child, then the Manager/Supervisor reserves the right to contact children's social services and will telephone the Integrated Front Door (IFD) on 01403 229900 to explain the situation and ask for advice.

Two members of staff will always remain onsite until the child has been collected.

Staff make a record of the incident and a record of conversation with parents should be made, with parents asked to sign and date the record. This is kept in the child's personal file along with the actions taken. 06.1c Confidential Incident Report form should also be completed if there are safeguarding and welfare concerns about the child or if social care have been involved due to the late collection.

Missing Child

Lost from the setting

All children's attendance is recorded daily in the register and all children are counted in and out to and from the garden.

If a child appears to be missing during a session, the following procedure will take place:

- Two members of staff will gather the rest of the children together in the hall, undertake a quick headcount, and take the register to double check if the child is missing.
- A third member of staff will quickly search the building and the immediate area outside.
- If the child is definitely missing, one member of staff will phone the police immediately and then the parental contact number.
- The staff will then stay with the rest of the children while the police search for the child.

Lost off-site (outing or walk)

All children on outings will wear hi-vis jackets plus an attached label with the name and mobile number of Playgroup on it.

As soon as it is noticed that a child is missing, the following procedure will take place:

- The senior staff present carries out a headcount.
- A member of staff or the whole group if appropriate should retrace their movements to the last place that the child was seen.
- Another member of staff should alert the management of the organisation being visited.
- Children on the visit should be asked for any relevant information if appropriate.
- If the child is not found, the senior staff calls the police and then contacts the Designated Safeguarding Lead.
- The Designated Safeguarding Lead informs the parents.
- Members of staff return the children to the setting as soon as possible if it is safe to do so. According to the advice of the police, one senior member of staff should remain at the site where the child went missing and wait for the police to arrive.
- A record is made on 06.1a Child Welfare and Protection Summary and 06.1b Safeguarding Incident Reporting form. The Designated Safeguarding Lead completes 06.1c Confidential Safeguarding Incident Report form on the same day that the incident occurred.
- Ofsted are informed as soon as possible (and at least within 14 days).
- The Designated Safeguarding Lead carries out a full investigation and speaks with the parents and explains the process of the investigation.
- Each member of staff present during the incident writes a full report using 06.1b Safeguarding Incident Reporting form, which is filed in the child's file. Staff do not discuss any missing child incident with the press.