



The Wye Nursery Policies and Procedures

MISSING OR UNCOLLECTED CHILDREN PROCEDURE

A CHILD IS LOST:

Due to the high level of supervision it is very unlikely that a child would become lost. However, in the event of this happening, the following steps would be taken:

- The manager/deputy would ask all present when the child had last been seen and this would be the starting point for locating the lost child.
- One person would search immediate environment – being mindful of favoured 'hiding places' of individuals – passageways and internal school buildings first and then the playground areas, garden area and out buildings. A visual search of all immediately accessible areas would be made.
- Staff will be sensitive to any feelings of distress which other children may experience if they are aware that someone is missing.

IT IS ANTICIPATED THAT THE LOST CHILD WOULD BE FOUND BY THIS STAGE.

However, if the child is still lost the manager/deputy should:

- Inform the parent of the lost child.
- Contact the police for assistance.

An investigation will be conducted to identify any oversight that allowed the child to escape. Policies, procedure and staff training will be addressed to ensure that a repeat performance does not occur. Ofsted and the local authority will be informed by the Manager/deputy.

A CHILD IS NOT COLLECTED:

Sometimes lateness to pick up children is unavoidable. If a parent has not made contact with the nursery by telephone to explain that they will be late, then the following steps will be taken:

- A member of staff will phone the parents contact numbers. If necessary, the emergency contact number will be called.
- The child will be supervised always, and staff will be sensitive to the feelings of the child who may be distressed about why they have not been collected.
- If the parent or carer is not contactable on either telephone number, then the child will be occupied and cared for within the setting.
- If no contact is received from the parent/carer within 30 minutes of repeated attempts to contact the parent/carer/emergency contact, then the duty social worker will be contacted through MASH (multi agency safeguarding hub) for advice/action (see child protection policy).
- Incidents of non-collection will be noted as a safeguarding concern.
- The child will remain in the care of The Wye Nursery until they are collected by the parent/carer/emergency contact or placed into the care of the relevant child protection agency as recommended by MASH.