



# Hulme Hall Pre-School

## Lost or Uncollected Children Policy

### Introduction

The welfare of all our children is our paramount responsibility. Every adult who works at the school appreciates that he or she always has a key responsibility for helping to keep all of the children safe. Our staffing ratios follow statutory guidelines and are deliberately designed to ensure that every child is supervised the whole time that he or she is in our care.

### Lost Child

- In the event that a child is missing the Head must be informed.
- The other children will be gathered, and the register will be called.
- Ask all the adults and children calmly if they can tell us when they last remember seeing the child.
- At least 2 adults will stay with the children whilst a search is made of the venue and immediate area outside of the building by any other available staff. Maintenance staff will be informed by phone to join the search.
- Should the child not be found within 15 minutes the Head will contact the police and parents.
- While waiting for the Police and the parent/carer to arrive, searches for the child will continue. During this period, staff will maintain as normal a routine as is possible for the rest of the children at school.
- In cases where either the police or social services have been informed, the relevant body (OFSTED/ISI) will be informed as soon as is practical.
- A full report will be written immediately for the incident book.
- Once the incident is resolved, the Head, Designated Governor and the staff team will review relevant policies and procedures and implement any necessary changes.

### Uncollected Child

- In the event of a child not being collected on time the Head must be informed.
- The child will be kept safe, calm and occupied by a minimum of 2 adults.

- After 15 minutes a phone call will be made to the person responsible for collecting. If there is no response to this call the other contact numbers will be phoned.
- After 45 minutes if there has still been no contact made with any of the emergency numbers. Social services will be informed. Telephone number is 01612176028 and out of hours 01617182188.
- The duty social worker will take charge of the situation and decide what happens next, and whether the police need to be involved in helping to trace the parent/carer of the child.
- Social Care will attempt to find the parent or relative. Emergency arrangements will be made for the child in consultation with the Local Authority Social Care.
- Under no circumstances should staff go to look for the parent or take the child home with them.
- A full written report of the incident is recorded in the child's file.
- A report must be submitted to the Head.

## **After School Care and Holiday Care**

If a child in After School Care or Holiday Club is not collected by the expected time for that child, it is the responsibility of the staff to make a phone call to the parents/carers. This call will be made within 15 minutes of the expected collection time to ascertain the cause of the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.

The Head will be informed either directly, or by telephone and she will make the decision to contact the Police. If staff are unable to contact the Head, they will follow the procedures outlined in the policy.

**Review Date:     September 2021**