

The Hollies Childcare Facility

Missing Child Policy and Procedure

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Revision History

Issue/Draft	Date	Comments/Reason for Change
Draft A	1 st June 2018	Initial release for comment
Issue 1	1 st July 2018	Comments received from Management Committee
Issue 2	1 st July 2019	Annual document review.
Issue 3	29 th April 2021	Annual Document Review
Issue 4	19 th October 2021	Amendment to include change of name of setting and Registered Charity Number
Issue 5	26 th September 2022	Annual Document Review
Issue 6	15 th September 2023	Annual Document Review
Issue 7	10 th September 2024	Annual Document Review
Issue 8	11 th September 2025	Annual Document Review
Issue 9	16 th June 2026	Amendment to include removal of staff member

Glossary

Term	Definition
The Hollies	Refers to The Hollies Childcare Facility
CAO	Chief Administration Officer

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1.0 Overview

The Hollies Committee is committed to ensuring the safety of all children who attend our Childcare Facility.

In accordance with our arrival and collection policy:

- Parents / carers must give adequate notice to The Hollies regarding attendance / non-attendance of their child.
- Only persons named in writing by the parent/carer or using the appropriate password will be able to collect their child /children from the setting.
- Daily attendance records are updated promptly with the time children are collected.

In addition:

- Each day, class teachers will be given a list of children due to attend The Hollies after school.
- A daily register is taken at the start of the session to ensure all children that are booked in are present.
- Regular headcounts are made throughout the session. This is particularly important when children are outside for their session.
- Risk assessments of the premises and activities are undertaken.

1.1 Procedure on missing children

If a child is identified as missing during the course of the session the following action should be taken (whilst at all times maintaining the safety and supervision of all children at The Hollies):

1.2 Child missing from Session

If a child has been booked into The Hollies, but does not arrive, the following procedure is followed:

- 1) Check with the appropriate class teacher if the child has attended school.
- 2) If the child has been in school but does not turn up Inform the CAO/Senior Leader (or in the event of their absence, the Deputy Leader) immediately.
- 3) The school is also informed immediately. If the child has been dismissed from the school, the child's parent / carer is contacted.
- 4) If the child's whereabouts remain unknown the head teacher (or senior member of school staff) is informed and the school is searched.
- 5) Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity of the school / collection point.
- 6) If the child cannot be found, then the Police and the parent / carer are informed as soon as possible after the alarm has been raised.
- 7) The search is continued, widening the search area and keeping in touch by mobile phone.

- 8) An incident form is completed immediately after the event explaining exactly what happened. All the staff present, the child's parent / carer and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary.
- 9) Care Inspectorate Wales is informed on the same day of the incident.
- 10) Once the situation has been resolved, all members of staff review the reasons for it happening and The Hollies will ensure any necessary measures are taken to prevent it from happening again.
- 11) The Hollies insurance company is notified.

1.3 General Collection Conditions

Parents / carers must collect their children by no later than 12.05 for the end of the morning session, 15.35 for the afternoon session and 17:35 at the latest from the designated collection point. In the event of a parent having an emergency situation they are advised to contact the setting via telephone.

- a) Parents must give the names of all persons authorised to collect their child on the registration form. The Hollies Staff will only release a child to the named persons. However there may be occasions when the member of staff on duty does not recognise or know the named individuals. For this reason we require you to provide The Hollies with a suitable password for collection. This will also be useful in the event of an emergency when both named persons are unable to collect their child/children. The Hollies also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.
- b) Under no circumstances will a child be released to an unknown person who does not know the collection password.
- c) It is the responsibility of the parent / carer to ensure that any changes to the named individuals who can collect their child are communicated to Mrs S Murray or Mrs S Williams both in writing and verbally.
- d) No parent will be able to access the premises and the person collecting a child must ring the bell and speak to The Hollies member of staff on duty. The child/children will then be brought to the parent/carer who will then sign them out appropriately.
- e) If a parent / carer is late collecting their child, The Hollies reserves the right to make a charge of £5.00 for every half hour the parent / carer is late. This will be used to cover the wages of staff who will be required to remain with the child/children until they are collected.
- f) In the case of a parent / carer failing to collect the child, the Senior Leader will call the named contacts (including emergency contacts) to come to the setting to take the child home. In the event of no contact being made after 30 minutes, the Senior Leader will contact the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual will also be informed.
- g) No child will ever be left unsupervised because a parent / carer has failed to collect them.

- h) If there are concerns when a child is collected that to hand over the child may be placing the child at some risk, the Senior Leader on Duty will seek advice from the

CAO / Designated Child Protection Officer who will speak to the parent / carer, and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent / carer whether another named contact is available to come and collect the child. In certain circumstances, the Senior Leader / CAO / Designated Child Protection Officer may inform the parent / carer that following handover, they will call the Social Services Duty Officer and that the setting's Child Protection Policy may be implemented.