St. Margaret's Nursery

A Policy for a Lost or Uncollected Child

Nursery

Reviewed: August 2020

Date for review: July 2021

Uncollected child

We expect children will be picked up at the usual time. Late arrival or collection can cause distress for a child. If you are unavoidably held up and will be late collecting your child you must inform nursery ASAP. Unless the nursery knows the reason for the lateness they are required to contact Social Services if a child is left at the nursery for more than 20 mins after their normal collection time.

If there aren't any exceptional circumstances and parents are late picking up their children, there will be a charge of £5.50 per 15 mins.

The procedure is:

- Manager to call parents from the information given on the registration document. If no reply;
- Call the emergency contact number on the registration form.
- If no reply, after 30 minutes the manager will call MASH on 01403 229900 where they will be able to speak to a Social worker. Out of hours please phone 03302226664.

At all times 2 members of staff will be present and they and the child will remain in the setting until Social Services collect the child.

Lost Child

If a child goes missing while in the care of the setting the Nursery staff will take the following action:

- All staff present will be informed and an immediate thorough search of the Nursery and school grounds will be made. Manager to ring school and ask for extra adults to come and help the search.
- The staff will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- Whilst other staff continue searching the manager will contact the police.
- The manager will contact the parents.

- The manager will meet the police and the missing child's parents/carer. The manager will co –ordinate any actions instructed by the police.

When the child is safe/receiving treatment the Manager will:

- Investigate the incident by gathering a report in writing that details times, number of children, ratios, where the event took place and any risk assessments that had been carried out.
- Make detailed reports of the event and review Risk Assessments/ Healthcare plans, Safeguarding policies/ lost child policy and any other related policies.
- Will the child require an individual Risk Assessment to prevent a reoccurrence of the accident?
- Contact the LADO (Local Authority Designated Officer). Claire Coles 01403 229900 Assistant Sally Arbuckle & Jenny Coker
- Contact the nursery insurance company to discuss the implication the event might have on the nursery.
- Contact OFSTED ASAP but within 14 days of the event.