



Lost and Uncollected Children Procedure

After-School Collections:

All children booked in to attend each day are listed on the daily register and are marked off upon arrival at the Caretaker's House to confirm their presence. When children who are booked in fail to arrive at the Caretaker's House, a member of staff must enquire about the child at the school office and conduct a search. If this fails the child's parent/carer must be contacted immediately.

During a session:

- Children are grouped with at least one Playworker at all times whilst at the setting. They are counted and checked to be present regularly, especially when moving from one area to another, e.g. from the house to the playground. When a child leaves the group for any reason, such as to use the toilet, the length of time they're absent should be noted and investigated if they do not return in a reasonable length of time.
- In all circumstances of missing children, details should be reported immediately to the Play Centre Manager. Staff will make an organised search of the Caretaker's House, School and surrounding grounds immediately. If this fails, all the children present should be questioned to ascertain if they know the whereabouts of the missing child or can provide any information.
- At this stage, contact should be made with the child's parent/carer to ascertain whether the child has gone home.
- If this fails, the police are to be informed and the staff will work in co-operation with them until the missing child is found.

End of session:

- All children should be collected by 6pm both during after school club and holiday playschemes, unless prior arrangement has been made.
- If, after 15 minutes, the child has still not been collected, the Play Centre Manager should contact the child's parent/carer. If this fails the persons listed as emergency contacts on the registration form should be contacted and asked to collect the child. *See also – Payment Policy*
- If this proves unsuccessful, the Play Centre Manager should contact the local social services duty officer and inform them of the situation (*for contact information see Safeguarding Children Policy*). The Chair of the Management Committee should be consulted about this decision in advance. The Play Centre Manager should then follow their guidance and if necessary hand the child over to their care.
- At least two members of staff should remain present until the child is collected, regardless of how long this takes. They must ensure that the child is cared for and that distress is kept to a minimum, providing them with food and drinks if necessary.

- It is not appropriate for staff to take children out of the club without the consent of their parents.