



Policy Document

Policy Area: Lost/ Missing and Child Not Collected

Date: August 2016

Review: August 2017

Reviewed by: Esma Izzidien

Next Review date: August 2018

Statement

At Cardiff Montessori School and Nursery every effort is made to ensure that children are safe and accounted for at all times.

Lost Child While in School or Nursery

In the unlikely event of a child going missing within/from the school or nursery, the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager / lead teacher and Director will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the setting, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The Director or such person they delegate to will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The Director, or person they delegate to, will meet the police and parents
- The Director, or person they delegate to, will then await instructions from the police
- In the unlikely event that the child is not found CMS will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- CSSIW must be contacted and informed of any incidents involving the nursery and Estyn the school.
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives



- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced
- Internal use only.

Lost child while on nursery outing

Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the Director. The Director, or person they delegate to, will contact the child's parents giving details of what has happened. If the whole nursery /school is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the lead teacher's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- CSSIW must be contacted and informed of any incidents involving the nursery and Estyn the primary
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

Late and non-collection of child from nursery or school:

All parents agree an approximate arrival time at the nursery and primary and are informed of procedures to follow if they expect to be late. These include:

- Calling the setting as soon as possible to advise of their situation
- Asking a designated person to collect their child wherever possible



- Informing the setting of this person's identity so the setting can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation
- If the designated person is not known to the CMS staff the parent must provide a detailed description of this person, including their date of birth where known and a photograph where possible (send by email or picture message). This designated person must know the individual child's safety password in order for CMS to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the setting after a reasonable amount of time [20 mins] has been allowed for lateness, the following procedure will be initiated by staff:

- The Nursery Manager / Head of Primary will be informed that a child has not been collected. The Director will be informed by them.
- The Nursery Manager / Head of Primary will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The Nursery Manager / Head of Primary / Staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parents have still not collected the child, the Nursery Manager / Head of Primary will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team
- CSSIW will also be advised of the situation as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of [£2] will be charged to parents for every 5 mins the parent is late for the first 15 minutes and [£5] for every 5mins beyond then. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	02920 536400
CSSIW	0300 062 8800

Agreed by: Director, Esma Izzidien