



Nursery Strategic Leader & Nominated Individual Mrs E Williams BEd. Hons NPQH
Nursery Manager: Miss C Bates

Initial policy date	May 2024	Next scheduled review	May 2025
Governor approved	May 2024	Key person/people	NI/Manager
Model Policy		Model localised	

Statement of Intent - Missing Child Protocol and Collection

Rotherly Day Nursery

Missing or left child from nursery

At **Rotherly Day Nursery** we are committed to promoting children’s safety and welfare. In the unlikely event of a child going missing within/from the nursery, we have the following procedure which will be implemented immediately:

- All colleagues 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 will be informed immediately and all colleagues present will be informed. Some colleagues will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some colleagues remain with the other children, so they remain supervised, calm and supported throughout within as near to normal routine as possible
- Support will be sought from the Site Team and Nursery Strategic Lead
- The manager 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 colleagues will be continually searching for the missing child, whilst other colleagues remain with the other children as above.
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the nursery 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
- Ofsted must be contacted and informed of any incidents

- With incidents of this nature parents, carers, children and colleagues 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 colleagues 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

Missing child from outings

At **Rotherly Day Nursery** we are committed to promoting children's safety and welfare. This includes where children are on outings and visits. We carry out regular head counts of children throughout any outing or visit. In the unlikely event of a child going missing whilst on an outing we have the following procedure which we implement immediately:

- All colleagues 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 colleagues present will be informed. Some colleagues will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- The organiser, nursery manager or Senior in Charge will inform the Nursery Strategic Lead
- 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 nursery who will contact the child's parents giving details of what has happened. All contact details of those on the outing will be taken on the trip by the person in charge
- During this period, colleagues will be continually searching for the missing child, whilst other colleagues maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate colleagues to care for the children and get them back safely to Nursery, a colleague to meet the police and someone to continue the search
- 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
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and colleagues 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 colleagues 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.

Left /Non-collected child from nursery

- Children must be collected by the end of their contracted booked session
- Two nursery colleagues will stay with the left child, one colleague must be in a senior role
- One colleague will attempt to contact parents and carers by phone, email or Family app to inform them of the non-collection
- The nursery colleagues will continue to do this every 5 minutes
- If no contact has been made with a parent or carer after 15 minutes, the nursery will attempt to contact the child's emergency contacts
- The nursery colleague may request an emergency contact to collect the left child
- If contact is made with a parent or carer to establish the cause of the situation, two colleagues must stay with the left child until collection or until Children's Services have arrived and taken control of the situation
- Children not collected by 11.30am, 1pm and 3.30pm, for sessional care or 6pm for full day care, a charge of £5.00 per 5 minutes (or part thereof) will be applied to your account
- If a child has not been collected by 1 hour after the nursery session, and no contact has been made by parents/carers and if nursery colleagues fail to contact of any emergency contact numbers, they will report the situation to Children's Services in the first instance as well as Ofsted
- The Nursery Manager will record incidents of late collection and will discuss them with the child's Parent/Carer. Parent/Carers will be reminded that if they persistently collect their child late, the Nursery Manager reserves the right to withdraw the place at our provision