

Lost Child Policy and Procedures for Off Site visits.

The care of the children is paramount and we always have plans and risk assessments in place to ensure that they remain with us and are safe.



However, on rare occasions children can become 'lost' in busy places and therefore as a responsible day care provider we have written a procedure that will be followed in the unlikely event of this happening.

- We will immediately raise the alarm to all around us that we have lost a child and enlist the help of everyone to look for them
- If it is a secure area such as a shopping centre, we will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV
- We will provide everyone involved in the search with a description of the child.
- We will reassure the other children with me, as they may be distressed
- We will then alert the police and provide a full description
- We will then alert the parents of the situation
- We will inform CIW

CIW  
Picton Terrace,  
Carmarthen,  
SA31 3BT

Tel: 01267 245160

We take precautions to avoid situations like this happening by implementing the following measures:

- Ensuring the children use age appropriate road safety/safety precautions etc whilst we are out
- Avoid going to places that are overcrowded
- On outings where we feel it necessary the children wear wristbands with our mobile number on them
- We teach the children about the dangers of wandering off and of talking to strangers

In the Forest School/Outdoor Learning Setting:

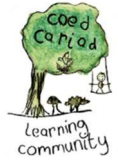
Unknown woods can be disorientating, especially if a child is unused to this kind of environment. Many woodland sites are not surrounded by walls or fences, and whilst we appreciate this sense of freedom can be beneficial to all, there is also the possibility that a child may get lost. There are a number of ways we can prevent this:

- We encourage all our participants to take an interest in their surroundings so as to help them find their bearings. Ultimately, we would like to inspire all who are able to become responsible for their own safety with respect to staying close to the rest of the group.
- Boundaries will be chosen, clearly marked and made known to the group. Going outside the boundaries will require all of the group to go or a sub group, with at least one leader – allowing at least two leaders to stay with remainder of group.
- The group will be counted in and checked at start and end of day, then at other relevant points in the day – particularly after activities that include members splitting up.
- Good communication within the group will encourage collective responsibility for each others' safety – leaders are always approachable and should be made aware if there are any concerns as to a children's whereabouts.

In the event of leaders fearing that a member of the group has gone missing:

- All of the group will be immediately called back in, by prearranged call or whistle and counted and the missing member determined. The time will be noted.
- The Group Leader must ensure the safety of remaining children. At least two adults must stay with them at all times.
- One or more adults should immediately start searching for the missing group member – calling and whistling as appropriate.
- If the missing group member is not found within 5 minutes, the group Leader must contact the School and then if appropriate school will contact the police by telephoning 999 (this will result in the emergency plan coming in to action).
- Leaders must recall and write down a description of what the missing person was wearing and any distinguishing features. Any information on their last known location and time should be noted. Also if they have any special medical or learning needs then these need to be noted down. All information then must be passed to police or other agencies.

## Collection Policy



### Dropping off

If you intend to arrive at a different time from the contracted one, you are asked to let the Lead Facilitator know in advance. If you unexpectedly arrive early, we may not be ready to care for your child. If you are late, we may not be able to wait for you.

It is no problem if you want to drop off later/collect earlier than your contracted hours. However, you will still have to pay for your contracted hours. We will always be back at site when a child is due to be dropped off or collected, unless prearranged, for example if we go out on a trip, but outside these times, you may have to come to where we are. It is not fair for the other children to miss out or cut short an outing because your child will be dropped off late/collected early.

If you need to change your contracted hours, please discuss this with us.

### Collection

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact the Lead Facilitator and let us know when you expect to arrive. We will normally be able to accommodate the additional care; however, if we are unable, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary organise additional activities.

If a child is not collected within 15 minutes and we have not heard from the parents, we will try contacting them, we will then try the emergency contact numbers. During this time, we will continue to look after the child. After one hour from the original agreed collection time, if we have not heard from the parents or emergency contact, we will contact the Local Authority duty social worker and follow their advice. In the case of a terrorist attack or National Emergency then this procedure will not be put into practice – please see separate policy.

If a parent is regularly more than fifteen minutes late collecting their child, they will be charged for an extra hour. No charge will be made for occasional late collection. Late fees will be charged at our discretion.

### Who can collect the children?

The question of who can collect children from our day care provision has been recorded in the contract. Those who are not named will not be able to pick up the

child. If there is an emergency situation and a known person cannot pick up the child, then we would operate a password system and would appreciate (where possible) a photograph of the adult picking the child up.

If parents are divorced or separated, under the Children Act 1989 parents do not lose their rights of contact with their children unless a Court Order has been issued, therefore it is crucial that we are informed of this. We do not have the right to prevent a divorced parent from collecting their child if a Court Order is not in place.

If we suspect or know that a parent is likely to be violent or unfit to take the child, we are within our rights to keep the child until the other parent arrives. This is justified under Section 3(5) of the Children Act, which states that a person who has care of a child may '*do what is reasonable in all circumstances of the case for the purpose of safeguarding the child's welfare*'.

### Cancellation Policy and Procedures

In the case of extreme weather and no suitable alternative venue being available Coed Cariad staff may need to cancel sessions at short notice. Where possible, these will be rescheduled. In the case of Lead Facilitator ill-health every effort will be made to cover or reschedule.