



Failure to collect a child or when a child goes missing procedure

- If a parent or designated person fails to collect their child from the Pre-School within 15 minutes of the collection time, the staff and registered person in charge should take the following steps:
- Every effort will be made by the manager or deputy manager to contact that person as soon as possible. This will include trying the two emergency contact numbers included on the child's registration form.
- A maximum of 1 hour will be given to contact the parent/ carer, designated person or emergency contacts. Failure to make contact will result in the manager or supervisor in charge informing South East Safeguarding Team on **0300 123 1620** about the situation without delay. C-SPA may also be contacted on 0300 470 910.
- The Safeguarding team will then take charge of the situation and decide what the next step will be. This could involve contacting the police and asking for their assistance in contacting the parents/ carers. If the parent/ carers or other designated person cannot be found, the duty social worker can arrange for the child to be placed temporarily with foster parents until the situation is resolved.

In the event of a child either going missing from Pre-School, or being lost on an outing from the setting, the following procedure should be followed:

- The manager or supervisor will contact the police immediately by dialling **999**.
- Whilst the manager or supervisor is contacting the police, one member of staff will start to search for the missing child, and the remaining staff members will stay with the other children to maintain they are kept safe.
- Accurate details surrounding the disappearance will be recorded and handed to the police in order to help with their investigations.
- The police will then advise the supervisor or deputy about informing the parent/ carers of the missing child and the next steps.
- **OFSTED will be notified of any child that goes missing, or that, has not been collected by phoning 0300 123 1231.**

This procedure has been adopted by Tandridge Village Pre-School Committee.

Signed on behalf of the Pre-School: _____ Date

This procedure will be reviewed: _____ Spring 2027

(Unless there is a change in legislation or with direct guidance from an educational body)

Staff Signatures:

Date: