Newport Infant School and Nursery Missing Child Policy/ Uncollected Child Policy

Date of Policy Creation/Last Review	September 2025
Policy Lead	Emily Russell
Date of Policy Adoption by Governing Body	November 2025
Frequency of Review	Annually
Review Due	September 2026
Policy Category	Wraparound Care/ EYFS

Aims

Safeguarding the children at Newport Infant School and Nursery and High Five club is of paramount importance. For this reason, we have a clear set of procedures to follow when a child is missing or uncollected.

Procedure

Child going missing on the premises:

When transitions between places at school (including forest school and hall activities) staff should ensure every child on the register is accounted for).

In the event that a child is not accounted for the following procedures will take place:

- Remaining children are put in one room with a safe number of staff who will complete the register again, remaining staff should search the immediate area where the child was last seen (ensuring all cupboards and nooks are checked) for a maximum of 5 minutes.
- Office Admin to contact the Headteacher, Deputy Headteacher, Assistant Headteacher and Deputy Nursery Manager
- Doors and gates are checked to see if there has been a breach of security
- If the child is not found after searching the premises for 15 mins, the parent is contacted, and the missing child is reported to the police.
- Headteacher or Deputy Headteacher to inform Ofsted and HR of the incident.

Child going missing on an offsite visit

When on an outing and offsite visit a child has gone missing, the following procedures must be followed;

- Remaining children to stay with staff and register to be taken.
- At least one member of staff checks the area, to seek the missing child.
- The Headteacher, Deputy Headteacher, Assistant Headteacher, Deputy Nursery Manager are to be notified immediately.

- The Headteacher/Deputy Headteacher / Assistant Headteacher to contact the police and reports the child missing.
- The Headteacher, Deputy Headteacher and Assistant Headteacher are to contact parents/carers and arrangements are made for a member of staff to meet the parents at the site.

- Staff take the remaining children back to the setting.
- In an indoor venue, the staff contact the venue's staff who will handle the search and contact the police if the child is not found.
- The Headteacher, Deputy Headteacher or Assistant Headteacher to notify Ofsted and HR of the incident.

The Investigation

- The Headteacher, Deputy Headteacher, Assistant Headteacher and Deputy Nursery Manager to arrange a meeting with parents
- The Headteacher and Deputy Headteacher investigate the incident, obtaining written statements from all staff on the offsite visit/outing.
- The staff members write an incident report detailing:
  - The date and time of the report.
  - What staff/children were in the group/outing
  - When the child was last seen in the group/outing.
  - What has taken place in the group or outing since the child went missing.
  - The time it is estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation this may be carried out.
- In the event of disciplinary action needing to be taken, Ofsted and HR is informed.
- The insurance provider is informed.

Uncollected Child

Late collection

Where an adult has failed to collect a child at the end of their registered session, staff on site will take the following actions:

- A phone call to parent/carer after 5 minutes
- Time when collection takes place to be noted
- Where necessary, staff to record the late collection record log.

When parents are collecting late from nursery or High Five, they will be charged a £10 late fee, then £5 for every 15 minutes they are left after this. This ensures we cover staff wages.

Additional phone calls will be made to other emergency contacts on the child's registration form if we cannot get hold of parents.

Parents and Carers must decide to collect their child as soon as possible or nominate another adult to collect their child. Where the adult is not known to our setting, a full name, description, and password must be provided. Passwords will only be used in the case of late collection where last minute notice has been given.

Failure to collect/ make contact

Where a child is not collected 10 minutes after session ends and we cannot get in touch with any of the emergency contacts:

- The Headteacher, Deputy Nursery Manager, Deputy Headteacher or Assistant Headteacher will be contacted so that a senior member of staff can support the staff at the setting.
- They will contact Family Connect (01952 385385 or out of office hours: 01952 676500) and the police may be informed where necessary by calling 111.
- If the child lives out of Telford and in a neighbouring council, staff will ring the appropriate LA Social Care Office.

Telford & Wrekin social care team	Shropshire social care team	Staffordshire social care team	Wolverhampton social care team
Family Connect 01952 385385 Out of Hours 01952 676500	First Point of Contact 0345 678 9021 Out of Hours 0345 678 9040	Childrens Advice and Support Service 0300 111 8007 Out of Hours 0345 604 2886	MASH 01902 555392 Out of Hours 01902 552999

- Two members of staff will remain at all times with the child, who should be reassured and continue to be well looked after.
- Family Connect and/or the Police will inform us of our next steps.
- The 'Failure to Collect' incident will be recorded as a safeguarding concern on our child protection management system.