



Culham After School Club

Policies and Procedures

Missing , Lost or Uncollected Child

Culham After School Club has the highest regard for the safety of the children in our care. Staff will always be aware of the potential for children to go missing during sessions

Missing / Lost Child

Even when all precautions are properly observed, emergencies can still arise. Therefore staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy). If for any reason a member of staff cannot account for a child's whereabouts during a session at the Club, the following procedure will be activated:

- The member of staff in question will inform both the Playleader and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. Staff will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Playleader will nominate a member of staff to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club.
- If after 15 minutes of thorough searching the child is still missing, the Playleader will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, staff will maintain as normal a routine as is possible for the rest of the children at the Club.
- The Playleader will be responsible for meeting the police and the missing child's parent/carer. The Playleader will co-ordinate any actions instructed by the police, and do all she can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Owner and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the Club's Site Security and Risk Assessment policies).
- All incidents of children going missing from the Club will be recorded in the Incident Record Book, and in cases where the police or the Children & Families Assessment Team have been informed, Ofsted will also be informed, as soon as is practicable.



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Our Club has the highest regard for the safety of the children in our care – from the time they arrive until they leave.

Uncollected Child

At the end of every session, the Club will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Playleader will be informed.
- The Playleader will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by a member of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Playleader will call the Police non-emergency telephone number for advice.
- In the event of the Police being called, the Playleader will attempt to leave a further telephone message with the parent/carer or designated adult's answer phone, where available. If the child is taken from the club to a place of safety, a note in an envelope, for the parent/carer or designated adult will be left on the door of the Club's premises. The note will reassure them of their child's safety and ask them to call the club's mobile phone number or Police phone number.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club's premises unless absolutely necessary.
- The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or until alternative arrangements are initiated by the Police.
- Incidents of late collection will be recorded by the Playleader and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that



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persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.

- Ofsted may be informed.

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