

LANGDON

PRIMARY SCHOOL

After School Club Uncollected and Missing Children Policy

September 2022-July 2023

Uncollected Children

Our Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

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 a member of the After School Club staff 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 at least two members 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 15 minutes has elapsed, staff will call the head teacher to ask for advice.
- The head teacher may ask staff to call the local social services duty department for advice.
- In the event of the head teacher being unavailable a member of the After School Club staff will contact the local social services duty department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, a member of the After School Club staff will attempt to leave a further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services duty department.
- 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, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the After School Club Staff and discussed with the head teacher who will in turn discuss this with the parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at the Club.

Missing Children

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

Even when all precautions are properly observed, emergencies can still arise. Therefore members of 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 head teacher and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- 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, a member of staff 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, other members of staff will maintain as normal a routine as is possible for the rest of the children at the Club.
- A member of staff, preferably the head teacher, will be responsible for meeting the police and the missing child's parent/carer. This member of staff will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the head teacher and the staff team will review relevant policies and procedures, including Risk Assessments, and implement any necessary changes.
- All incidents of children going missing from the Club will be recorded on an Incident Form which will be placed in the child's school file, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.