#### Lost Children Protocol

An up to date register must be kept at all times in the nursery. Each room has their own register to mark who is in or off. The register will be completed when a child comes into the nursery. The time he/she arrives must be noted and again as they leave the nursery, must be noted too. There is also a main register kept in the office to mark which children are in on which days. This is marked twice a day, am and pm. Registers are kept for up to 3 years for reference (see arrival and departure procedure).

At nursery.

In the event of a child going missing, senior staff will be informed and a thorough search of the premises indoors and outdoors will be undertaken. A quick search of the local surroundings will be done whilst the police and parents are contacted. To minimise the risk of children going missing whilst at nursery regular headcounts are done by staff in the room. The most senior member of staff in charge of the children at the time will be responsible for doing the count.

On outings.

If the nursery policies and procedures are being observed the likelihood of a child being lost is small due to careful planning and co-operation working among the staff. Children should not be out of sight of an adult during the outing, however, occasionally a child may become separated from the group...

If a child does goes missing during an outing, all children will be re­grouped immediately and a head count will begin. Staff at the location will be informed and a thorough search will be undertaken. All relevant information on the missing child will be collected and the manager of the establishment where they are visiting will be informed and given all the information needed to help locate the missing child. Parents and police will be notified to continue the search. The remainder of the trip will be down-scaled so that familiar faces of staff can help with the search of the grounds. Use of mobile phones will help keep staff informed at all times (see operational plan for outings). Nursery managers will be informed as soon as possible.

The Social Care Customer Access Team will be informed on this number: **0345 140 0845 (or 0151 934 4657 OUT OF HOURS)** along with Ofsted. An incident report would be completed and there would be an internal investigation.

Reviewed by: Alex Walker Feb 16 Next review May 20

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#### Uncollected Children Protocol

In the event of a child not being collected from the nursery, parents will be contacted within 5 minutes of the time of nursery closing or anticipated time of collection. If parents are delayed in traffic and cannot be collected by anybody else, staff may be able to arrange with parents to wait in the nursery for their arrival. Parents will be charged for each 5 minutes that they are late to cover staff wages/travel cost’s by the senior member of staff on duty at the time of the late pick-up.

If the parent cannot be reached then the other contact numbers from the admission form will be tried. If no contact can be made, the person in charge will contact the MASH team and duty social worker for support.

There will always be 2 members of staff to wait with a child. If parents or other contacts for the child cannot be contacted within 15 minutes of the nursery closing, the Social Care Customer Access Team will be contacted using this number: **0345 140 0845**

If there is no response from the out of hours team, the police will be contacted within 30 minutes.

The out of hours number is as follows: **0151 934 4657.**

While children are waiting for their parents, they will be reassured by staff and encouraged to play while they wait. In long delays, food will be provided for the child. Managers will be notified as soon as possible to provide support to staff who will be dealing with the situation.

Reviewed by: Alex Walker Feb 18. Next review: Feb 20

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