

Non-Collection, Non-Attendance, Missing children and Outings

Statement of Intent

Non-Collection

In the event that an authorised adult at the end of a session/day does not collect a child, YMCA Bath Group puts into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified practitioners who are known to the child. We will minimise distress and anxiety for that child.

This informs parents/carers that, if they are unavoidably delayed, they will be reassured that their child or children will be safely cared for.

Non-Attendance

When your child starts at our YMCA Bath Group, we ask that you let us know if he or she is not attending their session or day. We expect that you will tell us beforehand or contact us on the day when they do not attend. If we are expecting your child and he/she is not in preschool or nursery, we will contact you on the day and likely in the morning, to find out the reason for absence and when we can expect your child to be back in. If we are not able to contact you or are concerned about the reasons given for non-attendance, we may record this as a welfare concern and/or contact the social services or the police. This is part of our Safeguarding Children Duty and a requirement for Ofsted.

Missing children

We use registers and head counts to check that all of our children are safe and within the confines of the site. We have defined procedures for arrivals and collection to ensure that we have accurate details of which children and adults are in the buildings or on the outings. We count and register children on trips and outings throughout the duration and we have small adult to child ratios to ensure the safety and accountability for children on trips and outings.

Procedure for Non-Collection

- Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including:
 - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
 - Place of work, telephone number (if applicable);
 - Mobile telephone numbers. Please advise us immediately of any changes to numbers.
 - Names, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
 - Information about any person who does not have legal access to the child; and who has parental responsibility for the child.
- On occasions, when parents or the persons normally authorised to collect the child, are not able to collect the child, staff record the name, address and telephone number of the person who will be collecting the child. We agree, with parents, how to verify the identity of the person who is to collect their child either through a mutually agreed password or through the person collecting the child showing appropriate identification.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

- Parents are informed that if they are not able to collect the child as planned; they must inform us so that we can begin to take action. We provide all parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from setting by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures as set out in our safeguarding children policy.
- If a child is not collected at the end of the session/day, we follow the following procedures:
 - The Preschool or Nursery Manager or Deputy Manager are informed a child has not been collected.
 - The message book is checked for any information about changes to the normal collection routines. Staff are also questioned to see if they have taken any messages.
 - If no information is available, parents/carers are contacted at home and/or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the registration form - are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the registration form.
 - If no one collects the child after one hour and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children.
 - We contact our local authority Children & Families Team, Multi-Agency Safeguarding Hub (MASH) Contact Team (telephone number (0300 456 0108) for out of hours, this will be the out of hours Emergency Duty Team (telephone number 0300 456 0100) OR the Wiltshire Police 01380 826614.
 - The child stays at the setting in the care of two members of staff until the child is safely collected either by the parents or by a social worker.
 - Children & Families Team will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
 - Under no circumstances are staff members to go to look for the parent, nor do they take the child home or away from the premises with them.
 - A full written report of the incident is recorded in the child's file.
 - Depending on circumstances, we reserve the right to charge parents for the additional hours in nursery
 - Ofsted may be informed (telephone number 0300 123 1231).

Procedures for non-attendance

- Room leaders will inform the manager if a child has not arrived on a day when they were expected.
- The family will be contacted and all contact numbers will be called, if there is no response to the first point of contact. This is usually done after an hour.
- We may visit the family home to check if all is ok.
- In the unlikely event that we cannot establish that the child is safe we will contact social care and/or the police for advice and to inform them that this may indicate a missing child.

Outings and Visits procedures

- We have agreed procedures for the safe conduct of outings.
- Parents sign a general consent on registration for their children to be taken out as a part of the daily activities of the setting in the local community.
- Parents always sign consent forms before major outings.
- A risk assessment is carried out before an outing takes place.
- Our adult to child ratio is high, normally one adult to two children.
- A First Aider will always attend any outing.
- Named children are assigned to individual staff to ensure each child is individually supervised and to ensure no child gets lost and that there is no unauthorised access to children.
- Outings are recorded in an outings record book stating:
 - The date and time of outing
 - The venue and mode of transport
 - Names of staff assigned to named children
 - Expected times of return

- Staff members take a mobile phone on outings, and supplies of tissues, wipes, pants etc. as well as a mini first aid pack, a snack and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
- A minimum of two staff should accompany children on outings and a minimum of two should remain behind with the rest of the children.

Missing child procedures

If a child goes missing from the setting

- The person in charge will carry out a thorough search of the building and garden.
- The register is checked to make sure no other child is missing.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- Person in charge talks to staff to establish what happened.
- If the child is not found the parent is contacted and the missing child is reported to the police.

If a child goes missing from an outing where parents are not attending and responsible for their own child, the setting ensures that there is a procedure that is followed.

- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff searches the immediate vicinity but does not search beyond that.
- The person in charge is informed, if s/he is not on the outing and makes his/her way to the venue to aid the search and be the point of contact for the police as well as support staff.
- Staff members take the remaining children back to the setting or a place of safety.
- The person in charge of the outing contacts the child's parent who makes their way to the setting or outing venue as agreed with the person in charge.
- The staff member contacts the police using the mobile phone and reports the child as missing.
- In an indoor venue, the staff member contacts the venue's security who will handle the search and contact the police if the child is not found.
- The person in charge contacts the nursery manager, deputy manager or Director of Children's Services or Chief Executive of YMCA Bath Group who comes to the setting/outing venue as soon as possible.

The investigation

- The nursery manager or Director of Children's Services will carry out a full investigation taking written statements from all the staff present at the time, or who were on the outing.
- The key person/ staff writes 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/outing since then; and
 - 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 all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Social Services may be involved if it seems likely that there is a child protection issue.
- The incident is reported under RIDDOR arrangements and is recorded in the incident book; the local authority health and safety officer may want to investigate and will decide if there is a case for prosecution.
- OFSTED is informed.



All other policies relating to YMCA Bath Group are available for you to read at the childcare setting or on our web site.

Signed on behalf of YMCA Bath Group
(original signed copy held at registered office)



Mike Fairbeard

Role of Signatory

Chief Executive

Date of Review of Policy

September 2020

