**Zac’s Club Limited** 

**Lost/Uncollected child policy**

**Aim:**

In the event that a child is not collected upon closure of the setting then we will continue to care for that child and cause as little distress as we can. Parents will be made aware of our policy and procedure so that in the unlikely event that they are unavoidably late they are reassured.

**Objectives and procedures**:

**Information we require upon registration**

* Upon registration parents/carer will be given and asked to complete registration details online. The information requested includes:
* Address and contact number.
* Work telephone number.
* Mobile telephone number.
* The names, address, and contact numbers of anyone authorised to collect that child.
* The person with parental responsibility.
* Information regarding anyone who has no legal access to that child.

**Somebody different is collecting my child but is not authorised via my application**

* As soon as you are aware someone else may need to be collecting your child, you need to speak to the person in charge of the setting.
* They will ask you to provide them with a description of the person collecting and a password, which shall be noted on the registration record against the child’s name and will also be passed onto the relevant members of staff answering the door. The contact record will also be updated with details of the new person authorised to collect if this will be a more regular arrangement.
* If the change in arrangements is at very short notice, in the case of an emergency for example, then you need to ring the setting and give the above details over the phone to the manager of the setting. Ideally however, please set this up in advance.

**How we keep children safe**

* Risk assessments are in place when we take children out of the setting.
* Parents give consent before we take children out of the setting for a specific outing.
* The staff will take the Zac’s Club mobile phone out with them on any outing out of the setting. They may take images on the phone for the purpose of including in the scrapbook etc but will be deleted from the phone once complete.
* Where appropriate, children will all wear a high visibility waistcoat for clear identification.
* Staff take regular head counts of the children and do not exceed the staff: child ratios for the ages of the children they are responsible for on the visit.
* The manager will advise the Director or another setting Manager of any trips they are undertaking and advise of their safe return.
* For any children with allergies staff take epi pens inhalers etc and a first aid kit

**What will happen if my child is not collected upon closure of the setting?**

* If at the end of the session nobody has arrived, we will check with staff and in the register/communication book to ascertain if any message has been left.
* The child will be cared for and reassured by two members of staff that are known to the child, in line with our safeguarding policy.
* Your child will be classed as uncollected 15 minutes after the session has finished.
* All emergency contacts we hold will be contacted repeatedly.
* If we get no response and your child is still with us an hour after closure North Yorkshire Emergency Duty Team will be contacted for further advice and support.
* There will be 2 members of staff staying with the child within the setting until they are collected by a contact or a social worker.
* Written reports will be made concerning any child who is not picked up after 15 minutes after the session has ended and filed in the Safeguarding folder.
* If the lateness reoccurs then a late collection fee will be applied in line with our fees policy, and we will discuss with the parent or guardian how the situation can be resolved if it is becoming a regular occurrence.

**What happens if a child becomes lost within our care?**

* In the unlikely event of a child becoming lost, everybody within the building will be informed.
* A member of Zac’s Club staff will search the ground and buildings for a maximum of 10 minutes.
* After 10 minutes and no success parents will be called, and then the police will be called in.
* The other children will remain within the setting with other staff members whilst the manager liaises with the police.
* We will give the police a photo and description of the child
* Any incidents of a lost child no matter how minor the incident was, will be recorded. The parents will be asked to sign the report and a risk assessment and regular review of the danger will be implemented.
* Ofsted will be notified as this constitutes a significant event.
* Where a child is not passed to us from school, and we were expecting them to attend, staff will establish with the school if the child has been collected and that this was by an authorised carer or parent. Parents are reminded to advise us directly where this is the case, and not rely on a message being passed on through school, in order to avoid any unnecessary panic, and to ensure that children are correctly collected. Each class is provided with information regarding which children are expected each session, and the register is taken from the tablet to ensure that no late bookings are missed.
* It is the school’s responsibility to hand over children to the correct person whether that be Zac’s Club or any other party, but we will do everything we can to assist in locating a lost child that hasn’t been handed over to us, but was due to be at the session.
* If it has been necessary to involve the police, then a full investigation will be undertaken by the manager / director and the LADO for the setting will be contacted as this will be considered as a safeguarding issue.

**North Yorkshire Emergency Duty Team contact numbers**

For the latest information and contact numbers, we strongly recommend you refer to the safeguarding children website, as personnel and numbers may change over time. The latest information below was checked at the time this policy was reviewed.

[www.safeguardingchildren.co.uk/professionals/practice-guidance/](http://www.safeguardingchildren.co.uk/professionals/practice-guidance/)

* **Duty LADO – 01609 533080**
* **Selby District LADO- Susan Crawford: 01609 532152 / 07813 005161 or Dave Peat: 01609 535646 / 07814 533363**
* **Emergency Duty Team: 01609 780780**
* **Ofsted: 03001231231 or 0300 123 4666**

**Risk assessments will be undertaken/reviewed for each event we were to take the children out of the grounds of the setting to reduce the risk of any danger occurring.**

Reference to other policies: Safeguarding Children Policy, Admissions policy