Clybiau Llywodraethwyr a Chylch Chwarae
Gresffordd Gresford
Governors' Clubs and Playgroup

Lost, Missing & Not Collected Children Policy

Equality Act Impact Assessment	YES	NO	Ionawr 2025
Last Review Date	May 2026		
Date to be reviewed	May 2027		
Date Adopted by Management Committee	10.06.2026		
Responsible Individual - Mr Richard Hatwood			
Chair of Management Committee – Mrs Jan MacDonald			

1. Purpose

The purpose of this policy is to outline the procedures for managing situations where a child in GGCP's care goes missing, is lost, or is not collected at the expected time. This policy is designed to ensure the safety of all children and complies with Care Inspectorate Wales (CIW) requirements, National Minimum Standards, and All Wales Safeguarding Procedures.

2. Scope

This policy applies to all GGCP staff, trustees, and volunteers. It covers procedures for preventing and managing incidents involving lost or missing children and situations where a child is not collected, ensuring the safety and welfare of all children in GGCP's care.

3. Policy Statement

GGCP is committed to:
- Maintaining a safe and secure environment for all children.
- Preventing incidents where a child may go missing or is not collected.
- Responding promptly and effectively if a child goes missing, is lost, or is not collected, ensuring their safety and well-being.
- Following safeguarding procedures in line with CIW, National Minimum Standards, and All Wales Safeguarding Procedures.

4. Preventative Measures

GGCP is dedicated to preventing lost or missing children incidents through the following measures:
- Supervision: GGCP ensures appropriate adult-to-child ratios at all times, and staff are trained to supervise children effectively, including regular headcounts.
- Registration: Accurate records are kept for children's attendance, with children signed in and out by parents, guardians, or authorized adults.
- Access Control: GGCP will maintain secure entry and exit points. Only authorized adults are allowed to enter or leave with a child.
- Safety Briefings: Children are regularly reminded of safety rules, including staying with their group and informing staff if they need assistance.

5. Procedure for Lost or Missing Children

If a child goes missing or cannot be located within GGCP's premises or while on an outing, the following steps will be taken:

5.1 Immediate Search
1. Alert Staff: Staff will be immediately informed, and all available staff will participate in the search.
2. Initial Check: Staff will conduct a thorough check of all areas, including toilets, play areas, and any nearby rooms or outdoor areas where the child may be.
3. Headcount and Supervision: Remaining children will be gathered, a headcount taken, and additional supervision arranged if necessary.

5.2 Escalating the Search
1. Wider Search: If the child is not found within five minutes, staff will extend the search to any accessible areas nearby, both inside and outside the premises.
2. Contacting Parents/Guardians: The child's parents or guardians will be contacted to inform them of the situation and seek any relevant information about the child's possible whereabouts.
3. Contacting Authorities: If the child is not located within 10-15 minutes, the police will be contacted immediately. Staff will provide a description of the child, including clothing, and any other relevant information.

5.3 Recording the Incident
- All details of the incident, including time, actions taken, and outcomes, will be recorded accurately by the senior staff member present. This record will be reviewed as part of GGCP's incident review process.

6. Procedure for Not Collected Children

If a child is not collected by the end of a session or at the agreed pickup time, GGCP will take the following steps:

6.1 Initial Actions
1. Attempt to Contact: Staff will contact the parents or guardians using the emergency contact numbers provided.
2. Alternative Contacts: If the primary contacts are unreachable, staff will contact the alternative emergency contacts listed in the child's registration information.

6.2 Supervision of the Child
- The child will remain under the supervision of at least two staff members until they are collected. Reassurance will be provided to the child, ensuring they remain calm and safe.

6.3 Extended Delay
- If the child has not been collected within 30 minutes and no contact has been made with parents, guardians, or emergency contacts, GGCP will follow All Wales Safeguarding Procedures, including contacting the local social services department for further guidance.

7. Safeguarding Measures

7.1 Information Security
- GGCP will only release a child to individuals authorized in writing by the parents or guardians, ensuring the child's safety and adherence to safeguarding requirements.
- Staff will verify the identity of any unfamiliar person collecting a child, checking against authorized contacts listed in the child's records.

7.2 Staff Training
- All GGCP staff will receive training on safeguarding, lost/missing children procedures, and emergency response as part of their induction and through annual refresher training.

8. Aftercare and Review

Following any incident of a lost or missing child, GGCP will:
- Debrief with Staff and Family: Meet with involved staff and the child's family to discuss the incident, providing support and reassurance.
- Incident Review: The incident will be reviewed by the senior management team to assess the effectiveness of procedures, identifying any improvements or additional safety measures needed.
- Reporting: GGCP will report any serious incidents to CIW and follow the All Wales Safeguarding Procedures, keeping records as required for regulatory compliance.

9. Record-Keeping and Documentation

- GGCP will keep detailed records of any incidents involving lost, missing, or not collected children, including the steps taken, staff involved, communications with parents and authorities, and the outcome.
- These records will be securely stored and reviewed regularly as part of GGCP's risk assessment process.

10. Communication with Parents

- GGCP will provide parents with clear information on this policy and their responsibilities for ensuring children are collected on time.
- Parents will be informed of the procedures followed if they are late collecting their child and encouraged to provide up-to-date emergency contact details.

11. Policy Review

This policy will be reviewed annually by the Board of Trustees or sooner if there are changes in CIW, National Minimum Standards, or All Wales Safeguarding Procedures. Updates will be made to reflect changes in guidance, best practices, or GGCP's specific needs.

12. Compliance with CIW, National Minimum Standards, and All Wales Safeguarding Procedures

This policy is designed to meet the standards set by Care Inspectorate Wales, National Minimum Standards, and All Wales Safeguarding Procedures. GGCP will ensure that all staff understand and adhere to these procedures, maintaining a safe environment for all children.

13. Contact Information

For further information or any concerns regarding this policy, please contact:
- Chair of Trustees: Mrs Jan MacDonald (01978 852342 or playgroup@allsaints-pri.wrexham.sch.uk)
- Designated Safeguarding Lead (DSL): Hayley McGrath, Shannon Williams – Strategic Childcare Manager, Tracy Rees, Rachel McLaren.