



## Uncollected Child Procedure

This procedure will be followed in the event of a parent and/or carer failing to collect a child at the appointed time.

Children like routine and they will know when to expect to be collected, even if they cannot tell the time. Delays in collecting children are sometimes unavoidable due to unforeseen circumstances.

In the event a child is not collected at the appointed time, Discovery Holiday Camps and Wrap Around Care staff will:

1. Offer reassurance to the child.
2. Never release a child from our care to someone who is not authorised to collect the child
3. Contact the emergency contact person/s who is/are identified within the Child's record and arrange for them to collect the child in the event that parents/carers cannot be contacted
4. Inform the Extended Services Manager/Trust safeguarding lead
5. If all attempts to contact the persons identified above fails, we will contact social care in the local authority in which the child lives:  
Leicester City, Leicestershire, Rutland.
6. Co-operate with the Safeguarding Team who will take charge of the situation and decide what happens next; and whether the police need to be involved
7. Remain with the child (2 members of staff will always be present) until the child is safely collected either by the parents or by a social care worker.
8. Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority
9. Record the situation as an incident and ask the parents/carers or Social Care to sign and date to confirm they are aware of the content of the Incident Log
10. Ofsted may be informed:  
Ofsted Number: 03001231231

\* Under no circumstances will staff go to look for the parent, nor leave the premises with the child



## Lost Child Procedure

All children are accounted for during the day and their arrival and departure time is marked in the register and staff make regular head counts.

In the event a child is missing, Discovery Holiday Camps and Wrap Around Care staff will:

1. Alert all staff on the premises
2. Calmly check both inside and outside the building (including toilets, stock cupboards etc.)
3. Alert the Extended Services Manager
4. If there is no sign of the child, contact the police immediately providing a description of the child
5. Inform parents of the situation
6. Staff would then wait for the police to arrive and follow their instructions
7. The manager would continue the search whilst awaiting the police
8. Inform OFSTED 03001231231
9. After the event, record the situation as an incident and ask the parents/carers to sign and date to confirm they are aware of the content of the Incident Log.
10. After the event, the team will reflect on the incident and the procedure to see if anything can be learned from the process and if any measures can be taken to improve.