

# **LOST CHILD OR FAILING TO COLLECT CHILD POLICY**

At The Community Playgroups, it is our procedure to greet children every morning by a member of staff standing at the door until every child has arrived safely onto the premises. Each child is signed in by that member of staff, giving the time of arrival. The door is then locked (the lock is in a position where the children cannot reach it at all of our settings).

At the end of the Playgroup session the children are sat together in a group, one member of staff stands at the door, ensuring that every child leaves the premises with their parent or carer. The other members of staff stay with the rest of the children, calling their names out when their parent or carer enters the room. **All parents and carers must sign their child out of the setting by entering the time, and their signature onto our signing in/out sheet which is located by the door.**

In the event that a parent or carer is unable to collect their child due to unforeseen circumstances, the parent or carer can inform the Playgroup Manager or Key Person by telephone, stating the name of the person that will be collecting their child. The name will then be logged in our Collection Book and then handed to the member of staff standing at the door.

If we experience a lost child, our procedure is for one member of staff to stay to supervise the rest of the children, whilst the other members of staff search for the child. If the child could not be found, one member of staff would contact the parent or carer, and simultaneously, another member of staff would inform the Police.

If a parent or carer fails to collect a child, we try to contact them using the contact information they have supplied to us on the registration form. If this is unsuccessful, we use the child's emergency contact details that have been given by the parent or carer upon registration. If there is no reply to either of the two emergency contacts, then it is our policy to stay with the child for 1 hour, whilst continually trying to reach either the parent/carers or one of the emergency contacts. **If we are unable to contact anybody during this hour, it is our procedure to then contact the Child Protection Unit for advice.**