

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

Statement of Intent

Non-Collection

If a child is not collected by an authorised adult at the end of their session or day, YMCA Brunel Group puts into practice agreed procedures. These ensure that the child is cared for safely by experienced and qualified practitioners who are known to the child. In doing so, we minimise distress and anxiety for that child.

If parents or carers are unavoidably delayed, they can be reassured that their child or children will be safely cared for while waiting.

Non-Attendance

When your child starts at our YMCA Brunel 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 setting, 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 cannot contact you or are concerned about the reasons given for non-attendance, we may record this as a safeguarding concern and/or contact the social services or the police. This is part of our duty to protect and safeguard children and is a requirement for Ofsted. We keep a daily absence record for all children in the setting

Missing children

We use registers to check that all 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, our gardens or on outings in our communities. We count and register children on trips and outings throughout the duration, and we have smaller adult to child ratios to ensure the safety 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. This gives up-to-date information about who to contact at any time. It is the parent's responsibility to update us if there are any changes to details.
- On occasions, when parents or the persons normally authorised to collect the child, cannot collect they tell us who will be collecting, give us information about this person and issue us with an agreed password.
- We also inform parents that - if their children are not collected from setting by an authorised adult, 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:
 - Senior staff are informed that a child has not been collected.
 - We check 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 other adults who are authorised by the parents to collect their child from the setting are contacted.

- All reasonable attempts are made to contact the parents or authorised collectors.
- 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 social care or the police to seek advice.
- The child stays at the setting in the care of two members of staff until the child is safely collected either by the trusted and agreed adults or by a social worker.
- Under no circumstances are staff members to 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.
- We reserve the right to charge parents for the additional hours in setting.

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 from the first point of contact. This is usually done after an hour and always before the end of the session.
- We may visit the family home to check if all is ok. We do this in pairs.
- We may inform agencies already working with the family such as named social workers.
- 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 additional outings.
- A risk assessment is carried out before an outing takes place.
- Our adult to child ratio is risk assessed.
- A First Aider must 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.
- Outing details are recorded:
 - 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 etc. as well as a First Aid pack, a snack and water.
- 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 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 member 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 setting manager or Director of Children's Services or Chief Executive of YMCA Brunel Group who advise further.

The investigation

A full written investigation takes place, and the Head Office is advised. The investigation includes written statements from all the staff present at the time-

- Details of the investigation include:
 - 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 and lessons learned.
- 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/Designated Officer for Allegations (DoFA)LADO may be involved if there is a child protection issue.
- The incident is reported under RIDDOR arrangements and is recorded in the incident book.
- OFSTED, LADO or DOFA will be informed.

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

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

Mike Fairbeard

Role of Signatory

Chief Executive

Date of Review of Policy

January 2027

Approved by trustees

31st January 2026