



Lost Child Policy

Manor House Nursery and Out of School Club treats the matter of security within the setting of high importance.

We have a well-planned security system keeping records of the children entering and leaving the setting, ensuring every safety measure has been put into place to keep the children safe and secure in the building and surrounding grounds. Regular checks and additional risk assessments are in place to ensure every child can be accounted for and cannot leave the building unsupervised.

Risk assessments are in place for all areas and check lists for each of the rooms and gardens are carried out by senior members of staff throughout the day.

When parents/carers register their child, they create a password for collecting their child.

When parents/carers arrive at the gates our reception team/manager on duty will know the parent/carer of the child. If they do not recognise the parent/carer they will request the password (ensuring this is given securely to ensure no one overhears), check the child's registration form and authorise collection of the child. The staff member will go to the child's room and request the child, using the child's first name (and surname initial if there is more than 1 child with the same name). The child's key person will bring the child out to the parent/carer to give a handover. If they do not know the parent/carer collecting they will ensure they have verified the person is authorised to collect from the reception team/manager on duty.

The hours that the children arrive and leave the nursery, the main door at reception is manned by two members of staff to ensure that only children with their parents/carers leave the building. Additionally, all gates leading into and out of the children's gardens are always locked, preventing any children leaving without a designated adult.

When children are taken out to forest school or on a room activity such as a park trip, a detailed risk assessment form is filled in. The form has each child's full name, any medication the child is on and a detailed description of what each child is wearing. A nursery mobile phone is taken out which has the nursery phone number stored and the

phone number on the phone is recorded on the form along with the time expected to leave and arrive to and from the nursery. Before the group of children leave the nursery building the staff take the form to the reception desk and take 2 photocopies. The original is left at the desk which has a detailed record of the children names and clothes they are wearing and the mobile phone number, one copy is left in the room with the remaining staff, so children are accounted for, and one copy is taken on the trip.

Manor House Minster Nursery and Out of School Club has internal and external CCTV cameras situated all around the building these can be monitored in the senior management office. The cameras are on 24 hours a day.

Every member of staff must sign in using the biometric facial reader machine located in reception. All paper copies of staff's hours are located on the reception desk and will be completed by a manager or a member of reception.

Procedure of a lost child

In the unlikely event that any of these systems should fail, the following procedure will be followed.

- All staff will be alerted immediately by using the internal phone system that a child is unaccounted for and the child's name and description of clothes they are wearing. Duty manager will be called through the walkie talkies to come to the area immediately
- All exits of the rooms will be secured and manned.
- Supernumerary staff will be called to search all outdoor classrooms, back courtyard and exit doors etc. to establish his/her whereabouts or to find evidence that an area is open
- If the child is not found, the police will be called by dialling 999 along with the child's parents/carers.
- Immediately a search party of all available staff would be launched around the park, the rear areas, surrounding roads and car parks, taking the nursery mobile phones.
- When the child has been found, parents will be informed immediately.
- Ofsted will be informed as soon as the incident has been resolved, the child found or declared as missing.
- In co-operation with Ofsted, an investigation would be conducted to immediately ascertain how the systems in place had failed, and to put into place whatever means necessary to prevent any further occurrences.
- The necessary apologies should be made in person and in writing to the child's parents for the distress caused. All other parents will be informed that there was breach in our security system. The child's and parents/carers name will be kept confidential under the Data Protection Act 1998.

Procedure for Lost Children on Outings

If a child goes missing from an outing and the parents/carers are not attending and therefore cannot be responsible for their own child, the setting ensures that there is a procedure to be followed:

- As soon as it noticed that a child is missing, staff on the outing will ask the children to stand with their key person and carry out a head count to ensure that no other child has gone astray. One staff member will begin to search the surrounding areas.
- Staffing arrangements must meet the needs of all children and ensure their safety therefore whilst one staff member is searching the area, the other children and staff members will find a safe place such as a cafeteria. If the outing is in the local park or beach the remaining children and staff will find a safe place to wait.
- The staff will phone the police using a nursery mobile phone and report the child as missing.
- If the child is lost near water or the sea, the coastguard will be notified as well as the police. This service is available on the 999 service and will be called at the same time as the police.
- The duty manager is informed, if they are not on the outing in person they will make their way over to the venue. Once the duty manager has arrived they will take control, be the point of contact and support the staff.
- The children that are accounted for are returned with the staff to the nursery.
- The duty manager will contact the parents/carers immediately who will be required to meet the duty manager and police at the venue or setting (depending on the situation).
- If the venue is situated inside, the staff will alert the venues security staff who will handle the search and if the child is not found the security staff will contact the police.
- The duty manager will contact the registered person Jayne Sheerin who will attend the setting immediately.
- Meanwhile the search is still continuing by one member of staff

Procedure for an Investigation

- The registered person carries out a full investigation taking written statements from all the staff present when the incident happened and those also attending the outing.
- The key person/ or the member of staff who was supervising the child will write an incident report including:
 - The date and time of the report
 - What staff/children were in the group/outing
 - When the child was last seen
 - An estimation of the time, the child was last seen.
 - A conclusion is drawn as how the breach of security happened.

If the incident warrants a police investigation all staff co-operate fully. In this case, the police will handle all aspects of the investigation, include interviewing staff. Social services may be involved if it seems likely that there is a child protection issue to address.

- The incident is reported under RIDDOR arrangements and is recorded in the incident book; the local authority health and safety officer may want to investigate and will decide if there is a case for prosecution.
- Ofsted will be informed.

Signed on behalf of the nursery	Date for review
Amy Penny March 2026	<i>March 2027</i>