



where children play, grow and flourish

UNCOLLECTED & MISSING CHILD POLICY & PROCEDURES

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CLWB CARCO: UNCOLLECTED & MISSING CHILD POLICY & PROCEDURES

PART 1: POLICY

1.0 Overview & Statement of Intent

Clwb Carco is fully committed to ensuring the safety, security, and well-being of all children attending our after school play provision. We recognise that children's safety depends on robust arrival, transfer, collection, and search procedures.

This policy outlines the steps Clwb Carco takes to prevent children from going missing, the action taken if a child is missing from school collection points, club sessions, or off-site trips, and the safeguards in place when a child is not collected at the end of a session.

2.0 General Arrival, Transfer & Collection Conditions

- **Attendance Notification:** Parents/carers must give adequate notice regarding their child's attendance or non-attendance at Clwb Carco.
- **Collection Escorts:** Playworkers arrive promptly at designated school collection points with an up-to-date daily register of children booked for the session on the Magic Booking system.
- **Authorised Handover:** Only individuals named in writing on the registration form or verified using the authorised collection password will be permitted to collect a child. Staff will not release a child to an unknown individual without password verification.
- **Contact Updates:** Parents/carers must inform the Club Manager both verbally and in writing of any changes to authorised collection contacts.
- **Register Accuracy:** Daily registers are updated immediately with exact arrival and collection times using the Magic Booking system.
- **Headcounts & Safety Controls:** Regular headcounts are conducted throughout every session, during transitions, when moving outdoors, and at frequent intervals.

3.0 Lead Responsibility

Overall responsibility for coordinating searches, emergency communications, and social services/police referrals is delegated to the Person in Charge (Club Manager) or the Deputy Person in Charge in their absence.

PART 2: PROCEDURES

1.0 Procedure: Child Missing from School Collection Point

If a child is booked into Clwb Carco but does not arrive at the designated school handover point:

- **Step 1: School Attendance Check** - Check immediately with the class teacher or school administration to confirm whether the child attended school, was absent or sent home.
- **Step 2: Manager Notification** - Inform the Person in Charge (Club Manager) immediately if the child was in school but failed to meet playworkers.

- **Step 3: Contact Parents** - Check with school staff if the child was dismissed home early or picked up by parents directly. If dismissed without prior notification to Clwb Carco, contact the parents/carers immediately.
- **Step 4: School Search** - If whereabouts remain unknown, inform the Headteacher and initiate a systematic search of the school premises.
- **Step 5: Immediate Vicinity Search** - Ensuring remaining children are safely supervised by sufficient staff, assign staff to search the building, grounds, and immediate vicinity.
- **Step 6: Emergency Referral** - If the child cannot be located within 15 minutes of search commencement, contact the Police (999) and the parents/carers immediately.

2.0 Procedure: Child Missing During a Session or Off-Site Trip

If a child is identified as missing during a session at Clwb Carco or during an off-site excursion:

- **Step 1: Last Known Location** - Immediately establish when and where the child was last seen with present staff members.
- **Step 2: Senior Escalation** - Notify the Person in Charge / Senior Playworker immediately.
- **Step 3: Venue Support (Trips)** - On off-site trips, immediately notify venue management, request tannoy announcements, and initiate venue emergency missing child protocols.
- **Step 4: Site Search** - While maintaining required supervision ratios for remaining children, assign staff to conduct an immediate search of the premises and perimeter.
- **Step 5: Police Notification** - If the child is not located within 15 minutes, notify the Police (999) and parents/carers immediately.
- **Step 6: Extended Search** - Continue searching, widening the perimeter, maintaining mobile contact with the lead playworker.

3.0 Post-Incident Actions & Mandatory Reporting

Following any missing child incident, Clwb Carco completes mandatory statutory actions:

- **Incident Documentation:** A full Incident Form must be completed detailing the exact timeline and actions taken. Staff present, parents/carers, and police officers must review and sign the report.
- **CIW Notification:** Care Inspectorate Wales (CIW) must be formally notified on the same day as the incident.
- **Insurance Notification:** The Registered Person will notify Clwb Carco's insurance provider.
- **Review & Safeguarding Audit:** Staff and trustees will conduct a comprehensive debrief and review risk assessments and procedures to implement corrective actions.

4.0 Procedure: Uncollected Child at Session End

Parents/carers must collect children by the agreed session closing time. In an emergency, parents must call the setting directly.

- **Continuous Supervision:** If a child is not collected at closing, two playworkers remain with the child to ensure continuous supervision. The child will never be left alone or taken off-site by an unauthorised person.
- **Contact Escalation:** If uncollected after 15 minutes, the Person in Charge attempts contact with parents/carers and all authorised emergency contacts.

- **Social Services Referral:** If no contact has been made after 30 minutes from closing time, the Person in Charge contacts the local authority Social Services Duty Officer for advice and intervention.
- **Responsible Individual Briefing:** The Registered Person / Responsible Individual is notified immediately of any social services escalation.
- **Late Fees:** Clwb Carco reserves the right to implement a late collection fee (£5 per 15 minutes) to cover staffing costs.

5.0 Handover Safeguarding Concerns

If a person collecting a child appears unfit to provide safe care (e.g., suspected intoxication or severe impairment):

- **Immediate Intervention:** The Senior Leader / Designated Child Protection Officer will intervene and speak privately with the individual.
- **Alternative Contact:** Staff will seek alternative collection arrangements by contacting another named emergency contact.
- **Child Protection Escalation:** If the individual insists on taking the child and staff assess immediate risk, staff will contact the Police and Social Services Duty Officer, triggering the Clwb Carco Child Protection Policy.

6.0 Review and CIW Compliance

This procedure is reviewed annually and updated whenever operational changes occur. CIW will be notified of any policy revisions within 28 days.