



## Missing Child Policy

**Designated Safeguarding Leads (DSL): Zara Bouait & Nick Komey**

**Emergency Contact Number: 07555 539376**

**Last Reviewed: May 2026 | Next Review: September 2026 (to align with annual KCSIE updates)**

### Purpose

Kids Adventure Days is committed to ensuring the safety, welfare, and well-being of all children in our care. This policy sets out the procedures to be followed when a child is not collected at the expected time. It ensures consistent practice, clear communication with parents and carers, and appropriate safeguarding responses across all Kids Adventure Days services.

### Scope

This policy applies to all Kids Adventure Days provisions, including:

- After-school clubs

### Roles and Responsibilities

- The Setting Manager is responsible for managing the uncollected child procedure on site.
- The Designated Safeguarding Lead (DSL) oversees safeguarding decisions and escalation.

- All staff must follow this policy and report any safeguarding concerns in line with the Safeguarding Policy.

### **Safeguarding Statement**

Late or non-collection of a child may be a safeguarding concern. Persistent lateness may indicate wider family difficulties or potential neglect. All concerns must be reported to the Designated Safeguarding Lead without delay and managed in accordance with safeguarding procedures.

### **Procedure for Late Collection**

Parents have a 5-minute grace period before the following is applied:

If a child is collected within 10 minutes of the session end time:

- Parents or carers will be reminded of the requirement to notify Kids Adventure Days if they are delayed
- A late fee of £3 may be charged
- The incident will be recorded in the uncollected child log

### **Over 10 Minutes Late**

If a child has not been collected after 10 minutes:

- Staff will remain with the child and provide reassurance.
- Parents/carers will be reminded of the late collection policy and potential fees (£3 per 10-minute block).
- The incident is recorded in the Uncollected Child Log.

### **When the parent or carer arrives:**

- They will be reminded of the requirement to inform the setting of delays
- A late fee of £3 per 10 minutes (or part thereof) will be charged after the initial 3-minute period
- Any additional venue or staffing charges incurred may be passed on to the parent or carer
- The incident will be logged, and parents will be informed that repeated lateness may result in the child losing their place

## **10–30 Minutes Late**

- The Setting Manager will attempt to contact the parents/carers via all provided phone numbers.
- If unsuccessful, staff will begin calling all listed emergency contacts in order.
- Safeguarding Rule: A minimum of two staff members will remain on-site with the child at all times to ensure safety and transparency.

## **Over 30 Minutes Late (Escalation)**

- If all attempts to reach parents and emergency contacts have failed after 30 minutes:
- Local Authority Contact: The DSL will contact Westminster Children's Services (MASH) at 020 7641 4000 (or the Emergency Duty Team at 020 7641 2388 if after 5 pm) for guidance.
- Police Notification: If advised by Children's Services, or if the child is in immediate distress, the police will be contacted (999).
- Child Care: The child will remain in the care of Kids Adventure Days staff until collected by an authorised adult or placed into the care of Children's Services.

## **Reporting and Statutory Obligations**

**Ofsted Notification:** If a child is placed into the care of the Local Authority or if the police are involved, the DSL must notify Ofsted as soon as reasonably practicable, and always within 14 days of the incident.

**Westminster MARF:** A Multi-Agency Referral Form (MARF) will be submitted to Westminster Children's Services for any incident that raises broader safeguarding or neglect concerns.

## **Prevention and Communication**

**Handover Records:** All children must be signed out by an authorised adult. If an unauthorised adult arrives, staff will contact the parent for verbal verification and a pre-agreed password before release.

**Contact Verification:** Parents are required to review and update their emergency contact details every term.

## **Managing Persistent Lateness**

- All incidents of late collection will be recorded and monitored
- Repeated lateness will be discussed with parents or carers by the Setting Manager
- Parents will be reminded that persistent late collection may result in the withdrawal of the child's place at Kids Adventure Days

### **Recording and Documentation**

- All incidents must be recorded in the uncollected child log
- Records will be reviewed by the Designated Safeguarding Lead or the management team to identify patterns or safeguarding concerns
- All records will be stored securely in line with the Data Protection Policy

### **Monitoring and Review**

This policy will be reviewed annually, or sooner if required, to ensure continued compliance with safeguarding guidance, Ofsted requirements, and best practice.

### **External Support Contacts**

Westminster Children's Services (MASH): 020 7641 4000 (9am–5pm)

Out of Hours Emergency Duty Team: 020 7641 2388

NSPCC Helpline: 0808 800 5000