



The Children's Ark, Church Road,  
Pendeen,  
TR19 7SE  
Tel: (01736) 787167  
[office@childrens-ark.org.uk](mailto:office@childrens-ark.org.uk)  
Charity ref: 1147389  
Ofsted: EY457353

## Lost Child Policy

### Missing Child

If a child is missing, the following actions will be taken:

1. The person in charge will carry out a thorough search of the building and garden or, if on an outing, the immediate vicinity.
2. Checking doors/gates to see if there has been a breach of security whereby a child could wander off.
3. The register is checked to make sure no other child has gone astray. If child still not found after all obvious places have been checked, telephone the child's parents and report to the police.
4. Phone senior committee members (see overleaf) to inform of incident and ask them to come to the setting.
5. Person in charge, parents and committee to liaise with police while other staff members look after other children.
6. If on an outing, staff will take remaining children back to setting as soon as possible.
7. Ofsted to be informed within 14 days (full incident report and witness statement).-Incident to be investigated (see Ofsted address as over).

## **Parent Failing to Collect Child**

If a parent fails to collect a child:

1. After 15 minutes if the child has not been collected, try to contact the parents by phone.
2. If no reply, contact child's other authorised persons.
3. Staff will stay with child for one hour after which time if no contact with any of the child's authorised persons has been made, Social Care will be informed along with senior members of the committee.
4. Full day care: if a child has not been collected, earlier in the day, the child stays until the end of the day (see rota on last child on that day) then step 3 comes into effect.
5. Parents will be charged for additional time.

## **Contact Details**

Social Services telephone no: 0300 1234 1116 or 01208 251 300 (out of hours)  
and ask for Children's Social Care, Penzance

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

This policy was adopted at a staff meeting of The Children's Ark:

Signed..... Print Name.....

Dated.....

And at The Children's Ark committee meeting:

Signed by chairperson..... Print Name.....

Dated.....

Date of review.....