Missing Children and Late Collection Policy

Pippa Pop-ins Nursery Schools

Pippa Pop-ins 165 New King's Road (Ofsted ID: EY449873)

Pippa Pop-ins 233 New King's Road (Ofsted ID: EY449869)

Pippa Pop-ins 430 Fulham Road (Ofsted ID: EY449872)

Pippa Pop-ins 5 Kensington Place (Ofsted ID: EY489562)

Pippa Pop-ins 91-93 Princedale Road (Ofsted ID: 2857426)

Primary person responsible for the implementation and monitoring of this policy:	Ben Murray, Nazish Usman, Joanne Allen
Adopted:	June 2026
Last review:	April 2026
Next review due:	April 2027

Pippa Pop-ins®
Nursery Schools

Contents

1.....Scope and Application 3

2.....Policy Aims 3

3.....Collection Procedure 3

4. .....Late Collection Procedure 5

5.....Missing / Lost Child Procedure 6

1. Scope and Application

1.1 This policy applies to:
Pippa Pop-ins 165 New King's Road (Ofsted ID: EY449873) ("**Pippa Pop-ins**")
Pippa Pop-ins 233 New King's Road (Ofsted ID: EY449869) ("**Pippa Pop-ins**")
Pippa Pop-ins 430 Fulham Road (Ofsted ID: EY449872) ("**Pippa Pop-ins**")
Pippa Pop-ins 5 Kensington Place (Ofsted ID: EY489562) ("**Pippa Pop-ins**")
Pippa Pop-ins 91-93 Princedale Road (Ofsted ID: 2857426) ("**Pippa Pop-ins**")

1.2 Under this policy all employees, including directors, apprentices, casual workers, whether on permanent or temporary contracts are collectively referred to as '**staff**'.

1.3 This policy does not form part of any contract and Pippa Pop-ins may amend it at any time.

2. Policy Aims

2.1 This policy aims to set out clear collection procedures for ensuring that children are returned to the care of their parent/carer (together '**parent**') once they leave nursery.

2.2 We only release children into the care of individuals who parents have formally approved, and we have safety systems in place to ensure that children do not leave the premises unsupervised. These include but are not limited to, attendance being registered on our nursery Famly app, secure doors and strict headcount and supervision procedures.

2.3 This policy also aims to detail emergency actions where a child is found to be missing from Pippa Pop-ins or a child has not been collected from Pippa Pop-ins by their parents. It should be read in conjunction with the Pippa Pop-ins' Attendance Policy, which details Pippa Pop-ins' core attendance procedures and its Safeguarding and Child Protection Policy to support children who are increasingly absent from nursery.

2.4 All staff will be made aware of this procedure during their induction and through ongoing training.

2.5 All staff should bear in mind that:

2.5.1 early contact with the police may help to save a child's life or save them from significant harm;

2.5.2 failing to act within a reasonable response time frame could be costly;

2.5.3 they must feel confident in making sensible judgments as to the whereabouts of the child, as a parent would, but always erring on the side of caution.

3. Collection Procedure

3.1 We ask parents to provide the following information before their child starts nursery:

3.1.1 home address and telephone number;

3.1.2 work address and work number (if applicable);

3.1.3 mobile number;

3.1.4 the identity of those with parental responsibility for the child;

3.1.5 names and phone numbers of at least two emergency contacts who are authorised by the parents to collect their child from nursery; and

3.1.6 an agreed safe password to be used by anyone collecting the child.

3.2 Staff must not allow the child to leave the premises with anyone they feel is unsuitable. A person might be unsuitable for any of the below non-exhaustive reasons:

- age;
- smell of alcohol/drugs;
- no car seat; and/or
- the child does not want to leave with that person.

3.3 Collection by Emergency Contact

3.3.1 Parents must inform the nursery if an emergency contact is collecting the child. If an emergency contact attends the nursery to collect a child when the nursery was not made aware of this, the parent must be contacted to verify this.

3.3.2 Prior to the emergency contact's entering the nursery and collecting the child, their identity must be checked and they must provide the safe password.

3.3.3 Where a child is being picked up by an emergency contact and an accident or incident has occurred during the nursery day, the parent must be called to explain what has happened.

3.4 Ad-Hoc Collection Procedure

3.4.1 Pippa Pop-ins understands that there will be times when neither a parent nor an emergency contact will be available to collect the child. In such circumstances, the 'Ad-hoc Collection Procedure' applies.

3.4.2 Parents should notify the nursery if they are aware that an ad-hoc collection will be taking place. The parent must also provide the name, contact details and physical description of the person collecting the child.

3.4.3 The person collecting the child must provide the ID along with safe password before the child is released to them. It is the responsibility of the parent to ensure that the collector know this password.

3.5 Collection by Young Adults

3.5.1 No one under the age of 18 is permitted to collect a child. In the event that a parent arranges for their child to be collected by a young adult, the following additional procedures will need to be followed:

- the young adult will have to provide identification to prove they are 18 years old or over; and
- written/verbal consent from the parent will be required, stating the young adult's full name and relationship to the child.

3.6 Restricted Access

3.6.1 Staff must be made aware if an adult has restricted access to a child owing to a court order. Parents must notify the Head of Nursery once they are aware of a prohibited steps order or other court/police order which limits an adult's access to a child. Details of this should be kept on the child's profile on the Famly app.

3.6.2 Where parents have notified the nursery of restricted access, a photograph of the restricted person should be provided so that they can be easily identified.

3.6.3 Under no circumstances should a person with restricted access be granted access to a Pippa Pop-ins nursery. The parent must be notified as soon as possible by the Head of Nursery if a restricted person contacts the nursery.

4. Late Collection Procedure

4.1 At Pippa Pop-ins, we expect all parents to collect their child from the nursery promptly at the end of their booked session.

4.2 If a parent is running late to collect their child, they must notify the nursery as soon as possible. If possible, an emergency contact should be sent to collect the child to prevent late pick-up.

4.3 Where fifteen minutes has passed from the allocated collection time with no contact from the parent, the following procedure will be followed:

- staff will call each parent on each of the numbers held by the nursery. If this fails, each emergency contact will be called until contact is made;
- staff will leave a voice message on each of the above numbers;
- if the late collection is outside of normal operating hours, two staff members must stay with the child until they have been collected;
- all calls will be logged as a record (Sensitive notes) on the Famly app, including the times of the calls and any discussions with the parents or emergency contacts;
- if contact is made, the child will remain at the nursery with the two staff members until collection;
- if no contact has been made after 30 minutes and it is the end of the nursery day, we will treat this as an uncollected child and the Local Authority's Social Services emergency duty team will be contacted. The Local Authority will advise on further action. If the child is removed from nursery premises, parents will be informed of this and provided with the address and contact number for the place where the child has been taken. Ofsted will be notified as this is a significant event.

4.4 After the first late collection, parents will be gently reminded about this policy. After the second late collection, parents will receive a letter and a copy of this policy. Late collection fees apply from the third instance of late collection–for every 15 minutes of lateness, parents will be liable for a fee of £20 for the first 15, then an additional £10 for every subsequent 15 minutes.

4.5 In the event of persistent lateness, the Head of Nursery will review the situation which could result in the child losing their place at the nursery.

5. Missing/Lost Child Procedure

5.1 In the unlikely event that a child goes missing in the nursery or on an outing, Pippa Pop-ins has the following procedures in place which will be implemented immediately (see below at 5.6 and 5.7).

5.2 Any missing child incidents must be recorded on the 'Missing Child' incident form on Famly. This must include:

5.2.1 the identity of the lost child;

5.2.2 the time when the child was noticed to be missing;

5.2.3 whether the police or social services were informed;

5.2.4 the outcome of the incident;

5.2.5 any reason for the incident;

5.2.6 any concerns or complaints about the handling of the incident;

5.2.7 a record of the staff involved; and

5.2.8 any other salient information.

5.3 In a case involving media attention, staff will not speak to media representatives. This will be the responsibility of a designated representative selected by Pippa Pop-ins.

5.4 Once a child is no longer missing, the child and their parents will be provided with support and an opportunity to discuss the incident with the Head of Nursery. They may also be provided with the contact details for external support services. Any residual concerns about the child's welfare resulting from the incident will be acted upon in line with Pippa Pop-ins' Safeguarding and Child Protection Policy. The Head of Nursery and/or Principal will also conduct a post-incident investigation and risk assessment to reduce the chances of a repeat incident.

5.5 Ofsted will be contacted and informed of any reportable incident as soon as possible, but always within 14 days.

5.6 Where a Child Goes Missing in the Nursery

5.6.1 If a child goes missing in/from a nursery, the following procedure should be followed:

- Staff should search the room and outside play area and other areas in and around the nursery.
- Staff should establish that the child has not been collected by a parent.
- The Head of Nursery should be informed once the child is confirmed missing, who will gather a team to search for the child at once.
- The search team will retrace the routine immediately prior to the disappearance of the child.
- Staff will check CCTV.
- If the child is not found after 10 minutes, the Head of Nursery will contact the police. When reporting a missing child, the Head should call 999. The Head of Nursery should ask for the police station's direct number so that swift contact can be made should the situation change. The police should be provided with the following information:
    - the child's name and age;
    - a description of the child's appearance and recent photograph;
    - any disability, learning difficulty or special educational needs the child may have;
    - the child's last whereabouts;
    - the child's home address;
    - a description of the clothing the child was wearing when they went missing;
    - any relevant comments made by the child;
    - any suspicion or evidence of a crime; and
    - any other useful information.
- The Head of Nursery will inform the parents after the police have been informed.
- Staff should continue to look for the child pending the arrival of the police. The Head of Nursery will meet the police upon their arrival. The LADO may be contacted for further advice.
- If the child is not found, the nursery will follow local authority and police procedure. The Head of Nursery will inform the Principal. The Principal should notify the Head of Safeguarding and Compliance and must keep informed by asking the Head of Nursery for regular updates.

5.7 Where a Child Goes Missing on an Outing

5.7.1 If a child goes missing on an outing, the following procedure should be followed:

- At least one staff member will begin an immediate search for the missing child.
- The remaining children will be safely supervised: consider seating the children in a safe area. All children will be gathered and a headcount will be done.
- The Head of Nursery will be informed immediately and an additional team will be deployed to search for the child at once. The additional team deployed may also assist the safe return of remaining children.
- Staff will secure the help of officials from the venue, giving a clear description of the child and their last known whereabouts. At venues without officials/staff (such as a local park), consider asking for help from members of the public.
- If the child is not found after a full search, the staff member in charge of the trip will contact the police, in line with the procedure in paragraph 5.6. At this point, the child's parents will be contacted by the Head of Nursery.
- At least one staff member should remain at the scene to continue the search.
- Staff should continue to look for the child pending the arrival of the police. The staff member in charge of the outing will meet the police upon their arrival. The LADO may be contacted for further advice.
- If the child is not found, the nursery will follow local authority and police procedure. The Head of Nursery will inform the Principal. The Principal should notify Head of the Safeguarding and Compliance and must keep informed by asking the Head of Nursery for regular updates.