

Uncollected Children / Lost Children Policy

In the event of a child not being collected by their parent / carer every effort will be made to resolve the situation with the minimum of distress to the child concerned.

1. An 'All About Me' form will be completed by parents for all children giving their own contact details and whenever possible a further two emergency contacts. These forms will always be available when a child attends any Allsorts activity without their parents.
2. Attempts will be made to contact the parents using all land and mobile numbers available.
3. Attempt all other known emergency contacts
4. Wait reasonable amount of time (up to 30 minutes), and check phone lines working, before taking further action.
5. Because of the close working relationship Allsorts has with families it may well be appropriate for the co-ordinator to take the child home, or to another family member in an emergency. If appropriate this may be delegated to another Allsorts representative, providing they meet all the criteria (e.g. DBS, insurance cover etc).
6. In the event that the child's parents or an authorised person cannot be located the Social Services Duty Officer will be informed. With the approval of Social Services, it might be appropriate for the child to remain with an authorised Allsorts representative until the parents are located.
7. Take Social Services advice and direction on any further action at this point.
8. Notify Ofsted of the situation if a child under eight years of age is involved.

For families who have children with disabilities or additional needs

In the event of a child being lost during an Allsorts activity when the parents/carers are not present, again all efforts to find the child will be low-key to avoid other children becoming distressed.

1. The situation will be reported immediately to the person in charge.
2. All attempts will be made to locate the child as a matter of urgency.
3. If using an outside facility, the staff of the facility will be notified.
4. If the child is not located after this initial search the parents will be contacted to inform them of the situation and find out if they have any suggestions, e.g. places the child might have hidden before etc.
5. Contact the police, informing parents as soon as possible.
6. Co-ordinators to be informed at earliest opportunity if not present and Project Manager and/or Trustee Management Committee to be informed in due course.
7. Ofsted and Social Services to be informed as appropriate.
8. Procedures and policies to be reviewed and risk assessment put in place if required.

If any person is not happy with the action taken they should make a complaint in the first instance to the outing co-ordinator. If they are not happy with the outcome, they should make a formal complaint to the Trustee Management Committee. Alternatively, they may complain direct to Social Services or Ofsted.

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T 07582 378422 E info@allsortsglos.org.uk W www.allsortsglos.org.uk
PO Box 3092 Stroud Gloucestershire GL6 1GN

Registered Charity in England No. 1153484

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