Twickenham PRIMARY ACADEMY

Lost and Uncollected Child Policy

This policy is available to parents and prospective parents on the school's website and by request from the School Office. If you require a copy of this document in large print or audio format, please contact the School Office.

Policy Review Schedule

Policy Name	Lost and Uncollected Child Policy
Review Frequency	Every three years
Statutory Policy	No
Policy Owner	Principal
Lead Reviewer	Principal
Approver and date of last approval	Principal, October 2026
Key review dates	**Changes made**
09/01/15 written	By P. Hogg-Andrews
01/12/18	Reviewed by J. Smith against DfE KCSiEd 2018
01/09/21	Reviewed by P. Gollob against DfE KCSiEd 2021
10/11/2023	Reviewed by E. Moscardini against DfE KCSiEd 2023
05/10/2026	Reviewed by E. Moscardini against DfE KCSiE 2026 Updates to Working together to safeguard children, 2026

Introduction

The safety of all children is always our highest priority. Staff will be very aware of the potential for children to go missing and be aware of the procedures to follow. Every care is taken to ensure that all children are kept safe. Risk assessments are carried out to ensure that the school and setting is as safe as possible and children should never be allowed to leave the premises on their own. It is possible, however, that despite all precautions a child cannot be accounted for and goes missing. This policy is designed to put in place swift and effective actions to locate any missing child and to notify and involve parents and the authorities at every appropriate point.

This policy also contains procedures for staff to follow in the event that a child may be uncollected at the end of the school day.

This policy has reference to DfE guidance Keeping Children Safe in Education, 2026 (KCSIE, 2026) and Working Together to Safeguard Children: A guide to interagency working to safeguard and promote the welfare of children, 2026

This policy is linked to our Safeguarding and Child Protection Policy.

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LOST CHILDREN PREVENTATIVE PROCEDURES

In school

- All exits are kept closed.
- Children are made aware of the boundaries of the school.

- Children are supervised at all times and there are sufficient staff available to ensure this happens.
- Formal registration takes place twice a day.
- Head counts take place regularly through the day and particularly when a class has been out of the classroom.
- Parents/carers sign their children in and out if they come to or leave school at times other than normal start and finish times.
- Children will not be allowed to leave the school with anyone other than the authorised persons unless the school has been informed otherwise and that alternative person is identified. The school may request a photograph and/or a password to be provided in this situation.
- Any visitors to school are signed in and out. They will be let into the school by a member of staff; also seen off the premises by a member of staff to ensure that no doors are left open and the safety of the children is maintained.
- A register is taken at all clubs.

On trips and visits

- School visit sites are visited in advance and risks identified and checked by the Principal.
- A list of children will be carried by staff on the visit.
- Regular head counts will be undertaken by staff.
- Adult:pupil ratios will be increased for trips and visits.
- A school mobile phone will be taken on all visits.

LOST CHILD REACTIVE PROCEDURES

On the school site

- If a child cannot be found by their teacher/support worker/lunchtime supervisor, the Principal must be notified immediately and told when and where the child was last seen. Time is of the essence and prompt action will be taken by all.
- The remaining children will be left in the care of a suitable adult(s). All other staff will conduct a thorough search of the premises (child's classroom, storage areas, toilets, the school building) and the school grounds, with the staff team being careful not to create an atmosphere of panic.
- The Principal will nominate two staff to search the area in the immediate vicinity of the school. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the school site.
- If after 5 minutes of thorough searching, the child is still missing, the police will be called by the Principal.
- If the child is not found in the school, the child's parents/carer will be contacted by the Principal and informed of the situation.
- The Principal will commence a time log record
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, the other members of staff will maintain as normal a routine as possible for the rest of the children in the school.
- The Principal will meet the police and the missing child's parent/carer.
- The Principal will be responsible for co-ordinating any actions instructed by the police and do all they can to comfort and reassure the parents/carers
- The LA will be notified by the Principal that a child is missing, so that additional support can be provided.

- The Chair of the Multi-Academy Trust will be informed by the Principal
- If a member of staff finds the child, the Principal must be told at once. Parents, police and other authorities will be notified.
- Once the situation has been resolved, a full written account of the incident will be recorded and held on file.
- Further risk assessments will be carried out to ensure that the incident cannot happen again.

Out of school visits

If a child goes missing the designated lead member of staff for the trip /visit will:

- gather the other children together;
- assign a member of staff to look for the child;
- inform staff at the venue and request support in sealing exits, searching for the child, making announcements;
- call the police if, after 5 minutes of searching, the child cannot be found;
- inform the Principal who will contact the parents/carers of the child;
- keep a time log record and keep the Principal and police updated;
- assist the Principal with an investigation of the incident.

UNCOLLECTED CHILD PROCEDURES

In the event that a child is not collected by an authorised adult at the end of a session/day we put into practice a set of procedures.

First response

- We will ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.
- We will ensure that the child receives a high standard of care in order to cause as little distress as possible.
- The child's file is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from school, and whose telephone numbers are recorded, are contacted.
- The child does not leave the premises with anyone other than those named on our contact form or in their file.

Response after 1 hour

If the child remains uncollected after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children:

- we contact our Local Authority Single Point of Access team (SPA). The number is 02085475008
- the child will stay at setting in the care of two members of staff until the child is safely collected either by the parents or by a member of the SPA team;
- social care will aim to find the parent or relative if they are unable to do so, the child will become 'looked after' by the Local Authority;
- under no circumstances will staff go to look for a parent/carer or take a child home with them.

For uncollected LAC/CWCF the allocated social worker (or central social work team if unable to contact individual) will be contacted to attend school to collect the child

This should be resolved by 5pm.

In unresolved cases, police may be called to assist and attend site.

Record keeping

All incidents involving a lost or uncollected child will have the following documents as a record:

- time/log sheet completed by lead member of staff or the Principal;
- full report of incident completed by the Principal;
- findings of the investigation.
- All incidents of lost or uncollected children will be logged on the school's CPOMS system.

These documents will be available to the parent/care involved in a lost or uncollected child situation, the LA social services, police and MAT members.

Monitoring and review

This policy will be reviewed by the Principal every three years unless an incident occurs that requires an immediate update. This effectiveness of this policy will be monitored through:

- SLT meetings;
- Staff meetings;
- Half termly visits by Director of Education of Multi-academy Trust.