

## **Nursery Plus Pen-y-Bryn & Pre Nursery Pen-y-Bryn**

### **Lost or Missing Child Policy**

Pre Nursery Pen-y-Bryn and Nursery Plus Pen-y-Bryn takes the safety of their children very seriously and will take every precaution to ensure that the children in our care do not leave a session unaccompanied. The chances of finding a missing child safe are greatest if the child's absence is soon discovered. In the unlikely event that a child is noticed to be missing, the agreed procedures are put into place. These ensure the most effective resolution of this potentially distressing situation. Our daily routines and procedures are in place to contribute to the prevention of a child going missing and to ensure the safety and security of all children at all times.

If, in the event of a member of staff not being able to account for a child's whereabouts, the following action and procedures will be taken:

- Search systematically.
- All available staff to immediately check toilets, shared areas, rooms, playground and garden areas to ensure the child is not hiding or locked in anywhere.
- A member of staff to immediately inform the school office, Head teacher/registered individual or member of staff in charge and check if the child has been signed out for an external appointment or has an internal appointment with a visiting professional, eg School nurse etc.
- A member of staff to gather the class and call the register to confirm that one child is missing.
- Staff will ensure that all other pupils are kept safe and closely supervised throughout the incident should it be during the school day.
- When the above is completed without resolve (no more than 10 minutes), school office staff will contact the police and parents/carers. At this point school and Pre Nursery / Nursery Plus will support the police who will now lead the response to the incident. The Head teacher/responsible individual will liaise with emergency services and parents/carers.
- The Head teacher/responsible individual will communicate the incident with CIW and the Chair of Governors.
- A written record of the incident and any action taken should be made as soon as practically possible after the incident.
- The senior management team should conduct an internal investigation to establish how the incident occurred, how effective the response was and if action could be taken to ensure it does not happen again.

#### **We will ensure that:**

- We make regular checks to ensure that if an incident of this sort does happen, we have all the necessary phone numbers at hand, correct and up to date.
- If the police are called then CIW will also be informed.
- If the Head teacher/registered individual is not on the premises she/he will be informed as soon as possible via the school office staff.

## Dealing with people's reactions

We accept that the child's parents/carers will be frightened, distressed and angry. If the setting shares all policies with parents/carers, the situation will be easier for all because there will be an understanding of working within a framework of mutual trust and understanding.

We accept that in such circumstances powerful emotions are involved and people's behaviour can be unpredictable. Those who seem quite calm about the incident at the time may later become angry. We will be clear about the circumstances surrounding the incident and respond sympathetically to questions without implications or admission of responsibility.

## When the child is found

We recognise that during the time the child is missing, however briefly, all involved, parents/carers others suffer great fear, guilt and distress. It is not always easy to control all these emotions when the child is found. We will accept that it is important to remember:

- That the child might also have been afraid and distressed and might be in need of comfort.
- Remain calm, reassure the child and acknowledge it is not the child's fault.
- Ensure the child is not hurt.

## After the incident

- We will review our current procedure.
- We will evaluate processes and make adjustments to ensure future effectiveness.

## Contacts

Police – 01492 805400  
311 Abergele Road  
Old Colwyn  
Colwyn Bay  
LL29 9YF

CIW – 0300 7900 126  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ

This policy has been reviewed and approved by the Governing Body

Signed: \_\_\_\_\_

Date: January 2026

Review date: January 2027