



YOUTH ACTIVE

INSPIRING YOUNG PEOPLE

Lost Child and Late Collection Policy

**This policy will be reviewed every two years, or
sooner where changes in government legislation or
statutory guidance require it.**

Dated: November 2025

1. Aim

This policy ensures that all staff and volunteers at Youth Active are fully aware of the procedures to follow if a child is lost, uncollected or goes missing, and that in every case the safety of all other children on site is not compromised.

2. Collection Procedures for youth club session

Before each session begins, staff will take the following steps to establish which children are expected to attend:

- Check the Club voicemail during set-up for any messages about a child who will not be attending. Parents are asked to cancel via the Youth Active online booking service, or alternatively by text or phone.
- Check with the school office before the session starts to confirm whether any children are not in attendance that day — for example, if they have gone home due to illness or a scheduled appointment.
- Use a printed register of children attending that day, amended in line with any updates received from parents or the school office.
- Collect all Key Stage 1 children from their classrooms or designated line within the playground. Children are ticked in on the paper register before being brought to Club, then signed in on the tablet upon arrival.
- Key Stage 2 children line up at the designated collection point and are ticked in upon arrival.
- Check the school's late collection area to ensure no child due to attend Club has been left there.
- Carry out a search of the premises, checking the school office both before and after the search.

If a child who is expected to attend Club cannot be located, staff must contact the parent or carer immediately to establish the child's whereabouts. Where a parent confirms the child is not attending and simply forgot to cancel, the child should be marked off the Youth Active online register and the parent reminded of the importance of notifying the Club in future.

Where a parent does not know the child's whereabouts, staff will follow the missing child procedures set out in Section 6. If a parent cannot be reached immediately, a voicemail should be left straight away and a text sent without delay — in most cases, a parent responds quickly to a text or voicemail when they are at work and unable to take a call.

3. Uncollected Child from youth club session

An authorised collectors list is held on-site. Only individuals named on this list are permitted to collect a child.

- Parents wishing for an older sibling to collect a child must ensure that sibling is at least 16 years old.
- Any parent wanting their child to walk home alone must complete a Walking Home Alone Form and return it to the Team Leader. This will only be permitted where the child is in Year 5 or above, and after Term 4 of the academic year.

Where a parent arranges for someone not on the authorised collectors list to collect their child, they must inform Youth Active in advance by phone, text or email. The adult collecting the child will be

- expected to know the agreed password; if they do not, the parent will be contacted by phone before the child is released.
- The Parent/Carer Handbook makes clear that a parent unable to collect their child on time should contact Youth Active as soon as possible and attempt to make alternative collection arrangements.

All children must be collected by 6:00pm. Any child not collected by 6:25pm will be classed as uncollected. From 6:00pm onwards, staff will attempt to contact the alternative emergency contacts listed on the registration form. The child will be reassured and kept calm throughout this process, and two members of staff will remain on the premises with them at all times.

3.1 Escalation by Length of Delay

Up to 15 minutes late	On arrival, the parent or carer is reminded that they must call the Club to notify staff of any delay, and is informed that a penalty fee will be charged unless the delay was genuinely unavoidable.
Over 15 minutes late	The manager attempts to contact the parent or carer using the details provided online. If there is no response, a message is left requesting immediate contact, and the manager then attempts to reach the emergency contacts listed on the registration form. The child is supervised throughout by two members of staff. On arrival, the parent or carer is reminded that they must call the Club to notify staff of delays, and that a penalty fee will apply.
Over 30 minutes late	If the manager has been unable to reach the parents, carers or emergency contacts after 30 minutes, they will contact Newham's Multi-Agency Safeguarding Hub (MASH) on 020 3373 4600 (office hours) or the Emergency Duty Team on 020 8430 2000 (out of hours) for advice. The child remains in the care of Club staff on the premises where possible, until collected or placed in the care of Children's Social Care. Where it is not possible for the child to remain on the premises, a note will be left on the door explaining where the child has been taken, along with a contact number, and a further message will be left on the parent or carer's phone.

After one hour, the child will be considered uncollected. Once every effort has been made to contact parents, carers and emergency contacts, staff are legally required to contact Newham Children's Social

Care. Contact numbers will be displayed for all staff: 020 3373 4600 during office hours, and 020 8430 2000 out of hours. Where staff are unable to reach Newham Children's Social Care, they will call 999.

3.2 Late Collection Charges and Persistent Lateness

Parents will be made aware of the late collection: a £10 charge for the first 10 minutes, and £1 for every minute thereafter. Every incident of late collection will be logged and recorded.

Management will record incidents of late collection and discuss them with the child's parents or carers. Parents will be reminded that persistently collecting a child late — more than three times in one term — may result in loss of their place at the Club. Where a collection is extremely late (30 minutes or more), a meeting must take place with management before the child is permitted to return to the provision, and management reserves the right to withdraw the child's place with immediate effect.

4. Child Leaving the Setting Voluntarily

If a child leaves the setting of their own accord, a member of staff will:

- Ensure the child remains in view and is kept safe at all times.
- Where the child moves further away or there is a risk to their safety, follow the child and encourage them to return, ensuring other staff are aware they have left the premises. The staff member will take a walkie-talkie, mobile phone and parental contact details with them.
- Contact the parents if the child has not returned after 15 minutes, or if there is a risk to the child.
- Contact the parents immediately if the child disappears from view and cannot be found. If the parents cannot be reached, the Police will be contacted for assistance.

All staff will record any lost, missing or uncollected child incidents in the Incident and Concerns Log.

5. Child Missing During the youth club session

- The Team Leader carries out a thorough search of all rooms within the building and the outside areas.
- Remaining children are gathered together in one area; the register is taken again alongside a headcount. Each child is asked sensitively when they last saw the missing child, and staff are asked the same to help establish who last saw the child and where.
- Doors and gates are checked for any breach of security.
- The Team Leader in charge speaks with all staff to establish what happened in the moments leading up to the child's disappearance.

If the child is found, the Team Leader talks with them sensitively to understand what led to them becoming separated from the group, and discusses the importance of telling a member of staff before leaving the After School Club area. Parents are calmly informed of what took place when they arrive to collect their child. All incidents of this nature are logged on the Incidents and Concerns Log. If the child is not found, the missing child procedures for outings (Section 6) will be followed as appropriate.

6. Child Missing During an Outing

- As soon as it is noticed that a child is missing, staff gather all remaining children at a designated point, carry out the register and a headcount.
- A member of staff immediately checks the surrounding areas, exits and any designated lost child points.
- Staff and volunteers take the remaining children back to base.
- If the child cannot be found, the senior staff member contacts the Police to report the incident and follows their advice.
- The leader in charge contacts the parent or carer, alarming them as little as possible.
- The leader fully records the incident in line with Youth Active policies.
- Management informs Ofsted.

7. When the Child is Found

Two members of staff will care for and talk with the child, bearing in mind that the child may be unaware that anything was wrong or, alternatively, may have been frightened and distressed and now need comfort and reassurance. Staff will also take the opportunity to speak with the remaining children to ensure they understand why they must not leave the premises unaccompanied.

8. After the Incident

- A senior member of staff sensitively discusses the events surrounding the child's disappearance with their parents.
- Where appropriate, a short meeting is held at the end of the session or the start of the next, or a letter is sent home with children, to give parents brief and accurate information about the incident as soon as possible, for reassurance.
- Liability is not discussed until the incident has been fully investigated by the senior manager, the school and, where applicable, Children's Social Care.
- Staff and parents are asked to refer any enquiries including from the media about the incident to the Management Committee.

9. Investigation and Reporting

The Management Committee carries out a full investigation, taking written statements from all staff present at the time, or from those who were on the outing. The leader in charge, or key person, writes a report detailing:

- The date and time of the incident.
- Which staff and children were present in the group or on the outing.
- When the child was last seen within the group or outing.
- What took place within the group or outing after that point.

- The estimated time at which the child went missing.

A conclusion is drawn as to how the breach of security occurred. Where the incident warrants a police investigation, all staff co-operate fully; in such cases the Police handle all aspects of the investigation, including staff interviews, and Children's Social Care may become involved where there is a possible safeguarding concern.

The incident is recorded in the Incident and Concerns Log and, where applicable, reported under RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). The local authority's health and safety officer may investigate and will decide whether there are grounds for prosecution. Ofsted and Youth Active 's insurance provider are also informed.

10. Monitoring and Review

This policy will be reviewed every two years, or sooner where changes in government legislation or statutory guidance require it. It should be read alongside Youth Active 's Safeguarding Policy, Behavioural Policy and Complaints Procedure.