The Meadows
Cheeky Chimps Childcare

# Absent, missing, lost child

Please ensure you let us know as soon as possible if your child will not be attending the Nursery. This includes sickness and holidays. If not, a staff member will contact the parent/carer within an hour of non-arrival to make sure everything is ok. If we do no hear anything back from parent/carers we will then attempt to make a phone call to the parent/carer after 2 hours to check everything is okay.

If the child does not attend the following day emergency contacts will be called to ensure the child and family are ok. In the event we cannot get hold of the family and are concerned social services will be contacted for advice.

Where possible, each child is to have at least 2 emergency contacts in case of emergencies (the equivalent of 3 contacts on our system (one parent/carer + two extra contacts)).

If your child is funded and does not attend the setting for 4 week's this may result in your child's funding being removed. If this happens, your contract may be ended, or you may be liable to pay for your child's sessions privately. This will be down to the management team and the discretion of the local authority on how to proceed.

All unexplained absences will be marked down and may be raised as a safeguarding concern. If a child has been absent for 4 weeks, your contract may be withdrawn, and your child may lose their place at the setting. Long term absences or persistent absences may lead to meetings being requested by the management team (for example an early help) where they may feel necessary to liaise with the local authority to get support and guidance.

## Lost child

We will safely supervise children both inside and outside the setting. We will teach the children about stranger danger and road safety. The care of your child is paramount, and risk assessments are in place to ensure children are kept safe.

Regular head counts are taken throughout the day, as well as whenever children enter and exit the outside spaces.

All outdoor trips including school drop off and collections are risk assessed. We ensure we are always under ratio, and all the children wear high vis jackets, and weather appropriate clothing. Staff will have an emergency bag including first aid kit and a work mobile phone to raise the alarm if needed.

If a child becomes lost all staff will be put on alert.

Children will be returned to their rooms, or if on an external trip grouped together, for an emergency head count. They will be kept together, reassured and entertained by members of staff while others check the buildings, Gardens and local area.

If the child is not located in 3 minutes the lead staff member will call the emergency services. Once emergency services have been called parents/carers will be contacted.

All incidents will be reported to Ofsted with a full report.

Management will review all incidents and actions to ensure lessons learned and best practice is in place.

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Gemma Farrar 14.9.2026

Review 14.9.2027

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