COMBINED POLICY

MISSING/UNCOLLECTED CHILD
INTIMATE CARE & TOILETING
SEND
EQUALITY/DIVERSITY/INCLUSION
BEHAVIOUR MANAGEMENT

Effective date: 1 September 2026 Review date: 1 September 2027

Missing or Uncollected Child Policy

We take the safety and wellbeing of every child seriously. Accurate attendance records are maintained and clear procedures are followed whenever a child cannot be located or is not collected as expected.

Missing Child

- Registers are taken at every session and children are signed in and out.
- If a child cannot be located, staff will immediately alert the session manager/designated safeguarding lead and begin a calm, thorough search of the areas the child could reasonably access.
- School staff will be contacted where the child was expected to transfer directly from school, so dismissal and handover arrangements can be checked.
- Parents/carers will be contacted without delay. If the child remains missing, the police will be contacted promptly and local safeguarding procedures followed.
- Staff will continue to supervise the other children safely while the search and notifications take place.
- A full written record will be completed. Ofsted, the local authority and/or safeguarding partners will be notified where required.

Uncollected Child

- If a child is not collected at the agreed time, staff will try the primary parent/carer and then the authorised emergency contacts recorded for the child.
- The child will remain safely supervised in the setting and will be reassured. Staff will not leave a child alone or take a child home themselves.
- If contact cannot be made within a reasonable period, or staff have concerns for the child's welfare, Children's Social Care and/or the police will be contacted in line with local safeguarding procedures.
- All calls, attempted contacts, decisions and actions will be recorded. Repeated late collection may be discussed with parents and managed in line with the setting's terms and safeguarding responsibilities.

Intimate Care & Toileting Policy

We protect each child's dignity, privacy and safety when support with personal care is required.

- Intimate care may include support with toileting, changing clothes or other personal-care needs. It will be provided only when necessary and in a way that is appropriate to the child's age, development and individual needs.
- Care will be carried out by appropriately vetted and authorised staff, following safeguarding procedures and any agreed individual care plan.
- Children will be encouraged to be as independent as they can safely manage. Staff will explain what they are doing and seek the child's cooperation wherever possible.
- Gloves, aprons and appropriate hygiene procedures will be used where required, including handwashing and cleaning of surfaces/equipment.
- Personal care will be provided discreetly while maintaining appropriate safeguarding oversight. Staff must never place themselves or a child in an unnecessarily isolated situation.
- Significant accidents, concerns, changes of clothing or unusual incidents will be recorded and shared with parents/carers as appropriate. Any safeguarding concern will be reported immediately under the Safeguarding Policy.

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SEND Policy

We are committed to inclusive childcare and to supporting children with Special Educational Needs and Disabilities (SEND) so that they can participate safely and meaningfully in the service.

- We welcome children as individuals and work with parents/carers to understand strengths, needs, routines, communication methods and reasonable adjustments.
- The setting's SEND Lead will coordinate support and, where appropriate and with suitable consent, liaise with school staff and relevant professionals.
- Individual support, risk-management or care plans will be used where needed and reviewed when circumstances change.
- Activities, routines and the environment will be adapted where reasonably practicable to support access and participation, in line with the Equality Act 2010.
- Staff will receive information, guidance and training appropriate to the needs of children attending the setting.
- Parents/carers will be involved in decisions about support and informed of any significant concerns or incidents affecting their child.

Equality, Diversity & Inclusion Policy

We promote respect, fairness and inclusion for children, families, visitors and staff.

- No child or family will be treated less favourably because of a protected characteristic or family circumstance. We will make reasonable adjustments for disabled children where required.
- Activities and resources will positively reflect different cultures, backgrounds, abilities, family structures and communities.
- Discriminatory, bullying or prejudicial language and behaviour will be challenged promptly and appropriately.
- Staff will model respectful and inclusive behaviour and will consider individual communication, cultural and religious needs when planning care.
- Recruitment, employment and training practices will be carried out fairly and in line with applicable equality legislation.

Behaviour Management Policy (Children)

Our approach is based on positive relationships, clear expectations, consistency and mutual respect. Behaviour is considered in the context of each child's age, development, SEND and individual circumstances.

- Staff will model calm, respectful behaviour and explain boundaries in ways children can understand.
- Positive reinforcement, praise, encouragement, choice and redirection will be used to promote appropriate behaviour.
- Challenging behaviour will be addressed calmly and proportionately. Children may be given time and space to regulate while remaining appropriately supervised.
- Physical punishment, humiliating treatment, threats and any practice that could undermine a child's dignity are prohibited.
- Physical intervention will only be used where necessary to prevent a child injuring themselves or another person, or causing serious damage, and only for the minimum time and level of intervention required. Any such incident will be recorded and parents/carers informed.
- Persistent, significant or concerning behaviour will be discussed with parents/carers and, where appropriate, the school or other professionals so that consistent support strategies can be agreed.
- Behaviour incidents will be recorded and reviewed for patterns, safeguarding concerns and any additional support needs.

Monitoring & Review