

Nursery Lost or Uncollected Child 2026-2027

Revision Number	Date Issued	Prepared by	Approved	Personalised by school	Comments
1	June '24	NR	July 2025		Added DCAT front page.

<i>Type of Policy</i>	<i>Tick ✓</i>
DCAT Statutory Policy	
DCAT Non-statutory Policy	
DCAT Model Optional Policy	
Academy Policy	✓
Local Authority Policy	

Date Agreed:	July 2026
Review Date:	June 2027
Type of Policy:	Academy Policy

We expect children will be picked up at the usual time. Late arrival or collection can cause distress for a child. If you are unavoidably held up and will be late collecting your child, you must inform nursery as soon as possible. Unless the nursery knows the reason for the lateness, we are required to contact the Integrated Front Door (IFD) if a child is left at the nursery for more than 20 mins after their normal collection time.

If there are not any exceptional circumstances and parents are late picking up their child(ren), there will be a charge of £6.50 per 15 mins.

The procedure is:

- The Nursery Manager to call parents from the information given on the registration document. If no reply;
 - Call the emergency contact number on the registration form.
 - If no reply, after 30 minutes the manager will call IFD on 01403 229900 where they will be able to gain advice. Out of hours please phone 03302226664.

At all times two members of staff will be present and they and the child will remain in the setting until Social Services collect the child.

Lost Child

If a child goes missing while in the care of the setting the Nursery staff will take the following action:

- All staff present will be informed, and an immediate thorough search of the Nursery and school grounds will be made.
- Member of the nursery team will ring the school office and ask for extra adults to come and help the search.
- The staff will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- Whilst other staff continue searching, the nursery manager will contact the police.
- The Nursery Manager will inform the parents/carers.
- The Nursery Manager will meet with the police and the missing child's parents/carers. The nursery manager will coordinate any actions instructed by the police.

When the child is safe/receiving treatment the Nursery Manager/Headteacher will:

- Investigate the incident by gathering a report in writing that details times, number of children, ratios, where the event took place and any risk assessments that had been carried out.
- Make detailed reports of the event and review Risk Assessments/Healthcare plans, Safeguarding policies/ lost child policy and any other related policies.
- Will the child require an individual Risk Assessment to prevent a reoccurrence of the accident?
- Contact the LADO (Local Authority Designated Officer) on 03302226450
- Contact the nursery insurance company to discuss the implication the event might have on the nursery.
- Contact OFSTED as soon as possible but within 14 days of the event.