



Lost/ Uncollected Child Procedure



Document and Version Control

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Policy Owner	Regional Manager
Policy Approver	Board of Directors

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8	May 2026	S. Shilling	Updated to new format

Section	Changes Made

Contents

Lost / Uncollected Child Policy..... **Error! Bookmark not defined.**

Document and Version Control2

Purpose and Lost Child on premises..... **Error! Bookmark not defined.**

Lost Child on a trip..... 5

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality across Our Pride, Our Joy in line with The Fierté Multi-Academy Trust.

Purpose of this policy

The purpose of this policy is to ensure all staff and parents/carers are aware of the procedures that will be undertaken if a parent/carer fails to collect a child from our Nursery or Care Club. It also covers the procedure for a lost child situation.

Who the policy applies to:

All staff who will be working with the children in nursery or care club

Uncollected Child Procedure

Check contact details on system:

- If the school office is still open check with them to see if any messages have been left.
- Use emergency contact numbers to contact parents/guardians/family members.
- Ensure child is reassured and kept calm and remains with a member of staff.
- Inform the Manager / Regional Manager. (07398 210286)
- Inform the Police/ Staffordshire Families Integrated Front Door (SFIFD) after approximately **one hour**. 0300 111 8007/ Education Safeguarding Advice Service (ESAS) 01785 895836 or, the Emergency Duty Team (outside office hours) 0345 6042886
- Inform Ofsted. 0300 123 1231

Lost Child Procedure on the school premises

Alert all staff within the room, ensuring all children remaining are safe and supervised:

- Check toilets, classrooms, cupboards etc.
- Alert school staff and create a team to search the school building, outdoor areas and surrounding public spaces.
- Inform emergency services 999.
- Alert parents/emergency contacts.

Once the situation is resolved then contact:

- Ofsted 0300 123 1231
 - Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.

Lost Child Procedure on a trip

All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g., a recent photograph and a detailed description of clothing.

- The organiser will be informed immediately, and all present staff will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm, and supported throughout.
- If appropriate, on-site security will also be informed and a description given.
- The designated person in charge will immediately inform the police and the Regional Manager.
- The designated person in charge will then inform the Nursery or Care Club who will contact the child's parents giving details of what has happened. If the whole Nursery or Care Club is on an outing, all contact details will be taken on the trip by the person in charge.
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children.
- It will be the designated person in charge or the Manager's responsibility to ensure that there are adequate staff to care for the children and get them back safely, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff).
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- In the unlikely event that the child is not found, the Nursery or Care Club staff will follow the police instructions.
- Ofsted must be contacted and notified of the incident and outcome Ofsted 0300 123 1231.