Easebourne Nursery

Lost or Uncollected Children Policy and Procedures

Lead member of staff	Annie Beadle
Governor Committee	Nursery
Chair of Committee signature	
Date of publication	October 2026
Review date	October 2027

LOST OR UNCOLLECTED CHILDREN POLICY and PROCEDURES

Lost Children:
If a child goes missing while in the care of Easebourne Nursery, the following steps will be taken:

- an immediate search of the premises will take place without causing undue concern to the other children.
- the Nursery Manager or Deputy Manager will contact the child's parents/guardians to inform them.
- if the child is not found on the premises, a search of the surrounding area will take place.
- if the child is still not found, the Police will be contacted to conduct a full search.
- throughout these times correct adult:child ratios will be maintained.
- all relevant parties will be informed of the finding, implications and outcome of the review.
- security procedures will be reviewed, and if deemed necessary amended, after the incident.

Uncollected Children:
We expect for all children to be collected at the appropriate time at the end of each session. Unless informed, that an emergency has caused the delay in collection, we will instigate the following procedures.

We will:
- remind parents/guardians who collect their children up to 15 minutes late of the correct collection time and that an additional charge may be made unless there is a genuine reason for the delay.
- encourage parents/guardians to telephone to inform us of any delays in collecting their child, some children do get upset if they are the last to be collected.
- inform parents/guardians that if the lateness occurs (without genuine reasons) more than 3 times in 2 weeks they may risk losing their child's place within the Nursery, as well as implementing additional charges.

If a child is not collected within 30 minutes of the collection time, and we have been uninformed of a parent's delay or unable to contact them or any other authorised adult who could collect their child, they may become the responsibility of the West Sussex County Council Children's Services.

The Nursery Manager or Deputy Manager will:
- telephone the child's parents/guardians and then emergency contacts.
- contact the West Sussex Integrated Front Door (if contact with parents has not been successful) to gain advice and discuss collection of the child.
- ensure that two members of staff are present and remain with the child.

October 2026