



Lost Child / uncollected child policy and procedure

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Reviewed

| When | First Review | Approval |
|------------|--------------|----------|
| 11/12/2015 | JLindow | TWilson |
| 03/01/2016 | JLindow | TWilson |
| 16/01/2017 | JLindow | TWilson |
| 19/09/2017 | JLindow | TWilson |
| 05/08/2018 | JLindow | TWilson |
| 25/04/2021 | JLindow | JWilson |
| 01-09-2023 | JLindow | TWilson |
| 26-02-2026 | JLindow | TWilson |

Lost Child and Uncollected Child Policy

Lilly Brook Childcare Ltd

Policy Statement

At Lilly Brook Childcare Ltd the safety, security and emotional wellbeing of every child is our highest priority. Robust procedures, vigilant supervision and clear staff responsibilities minimise risk. Should a child become lost or remain uncollected, staff act immediately, follow defined lines of accountability and involve external agencies without delay.

Legal & Statutory Framework

This policy is informed by:

- Statutory Framework for the EYFS
 - Children Act 1989 & 2004
 - Working Together to Safeguard Children (2023)
 - Data Protection Act 2018 / UK GDPR
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Roles & Responsibilities

Designated Safeguarding Lead (DSL): Jenna Lindow
Deputy DSL: Ashleigh Keel



In the absence of the DSL, the Deputy DSL assumes full responsibility.

The manager/DSL leads liaison with police, children's social care and the regulator.

1. Lost Child Procedure

Prevention

We reduce the likelihood of a child going missing by ensuring:

- Statutory ratios are met or exceeded at all times.
 - Active supervision indoors and outdoors.
 - Regular headcounts, particularly during transitions.
 - Daily risk assessment of environments and outings.
 - Secure entry/exit systems.
 - Clear allocation of staff responsibilities for groups of children.
-

If a Child Is Discovered Missing

Immediate Actions (minutes matter)

1. The staff member alerts the manager/DSL **immediately**.
 2. Remaining children are gathered in a safe place and a full register and headcount is completed. Ratios are maintained.
 3. Staff undertake an urgent, systematic search of:
 - indoor areas
 - outdoor areas
 - toilets, cupboards, quiet spaces
 4. Entrances/exits are checked and monitored.
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If the Child Is Not Located Following the Immediate Search

The manager/DSL will:

1. **Contact police via 999 without delay.**
 2. Inform parents/carers.
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3. Contact Bromley MASH for safeguarding support.
4. Notify the (Ofsted) regulator as soon as reasonably practicable and within 14 days.

Staff continue searching until police advise otherwise.

While the Search Continues

- Children are kept calm and supervised.
 - Age-appropriate reassurance is provided.
 - Normal routines resume where possible to reduce anxiety.
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Recording Requirements

A detailed written record will include:

- exact time child noted missing
- last known location
- staff deployment
- searches undertaken
- time parents & agencies informed
- advice received
- outcome

Records are signed, dated and stored securely.

After the Incident

The provider will conduct a full safeguarding and operational review.

This may include:

- updating risk assessments
- changes to deployment
- supervision improvements
- staff training
- consideration of disciplinary action
- referral to the LADO if staff conduct is in question

Parents will be kept informed of findings where appropriate.



2. Uncollected Child Procedure

Prevention

- At least two emergency contacts are held.
 - Written collection permissions are maintained.
 - Identification is required where collectors are unknown to staff.
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If a Child Is Not Collected

0–15 Minutes

- Check messages.
- Attempt contact with primary carers.

15–60 Minutes

- Continue attempts using all available numbers.
 - Contact emergency contacts.
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After 1 Hour Without Contact

The manager/DSL will contact Bromley MASH and follow their direction.

Staff will:

- reassure the child
- offer comfort, food or drink as appropriate
- maintain a calm environment

Under no circumstances will a child be released to an unauthorised person.



If Children's Social Care Advise Collection

Identification will be verified and a full handover record completed.

Confidentiality & Information Sharing

Information will be shared on a need-to-know basis to protect the child. All records are processed in line with data protection legislation.

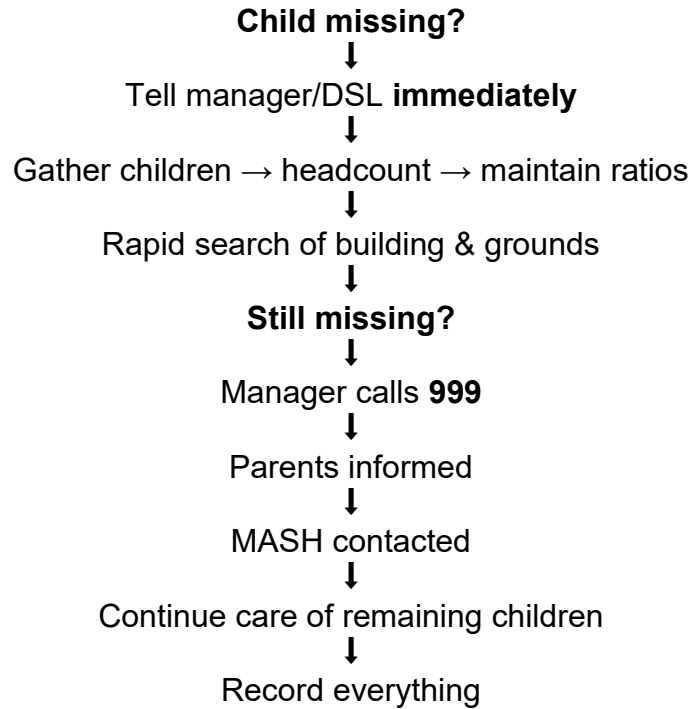
Policy Review

Reviewed annually or immediately after any activation of the procedure.



QUICK STAFF FLOWCHART (for noticeboard / induction)

LOST CHILD



UNCOLLECTED CHILD

