



# MISSING PERSON POLICY

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# Missing Person Policy

This Policy is written and should be read in conjunction with LEAPS Suffolk Health and Safety policy. It contains guidance for all staff and volunteers on the emergency procedures to be enacted should an attendee be discovered to be missing.

## Communicating the policy

Staff, existing parents/carers and prospective parents/carers will be informed of the policy via LEAPS Suffolk website. The policy folder is also situated at the front desk. Copies are available at the request of parents/carers.

## Purpose of Missing Person Policy

The purpose of this policy statement is to give all staff and volunteers a clear understanding and framework of actions with which to respond if an attendee goes missing.

This policy aims to:

- Provide a clear procedure for each potential scenario that is understood and effectively implemented by all staff immediately if an attendee is found to be missing.
- Enable the missing attendee to be located as quickly as possible and given the appropriate level of safety and security

## Standard Preventative Measures

In accordance with LEAPS Suffolk's Health and Safety policy the potential risks of an attendee going missing during the session have been minimised by the following measures.

- A risk assessment is carried out before the start of the session. Any concerns regarding the security of the building is reported to the person in charge and the appropriate action taken
- All exits and entrances to the premises are secure.
- Attendees are accompanied at all times by a member of staff or two where appropriate depending on numbers and the attendee's needs.
- Risk assessments are in place for all routine activities at the session.
- All members of staff have up-to-date safeguarding training.
- Some members of staff have recognised First Aid
- Most members of staff have charged walkie talkies with them at all times and the person in charge has a charged mobile phone.
- Designated members of staff have access to the written emergency contacts for each attendee. The emergency contact numbers are stored on the Club's mobile phone
- Staff are required to carry out a head count every 45 minutes throughout the session and record where each attendee is. Or whenever a transition takes place, whichever is sooner.
- At the start of the session a member of staff mans the external gate of the building to ensure each attendee is safely delivered to the session.
- At the end of the session a member of staff is on the external gate to ensure each attendee is safely returned to their parent or carer.

## **First Steps Emergency Procedure**

Upon discovering that an attendee is missing it is important that there is a clear plan of action. The following steps must be taken.

- If a voluntary helper discovers that an attendee is missing, they must immediately notify the supervisor or the nearest available member of staff. They must give the name of the person, their last-known location and when the attendee was last seen. They should then assist in the organised search for the attendee as directed by the supervisor or deputy supervisor.
- If a member of staff discovers an attendee is missing, they will immediately notify the supervisor. They must give the attendee's name, their last location and when they were last seen. They will then assist with the search as directed by the supervisor. One member of staff will check the headcount sheet to see the area where the person was last recorded to be.
- If the manager is not present, they must be informed immediately that an attendee has gone missing by the member of staff supervising the group while the search is being conducted. The supervisor for the session will take charge while the search continues.

## **Emergency Procedure in the Premises**

If an attendee is found to be missing the following action must be taken immediately:

- One member of staff will immediately leave the room to check the lavatories and all other rooms that are accessible to the attendees.
- Designated staff will stay with the other attendees. These staff will check under desks and in other possible places such as cupboards within the main room where the attendee may be concealed. They must not alarm the other attendees
- The attendees should be asked when they last saw the missing person to determine whether they witnessed anything that will assist in the search.
- The third member of staff and other staff that are available will immediately leave the building in order to check the surrounding streets in case the attendee has left via the exit.
- The first member of staff will call the third staff member outside as soon as a search within the building has been completed.
- If the attendee has not been found at that point the police must be called.
- The parents must then be informed that their child has gone missing and the police have been called. The emergency phone numbers for each attendee's parents and carers and their nominated emergency contacts are kept in the white clipboard and on a password - protected document on the laptop.
- The third member of staff and other available staff will continue conducting the exterior search until the attendee has been found or the police have arrived.
- If the Manager is absent, she must be informed as soon as possible

## **Additional Emergency Procedures**

Once the police have arrived in any of the above circumstances the supervisor will ensure that all staff and volunteers follow the instructions of the police officers in attendance. They can be given a photograph of the attendee from the folder kept in the locked cupboard in the room. On advice from

the Police in attendance, the supervisor will also inform Social Services and any other relevant agencies of the attendee's disappearance.

## **Resolution Procedures**

When a missing attendee has been located and safely returned to Club, their parents or carers must be informed of the incident. The manager and deputy will conduct an investigation into the circumstances of the attendee's disappearance. This will assist in identifying any factors that need to be addressed by the organisation or communicated to the parents to prevent a recurrence of an attendee going missing.

This review process must be documented, and the report saved in both hard copy and password-protected electronic copy to ensure best practice. Any changes to the organisation's policies and procedures considered necessary by the manager and must then be instituted immediately. Ofsted must be notified if a person goes missing.