



Regular head counts of children should be taken, staff should be aware of all children's whereabouts at all times and the number of children they have under their supervision in an activity area. If a child's whereabouts is not known, then staff should immediately begin a search.

As soon as a child is thought to be missing from a site the member of staff should immediately notify the Site Leader and a register should be taken. At the Xcel Leisure Complex, the Site Leader must immediately notify the Duty Manager from Places for People. At a school, the caretaker must be immediately notified. All children should be kept in one area, supervised by the required number of staff.

If the child is within sight, the child should be followed and other staff made aware. Their parent and PDO¹ must be informed.

If the child is confirmed to be missing, then the Site Leader should immediately:

1. Send out staff to search for the child whilst keeping all other children in one area supervised by the appropriate number of staff.
2. Call the Police on 999 from a landline or 112 from a mobile. The Police will want to know:
 1. The location
 2. Next of kin of the missing child
 3. Detailed description of the child including age and sex. Work down from the head to the toes including as much clothing description as possible.
 4. Circumstances of any incident that may have triggered the disappearance i.e. how long missing for, when and where last seen, was there an argument? etc.
 5. Who is searching for the child, where the searcher is, and what is their contact mobile number if possible.
3. Immediately after speaking to the Police, the Site Leader must phone the PDO and inform them of the situation.
4. The PDO is then responsible for:
 1. Immediately informing the Leisure Development Manager and Head of Leisure and Cultural Services of the incident (keep the above informed at all times)
 2. Call the Parent on the contact numbers provided.
 3. At this point the Communications Team should also be informed of the incident, in case of any approaches via the local media. They will require the bare minimum of information and will not release full details to the media.
 4. The PDO will go to the site

¹ PDO refers to the Play Development Officer

5. They will talk to all staff and ask them to write down their recollections of the incidents.
 6. The PDO will gather together staff on the site reassure them and find out if they are okay. They will be kept informed of what has happened.
5. On return to the Civic Centre, the PDO should write up all accounts of the incident and co-ordinate the gathering of incident reports from any other members of staff involved.
 6. Once the child is found, please ensure that the Parent, the Police the Leisure Development Manager, the Head of Leisure and Cultural Services and the Communications Team are informed.
 7. Above all stay calm. Remember, minutes count with a missing child.