Missing Child Policy

Policy statement

At our Buzzers Academies Clubs and Camps, the safety of each child is our highest priority. Our Risk Assessment, taken at the start of each Club/Camp period, will highlight any potential risks or concerns relating to the safety and suitability of the venue, and subsequent changes and actions will be made to eliminate these risks. In the extreme event that a child goes missing whilst at a Buzzers Academies Club/Camp, we undertake the following procedures:

Child going missing on the premises -

- As soon as it is noticed that a child is missing, the staff member responsible for that child will alert the Club/Camp 'lead' tutor' immediately.
- The 'lead' tutor will ensure all other children are accounted for (based on the booking system register).
- The 'lead' tutor will alert the company Managing Director.
- The 'lead' tutor will immediately check the building and then call the Police.
- The 'lead' tutor will contact the parent/carer/guardian of the missing child and if they are non-contactable, the 'lead' tutor will call the 'Emergency Contacts' on our booking system.
- The company Operations Manager and/or Managing Director will come to the Club/Camp and complete a thorough search of the building and surrounding areas.
- Doors and gates will be checked to see if there has been a breach of security, whereby a child may have wandered out.
- The company Operations Manager and/or Managing Director will speak to all Club/Camp staff to find out when and where the child was last seen, and feedback will be recorded.
- The company Managing Director will then inform Ofsted of the missing child.
- The 'lead' tutor will complete an 'Incident Report Form' and file it privately and securely.
- If the incident warrants a Police investigation, all Club/Camp staff must cooperate fully. In this case, the Police will handle all aspects of the investigation including interviewing Buzzers Academies staff. Children's Social Care Team may also be involved if it seems likely that there is a child protection issue to address.
- In the event of disciplinary action needing to be taken against a member of Buzzers Academies staff, Ofsted will be informed.
- The company insurance provider will also be informed of the incident.

Managing staff and parents

'Missing children' incidents are very worrying for all individuals concerned. Part of managing the incident is to try to keep everyone as calm as possible. Understandably, the Club/Camp staff will feel worried about the child, especially the key person responsible for the safety of that child. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.

- **Staff** may be the understandable target of parent anger and they may be afraid. The company Managing Director will ensure that staff under investigation are not only fairly treated but also receive support and guidance during this vulnerable period.

- **Parents/carers/guardians** may feel angry, and extremely worried. They may want to blame Buzzers Academies staff and may single out one particular member of staff member over others, or they may direct their anger at the 'lead' tutor. When dealing with a distraught and angry parent, there should always be two members of Buzzers Academies staff present; one of whom should be the Club/Camp 'lead' tutor and the other should be the company Managing Director or Safeguarding Officer (DSL). No matter how understandable the parent's anger may be, aggression or threats against Buzzers Academies staff are not tolerated and the Police will be called if necessary.

- The other **children** in attendance at the Club/Camp are also sensitive to what is going on around them. They may also be worried and feeling anxious. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should continue to reassure them and re-focus their attention on the Club/Camp activities.

- In accordance with the severity of the outcome, Buzzers Academies staff may need counselling and support. If a child is not found, found injured, or worse, this will be a very difficult time for all individuals involved. The company Managing Director will use their discretion to decide what action to take.

- Club/Camp staff must not discuss any information regarding the missing child incident with anyone external from the company.

This policy was reviewed and/or updated on 20/10/2026