

## **Missing or Uncollected Students Policy**

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## **1. Introduction**

National Youth Ballet has a responsibility for the welfare and safety of its student members. Members of staff/volunteers should make every reasonable effort to locate missing students and to inform relevant parties including, if necessary, the Police; and to make appropriate arrangements for the safety and welfare of any students not collected by parents or guardians at an agreed, expected or required time.

## **2. Missing Students Definition**

For the purpose of this policy, a student is deemed to be missing if they are absent from artistic classes or from the residential areas without authorisation or explanation. In Non-Residential activity this policy will mostly apply if students fail to return from a break rather than if they fail to attend at the start of a day.

## **3. Procedure to be followed by National Youth Ballet Staff (Non-Residential)**

If a student member does not arrive for the start of the day parents will be notified as soon as possible. Once NYB staff have notified parents their responsibility in this regard will be deemed to have been discharged.

Any member of staff discovering that a student member is missing during the day should notify the lead instructor who will follow the process below, escalating to the Creative Director / Head of Pastoral Care or CEO at the earliest possible opportunity:

- i. initially ask the student group if they are aware of any reason for absence
- ii. check the National Youth Ballet designated areas in the venue (including toilets, common rooms, cafes)
- iii. notify security within the venue to arrange a search of the wider area
- iv. double check any approved absence
- v. contact the student using their mobile phone number
- vi. call the home of the missing student and speak to the parent or leave a voicemail. If they are not able to speak to the parent directly an email will be sent as well.
- vii. If the student is still found to be missing the CEO should be notified and a decision should be taken on whether it is appropriate to involve the police.
- viii. advise all staff/volunteers immediately to notify the lead instructor if the student is located.
- ix. If the student is found, or the incident is otherwise resolved, parents, staff, police (if involved) and other students (if appropriate) should be informed that the student has been located.
- x. All members of staff involved should complete an incident statement detailing their involvement in the incident, timings and any other significant factors. This should be signed and dated. It should be completed as soon as possible and no later than 24 hours after the incident.
- xi. The CEO / Creative Director will collate these reports and the facts will be reported to the trustees along with any lessons learned.
- xii. The CEO / Creative Director should consider if they need to file a safeguarding concern as a result of the absence.

#### **4. Procedure to be followed by National Youth Ballet Staff (Residential)**

Any member of staff discovering that a student member is missing should immediately notify the Head of Pastoral Care who will:

- i. Check the artistic timetables.
- ii. Check for any approved absence with the student's residential House Parent.
- iii. Contact the student using their mobile phone number.
- iv. Speak to other students to shed light on the absence and, if needed, ask them also to call the missing student.
- v. Organise a search of the site and the boarding houses.
- vi. Call the home of the missing student
- vii. If the student is still found to be missing, the Head of Pastoral Care should then inform the CEO and a decision should be taken on whether it is appropriate to involve the police.
- viii. Advise all staff/volunteers immediately to inform the Head of Pastoral Care if the student is located.
- ix. If the student is found, or the incident is otherwise resolved, parents, staff, police (if involved) and other students (if appropriate) should be informed that the student has been located.
- x. All members of staff involved should complete an incident statement detailing their involvement in the incident, timings and any other significant factors. This should be signed and dated. It should be completed as soon as possible and no later than 24 hours after the incident.
- xi. The CEO / Creative Director / Head of Pastoral will collate these reports and the facts will be reported to the trustees along with any lessons learned.
- xii. The CEO / Creative Director / Head of Pastoral should consider if they need to file a safeguarding concern as a result of the absence.

#### **5. Uncollected Students (Non-Residential)**

This procedure is to be followed in the event of students not being collected by parents or guardians at the allocated collection times. The following procedure should be observed:

- i. The Lead Instructor should contact the parents and/or guardians to ascertain the reason for non-collection. Contact details are on file and the Workshop Lead, CEO and Creative Director have access to this information.
- ii. Members of staff/volunteers should oversee the student until they are collected. A student can only be left alone with one adult if they are a licensed chaperone. If no chaperone is present, then two adults will need to stay with the student.
- iii. If necessary, appropriate and practical to do so, refreshments and/or meals should be offered to the student.
- iv. If necessary, safe and possible, arrangements to convey the student to their destination should be made after the parent/guardian has emailed the National Youth Ballet office with their agreement and travel instructions, ie. for their child to travel alone in a taxi or on public transport; with designated chaperones or other outside agencies; or any other specified arrangement.

- v. National Youth Ballet staff/volunteers are to remain 'on duty' until the satisfactory completion of all agreed 'hand-over' arrangements. Or members of staff/volunteers will remain with the student until they have been collected by a parent/guardian.
- vi. If the student remains uncollected or cannot safely be conveyed to their destination, further arrangements will be put in place as necessary following consultation between all relevant parties and documented in writing.

#### **6. Uncollected Students (Residential)**

This procedure is to be followed in the event of students not being collected by parents or guardians at the allocated departure times. The following procedure should be observed:

- i. The Head of Pastoral Care should contact the parents and/or guardians to ascertain the reason for non-collection. Contact details are on file and the Workshop Lead, CEO and Creative Director have access to this information.
- ii. Members of staff/volunteers should oversee the student until they are collected. A student can only be left alone with one adult if they are a licensed chaperone. If no chaperone is present, then two adults will need to stay with the student.
- iii. If appropriate and practical to do so, refreshments and/or meals should be offered to the student.
- iv. If necessary, safe and possible, arrangements to convey the student to their destination should be made after the parent/guardian has emailed the National Youth Ballet office with their agreement and travel instructions, ie. for their child to travel alone in a taxi or on public transport; with designated chaperones or other outside agencies; or any other specified arrangement.
- v. National Youth Ballet staff/volunteers are to remain 'on duty' until the satisfactory completion of all agreed 'hand-over' arrangements. Or members of staff/volunteers will remain with the student until they have been collected by a parent/guardian.
- vi. If the student remains uncollected or cannot safely be conveyed to their destination, further arrangements will be put in place as necessary following consultation between all relevant parties and documented in writing.

#### **7. Links to other Policies**

Safeguarding Policy