

## Missing or Uncollected Participant Policy

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## **1. Introduction**

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

## **2. Missing Participants Definition**

For the purpose of this policy, a participant 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 participants 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 participant does not arrive for the start of the day, parents and/or carers will be notified as soon as possible. Once NYB staff have notified parents and/or carers their responsibility in this regard will be deemed to have been discharged.

Any member of staff discovering that a participant 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 participant 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 participant using their mobile phone number (if they have one)
- vi. call the home of the missing participant and speak to the parent and/or carer or leave a voicemail. If they are not able to speak to the parent and/or carer directly an email will be sent as well.
- vii. If the participant 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 participant is located.
- ix. If the participant is found, or the incident is otherwise resolved, parents/carers, staff, police (if involved) and other participants (if appropriate) should be informed that the participant 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 participant is missing should immediately notify the Safeguarding and Support Team Manager who will:

- i. Check the artistic timetables.
- ii. Check for any approved absence with the participant's residential House Parent.
- iii. Contact the participant using their mobile phone number (if they have one).
- iv. Speak to other participants to shed light on the absence and, if needed, ask them also to call the missing participant.
- v. Organise a search of the site and the boarding houses.
- vi. Call the home of the missing participant.
- vii. If the participant is still found to be missing, the Safeguarding and Support Team Manager 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 Safeguarding and Support Team Manager if the participant is located.
- ix. If the participant is found, or the incident is otherwise resolved, parents/carers, staff, police (if involved) and other participants (if appropriate) should be informed that the participant 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 / Artistic Director / Safeguarding and Support Team Manager will collate these reports and the facts will be reported to the trustees along with any lessons learned.
- xii. The CEO / Artistic Director / Safeguarding and Support Team Manager should consider if they need to file a safeguarding concern as a result of the absence.

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

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

- i. The project manager/project coordinator should contact the parents and/or carers to ascertain the reason for non-collection. Contact details are on file and the project manager/project coordinator and Creative Director will have access to this information.
- ii. Members of staff/volunteers should oversee the participant until they are collected. A participant can only be left alone with one adult if they are a licensed chaperone or hold an enhanced DBS certificate. If no chaperone is present, then two adults will need to stay with the participant.
- iii. If necessary, appropriate and practical to do so, refreshments and/or meals should be offered to the participant.
- iv. If necessary, safe and possible, arrangements to convey the participant to their destination should be made after the parent and/or carer has emailed the National Youth Ballet team in

writing 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 participant until they have been collected by a parent and/or carer.
- vi. If the participant 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 Participants (Residential)**

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

- i. The Safeguarding and Support Team Manager (SSTM) should contact the parents and/or carers to ascertain the reason for non-collection. Contact details are on file and the SSTM, CEO and Artistic Director have access to this information.
- ii. Members of staff/volunteers should oversee the participant until they are collected. A participant can only be left alone with one adult if they are a licensed chaperone or hold an enhanced DBS certificate. If no chaperone is present, then two adults will need to stay with the participant.
- iii. If appropriate and practical to do so, refreshments and/or meals should be offered to the participant.
- iv. If necessary, safe and possible, arrangements to convey the participant to their destination should be made after the parent and/or carer has emailed the National Youth Ballet office in writing 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 participant until they have been collected by a parent and/or carer.
- vi. If the participant 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

<b>NYB Values</b>	
Safe	We champion healthy and sustainable practice.
Nurturing	We contribute to a mutually positive and nurturing experience.
Respectful	We are respectful of each other, and show this in our interactions with everyone; both online and in person.
Inclusive	We value diversity and proactively seek to create an inclusive environment for all stakeholders.
Communal	We are a community and we grow from our shared experience.
Creativity and Artistry	At our core we are creative and collaborate in our creative process.
Challenging	We challenge perceptions about what ballet is and conventions about who ballet is for.
Sustainable	We acknowledge that there is a climate emergency. We are action-oriented and committed to using our influence, resources and skills to be a positive force for change.
Exceptional	We work hard to create high quality educational and dance experiences.