



Emergency Missing Child (Non-Arrival) Policy

1. Purpose

This policy sets out how Kanga Sports Ltd responds when a child is expected to attend a session but does not arrive, and their whereabouts **cannot be established**.

The purpose of this policy is to:

- Safeguard children by ensuring a clear and immediate response where a child may be missing
- Provide staff with clear procedures for escalation
- Ensure timely communication with parents, schools and external agencies
- Support risk-based decision-making led by the DSL

2. Scope

This policy applies where a child is expected to attend but has not arrived and there is concern for their safety or wellbeing. It applies to all out of school hours provision, including:

- Breakfast clubs
- Parent-paid after-school activity clubs
- Wraparound childcare clubs
- Holiday clubs

It applies to all Kanga staff, including managers, coaches, support staff, volunteers and sub-contractors.

3. Definitions

Missing Child (Non-Arrival)

A child may be considered “missing” where they are expected to attend but do not arrive, **and** one or more of the following:

- No contact can be made with parents/carers or emergency contacts



- Their whereabouts cannot be established and there is concern for their safety or wellbeing

Absent Child

Where a child is expected to attend but does not arrive and contact has been made with a parent/carer or emergency contact, and there is no concern for safety or wellbeing, a child will be considered “absent”.

Lost Child

Where a child goes missing while in the care of the provision. Please see Lost Child Policy for this situation.

DSL (Designated Safeguarding Lead)

The member of staff with the lead responsibility for safeguarding and child protection within the organisation. The DSL provides advice and support to staff, manages safeguarding concerns, and makes referrals to external agencies where required.

DDSL (Deputy Designated Safeguarding Lead)

A trained member of staff who supports the DSL and takes on safeguarding responsibilities in their absence. The DDSL has the same level of training and authority to act as the DSL when required.

4. Immediate Actions

All staff should follow the steps in Child Absence and Attendance Policy, Section 6. As a summary this is:

- 1. Confirm expected attendance**
 - Check registers and booking systems
 - Confirm the child was expected to attend
- 2. Check internal communication**
 - Review messages from parents/carers
 - Check with school (where applicable)
- 3. For After School Club or Wraparound Club, liaise with school office**



- Confirm whether any absence has been reported during the school day, either with the school office or directly with the class teacher.
 - This check must take place immediately and without delay.
 - If no absence has been reported and the child was in school, move to the Lost Child Policy.
4. **For Breakfast Clubs and Holiday Clubs, attempt contact with parents/carers**
- Contact primary parent/carer immediately
 - Request confirmation of child's whereabouts
5. **Contact emergency contacts**
- If no response from primary contact
6. **Escalate to DSL/DDSL immediately**
- Provide full information on actions taken

5. DSL Risk Assessment and Decision-Making

The DSL/DDSL will assess risk and determine appropriate next steps, by:

- Assessing the level of risk based on available information
- Considering the child's age, vulnerability, SEND, medical needs and known safeguarding information
- Considering any patterns of absence or previous concerns

6. When to Contact Police or External Agencies

The DSL/DDSL will assess risk and determine appropriate next steps where a child's safety or whereabouts are uncertain.

Contact the police immediately (999) where:

- There is reason to believe the child is at immediate risk of harm
- There are concerns about abduction, coercion, or the child being taken by an unauthorised adult



- The child is very young or highly vulnerable and cannot be located

Emergency contact

Police (Emergency): **999**

Report as a missing child (police):

- The child's whereabouts cannot be established after reasonable checks and contact attempts
- There is concern for the child's safety or wellbeing

Police contact

Police (Non-emergency): **101**

Report as a welfare concern (police):

- The child's location is known but there are concerns about risk of harm in that location

Police contact

Police (Non-emergency): **101**

Contact children's social care where:

- The concern meets safeguarding thresholds
- There are ongoing concerns about neglect, vulnerability or risk factors

Children's Social Care Contact

Bradford (West Yorkshire):

- Integrated Front Door (IFD): **01274 433999**
- Emergency Duty Team (out of hours): **01274 431010**

North Yorkshire:

- Children's Social Care (Customer Service Centre): **0300 131 2 131**
- MAST Consultation Line (professional advice): **01609 535070**



Information to provide to police

When contacting the police, the DSL/DDSL should be prepared to provide:

- Child's full name, age and description
- Last known location and time expected
- Details of attempts to contact parents/carers and emergency contacts
- Known vulnerabilities or safeguarding concerns
- Any previous missing episodes or patterns

All actions must be taken in line with the Safeguarding, Prevent Duty and Child Protection Policy.

External Notifications

The DSL/DDSL will assess whether the incident raises any safeguarding concerns and consider whether a referral to the Integrated Front Door (IFD) / Children's Social Care is required in line with local safeguarding procedures.

The DSL/DDSL will notify Ofsted of any serious incident, including a lost child, without delay and in line with statutory requirements. This is completed via the Ofsted online notification system.

All actions must be taken in line with the Safeguarding, Prevent Duty and Child Protection Policy.

7. Additional Actions by DSL

The DSL/DDSL may also:

- Continue attempts to contact parents/carers and emergency contacts
- Liaise with the host school or relevant professionals
- Take further action in line with Section 6, including requesting a police welfare check where appropriate
- Share information with appropriate agencies in line with safeguarding guidance

All decisions must be proportionate, timely and clearly recorded.



8. Communication with Parents/Carers

Where contact is established:

- Confirm the child's safety and location
- Clarify reasons for non-attendance
- Record the outcome

Where concerns remain:

- Inform parents/carers of actions taken where appropriate
- Continue safeguarding procedures as required

9. Related Policies

This policy should be read alongside:

- Safeguarding, Prevent Duty and Child Protection Policy
- Child Absence and Attendance Policy
- Lost Child Policy
- Data Protection Policy

10. Review

Written by: Sian Wysocki - Managing Director

Approved by: Board of Directors

Date: 30.03.26

Review Date: March 2027

This policy will be reviewed annually or sooner if there are changes to legislation, guidance or local safeguarding procedures.