



ELHAP Missing User Policy

Aim

In the event of a service user becoming lost whilst in the care of ELHAP (A Special Needs Adventure Playground) the procedures detailed below will be immediately put into place. These ensure that a systematic approach to finding the user is taken and consideration is given to the levels of risk.

Procedures

We will ensure a search is made for the user as soon as we become aware that a user is missing. Parents and authorities will be notified at the appropriate stage, and a high level of care will be maintained to other users at ELHAP whilst procedures are followed.

ELHAP is a secure setting and users that have a history of absconding are provided with higher levels of support. Consequently, there are a limited number of situations where a user could go missing but in the event of this happening the following procedures will be followed:

- The Manager or senior staff will be alerted immediately
- Enquiries will be made by senior staff of the relevant members of staff, as to when the user was last seen and where
- If appropriate, enquiries will be made by senior staff of the remaining users as to when the missing user was last seen and where.
- Senior staff will appoint a person or people to immediately carry out a thorough search of the ELHAP premises
- The remaining users will be gathered into one large group, e.g. for a film in cinema room to ensure their security and well-being
- Doors and gates will be checked by senior staff to see if there has been a breach of security whereby a user could wander out.
- The administrative staff will immediately check the signing in log to ascertain who is on the school site
- If the user cannot be found within fifteen minutes, the parents and the police must be informed
- The search will continue, widening the area until the police arrive
- Staff will ensure the safety of the other users with regards to supervision and security whilst a search is taking place

If a user goes missing from an outing, where parents are not present, the following procedures will be followed:

- As soon as it is noticed that a user is missing, staff on the outing will ask users to stand with their designated staff and carry out a headcount to ensure that no other user has gone astray
- At any venue, the staff will contact the venue's security who will handle the search and contact the police if the user is not found
- One designated staff member will search the immediate vicinity whilst the other staff will supervise the remaining users
- Senior staff at ELHAP will be informed as appropriate, if s/he is not present on the outing
- Senior staff will make his/her way to the venue to aid the search and be the point of contact for the police as well as support staff
- Staff will take the remaining users back to ELHAP
- Senior staff will contact the user's parents or carer and report the user missing to the police

When the User Is Found

- Two members of staff will care for and talk with the user
- When the situation has been resolved the members of staff should review the reasons for it happening and implement measures to ensure that it does not happen again
- An incident form will be completed and sent to parents/carers. The ELHAP Manager and Board of Trustees will be informed
- Records of incidents will be filed securely by senior staff
- Any absconding behaviour will be reported to OFSTED and to the relevant local authority

Implemented by the ELHAP Manager on 27th February 2015