**Youth work in QCHA buildings and local community spaces**

When the young arrive at the location the member of staff should take their name and a contact number for the parent/carer.

If a child is missing or leaves a venue without the staff knowledge and agreement the following action will be taken:

* An immediate head count will be carried out to ensure that all the other children are present.
* An adult will search the immediate vicinity.
* The youth work staff will contact the family. Parents will then be asked to travel to the venue or setting if possible.
* Staff arrange for the remaining children to be collected by parents.
* Inform and involve the Youth Work Coordinator
* Inform and involve other QCHA staff members where possible (e.g. caretakers)
* Contact the Police and pass on details of the young person.
* The Youth Service will fully cooperate with any Police investigation and any safeguarding investigation by the local authority.
* QCHA insurers would be informed as soon as reasonably practicable.

**After the incident**

* If the child is found injured and taken directly from the scene of the accident to hospital for treatment a QCHA member of staff would attend until a parent or guardian arrives.
* Talk to, take care of and, if necessary, comfort the child
* Speak to the other children to ensure they understand why they should not leave the premises/separate from a group.
* An appropriate member of QCHA staff will speak to the parents to discuss events and give an account of the incident.
* An accident/ incident report should be completed and should involve all concerned providing written statements
* Media queries should be referred to [Contactus@qcha.org.uk](mailto:Contactus@qcha.org.uk)

The report should be detailed covering: time, place, numbers of staff and children, when the child was last seen, what appeared to have happened, the length of time that the child was missing and how s/he appeared to have gone missing, as well as lessons for the future.

**Trips**

When the young people arrive at the location for the trip a member of staff should identify an area/place where the young people should go if they get lost. They must also be given specific times for meeting up (as per Risk Assessment).

If a child is missing and/or does not meet at an arranged time or location the following action will be taken:

* An immediate head count will be carried out to ensure that all the other children are present
* An adult will search the immediate vicinity whilst other methods of trying to contact the pupil may be used.
* Contact the venue manager and arrange a search.
* Inform the Youth work Coordinator that a child is missing and discuss the next step for those on the trip.
* The member of staff in charge of the trip will contact the family. Parents will then be asked to travel to the venue or setting if possible.
* Contact the Police and pass on details of the young person
* Staff take the remaining pupils to a safe location (back to the transport/youth club or remain at the venue in a specific location)
* The Youth Service will fully cooperate with any Police investigation and any safeguarding investigation by the local authority.
* QCHA insurers would be informed as soon as reasonably practicable.

**After the incident**

* If the child is found injured and taken directly from the scene of the accident to hospital for treatment a QCHA member of staff would attend until a parent or guardian arrives.
* Talk to, take care of and, if necessary, comfort the child
* Speak to the other children to ensure they understand why they should not leave the premises/separate from a group.
* An appropriate member of QCHA staff will speak to the parents to discuss events and give an account of the incident.
* An accident/ incident report should be completed and should involve all concerned providing written statements
* Media queries should be referred to [Contactus@qcha.org.uk](mailto:Contactus@qcha.org.uk)