

Missing Child Policy

The safety of all our students is paramount and is **everyone's responsibility**. We ensure the safety, happiness, and well-being of all our students and provide an overall average ratio of one staff member to four students. The importance of student supervision is extensively covered during staff induction.

All staff are residential and live on-site, sleeping in the same houses as our students. Each student is allocated a House Parent upon arrival, who will take care of their welfare and happiness for their stay.

Centre security procedures

Students are registered daily at least three times a day:

- At the start of morning coaching/teaching
- At the start of afternoon coaching/teaching
- At bedtime
- In addition, further registers are taken on certain days at breakfast, lunch, or dinner.

Onsite the overall staff-to-student ratio is 1:4.

During excursions, children will be registered:

1. Before boarding the coach
2. On the coach just before departure
3. At the excursion destination drop-off point
4. At various times during the day, depending on age and group size and according to the following ratios:
 - a. Minimum 1 adult for every 10 children aged 9 - 11
 - b. Minimum 1 adult for every 15 children aged 12 – 14
 - c. Minimum 1 adult for every 20 children aged 15 +
5. At the end of the day before departure and once on the coach before departure

What to do if a child is missing during registration onsite

Any child missing from registration should be reported to the site office immediately. The Administrator and/or Centre Manager will call the child's mobile phone (if known to have one) before organising a search for the child. Bedrooms, friends' bedrooms, and bathrooms are checked first, followed by a more comprehensive search of the boarding houses and the rest of the site. Parents, police or other local authorities are contacted if necessary. Depending on the circumstances, the Designated Safeguarding Lead (the Centre Manager) may inform the Local Safeguarding Children Partnership (LSCP) and will coordinate fully with any safeguarding investigation.

What to do if a child is missing during registration offsite

Any child missing from registration should be reported to the site office immediately. The Excursion Supervisor will then call the child's mobile phone (if known to have one), ask friends and organise a search for the child. Parents/guardians will be informed and, if appropriate, the police or other local authorities.

All children are required to provide their Group Leader with a mobile phone number on which they can be contacted during off-site excursions, whether this is their own or that of a friend. Children off-site wear wristbands and/or ID cards with the company contact information on it – the head office phone number. The Centre Office is always staffed while children are offsite and can provide support to searches where necessary.

Certain sites will have non-Exsportise camps running simultaneously, and other staff/children will be nearby on site. These and other sites have certain areas which act as public thoroughfares and will have members of the public walking through the areas where the Exsportise camps are operating. At these sites, children must wear Exsportise wristbands or carry Exsportise cards at all times, and any person in the Exsportise areas not working for Exsportise or wearing an Exsportise wristband or badge must be reported to the Centre Manager. Any visitors must be signed into the site office and issued with an Exsportise visitor pass (to be returned on leaving the site when the visitor signs out).

What to do if a child does not arrive as planned at airport/rail station

We understand that weekends are busy travel dates, especially during the summer holidays, so delays can be expected. However, should a flight or train been taken off the arrivals information board and the child still hasn't come through to the arrivals hall, the following procedure will be followed:

- Staff will enquire at the Information or airline desk whether the flight's passengers have been through the customs hall.
- Staff will request to put an announcement over the loudspeaker system calling the child to meet the Exsportise representative at the Information / Airline desk
- Staff will wait at the arranged meeting point for 10 minutes after the announcement
- A second announcement will be put out, and staff will wait another 10 minutes
- If the child still hasn't come through, the child's mobile (if known) will be called and the parents/emergency contact details.

If parents assure that child has been on the plane/train as planned but still hasn't shown, the support of the airline / Eurostar is sought to locate the child airside. Exsportise staff will not leave the airport/train station until the situation has been cleared up. If necessary, police or other local authorities will be contacted.

Supervision

Exsportise has very strict guidelines concerning supervision, which must always be followed. All sessions and activities are compulsory for all students, including evening entertainment and weekend excursions. Free time is during mealtimes, when students may stay in their rooms, or in the authorised areas within the camp. During these times staff will be supervising the boarding houses and common areas. Students may also swim during specified swim times; qualified lifeguards supervise all swimming sessions and the swimming pools are locked and inaccessible during all other times. Students with no swim consent will not be allowed to participate in the swimming sessions.

No student may leave the centre, unless they get permission from the Centre Manager and are under the supervision of an adult. The exception to this are Oundle village visits for students aged 15 or over.

Oundle School only – students aged 15 or over may go into Oundle village during free time under the following conditions (Exsportise staff carry out spot checks in the village):

- Students must be in groups of a minimum of 2 students, all of whom are aged 15 or over
- They must sign out at the camp office, leaving their phone number with the Administrators. At sign out they are given a time to be back by and a coloured card with the camp phone number and information about who to contact in case of emergency that both the student and members of the public can use. Different coloured cards are used each day and members of staff may stop students in the village and ask to see them
- On arrival back at camp the cards are handed back in. All students must sign in and out in person
- Students are expected to conduct themselves appropriately whilst in the village or in shops and cafes
- Failure to follow these rules will result in a student’s permission to leave camp being withdrawn immediately

For the safety of students and reassurance of their parents, we adopt the following supervision policy for all excursions and off-site trips and no exception can be made to this policy, even with parental consent.

Age	Policy
15-17	90 minutes unaccompanied free time in groups of at least 2 students *

Free Time Policy

All students are permitted to leave the campus unsupervised and adhere to the following policy that exists to ensure students’ safety:

Age	Check in (by phone)	Check in (in person)	Be back on campus
15	Every 1 ½ hours	Every 3 hours	21:00
16-17	Every 1 ½ hours	Every 3 hours	21:00