

Missing Child Procedure

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Designated Safeguarding Lead
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This procedure sets out the immediate steps if a child is missing, cannot be located for collection, leaves the vehicle or is not present at an expected handover point during a company journey.

Scope

Applies to all school, SEND, council, vulnerable child and account journeys involving a child under 18. It applies to staff, drivers, escorts and contractors.

Where a council, school, NHS body or account client has stricter contract requirements, those requirements will be followed in addition to this policy.

Named safeguarding and operational responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Deputy Safeguarding Lead: To be appointed before contract commencement

Operations Manager: Mohamoud Mohamed, until further appointment

These responsibilities may be updated as the company grows or as a contract requires named contacts. Until further appointment, Mohamoud Mohamed is responsible for receiving safeguarding concerns, deciding escalation and keeping safeguarding records. Drivers, escorts and office staff report concerns; they do not investigate safeguarding matters.

Emergency contacts

- The operator / out-of-hours contact.
- The Designated Safeguarding Lead.
- Any relevant council transport team or contract contact.
- School or setting contact where applicable.
- Parent, carer or authorised handover contact where applicable.
- Emergency services: 999.

Where a passenger is in immediate danger, seriously injured, missing in unsafe circumstances, or there is a threat to life or safety, emergency services must be contacted without delay.

Immediate safety steps

- Keep calm and account for any other passengers.
- Do not leave other children or vulnerable passengers unsupervised unless required for immediate safety.
- Stop the vehicle safely if the child leaves the vehicle or there is an immediate risk.
- Contact the operator immediately by phone.
- If the child is in immediate danger, missing in unsafe circumstances, has run into traffic, may self-harm, is being taken by an unauthorised person, or cannot be located after urgent checks, call 999.

Driver/escort actions

1. Check the agreed pickup/drop-off point, vehicle, immediate safe area and any agreed school/home handover location.
2. Speak only to appropriate adults at the site, such as school reception, parent/carer or authorised handover contact.
3. Do not conduct a wide search that leaves other passengers unattended or puts the driver/escort at risk.
4. Keep the operator updated every 5 minutes until resolved or handed to police/school/council.
5. Record times, names, calls made and advice received.

Operator escalation timeline

- 0 minutes: driver/escort reports child missing or not located.
- Within 2 minutes: operator contacts school/home/council transport contact using the booking hierarchy.
- Within 5 minutes: operator confirms whether police are required. If immediate risk exists, 999 is called without waiting.
- Within 10 minutes: if the child remains missing and no safe explanation is confirmed, operator escalates to police and council/client emergency contact.
- Same day: DSL reviews safeguarding referral needs and route controls.

Contact hierarchy

The operator contacts, in order where appropriate: driver/escort, school transport/reception, parent/carer, council transport team, emergency social care contact, police/emergency services. Contract-specific instructions override this hierarchy where they provide a safer or stricter process.

When to call police

Call police immediately where there is immediate danger, the child has left supervision and cannot be safely located, the child may self-harm, the child is being taken by an unauthorised person, the child is very young or has needs that make them unable to keep themselves safe, there is suspected abduction, or there is no confirmed safe location within 10 minutes.

Record keeping

Complete a Missing Child Report and Incident Form with exact times, locations, passenger details, driver/escort details, contacts made, decisions, police reference if any and outcome.

Responsibilities

Drivers/escorts keep passengers safe and call the operator. The operator coordinates contacts. The DSL decides safeguarding follow-up. The Operations Manager reviews route controls.

Procedure

Follow the steps above; do not make informal arrangements outside the booking or handover plan.

Records kept

Missing Child Report, incident record, call log, council/client notification, safeguarding referral notes and route review.

Review

Reviewed after every missing child incident and annually.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026