

M5. MISSING PUPIL POLICY (Including EYFS)

*Our mission is to develop happy, confident and successful children
who are well prepared for their future.*

ISSR no.	14b
Policy Owner	Senior Deputy Head
Reviewed by Senior Deputy Head	
Reviewed by Headteacher	04.10.24
Reviewed by Governing Body (Education)	
Renewal date (by)	31.10.25



This policy is written with regard to Keeping Children Safe in Education and should be read in conjunction with the following Westbrook Hay School policies:

- Child Protection and Safeguarding Policy
- Educational Visits Policy
- Health and Safety Policies
- Pupil Supervision Policy
- Attendance Policy

PREVENTATIVE MEASURES

Westbrook Hay endeavours to ensure that no pupil goes missing and has measures in place to minimise the likelihood of this happening and take the necessary action, should the situation arise:

- The welfare of all our pupils is our primary concern. Every adult who works at the school has a key responsibility for helping to keep all of the pupils safe at all times.
- All new staff receive an induction into the importance of effective pupil supervision and all staff receive regular reminders during Staff Inset.
- Pupils register on arrival for Breakfast Clubs from 07:30, formal registration is taken throughout the school in the morning between 08:00 and 09:00, depending on the age of the pupils, during the afternoon at or after Lunch and Deregistration/Sign Out, and at the beginning/end of after school clubs and wraparound care finishing at 18:00.
- Clarification regarding Sign Out and when the school is responsible for pupils:
 - Pupils are not considered to be in the care of the school once they have been signed out to a parent after school.
 - Pupils are not considered to be in the care of the school if they are attending a school social event (Westbrook Hay Association 'Fun Day', Former Pupils' Day etc.) with or brought by their parent.
 - A pupil leaving the school site should be signed out by a member of staff who has made visual contact with the parent or they are sure that the pupil is going to their parent.



- o If a pupil is going home with another pupil's parent, permission should have been received and granted by both parents before leaving the school site.
- The school has rigorous procedures for pursuing unexplained absences, including the aim to contact parents by 09:30 if a pupil has not arrived in school and the reason for absence is not known. This should ensure that staff become aware at the earliest opportunity of any pupils who may have gone missing on the way to school. In these circumstances, this policy will be followed.
- A record is kept by the School of any instances in which a pupil is absent from school without satisfactory permission and documentation, including the action taken and the pupil's explanation.
- Staff regularly check the correct pupils are attending lessons or activities, sending an 'All Staff' email and notifying the School Office if this is not the case, and undertake regular roll calls and/or headcounts.
- Staff maintain the appropriate high level of supervision throughout the day and are aware of the location of the pupils in their care at all times. EYFS pupils are always supervised within the ratio.
- When on excursions outside the school premises, staff implement strategies to maximise the safety and security of the pupils in accordance with the school's Child Protection and Safeguarding Policy, Educational Visits Policy, Health and Safety Policies and Pupil Supervision Policy.

The above measures ensure that situations where a pupil could go missing are very limited.

STEPS TO BE FOLLOWED BY STAFF IF A PUPIL GOES MISSING FROM SCHOOL

Our procedures are designed to ensure that a missing pupil is found and returned to effective supervision as soon as possible.

A pupil is considered missing if:

- They are not present at the lesson or activity they are supposed to be attending, and staff have no information concerning their whereabouts.
- Their absence is suspicious in any way.

If a pupil is considered to be missing, as defined above, staff would carry out the following actions:

STEP 1 Registering attendance - 0-10 minutes

A register should be taken at the start of each lesson and within 5 minutes of the official timetabled start time of the lesson.

If a child has not registered for your lesson with 5 minutes you should consider reporting this by sending the All staff email below

- Ask the other pupils in the class if they are aware of the whereabouts of the missing pupil.

You may allow an extra 5 minute grace period if you believe that a child may have a logical reason for their delay in arriving or if you are not in a position to make a decision yet.

By 10 minutes after the official timetabled start time of the lesson you must:



- Send an 'All Staff' red flagged email (**Subject box to read: 'Missing Child'**) and notify the School Office, sending a 'runner' if systems are down, advising that a pupil is missing

STEP 2 - Awaiting Response - 10-15 minutes

Await response from all staff email. If no response proceed to step 3

STEP 3 - Preliminary Search - 15-20 minutes

If no positive response to this email is forthcoming within the 5 minutes of Step 2, the following actions should be taken within the next 5 minutes:

- The School Office must be informed by the member of staff who set the alert that the missing child has still not arrived.
- The office staff should immediately coordinate a preliminary search of the most likely places to find the child.
- The child's photograph should be displayed on the Reception Desk computer so that staff can make themselves familiar with whom they are looking for.

In chronological order the office staff should:

Paperwork Check

1. Check all peripatetic staff rotas to see if a child is receiving extra classes i.e. music lesson, learning support.
2. Check any paperwork (attendance register) or emails which may have given the pupils permission to be out of school.
3. Check the signing in and out records at the Reception Desk.

Location Search

4. Check Music Rooms
5. Check SEN 1:1 lessons and Rooms
6. Check Girls and Boys changing room/toilets in Mansion, PAC and Gadebridge.

For EYFS pupils arrange for one or more adults to search everywhere in the Nursery, both inside and outside, carefully checking all spaces, cupboards, washrooms where a small pupil might hide.

For the purpose of clarity 'office staff' constitutes all those who work in offices in and off the front hall of the mansion, including HR.

STEP 4 – Full site search - 20-30 minutes

The pupil has now been missing for at least 20 minutes, the following actions should now be taken:

- If not already aware, the Head and the Designated Safeguarding Lead (DSL) must be informed by the office staff.
- The DSL takes on responsibility for coordinating the next stage of the search. If the DSL is not available a member of EG should deputise.
- The DSL should start a timer at this point.
- The DSL will ask the office to call all available staff to the front hall (and consider asking some older pupils to assist with the search).
- The DSL will remain in the front hall throughout the search time period.
- The DSL will coordinate a search of the school premises and grounds for the missing pupil, with staff taking a mobile phone so that they are in contact with the School Office. It is especially important for those staff who are searching the school fields/perimeter of the school to take a mobile phone device so they may quickly contact the School Office should they locate the child.
- All staff are to come to the front hall to be allocated a zone to search by the DSL with a mobile phone (this can be their own personal device). The DSL will issue a card with the areas of the allocated zone identified as below. Zones will be allocated in chronological order or arrival, noting that 2 people are required for Zone 1.
- At the discretion of the DSL, should there be insufficient staffing or an increased risk, the decision to proceed directly to Step 5 will be made promptly in order to mitigate any potential risks.



- Zone 1-school drive, the perimeter footpath (anti clockwise turning left out of school gate) and the route to the golf club.
- Zone 2- the perimeter footpath (clockwise turning right out of school gate)
- Zone 3 - Outer and Lower fields including copse, pavilions and outdoor classroom, path from orchard to corner of field
- Zone 4- Tennis courts-Adventure playground, inner garden and woods
- Zone 5- Sports hall, Perimeter of building-pre-prep car park- Peter Rabbit fields- Woods
- Zone 6- Mansion-girls toilets/changing room-up, stairs to sports office, M5, M4, M3, HR office and visitors toilet, down red staircase to office
- Zone 7- Willow M6, ELSA room-back exit to corridor- adult toilets-M2-Adult bathroom (upstairs and downstairs)- down stairs to M1- Dining room-Woodward lounge-Office
- Zone 8-Mansion through boys changing room doors- Boys changing room- upstairs to M12,M11, DWB office, Common rooms-Gap corridor, upstairs to top floor-M10, M9, resources room, HoY office, M7-Down to office
- Zone 9-PAC- Including Peri rooms- all corridors-toilets
- Zone 10- IT office- Lodge and surrounding area including bins
- Zone 11-Gadebridge-All areas including toilets- Perimeter of the building
- Zone 12-Pre-Prep, Perimeter of building - Rose bud dining



- Zone 13 - If the pupil's home is within walking distance, a member of staff will check to see if the pupil has gone home, they would set out on foot to attempt to catch up with the pupil.
- The Bursar should coordinate a check of the CCTV records for signs of entry and/or exit.

STEP 5- Fire Drill – 30-45 minutes

If the pupil has not be found after a 30 minute search, the following actions should be taken:

- The DSL will make the decision to trigger a Fire Drill, unless one has already been conducted as a result of prior decisions made by the DSL. Before the Fire Drill is activated the Headteacher will notify Staff over the Speakerphone System that a Fire Drill is about to take place and the reason for this Fire Drill
- The DSL will advise the most senior member of EG present to activate a Fire Drill to gather the whole school on the Hardcourt. If no member of EG is present the DSL has the authority to order the fire bell activated
- The office staff should inform the fire brigade of the 'false' alarm

STEP 6 – External communications - 45-60 minutes

If the pupil is still missing, the following actions should be taken:

- The DSL will notify the Police and inform the Local Children Safeguarding Board (LSCB) (Telephone number: 0300 123 4043) who will liaise with the safeguarding partners including local children's services as appropriate. The DSL will check with the LSCB that this has happened.
- The school would cooperate fully with any Police investigation and any safeguarding investigation by Social Care and the local authority.
- The Head will contact the pupil's parents/guardians to explain what has happened, what steps have been set in motion and ask those parents/guardians to come to the school.

- The Head will inform the Chairman of Governors and the Bursar will inform the Insurers
- The Executive Group and the DSL should decide what information should be given to the other parents, staff and other pupils and how media enquiries are to be dealt with.

STEP 7 - post incident actions

Once the incident is resolved, the following actions should be taken:

- Talk to and take care of the pupil and comfort as necessary
- Conduct an investigation and complete a written report
- The Head should meet with the parents/guardians of the pupil to discuss events, providing an account of the incident and, if appropriate, involving Social Services and Local Children's Safeguarding Board
- If the pupil is injured and is taken directly from the scene of the accident to hospital for treatment a report would be made under RIDDOR to the Health and Safety Executive as soon as reasonably practicable and no later than 15 days of the incident. If appropriate, procedures would be adjusted.
- The Head and DSL will consider any action that needs to be taken in line with the school's Child Protection and Safeguarding Policy about the welfare of the pupil.
- The school will always consider the wider circumstances around a pupil going missing from school and whether there are wider safeguarding concerns that may need to be addressed in line with the Child Protection and Safeguarding Policy.
- The Executive Group and DSL will review all relevant policies

STEPS TO BE FOLLOWED BY STAFF IF A PUPIL GOES MISSING ON A SCHOOL TRIP

A pupil is considered missing if:

- They are not where they are supposed to be and cannot be located.
- They fail to check in at the appropriate time, and a 'period of grace' of no more than 5 minutes has passed, can still not be located.
- If their absence is suspicious in any way.

STEP 1 – If a pupil is considered to be missing, as defined above, staff would carry out the following actions immediately:

- Inform other staff on the trip to see if they know anything.
- Ask other pupils on the trip if they are aware of the whereabouts of the missing pupil.
- Undertake a head count, in order to ensure all the other pupils are present.
- Search the immediate vicinity.

STEP 2 – If the pupil is still missing for at least 15 minutes, the following actions should be taken:

- The Group Leader should contact staff at the venue including customer services or security if available and arrange a search.
- The Group Leader should inform the School Contact stated on the T1 Form, this should be the School Office, and if the trip takes place outside of school hours, contact the member of EG on call
- After discussion with the School Contact or the member of EG on call, agree the next steps and allocate roles appropriately, including:
 - Deciding what information should be given to the other parents, staff and other pupils and how media enquiries are to be dealt with;
 - Notifying the Police and informing the (LSCB) who will liaise with the safeguarding partners including local children's services as appropriate.

- o Contacting the pupil's parents/guardians to explain what has happened, what steps have been set in motion and ask those parents/guardians to come to the school or directly to the venue;
- o Informing the Chair of Governors and the Insurers;
- o Considering whether the remaining pupils and staff depart, leaving the Group Leader at the venue.

STEP 3 – Once the incident is resolved, the following actions should be taken:

- Talk to and take care of the pupil and comfort as necessary.
- Conduct an investigation and complete a written report.
- A full written account of the incident must be produced by the Group Leader and all concerned on the same day and sent to the Head, this should be added to the pupil's file.
- The report should be detailed, to include: time, place, numbers of staff and pupils, when the pupil was last seen, what appeared to have happened, the purpose of the outing, the length of time that the pupil was missing and how the pupil appeared to have gone missing, and any lessons for the future.
- The Head should meet with the parents/guardians of the pupil to discuss events, providing an account of the incident and, if appropriate, involving Social Services and Local Children's Safeguarding Board.
- If the pupil is injured and is taken directly from the scene of the accident to hospital for treatment a report would be made under RIDDOR to the Health and Safety Executive as soon as reasonably practicable and no later than 15 days of the incident. If appropriate, procedures would be adjusted.
- The Head and DSL will consider any action that needs to be taken in line with the school's Child Protection and Safeguarding Policy about the welfare of the pupil.
- The school will always consider the wider circumstances around a pupil going missing from a school trip and whether there are wider safeguarding concerns that may need to be addressed in line with the Child Protection and Safeguarding Policy.
- The Executive Group and DSL will review all relevant policies.
- When appropriate, all pupils should be addressed as to the dangers of leaving the premises or separating from a group on an outing.

PROCEDURE TO BE FOLLOWED BY STAFF WHEN A PUPIL IS NOT COLLECTED ON TIME

If a pupil is not collected by the end of the school day 18:00 or after an organised event that finished later than 18:00, or takes place over a weekend (Cosy Camping etc.) or during the holidays (Ski Trip etc.), the following actions should be taken:

- Within at least 30 minutes of the stated collection time, staff should call the parents/guardians of the pupil concerned using the contact numbers provided.
- If there is no answer, staff will begin to call the emergency contact number(s) for the pupil, where reasonably possible the school will hold more than one emergency contact number.
- If there is no response from the parents/guardians or the emergency contact numbers, the Head or Deputy Head, who are both resident staff, should be notified and they should contact the Social Care Duty Officer on 03001234043. Social Care will make emergency arrangements for the pupil and will arrange for a visit to be made to the pupil's house and will check with the Police.
- The school will complete a written report of the incident.
- The DSL will keep a record of incidents where parents/guardians do not collect a pupil from school or are late for no explanation or good reason, or where there are repeated incidents.
- The Head and DSL will consider any action that needs to be taken in line with the school's Child Protection Policy about the welfare of the pupil.

The school is committed to caring for the pupil safely throughout the time they remain on the premises, until such time as they have been collected by parents/guardians, or until appropriate alternative arrangements have been made with Social Care and/or the Police in order to prioritise the pupil's safety. No pupil will be left without the proper care and supervision from staff, or from the Head the Deputy Head, who are both resident staff at school.