



**Missing and Uncollected Child Policy (September 2025)**

*This policy also applies to EYFS*

Written by: RS, CF, EB, KH	September 2025
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**Policy Statement**

This policy applies to staff (including volunteers), pupils and parents of the School and may be read in conjunction with the Child Protection Policy. It applies also to EYFS. The procedures in this policy may be adapted as necessary. The Principal and the Heads of Schools have a wide discretion in relation to the procedures in this policy.

**Supervision of Pupils**

All members of staff contribute to the safety of pupils at the School by providing appropriate supervision under the guidance of the Designated Safeguarding Lead (DSL) and the Principal. It is the duty of staff in charge of any pupil's supervision to check why a pupil is absent, although during the school day this may be delegated if that member of staff is busy.

**The following are the current arrangements in force:**

- Pupils are allowed on the premises between the hours of 8.20am and 5.00pm, Monday to Friday when they will be supervised by school staff.
- All pupils are supervised during mid-morning and lunch breaks.
- All external doors are inaccessible from the outside and secured with key pad locks. The main entrance door has video access.
- Visitors to the school are required to sign in and wear a visitor's badge whilst on the premises. Visitors will be accompanied by a member of staff whilst in the presence of the pupils. The exception to this is when contractors with the relevant police checks are carrying out work on the premises.
- When attending weekly swimming lessons, the pupils will not be accompanied in the changing room by adults who do not have a DBS check.



### **Measures in Place to Ensure a Pupil Does Not Go Missing**

- Morning and afternoon registration of all pupils (Prep). Registration to all lessons (Seniors)
- Any off-site educational trips are properly researched and risk assessed. The venue is being considered, attention is paid to: facilities, toilets, suitability for age, access, cost, health and safety within the venue, special clothing requirements, eating facilities, transport to and from the venue. The full booking procedure as outlined in the Educational Visits and Local Trips policies will be followed.

### **Pupils absent from school for an unknown reason**

- The Front Office will check the absence lists, including the trips/visits lists and local train updates (where relevant to home address) from 9.30am (once late pupils have arrived) and produce a 'to look for list' by 10am;
- For Y7-11: If pupils have not been located by 10.30am – the Front Office will call home contacts;
- Where the home contact is not immediately available, the Front Office will continue to try all contact numbers. If no contact can be made having tried periodically; the Front Office will inform HOS (Prep) or SLT on-call (Seniors) by 12pm for follow up;
- Where the home contact has been spoken to and the pupil's absence is not confirmed with them, the Front Office will immediately contact a member of the pastoral staff (usually the Principal of Year/Principal of School)

### **Pupils identified as missing during the school day.**

On receiving notification of a missing pupil, Front Office will contact the HOS (Prep) SLT On-Call (Seniors) who will:

- Check ISAMS to see if the pupil has signed in/out;
- Consult lists provided by Music and Learning Support and check for email acknowledgement from the School Counsellor and check the bulletin for in-school events and trips/visits lists to see if the pupil can be located;
- The HOS/ SLT member will make the necessary checks such as the tutor/teacher to assess whether the absence is expected and will check whether the pupil has turned up to their class by this time and ask pupils in the class and the pupil's friends where appropriate if they know the pupil's whereabouts. They will undertake a check of library, music rooms, learning support, counsellors and medical centre. If the HOS/ SLT is unavailable, reception will contact a member of pastoral staff to carry out the role.

If the pupil is still missing after following the steps above, we will try to locate the pupil's mobile phone number (from one of their friends) to call them. Also:



- Advise all teachers (via email) due to teach the pupil later that day that they must immediately inform the School Office if the pupil appears.
- Once all steps have been taken, we will call the pupil's parents to find out if they have returned home.
- If the pupil is still not located; the missing procedures outlined below will then be followed.

## **Pupils identified as missing on a school trip**

- The trip leader will initially attempt to contact the pupil(s) via their mobile phone (obtaining their number from either a peer or from the pupil's parents or from a list). If the pupil is staying in accommodation away from staff, staff will contact the accommodation provider.

Following initial searches of likely places including the previous venue, the trip leader will liaise with the on-call contact to discuss contacting local police, British Embassy (if overseas) and local hospitals.

If the pupil is not found after an initial site search, no later than 1 hour after commencing searching, the member of SLT managing the incident will:

- Ring reception to register the pupil as missing and record any suggestions as to where the pupil might be based on information gained from speaking to staff and other pupils.
- Report the situation to the DSL and other members of SLT along with the relevant details.
- Contact the pupil's parents. If the parents are abroad, there may need to be a delay in contacting them.
- If appropriate, initiate a search of local area.
- \*At their discretion, and in consultation with the parents where possible (and usually not later than 2 hours of a search commencing), the school will arrange for the police and Children's Social Care to be informed and will decide at what point it is appropriate to inform the Chair of Governors and / or enact the School's Critical Incident Plan.

Any decision to contact Children's Social Care will be taken in accordance with the School's Safeguarding and Child Protection Policy and procedures.

## **Resolution of the incident**

If the pupil is found on site or in the vicinity, the School staff will make a concerted effort to persuade the pupil to return to the School or to re-join the main group if on an educational visit. If the pupil refuses to do so, staff members at the scene will attempt to continue to monitor the pupil's whereabouts.



Staff should consider contacting the parents in such circumstances. When the pupil is found, or the incident is otherwise resolved, the member of the pastoral staff or the member of staff managing the incident will inform the Principal, the DSL and parents directly. The DSL will inform the police and Children's Social Care if they have been involved.

### **Investigation**

Following resolution of the incident, the Principal will initiate a full investigation, and require a written report from the member of staff managing the incident. This report and the incident log will be kept on the pupil's file and in a central record of all such incidents. The Principal will advise the Chair of Governors of all incidents as appropriate.

### **8. Uncollected Children**

On occasions when parents or the persons normally authorised to collect their child are not able to do so, they record the name and telephone number of the person who will be collecting their child via email or call to the front office. The School will agree with the parents how to verify the identity of the person who is to collect their child, usually in the form of a password.

For a regular arrangement, parents will notify the School in writing. Parents are informed that if they are not able to collect their child as planned, they must inform the School so that it can make alternative arrangements.

The School also informs parents that, in the event that their child is not collected from the School by an authorised adult and the staff can no longer supervise their child on the School premises, the procedures as set out in this policy will be applied.

Inevitably parents occasionally find it impossible by reason of unforeseeable events to collect their child from the School at the normal end of the teaching day or after a school club. Usually, they are able to telephone to inform the School. Under these circumstances the School will accommodate the pupil in the Late Stay facility.

At the end of every session, the School will ensure that all pupils are collected by a parent, carer or designated adult. If an adult unexpectedly fails to arrive to collect a pupil, the following procedures will be activated:

- The pupil will be taken to the Late Stay facility. Usual charges as notified to parents from time to time will be levied for the use of the Late Stay facility.
- If a pupil is not collected from Late Stay by the end of the session at 5.30pm, a further additional charge will be levied and the staff will attempt to contact the parent, or failing this, the emergency contact person.
- Until all pupils are collected, a member of the school staff on duty will remain on site. There will always be two members of staff on site.



- All reasonable attempts will be made to contact the parents or nominated carers. The pupil will not leave the premises with anyone other than those named on the pupil information sheet or in the pupil's reading diary. If, after repeated attempts, no contact with either the parent or emergency contact person is made, the Teaching Assistant on duty will inform the Principal (in their role as DSL)
- The pupil will remain in the care of the School's two staff members on site until they are collected by the parent, carer or designated adult. Under no circumstances are staff to go to look for the parent, nor will they take the pupil home with them.
- If no contact has been made with a parent or emergency contact by 6.00pm, the Principal or Deputy Principal must be advised and kept updated. At 7.00pm, the school will contact Children's Social Care via the Local Authority Emergency Duty Team on 01733 234724 and act on the advice received. Incidents of late collection will be recorded by the school and discussed with parents/carers at the earliest opportunity.

## EYFS-Specific Procedures for Missing and Uncollected Children

### Supervision and Security

- Children in the Early Years Foundation Stage (EYFS) are supervised at all times, including during free play, toileting, and transitions.
- Staff-to-child ratios are maintained in accordance with the statutory EYFS framework.
- Children are only released to individuals named on the child's authorised collection list. Identification is verified where necessary.

### Uncollected Children

- If a child is not collected at the expected time:
  - The child will remain under the supervision of EYFS staff in a safe and reassuring environment.
  - Staff will attempt to contact parents/carers using all available contact numbers.
  - If no contact is made within 30 minutes, the Designated Safeguarding Lead (DSL) or a senior leader will be informed.
  - If the child remains uncollected after one hour, and no contact has been made, the DSL will consider contacting Children's Social Care in line with the school's safeguarding procedures.

### Missing Children On-Site

- If a child is found to be missing from the EYFS setting:
  - Staff will immediately alert the EYFS Lead and DSL.
  - A thorough search of the premises and outdoor areas will be conducted.
  - If the child is not located within 10 minutes, the Head and parents/carers will be informed.



- If the child remains missing after 20 minutes, the police and Children's Social Care will be contacted without delay.

#### **Missing Children Off-Site (e.g. on Trips)**

- If an EYFS child goes missing during an off-site activity:
  - Staff will conduct an immediate search of the area and attempt to contact the child via any available means.
  - If the child is not located within 10–20 minutes, the trip leader or DSL must contact the police.
  - Parents/carers and the local authority safeguarding team will be informed as soon as possible.
  - Staff will continue to search and liaise with emergency services as directed.

#### **Trips and Outings**

- EYFS children are only taken off-site with prior written consent before departure, during the visit, and before returning to school.
- Headcounts are conducted regularly.
- Children wear identifiable clothing or wristbands,
- and a designated trip leader is responsible for safeguarding and emergency procedures.

#### **Post-Incident Review**

- Any incident involving a missing or uncollected EYFS child will be recorded and reviewed by the DSL and Head.
- A written report will be shared with parents/carers and retained in the school's safeguarding records.
- Lessons learned will inform future risk assessments and staff training.