

Missing Pupil and Collection Policy Whole School Policy including EYFS

“Twickenham Preparatory School seeks to create a safe, caring and happy Christian environment in which all pupils are valued and can thrive personally, socially and academically.”

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Contents

1. Introduction	2
2. Prevention	2
3. Information for Parents	3
4. Duty to Report	3
5. Missing Pupil	3
5.1 Failure to Attend First Day of School.....	4
5.2 Failure to Attend Morning Registration.....	4
5.3 Missing During School Hours	4
5.4 Missing on a School Trip/Sports Fixture.....	5
5.5. Failing to Attend an After School Club	5
6. Investigation	6
7. Failure to Collect on Time	6
Appendix 1: Detailed Procedure: Failure to Attend Morning Registration	7
Appendix 2: Detailed Procedure: Missing During School Hours	8

1. Introduction

This policy consists of two parts, the first covering a missing pupil and the second covering the procedure to be followed by the School in the event of a parent/carer failing to collect a pupil at the appointed time.

The welfare of all of our pupils at Twickenham Preparatory School is our paramount responsibility. A pupil going missing from education, particularly on repeat occasions, is a potential indicator of abuse or neglect, including child sexual and/or criminal exploitation and county lines. It may indicate mental health problems, risk of substance abuse, risk of travelling to conflict zones, risk of female genital mutilation, so called 'honour'-based abuse or risk of forced marriage. Every adult who works at the School has been trained to appreciate that he or she has a key responsibility for helping to keep all of the children safe at all times. This includes the importance of effective information sharing to ensure our children are safe and receiving suitable education. Early intervention is necessary to identify the existence of any underlying safeguarding risk and to help prevent the risks of a child going missing in future. Where staff have concerns that a child is missing from school, this policy should be followed.

Every member of staff who works with pupils has read Part 1 of Keeping Children Safe in Education (KCSIE). Staffing ratios are generous and are deliberately designed to ensure that every pupil is supervised the whole time that he or she is in the School's care.

This policy was drawn up having had regard to the:

- Independent Schools Inspectorate Regulatory Requirements
- Statutory Framework for the Early Years Statutory Foundation Stage (2021)
- Department for Education Guidance Children Missing Education (2016)

2. Prevention

Every effort is made to ensure the safety of the pupils whilst they are in the School's care. To prevent a pupil going missing all pupils are registered twice a day, at the start of the School day and after lunch. Registration is also taken for those pupils attending after school clubs and individual music lessons. The School Office follows up any unaccounted absences and calls parents.

Pupils sign in/out on the School's Visitor Management System (InVentry) if they arrive/depart school premises at times other than usual registration/dismissal times.

When there is a trip away from the School premises it is the responsibility of the staff taking the trip to ensure that a regular register is taken. This will depend on the nature of the trip, the mode of transport used and the location of the trip.

The pupils are supervised at all times, whether in Breakfast Club before school starts, during break/lunch time, games lessons, school trips, sports fixtures and after school clubs. At the end of the School day or after activities, the pupils are only allowed to leave the School premises if their parent or an adult approved by their parents has come to collect them.

Pupils in Year 6 and above are allowed to leave the school premises alone, but only if written permission has been given by the parent. These pupils will be allocated a yellow bag tag which indicates to staff on duty that this permission has been given.

Pupils are not allowed to leave the school premises on their own during the course of the school day, regardless of year group. It is the responsibility of the member of staff on duty whether teaching or supervising break-time to ensure that the pupils remain safe.

There is a digital CCTV system in operation which covers areas of the School including the main entrance to the School premises, the external areas to the rear of the EYFS classrooms and The Hub@51. Perimeter gates are closed outside of drop off and collection times.

3. Information for Parents

The enhanced supervisory arrangements for outings involving all our pupils are set out in the Educational Visits Policy. This document is on the school's website and can be provided to parents on request from the School Office. Policies and procedures are regularly reviewed in order to ensure they are robust and effective. New staff receive a thorough induction into the importance of effective supervision of pupils.

4. Duty to Report

The School monitors attendance of its pupils closely and will take action to address poor or irregular attendance.

The School will inform the Local Authority (LA) of any pupil who fails to attend school regularly, or has been absent without the School's permission for a continuous period of 10 school days or more without permission.

Where a pupil has been continuously absent without authorisation for a period of not less than 20 school days (and there are no reasonable grounds to believe the pupil is unwell or unable to attend because of any unavoidable cause), and the School and LA have failed, following reasonable enquiry, to ascertain where the pupil is, the School may delete the pupil's name from the admission register. The School will inform the LA of such deletion no later than the time at which the pupil's name is deleted from the register.

The School also recognises its wider reporting duties following deletions from the admission register, in accordance with the Education (Pupil Registration) (England) Regulations 2006 (and subsequent amendments), to help identify pupils who are missing education and/or otherwise at risk of harm.

5. Missing Pupil

It is important to distinguish between a pupil's absence from school for an unknown reason and a pupil's disappearance from a lesson or activity after arrival at school.

The School expects to be notified by parents or legal guardians of all pupil absences either in advance of the day or at the start of the day they are absent. The School will follow up any unexplained absences as soon as is practicable using the procedures detailed below.

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 School's Child Protection policy.

5.1 Failure to Attend First Day of School

All new pupils are placed on the School's admission register at the beginning of the first day on which the School has agreed that the pupil will attend the School. If a pupil fails to attend on the agreed date, staff will attempt to contact the parents and must inform the Headmaster/Designated Safeguarding Lead (DSL) without delay. The Headmaster/DSL will consider notifying the LA at the earliest opportunity.

Where there are changes affecting the pupil (including a change of address or school), these will be reflected in the admission register. This will assist the School and external agencies when making enquiries to locate a missing pupil.

5.2 Failure to Attend Morning Registration

If a pupil is not present during morning registration the following actions are taken by the School Office, (for detailed procedures see [Appendix 1](#)):

- Checks are made against notifications of absence, InVentry etc
- School premises are checked including medical room, specialist rooms and relevant class etc
- Parents and emergency contacts are called and messages left if not available
- The Headmaster and DSL are informed if the pupil has not been located by 10.00am
- A home visit will be arranged as soon as is practicably possible if there has been no contact by 12 noon
- The School will refer the matter to Children's Services/Multi Agency Safeguarding Hub (MASH)/Police if no response following the home visit
- If at any point the pupil's parents confirm the pupil should be at school the Headmaster, DSL or a member of the SLT will be contacted immediately.

5.3 Missing During School Hours

The School's procedures are designed to ensure that a missing pupil is found and returned to effective supervision as soon as possible.

If a pupil is not present during afternoon registration or they are identified as missing at any other point during the school hours, the following actions are taken by the School Office, (for detailed procedures see [Appendix 2](#)):

- Checks are made against notifications of absence, InVentry etc
- A member of the SLT will immediately be informed and a co-ordinated search of the school premises will be conducted, including a check of CCTV.

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

- The Headmaster and DSL will be informed
- If the pupil's home is within walking distance, a member of staff will set out on foot
- The pupil's parents, Police, Local Safeguarding Children Partnership (LSCP) and the School's Local Authority Designated Officer (LADO) will be contacted
- Staff will be instructed to continue the search
- The Chair of Governors will be informed
- Ofsted will be informed (EYFS only).

During the course of the investigation into the missing pupil, the School, in consultation with the LADO, will decide what information should be given to other parents, staff and other pupils and how press enquiries are to be dealt with.

A full record of all activities taken up to the stage at which the pupil was found would be made for the incident report. If appropriate, procedures would be adjusted.

5.4 Missing on a School Trip/Sports Fixture

All trips and fixtures are well planned in advance and significant risks are identified and managed in line with the School's Educational Visits Policy, in order to mitigate the risk of a pupil going missing. In the event this should happen, the following actions will be taken.

- An immediate head count will be carried out in order to ensure that all the other pupils are present
- An adult will search the immediate vicinity
- The venue manager will be contacted to arrange a search
- Immediately contact the police
- The visit leader will inform the School Office, or in the case of out-of-hours, the nominated school contact for the trip
- The School will contact the pupil's parents and explain what has happened, and what steps have been set in motion. The parents will be asked to come to the venue/School at once
- The remaining pupils will be taken back to school as soon as reasonably practicable
- The DSL will inform the LSCP and the School's LADO without delay
- The School will cooperate fully with any Police investigation and any safeguarding investigation by the LA
- The Chair of Governors will be contacted without delay
- The School's insurers will be informed as soon as reasonably practicable
- If the pupil is injured and is taken directly from the scene of the accident to hospital for treatment a report will be made under RIDDOR to the Health & Safety Executive (HSE) as soon as reasonably practicable and no later than 15 days after the accident.

5.5. Failing to Attend an After School Club

After School Clubs are provided by school staff and external providers. In all cases a register should be taken at the beginning of each session. If a pupil is identified as missing the School Office should be notified immediately. The School will carry out the following procedure without delay.

- Checks will be made to see if the pupil was confirmed as absent that day
- Voice mails and emails will be checked for messages from parents
- External club providers should contact their Head Office (if applicable) to check for messages from parents
- The SLT member on duty will be informed
- A search of the premises will be conducted
- If the pupil is not located, the School Office will start to call everyone on the pupil's contact list until they receive an answer. If there is a voicemail option a message will be left.
- The contact list will be called at least twice on a regular basis (at least every 15 minutes)

- If no direct contact has been made at this stage the School will contact any additional agency support the pupil may have such as a social worker etc
- If there is no response from either the parents or the emergency contacts by 6.30pm, the SLT staff member will inform the Headmaster and contact the police.

6. Investigation

A full investigation will be conducted as soon as is practicable after any incident. The written findings of the investigation must be provided to the Headmaster within 48 hours of the occurrence. All relevant policies and procedures will immediately be reviewed and revisions made if required.

7. Failure to Collect on Time

If a pupil is not collected within fifteen minutes of the agreed collection time, the School Office must be informed and will call the contact numbers for the parent or carers. If there is no answer, the School Office will begin to call the emergency numbers for this pupil.

Pre-Prep pupils will be supervised in Pre-Prep until 4pm. After this time the Senior Leadership Team (SLT) staff member on late-duty will take over responsibility for the pupil. The SLT staff member will not leave School until the pupil is collected.

Prep pupils will be supervised by the SLT staff member on late-duty until the pupil is collected.

If appropriate, staff will seek to ascertain information in case there has been an event which may be causing communication difficulties with telephones and networks. If there is no response from either the parents or the emergency contacts by 6.30pm, the SLT staff member will inform the Headmaster and contact the Social Care Duty Officer. 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 make a full written report of the incident.

The School undertakes to look after the pupil safely throughout the time that he or she remains under the School's care, until such a time as s/he has been collected by a parent, guardian or carer, or until appropriate, alternative care arrangements have been made with Social Care and/or the Police in order to prioritise the pupil's safety.

The School's DSL will keep a record of incidents where parents/carers do not collect a pupil from school or are late for no explained or good reason, or where there are repeated incidents. If any concerns about the pupil's safety and welfare result, these will be dealt with in accordance with the School's Safeguarding and Child Protection Policy.

Appendix 1: Detailed Procedure: Failure to Attend Morning Registration

Morning Registration Procedure

- Form tutors and class teachers are responsible for completing and submitting a morning register via 3Sys by 8.50am
- Pupils must be identified by sight before being marked present
- If a Prep pupil arrives in the classroom after the register has been taken the teacher must check that the pupil has signed in on InVentry. If not, the pupil must be sent to the School Office to confirm they are present
- If a Pre-Prep pupil arrives in the classroom after the register has been taken, the School Office must be notified immediately by a phone call to confirm the pupil is present
- If a pupil is attending an individual lesson (e.g. music or learning support) during registration, they must sign in on InVentry prior to attending their lesson
- The side gate closure time is 8.40am; pupils arriving after this time must enter the School through the main front door and sign in on InVentry
- If a pupil is not present during morning registration, they should be marked as N on 3Sys.

Procedure to be followed

- From 8.50am the School Office will check that all registers have been submitted
- The School Office will check those pupils marked as absent against notifications of absence received on phone messages, emails, InVentry and advance notification documented in the School Office Diary
- If a pupil remains absent with no explanation, a member of staff from the School Office will go the pupil's relevant class to double check their attendance
- Specialist lessons and the School premises (buildings and grounds) will also be checked
- If the pupil is not located, the School Office will start to call everyone on the pupil's contact list until they receive an answer. If there is a voicemail option a message will be left.
- The contact list will be called at least twice on a regular basis (at least every 15 minutes)
- If no direct contact has been made at this stage the School will contact any additional agency support the pupil may have such as a social worker etc
- If the pupil can't be located by 10.00am, the Headmaster/DSL will be informed immediately for follow up
- A home visit will be arranged as soon as is practicably possible if there has been no contact by 12 noon
- If there is no response from the home visit the School will refer immediately to children's services/MASH/Police and request a welfare call
- In a situation where the home contact has been spoken to and the pupil's absence is not confirmed with them, the School Office will immediately contact the Headmaster, DSL or a member of the Senior Leadership Team.

Appendix 2: Detailed Procedure: Missing During School Hours

Afternoon Registration Process

- Class teachers and subject teachers are responsible for completing and submitting an afternoon register via 3Sys by 1.30pm (Pre-Prep) and 2.15pm (Prep)
- Pupils must be identified by sight before being marked present
- If a pupil is attending an individual lesson (e.g. music or learning support) during afternoon registration, they must sign in on InVentry prior to attending their lesson
- If a pupil is not present during afternoon registration, they should be marked as N on 3Sys
- If a pupil is found to be missing from afternoon registration, the School Office will carry out the procedure below.

Procedure to be Followed

If a pupil is found to be missing during school hours (including afternoon registration), the School will carry out the following procedure without delay:

- The class teacher/subject teacher will take a register in order to ensure that all the other pupils are present (outside of afternoon registration)
- Check will be made with other pupils to see if they have any information regarding the missing pupil
- The School Office will be immediately informed, who will:
 - Make a note of the time
 - Check InVentry.

The School Office will inform a member of the SLT and co-ordinate the following:

- All staff not taking a class will help search:
 - Specialist lessons and medical rooms
 - Classrooms
 - Cloakrooms
 - The Hub@51
 - Pre-Prep Kitchen
 - Pre-Prep and Prep Libraries
 - Main Hall
 - Under the mini-buses
 - Nature trail and Pre-Prep gardens
 - Immediate outside area
 - Playground including areas out of bounds to pupils
 - Blind spots, quiet corners, under tables, equipment boxes, storage cupboards, sheds etc.
- Checks will be made with other staff present in case the pupil has been granted permission to get a drink, go to the toilet or PE shed etc
- Checks will be made that the gate to Hampton & Richmond Borough FC and the main gate have not been opened, the search will be broadened if they have
- Staff should stay calm and be reassuring to other pupils so they can recall any important details.

If the pupil is still missing, the following steps will be taken:

- The Headmaster will be informed
- A check of CCTV will be made
- The Headmaster, Deputy Head or Head of Pre-Prep will contact the pupil's parents and explain what has happened, and what steps have been set in motion. The parents will be asked to come to the School at once
- The DSL will immediately notify the Police
- Staff will be instructed to continue the search
- If the pupil's home is within walking distance, a member of staff would set out on foot
- The DSL will inform the Local Safeguarding Children Partnership (LSCP) and the School's LADO
- The School will cooperate fully with any Police investigation and any safeguarding investigation by the LA
- The Chair of Governors will be informed
- Ofsted will be informed (EYFS only)
- The Insurers will be informed
- A report will be made under RIDDOR to the Health & Safety Executive (HSE) if the pupil receives a reportable injury.