



SURBITON

HIGH SCHOOL

Missing and Uncollected Pupils

Contents

Aims and Ethos	2
Part 1: Missing/Absent Child Policy	3
Policy Statement.....	3
Responsibilities	5
Information for parents.....	5
Actions to be followed by staff if a child fails to attend first day of School	6
Duty to Report	6
Actions to be followed by staff if a pupil goes missing from the School.....	7
Senior School Procedures	7
Girls’ and Boys’ Preparatory Schools Procedures	9
Procedure for a Missing Pupil from Early Years Foundation Stage	10
Actions to be followed by staff if a pupil goes missing on an outing	11
Actions to be followed by staff once the pupil is found.....	12
Pupils who repeatedly go missing	12
Part 2: Procedures to be followed by staff when a child is not collected on time.....	13
Appendix 1: Form to be completed if a child fails to return home at the end of a School day	16
Appendix 2: Form to be completed if a child fails to be picked up from a Royale European Coach	18
Document Information	19



SURBITON

HIGH SCHOOL

Aims and Ethos

Surbiton High School aims to **inspire, encourage and empower** our young people to discover and embrace their individuality in an intellectually rigorous academic environment. Balanced with outstanding pastoral care, our students become compassionate, respectful, courageous, and inquisitive members of the community, living out the School's motto: *Amor nos semper ducat* (May love always lead us).

Our Values

We are compassionate:

We are kind and we care, in both thought and action. We consider those less fortunate and strive to support and offer aid. We are mindful of the gentle power of positive actions. We support and encourage those around us.

We are respectful:

We respect all people equally. We respect ourselves, our learning, our community, our environment, and the planet we all share. We strive to act with respect and integrity in all things. When we disagree, we do so respectfully.

We are courageous:

When challenged by our fears we are determined, not deterred. We call on resilience for strength when in the heat of the struggle. We bravely chase our dreams and fight for what we believe. When we fall, we pick ourselves up and forge forward.

We are inquisitive:

We understand that a thoughtful question is the key to unlock understanding. We believe where answers provide ends, questions pose exciting beginnings. We are eager to explore, we question to discover, we are curious to learn more of the world at large.

We are a community:

We are united - with a common focus. We value belonging to a wider community: our school community, our local community, our global community. We are inclusive of all, no matter our differences. We value and nurture the connections we form.

We achieve these aims through our *Charter for Happiness and Well-being*. Our pupils:

- **are inspired to deploy their highest strengths to tackle all situations**, developing a growth mindset and a can-do attitude, equipped with the tools to maximise their positive emotions
- **are encouraged to find their niche**, to be fully engaged in educational activities and to meet the highest challenges that come their way
- **are coached and encouraged to develop strong relationships**, to be empathetic and responsive to the needs of themselves and others
- **are empowered to lead a meaningful life**, to be able to understand what their goals are and to know what they are striving for



SURBITON

HIGH SCHOOL

- **are empowered to draw strength from celebrating their accomplishments**, in order to tackle new challenges

We achieve these aims through our inculcation of *Learning Habits*. Our children:

- **are inspired in their thinking**, to ask questions, to make connections, to imagine possibilities, to reason methodically and to capitalise on their resources
- **are encouraged to be emotionally invested in their learning**, persevering in the face of difficulties, noticing subtle differences and patterns, managing their distractions, and becoming absorbed in their learning
- **are empowered to be fully involved in their learning**, growing in interdependence, collaborating effectively, listening empathetically to others, and imitating their learning habits
- **are inspired, encouraged, and empowered to be productive**, planning their learning in advance, revising and reviewing their progress, distilling important information, and developing their own meta-learning.

United Learning and the United Church Schools' Trust

Surbiton High School is part of *United Learning* and the *United Church Schools' Trust*. The School has an Anglican foundation, valuing its Christian heritage whilst welcoming staff and children from all faiths and none. We share with United Learning its core mission statement "to bring out the best in everyone". We are committed to the aims of United Learning, including its *Framework for Excellence*, which can be found at www.unitedlearning.org.uk

Part 1: Missing/Absent Child Policy

This policy covers:

1. Information for parents
2. Action to be followed by staff if a child fails to attend first day of School
3. Duty to report
4. Actions to be followed by staff if a pupil goes missing from the School
5. Actions to be followed by staff if a pupil goes missing on an outing
6. Actions to be followed by staff once the pupil is found

Policy Statement

The welfare of all our children at Surbiton High School ("the School") is our paramount responsibility. Children being absent from education for prolonged periods and/or on repeat occasions can act as a vital warning sign to a range of safeguarding issues including neglect, child sexual and child criminal exploitation - particularly county lines. It is important that the School's response to persistently absent pupils and children missing education supports identifying such abuse, and in the case of absent pupils, helps prevent the risk of them becoming a child missing education in the future. This includes when problems are first emerging but also where children are already known to local authority children's social care and need a social worker (such as a child who is a child in need or who has a child protection plan, or is a looked after



SURBITON

HIGH SCHOOL

child), where being absent from education may increase known safeguarding risks within the family or in the community.

Every adult who works at the School has been trained to appreciate that they have 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. Where staff have concerns that a child is missing from School, this policy should be followed.

Every member of our staff who works with children has read Part 1 of *Keeping Children Safe in Education* (KCSIE). Our staffing ratios are generous and are deliberately designed to ensure that every child is supervised the whole time that he or she is in our care.

The School will always consider the wider circumstances around a child going missing from School and whether there are wider safeguarding concerns that may need to be addressed in line with the School's Safeguarding Policy.

This policy should be read in conjunction with the following policies:

- Safeguarding (Child Protection) Policy
- Staff Code of Conduct
- Attendance Policy

This policy was drawn up having had regard to the Independent School Regulatory Requirements, Early Years Statutory Framework, and Department for Education's guidance KCSIE and 'Children Missing Education'.

This policy applies to all members of our School community, including those in our EYFS setting.

Surbiton High School is fully committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the School's Equal Opportunity Policy document.

This policy is available to interested parties in accordance with our statement on the provision of information.

Surbiton High School seeks to implement this policy through adherence to the procedures set out in the rest of this document.

This policy is reviewed annually by Matthew Close or as events or legislation changes require. It is then sent to LGB Members so that they can familiarise themselves with it and monitor its implementation going forwards. The next scheduled date for review is September 2025.



SURBITON

HIGH SCHOOL

Responsibilities

It is the Principal/Heads of Surbiton High Girls' and Boys' Preparatory Schools' responsibility to ensure that all relevant staff are aware of this policy, to ensure relevant staff are aware of their responsibilities, what is expected and the procedures to follow and to ensure that the policy is reviewed on a timely basis. It is the responsibility of all staff to read the policy and act at all times according to its guidance.

It is the responsibility of parents to ensure they provide correct and updated contact information on an annual basis and know the procedures for handover of the pupil at the beginning and end of sessions.

It is the responsibility of the LGB to ensure that they are aware of the School's procedures and to challenge/support the School in its review of this policy.

Information for parents

All safeguarding policies are reviewed regularly (at least once a year as a minimum) by the School's Local Governing Body in order to satisfy ourselves that they are robust and effective. This policy is ratified annually by the United Learning Group Board in conjunction with the School's Safeguarding Policy and Procedures.

The School will request from all parents more than one emergency contact for all pupils. These details will be held on our MIS and available to staff. This is to give the School additional options to contact parents and/or a responsible adult when a child missing education is also identified as a welfare and/or safeguarding concern.

All new staff receive a thorough induction into the importance of effective supervision of all pupils, what to do if a child goes missing and are required to read Part 1 of KCSIE, or Annex A of KCSIE if their role does not require them to work directly with children.

In addition, all pupils and parents will be made aware of:

- The qualifications of our staff and the arrangements for supervising the children whilst they are in School.
- Arrangements when arriving at School and leaving the premises at the end of the day.
- Arrangements for registration in both morning and afternoon. Parents are responsible for notifying the School if their child is absent for any reason. The School will always contact the parent if the child fails to arrive at School without an explanation.



SURBITON

HIGH SCHOOL

- The physical security measures which prevent unsupervised access to, or exit from the building, including onsite supervision of the playground and the physical barriers that separate it from the rest of the School.

Actions to be followed by staff if a child fails 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 child fails to attend on the agreed date, staff must inform Matthew Close, Designated Safeguarding Lead, without delay. The Designated Safeguarding Lead will undertake reasonable enquiries to establish the pupil's whereabouts and will consider notifying the local authority at the earliest opportunity. If the Designated Safeguarding Lead believes the pupil is in immediate danger or at risk of harm, a referral should be made to children's social care (and the police if appropriate) without delay.

Where there are changes affecting the child (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 any missing children.

Duty to Report

The School monitors attendance closely and will take action to address poor or irregular attendance. The School will inform the local authority (and the local authority where the child is normally resident) of any pupil who fails to attend School regularly or has been absent without the School's permission for a continuous period of 5 school days or more without permission.

Where a pupil has not returned to School for 5 school days after an authorised absence or 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 local authority have failed, after jointly making reasonable enquiries, to ascertain where the pupil is, the School may delete the pupil's name from the admission register. The School will inform the local authority 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, to help identify children who are missing education and/or otherwise at risk of harm.

The School will report to OFSTED within 14 days any incident of a missing EYFS pupil as is required under the Statutory framework for the early years foundation stage (EYFS) 2021, for registered providers.



SURBITON

HIGH SCHOOL

Actions to be followed by staff if a pupil goes missing from the School

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 found to be missing the School will carry out the following actions without delay:

Senior School Procedures

A pupil may be identified as missing:

- After an absence at morning registration is not confirmed by a parent following a text message alert and a subsequent call to parents
- By teaching staff missing pupils in a class. Pupils are registered within the first ten minutes of a lesson, or by whoever the pupil is with at the time i.e. academic mentor, welfare centre etc.
- By a report of a missing pupil by a fellow pupil
- If a child fails to return home at the end of the School day
- Through MIS reports which are automatically run throughout the day and emailed to the Safeguarding Team, Reception Team and Heads of Year:
 - Initial report is run after Registration which identifies all unknown absences from School from the Morning Registration period
 - Subsequent reports are run 30 minutes into each Period and identify any pupil who has been missing from two or more periods (including Registration)

Unexplained morning registration absence

In the case of an unexplained absence during morning registration, a text message asking parents to confirm the reason for a pupil's absence is automatically sent to all parental contacts at 10.15am, allowing time for parents to contact the School to explain the absence. For any pupil whose absence is not confirmed by 10.45am, the Reception Team will attempt to call the parents to confirm the reason for this absence.

One or more unexplained absences throughout a day

Following identification of a pupil missing from one or more periods (including Registration), through the noted methods, the Reception Team/Sixth Form PA will then action the following:

1. Contact the School Nurse/first aiders to check for any known medical emergency or visit to the Welfare Centre
2. Check the Library and Learning Support Department (for Sixth Form the Common Room and Study Area) if appropriate



SURBITON

HIGH SCHOOL

3. Contact the subject teacher of any timetabled class at which the missing pupil should be present (or should have been present earlier in the day: staff who might previously have taught or tutored the pupil that day)
4. Contact the IT department to 'ping' the pupil's iPad, to check the current whereabouts of the pupil's iPad and pupil phone (if connected to the School wifi)
5. Contact the Form Tutor, Head of Year and Sixth Form PA (and the Exams Office during exam periods) to assess whether the absence is expected
6. Check with the Music Department for 1:1 lessons taking place during the period of identified absence
7. Check all lists of visits out of School and contact the trip leader if appropriate
8. Check the electronic signing in and out system/signing in and out book in the Sixth Form
9. Make reasonable efforts to check the school site

The Reception Team will then activate the 'Missing Pupils' Teams group which includes the Heads of Year, DSL, Safeguarding SLT, and Principal. The Senior Administrator will allocate the above tasks to each member of Reception. The Teams group is utilised to centralise communications. Messages will be sent on the Teams group highlighting to the DSL and Principal to inform that the pupil is still missing if and when necessary. The Principal must be informed in person or by phone/voicemail if absent from School.

If the pupil is still found to be missing, further contact is to be made with the parents to ask for further information. If the pupil is still considered to be missing:

- SLT members initiate and oversee a full search of the site
- IT Department to also check missing pupil's email account, school accounts and iPad for any unusual activity
- SLT to contact the parents to inform them of the missing pupil. If no contact can be made with the parents, the emergency contact must be called. In the unlikely chance that parents cannot be contacted, the SLT must assume the role of the parent. Parents should be asked the following:
 - o To phone the child's mobile (if applicable)
 - o Confirm if they have 'Find my iPhone' or other such location services and have tried to locate their child
 - o If parents are not contactable, school attempt to obtain pupils mobile number through friends.
- Once parents have been contacted, they must take responsibility. Our advice would be to phone the police if they are concerned
- SLT to continue working with parents to help find the child

If the above does not prove successful:

- SLT email relevant staff
- SLT advise all teachers due to teach or tutor the pupil later that day that they must immediately inform the office if the pupil appears



SURBITON

HIGH SCHOOL

- Parents are asked to contact the friends of the missing pupil to see if their child has been in contact or can be traced through social media apps etc
- On completion of this and any subsequent searches made over the day, parents and SLT will continue to liaise and inform one another of any progress
- At their discretion, the Principal will arrange for the Police to be informed
- Where necessary, an out-of-hours phone number will be provided to the parents and police, if appropriate

If the pupil is found, or the incident is otherwise resolved:

- The Principal, parents and SLT are directly informed
- The Police are informed if they have been involved
- A notice cancelling the emergency situation is emailed to all relevant staff
- A written log is made as a MIS pupil contact giving details of the full incident
- Complete the form entitled 'Child failing to return home at the end of the School Day', available on MIS and included in the Appendices

Girls' and Boys' Preparatory Schools Procedures

A pupil may be identified as missing:

- After an absence at morning registration is not confirmed by a parent following a telephone call by the School Administration Staff
- By teaching staff missing pupils in a class
- By a report of a missing pupil by a fellow pupil
- If a child fails to return home after the end of the School day

Any member of staff discovering a discrepancy must immediately notify administration staff, who will:

- Contact the Form Tutor to assess whether the absence is expected
- Contact the School Nurse to check for any known medical emergency
- Contact the subject teacher of any timetabled class at which the missing pupil should be present (or should have been present earlier in the day: staff who might previously have taught or tutored the pupil that day) so that it can be established who was last to see the missing pupil, when and where
- Check all lists of visits out of School
- Check the signing in/out books at the School's front desk



SURBITON

HIGH SCHOOL

If the pupil is still found to be missing, the School Administration Staff will immediately inform the relevant Head of Surbiton High Girls'/Boys' Preparatory Schools, together with SLT, and further contact will be made with the parents/guardians to ask for further information. If the pupil is still considered to be missing:

- Head informs Principal and DSL
- SLT members initiate and oversee a search of the site
- SLT ensure all staff are emailed with the name of the pupil, date and time of first noted absence
- SLT advise all teachers due to teach or tutor the pupil later that day that they must immediately inform the office if the pupil appears

If the site search fails:

- Parents are updated, and a search of local roads is made on foot, or by car, by available staff and parents as appropriate
- On completion of this and any subsequent searches made over the day parents will continue to be informed of progress
- At his discretion, the Principal will arrange for the police to be informed
- If considered appropriate, a School fire alarm practice will be used as a useful tool in locating missing pupils

If the pupil is found, or the incident is otherwise resolved:

- The Principal, Head, parents and SLT are directly informed
- The Police is informed if they have been involved
- A notice cancelling the emergency situation is emailed to all relevant staff
- A written log is made as a MIS pupil contact giving details of the full incident
- Complete the form entitled 'Child failing to return home at the end of the School Day', available on MIS

Procedure for a Missing Pupil from Early Years Foundation Stage

- The teacher in charge informs the relevant Head of the Girls'/Boys' Preparatory Schools, SLT and the Administration staff
- The remaining pupils are gathered together into one group for an activity and with a designated member of staff. The pupils are sensitively asked by the teacher whether they have seen the pupil who is missing, as are all adults who were with the pupil, so that it can be established who was last to see the missing pupil, when and where
- Available members of staff carry out a thorough search of all the rooms in the immediate vicinity and the outside perimeter of the Girls' School or Boys' Preparatory Schools



SURBITON

HIGH SCHOOL

- Doors and gates are checked to see if there has been a breach of security whereby a pupil could wander out
- Administration staff send an email to all staff with the name of the pupil, date and time of first noted absence
- If the pupil is not found within 10 minutes from the initial report, then the parents are informed
- The Head of the Girls' and Boys' Preparatory Schools in consultation with the Principal, will arrange for the Police to be informed
- On completion of this and any subsequent searches made, the Principal and parents will continue to be informed of progress.

If the pupil is still found to be missing, the Administration staff immediately inform the relevant Head of Surbiton High Girls' / Boys' Preparatory Schools, together with SLT, and further contact is made with the parents/guardians to ask for further information. If the pupil is still considered to be missing:

- Head informs Principal
- SLT members initiate and oversee a search of the site
- SLT ensure all staff are emailed with the name of the pupil, date and time of first noted absence
- SLT advise all teachers due to teach or tutor the pupil later that day that they must immediately inform the office if the pupil appears

If the pupil is found, or the incident is otherwise resolved:

- The Principal, Head, parents and SLT are directly informed by the School Office
- The Police is informed if they have been involved
- A notice cancelling the emergency situation is emailed to all relevant staff
- A written log is made as a MIS pupil contact giving details of the full incident
- Complete the form entitled 'Child failing to return home at the end of the School Day'

Actions to be followed by staff if a pupil goes missing on a visit

- An immediate head count/register would be carried out to ensure that all the other pupils are present
- An adult will search the immediate vicinity
- Immediately inform the Principal and SLT Duty Officer by phone
- Contact the venue manager and arrange a search if appropriate
- The remaining pupils will be taken back to School as soon as reasonably practicable
- Ask the Principal to ring the pupil's parents as soon as reasonably practicable to explain what has happened, and what steps have been set in motion. Ask them to come to the venue / the School at once
- Immediately contact the Police
- The SLT Duty Officer will contact/refer to their local Children Services Department
- Follow any specific local safeguarding procedures.



SURBITON

HIGH SCHOOL

- The School will cooperate fully with any Police investigation and any safeguarding investigation by the local authority
- The Principal will inform United Learning Head of Independent Schools and Chair of UCST without delay
- The School's insurers will be informed as soon as reasonably practicable
- If the child is injured, a report would be made under RIDDOR to the Health & Safety Executive (HSE). If the child 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 HSE as soon as reasonably practicable and no later than 15 days of the accident.

A full record of all activities taken up to the stage at which the child was found would be made for the incident report. The School will review its procedures and, if appropriate, these would be adjusted.

Actions to be followed by staff once the pupil is found

- Talk to, take care of and, if necessary, comfort the pupil. If appropriate, the members of staff will note any relevant information from the student that may be required to complete any future investigation.
- Speak to the other pupils to ensure they understand why they should not leave the premises/separate from a group on an outing
- The Principal will speak to the parents to discuss events and give an account of the incident (having discussed this beforehand with the Local Authority, police and United Learning Safeguarding Lead, if necessary)
- The Principal will promise a full investigation (if appropriate involving the local safeguarding partner.
- Media queries should be referred to the Principal (after discussion with the LADO if appropriate). It is advised that members of staff do not engage with the media without first discussing this with the School Principal.
- The investigation should involve all concerned providing written statements
- The report should be detailed covering: 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 s/he appeared to have gone missing, as well as lessons for the future.
- Ofsted is informed within 14 days in the case of an incident involving a missing EYFS pupil

Pupils who repeatedly go missing

In the Senior School, Matthew Close (Designated Safeguarding Lead) should be informed of any pupils who go missing on repeat occasions. In such instances, he investigates further in order to establish any unknown underlying reasons why this is the case.

In the Girls' Preparatory School, Louise McCabe Arnold (Head and Assistant Safeguarding Lead) is responsible for identifying any pupils who go missing on repeat occasions. In such instances, she investigates further in order to establish any unknown underlying reasons why this is the case.



SURBITON

HIGH SCHOOL

In the Boys' Preparatory School, Tracey Chong (Head and Assistant Safeguarding Lead) is responsible for identifying any pupils who go missing on repeat occasions. In such instances, she investigates further in order to establish any unknown underlying reasons why this is the case.

Part 2: Procedures to be followed by staff when a child is not collected on time

Introduction

The School undertakes to look after all pupils safely throughout the time that they remain under our 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 a pupil's safety.

Initial procedures may vary according to the age and maturity of the pupil and the time of day (see sections below), but under no circumstances will the supervising member of staff go to look for a parent, nor any member of staff take the pupil home.

After making every reasonable attempt to contact the parents (or other nominated carer), and if there is no response from any of the contact or emergency numbers provided to the school, the relevant DSL must be contacted and is responsible for making emergency supervision arrangements for the pupil.

A full written report of an incident of an uncollected pupil is always made to the Principal and, where appropriate, the local Children's Services Department /Ofsted is informed.

Procedures in the Senior School

- Parents of pupils are required to provide contact details which are recorded on MIS. This includes home and mobile telephone numbers of parents and other emergency contacts
- Parents are regularly reminded to update their contact information
- Pupils who are uncollected report to Reception or a member of staff
- If a pupil is not collected, staff follow these procedures
- All reasonable attempts are made by the staff to contact the parents/carers using contact details from MIS
- If contact is made with the parent/carers, the pupil stays at School with a member of staff until the pupil is collected
- Staff may agree with parents on speaking to them that an uncollected pupil can travel home independently. This permission should be recorded in an MIS contact. Staff may make a judgement as to whether they think this appropriate given the age of the pupil, the time of day and any other circumstances, and may choose to use the School's contracted taxi company Parkers 0208 560 0000 to send the pupil home
- If no contact can be made, after an hour, staff liaise with a member of SLT and apply the procedure set out in our Safeguarding Policy, which is to contact our local Children's Services Department and take advice



SURBITON

HIGH SCHOOL

- Up until the point the pupil is collected or handed into the care of Social Services, they will be cared for by staff

Procedures in the Girls' and Boys' Preparatory Schools (including EYFS)

- Parents of pupils are required to provide contact details which are recorded on MIS. The contact details include home and mobile telephone numbers of parents and any adult authorised by the parent to collect their child from School and emergency contacts.
- It is the parents' responsibility to update their contact information should there be any change

Pupil not registered for After School Club

If a pupil is not collected at the end of the day and they have not been registered for the After-School Club, staff follow these procedures

- The Form Teacher and Administration staff are asked for any information about changes to the normal collection routine
- All reasonable attempts are made by the staff to contact the parents using contact details from MIS
- If contact is made with the parent, the pupil stays at School with staff until the pupil is collected
- If no contact can be made with the parents, the emergency contact will be called
- If no contact can be made, after an hour, we liaise with the Principal and Heads of the Girls' and Boys' Preparatory Schools and apply the procedure set out in our Safeguarding Policy, which is to contact our local Children's Services Department and take advice
- Up until the point the pupil is collected or handed into the care of Social Services, they will be cared for by an experienced and qualified practitioner who is known to the pupil. The pupil will receive a high standard of care in order to cause as little distress as possible
- A full written report of the incident is recorded

Pupil registered for After School Club

If a pupil is not collected at the end of the day and they have been registered for After School Club, staff follow these procedures:

- All reasonable attempts are made by the staff to contact the parents using contact details from MIS
- If contact is made with the parent, the staff member will check to see if there is an available space at After School Club
- If there is availability, inform the parents and deliver the pupil to After School Club for collection from there by 6.00pm
- If there is no availability, the pupils will stay at School with staff until the pupil is collected
- If no contact can be made with the parents, the emergency contact will be called
- If no contact can be made, after an hour, we liaise with the Principal and the relevant Head of the Girls'/Boys' Preparatory School and apply the procedure set out in our Safeguarding Policy, which is to contact our local Children's Services Department and take advice



SURBITON

HIGH SCHOOL

- Up until the point the pupil is collected or handed into the care of Children's Services, they will be cared for by an experienced and qualified practitioner who is known to the pupil. The pupil will receive a high standard of care in order to cause as little distress as possible.
- A full written report of the incident is recorded on MIS

EYFS setting

- Parents of pupils are required to provide contact details which are recorded on MIS. This includes home and mobile telephone numbers of parents and any adult authorised by the parent to collect their child from School
- It is the parents' responsibility to update their contact information should there be any change
- The Form Teacher and Administration staff are asked for any information about changes to the normal collection routine
- All reasonable attempts are made by the staff to contact the parents using contact details from MIS
- If contact is made with the parent, the pupils will stay at School with staff until the pupil is collected
- If no contact can be made, after half an hour, we liaise with the Principal and Head of the Girls' and Boys' Preparatory Schools and apply the procedure set out in our Safeguarding Policy which is to contact our Local Children's Services Department and inform Ofsted
- Up until the point the pupil is collected or handed into the care of Children's Services they will be cared for by an experienced and qualified practitioner who is known to the pupil. The pupil will receive a high standard of care in order to cause as little distress as possible
- A full written report of the incident is recorded.

If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's safeguarding procedures detailed in the Staff Code of Conduct and School's Safeguarding Policy.

Records

The School's DSL will keep a record of incidents where parents/carers do not collect a child from School or are late for no explained or good reason, or where there are repeated incidents.

Critical Incidents

In the event of a critical incident with the potential to affect the ability of parents to collect pupils at the appointed time, the Head/Principal will endeavour to make arrangements to keep the School open and provide emergency supervision.



SURBITON

HIGH SCHOOL

Appendix 1: Form to be completed if a child fails to return home at the end of a School day

In the event we receive a report that a child has left School at the end of the day and not arrived home, the following procedure should commence.

1. Take the following information:

Name of child:

.....

Who reported him/her missing:

.....

Parent contacted:

.....

How the pupil usually gets home (include number bus etc):

.....

When they were expected home:

.....

Were they involved in any extra-curricular activities?

.....

2. Contact a member of SLT

Please follow the call list below until you get a response.

1. Matthew Close [redacted] if Senior School pupil
2. Louise McCabe Arnold [redacted] if Girls' Prep pupil
3. Tracey Chong [redacted] if Boys' Prep pupil

2. Hannah Horwood/Matthew Shoults [redacted]

3. Any other member of SLT

Name of SLT member informed

.....



SURBITON

HIGH SCHOOL

3. Sweep the relevant School

Time of sweep:

Who conducted it:

Procedures for SLT

1. Follow the steps outlined in point 4 of the policy.
2. Complete the questions below.

Once the pupil has been found briefly outline the following:

Why did the pupil not go home as planned?

.....

.....

.....

.....

.....

Where was the pupil?

.....

.....

.....

Who found the pupil?

.....



SURBITON

HIGH SCHOOL

Appendix 2: Form to be completed if a child fails to be picked up from a Royale European Coach

In the event we receive a report that a child has not been picked up from a Royale European Coach

1. Take the following information:

Name of child:

.....

What route they are on:

.....

Expected time of pick up:

.....

Name of Bus Driver

.....

Procedures for SLT / Reception

Phone the parents to find out why they are not there and the expected arrival time.

Phone bus company to see if they can wait at the stop.

- a. Main Number: 0208 754 0322
- b. Judy Dale: 07881 610 316
- c. Wayne Blackford : 07866 459 404

a) If parents are contactable give them contact at Royale European so that they can liaise directly with the bus company to arrange a suitable pick-up point. Phone bus company to check arrangements have been made.

b) If we cannot contact the parents, the child will remain on the bus until it has completed its route and will be returned to school. A member of SLT will return to school to meet the pupil and the

If this happens phone:



SURBITON

HIGH SCHOOL

1. Matthew Close [REDACTED]
2. Louise McCabe Arnold [REDACTED]
3. Tracey Chong [REDACTED]

Should any of the following not be contactable please contact SLT in this order:

1. Matthew Shoults
2. Kavita Patel
3. Any other member of SLT who is able to get to school

Document Information

Version Number	9
Reason for Version Change	Annual Review
Name of owner/author	Matthew Close
Name of individual/department responsible	Senior Vice Principal
Name of governor with oversight	Claudia Vincenzi
Last reviewed by governors	October 2024
Target Audience	Public
Date issued	18 th September 2024
Where available	MIS, School website
Review Date	September 2025