Pembridge Hall School

Inspired Education Group UK

Missing and Uncollected Child Policy

Last review date: August 2026

Next review date: August 2027

Vision

Pembridge Hall places our girls at the heart of everything. By combining traditional values with an innovative education, girls are prepared for life in an ever-evolving world through an ambitious and aspirational prep school experience. Placing emphasis on each girl as an individual, we recognise that happiness, a love of learning and emotional well-being are intrinsic to academic performance. Pembridge Hall girls are nurtured, challenged and empowered to succeed.

At Pembridge Hall we aim for all Pembridge girls to:

Aims & Values

BE INDIVIDUAL - Pembridge girls are encouraged to strive to achieve their personal best whilst developing their unique character. They are seen as individuals and their interests and talents are nurtured. The girls are encouraged to be articulate and confident, whilst understanding the importance of humility.

BE KIND - Pembridge girls develop the skills to work collaboratively with one another, using their emotional intelligence and a toolkit of strategies to support both themselves and others. The girls are encouraged to develop a sense of self-understanding and empathy for others.

BE CURIOUS - Pembridge girls are stimulated to be intellectually curious, ask questions, and develop a love of learning. They are given a breadth of experience and are encouraged to aim high in all they do.

BE ASPIRATIONAL - Pembridge girls are taught to understand the importance of making mistakes and are encouraged to step out of their comfort zone in their learning. A progressive curriculum embeds a culture of striving for excellence and families are supported to be aspirational in their senior school choices.

BE RESILIENT - girls are given numerous opportunities to reflect on their learning and develop strategies to manage their wellbeing. Girls develop a growth mindset, enjoy challenge and take risks.

BE RESPONSIBLE - Pembridge girls gain an appreciation of wider society and the diversity of nationalities, faiths, beliefs and languages represented by Pembridge Hall families. Girls develop a sense of responsibility to help others, through charitable work and community outreach.

Introduction

The welfare and security of children in our school is paramount and children are supervised at all times. This policy sets out our procedures for dealing with the unlikely event of a child going missing and is applicable to all pupils, including those in Reception.

Systems in place to minimise the risk

- CCTV cameras are in place at all entry points to the school and are monitored in each school office.
- Stringent steps are taken, and regular monitoring is carried out, to ensure that the main and side entrances to both buildings are secure during the school day. Entry is by keypad/keycard for staff and visitors will ring the bell.
- A member of staff is stationed on the main entry door of both buildings in the morning and is vigilant should any child attempt to leave the building.
- The attendance register is taken at the beginning of the school day and at the start of the afternoon session. It is the responsibility of each staff member to be aware of how many children are present.
- Children who arrive late must report to the school office, where they are recorded as late in the attendance register. Teachers must have regard for these children in the total head count of the class. This applies equally to those children who leave school during the day.
- At the end of the school day, children are only released from the front entrance to a known adult. If that adult is not part of that child's family, then written permission (email) or a telephone call by the parent to the school office must be received giving that adult permission to collect the child.
- Parents are required to inform the school in advance if their child is to leave with another parent or person. This system is also followed for children being collected during the day for appointments etc. All children leaving school before the end of the school day are recorded on the EntrySign system.
- All children are counted when leaving the buildings to walk to the Square Gardens or to St Matthew's church; they are counted again before returning. Lower School children are counted when they move from one room to another and when leaving for, and returning from, the Patio.

In the event of a child being found to be missing it is vital that prompt action is taken.

Procedure

1. The last known whereabouts of the child is established if possible.
2. EntrySign system is checked.
3. A search is immediately made of the surrounding area including toilets, cupboards and other areas where a child could conceivably hide.
4. The Head and all members of the SLT are informed.
5. The class teacher present will arrange for the other children to be properly supervised.

6. The premises are then checked thoroughly including classrooms, storage areas and all outside areas including passageways, playground and outside storage areas.
7. Doors, gates and CCTV records are all checked for signs of entry/exit.
8. Enquiries to be made through other adults within the school and in the immediate vicinity.
9. One or more members of staff are delegated to search local roads and the route home taken by the child.

Procedures 7 – 9 should be carried out simultaneously with 1 – 6.

If, after following all of the above, the child has still not been located then the following procedures are carried out:

1. **Police are informed.**
   Speed is essential in this situation and the police have the appropriate resources to initiate a wider search. The decision to call the police should not be delayed and it is essential that the age of the child is considered – the younger the child the more important early contact with the police is. If the child is in EYFS or the Lower School, then contact with the police should be made within 15 minutes of the child's disappearance.

2. **Parents are contacted by the Head or most senior member of staff available.**
   Once contacted the parents should be advised to stay at home or ensure someone remains in the home in case the child arrives there. Parents are advised that the emergency services have been contacted and that a staff member is searching the route a child may take home. Parents should be asked for information of anywhere else a child may head for e.g. grandparent, other relatives, the park etc.

3. **Inspired Head Office is informed and kept up to date with events.**

4. **Staff must not discuss the incident with anyone who has no need to know, or who might be a member of the media, and under no circumstances should the name of the child be divulged to any such person.**

5. **Legal liability should not be discussed with or admitted to anyone.**

6. **A complete account of the incident must be recorded, including the following:**
   - Date, time and location of disappearance.
   - The person who was responsible for the care of the child at the time
   - What the child was wearing
   - Any distinguishing features
   - The circumstances surrounding disappearance.
   - The time parents and other agencies were contacted.

- The incident is to be reported under RIDDOR arrangements and is recorded (Incident Log).
- If the incident warrants a police investigation, then all staff must give their full cooperation.

Actions to be followed if a child goes missing on an Educational Visit:

1. Ensure that the Group Leader is aware of the situation.
2. An immediate head count will be carried out, in order to ensure that all the other children are present.
3. The group will stay still and keep together under the supervision of at least two adults. A minimum of two further adults will immediately start searching for the missing child.
4. If the child is still missing after five minutes, the venue staff will be informed, Pembridge Hall School will be contacted and the police will be called.
5. The Group Leader will be prepared to give the following information:
   - **The Group Leader's name**
   - **An account of what has happened**
   - **Name, age and address of missing child**
   - **Time of the incident**
   - **Any special medical or learning needs**
6. The Head will contact the child's parents to inform them of what has occurred.
7. Inspired Head Office will be informed and kept up to date with events.
8. The school will cooperate fully with any Police investigation and any subsequent safeguarding investigation by Children and Family Services.
9. A full report will be made under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) and recorded (Incident Log).
10. In certain circumstances, the HSE (Health and Safety Executive) will need to be informed but before any reference to HSE is made, WorkNest must be contacted for advice.

Conclusion

In the case of any such incident occurring, the breach of security will be identified and all possible measures will be put in place to prevent a recurrence. The Head will monitor the policy and procedures and all staff are responsible for making sure that procedures are followed at all times.

Uncollected Children

Pembridge Hall ensures that all children are collected by a parent or carer at the end of the day. If a child is not collected at the end of a day, and the parent or carer has not notified us that they will be delayed, we will implement the following procedures:

1. Up to 10 minutes late
   The child will stay at the door with the teacher. When the parent/carer arrives they will be reminded that they must call the school to notify if they are delayed.

2. Over 10 minutes late

If a parent or carer is more than 10 minutes late in collecting their child, the teacher will inform the school administrator who will register their name in the 'Late Collections Book' and try to contact their parent/carer using the contact details on file. If there is no response from the parent/carer, messages will be left requesting that they contact the school immediately. The school administrator or teacher will then try to contact the emergency contacts listed on the child's registration form.

No.10

While waiting to be collected, the child may be asked to wait in the office or be taken into Pre-Club (decision made based on the phone-call).

The children must be signed out by the office when they are collected. If collected from Pre-Club, they must go to the office to sign-out before leaving the school. When the parent/carer arrives they will be reminded that they must call the school to notify if they are delayed.

No.18

If parents notify the office in advance that they are going to be 15 minutes late or more, then their name will be added onto both the Wraparound Care register and the late collections book.

The child will join Wrap Around Care but must be signed out in the late collections book by the office, before they leave the school.

3. Over 30 minutes late

   If the school administrator or class teacher has been unable to contact the child's parents/carer after 30 minutes, the school administrator will speak to the DSL or Deputy Head - who will contact the local Social Care team for advice. The child will remain in the care of members of staff, on the school's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care Team. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The school administrator or teacher supervising will ensure that children's names are recorded in the 'Late Collection Book'. Late collection books will remain in the offices at No.10 and No.18.

The teacher will also record incidents of persistent late collection on iSAMS and will discuss them with the child's parents or carers. If they persistently collect their child late the Assistant Head Pastoral and Deputy Head will be informed and a meeting set up to discuss any issues.

Timely collection from after-school clubs is also expected. As such, if a child is collected late on more than three occasions from an after-school club (including Wraparound Care), they will no longer be permitted to participate in the club.

Also refer to Child Supervision Policy and Attendance Policy.