



High March

MISSING PUPIL, SECURITY AND SUPERVISION POLICY

Person responsible for latest revision:	Mrs S Walker-Stidder and Mrs M Honiball
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February 2026	Updates for KCSIE 2025, new registration procedures on Complete-Ed, Bursar now Business Manager, supervised changing, Wishford Education governance
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This policy applies to the Early Year Foundation Stage, Key Stage 1 and Key Stage 2

High March Missing Pupil, Security and Supervision Policy

This policy and procedure does not cover normal absences through illness.

For children missing from education please see our Child Protection and Safeguarding Policy and the CME guidance in KCSIE September 2025 [Keeping children safe in education - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/keeping-children-safe-in-education)

This policy applies to all the children in the School, including those in the Early Years Foundation Stage (EYFS). Within school we take all possible precautions to prevent a child from going missing. It is important that up to date contact information for parents and carers is provided and that the School Office is informed if these details change. Staff should ensure that the electronic registers of attendance on Complete-Ed are completed accurately by 9:00am and 14:15pm. The Attendance Officers at Junior House and Upper School will check registers and will follow up on any unexplained absence as per the [Attendance and Registration Policy](#).

Missing Pupil Procedure

In the event of a member of staff fearing that a child has gone missing whilst at School:

Staff should always be aware of which children should be in their classes so that the absence of any child can be ascertained at the beginning of a lesson. At Upper School the peripatetic lesson timetables for music and drama are shared, and daily rotas are displayed on monitor screens in the Atrium. Pupils should attend registration or inform supervision duty staff before going attending peripatetic lessons. Pupil absences are displayed on the staff notice board. At Upper School staff will use their experience and judgement as to the credibility of any explanation given by the class. If no explanation can be found or if the member of staff has any doubt as to the reliability of an explanation the following procedure is followed:

- If a teacher suspects that a child is missing from a lesson or activity, they must first check the electronic register for any notes about absence.
- If a teacher suspects that a child is missing from a lesson or activity, contact the Upper School or Junior House Attendance Officer who will check records to see if the child has been signed out by a parent or carer during the day or if there is Leave of Absence record yet to be added to the electronic registers.
- If no clear explanation for the child being missing from a lessons can be found the Attendance Officer must contact a member of the Senior Leadership Team immediately. At Junior House this will be the Head of Junior House, Bursar or Headmistress. At Upper School this will be Head of Upper School, Deputy Head (Teaching & Learning) or the Head of Learning Support.
- If after school, the club registers must be checked for attendance at a club and a check made with the teacher in charge of the club the child attends for any changes or temporary arrangements.
- The SLT member and any available teachers and classroom assistants will carry out a thorough search of the building, including outside areas, toilets and storage areas. The school CCTV footage will also be viewed to identify any child leaving the school site. The Headmistress must be informed as soon as possible.

- Children will remain in their classrooms under adequate supervision whilst a search of the grounds is made. The safety and care of other children is paramount so the security of the school and the number of staff remaining to supervise the other children must meet EYFS requirements and be adequately maintained while the search continues.
- If necessary, staff will promptly, but calmly direct pupils to the Fire Lines and designated members of staff will supervise the children.
- Staff will count and name check all the children present against the class register whilst the groups are assembled in one place.
- A thorough check of all exits will be made, to ensure all gates / doors are locked / bolted and there are no other ways a child could have left the school. If something is discovered this needs to be drawn to the attention of the Headmistress immediately.
- If the child has not been found after 10 minutes from the initial report of them as missing, then the Headmistress will contact the child's parents to inform them of the situation and to ascertain:
 - Whether the child is at home
 - Whether the parents know of any reason the child might leave the school premises
 - Whether the parents have any idea of where the child might go
- If the parents do not have the child then the Headmistress will notify the police. Once the police have been informed staff should continue with the search until advised otherwise.
- When contacting parents/carers, the Headmistress will ask them to bring with them a recent photograph of their child if one is not available at School.
- If the missing child has any special medical or learning needs then these need to be noted to be disclosed to the police or other agencies.
- A thorough search of the school buildings will continue and be carried out by senior members of staff with the help of other members of staff available.
- A full record of all steps taken must be recorded by the staff involved in searching for a missing child. The recording of such information must be done as soon as practicable, but must not impede the search.
- Once the incident is resolved the Headmistress and staff will review relevant policies and procedures and implement any necessary changes.
- Consideration must be given to the need to inform Wishford Education and ISI of any incidents. If appropriate, a review and new risk assessment should also be completed to minimise the possibility of the incident happening again.
- If the School is alerted to a Year 6 child going missing whilst walking home independently, the SLT late duty staff member will check the independent travel register, located in the gate folder, which has information provided by parents about the route the child will take home. Staff will then liaise with parents, and the police if necessary, to arrange a search of the designated route.

In the event that a child goes missing whilst the parent or carer is on the premises, such as at the beginning or end of the school day, the following procedure should be followed:

Junior House

- The Headmistress will be informed by the member of staff who is aware of what has happened.
- The Headmistress will take her mobile phone and liaise and remain with the parent concerned.
- The Head of Junior House will be contacted.
- The Head of Junior House will organise a search of the sites by all available staff including the office, grounds and bursarial staff.

At this point the parents will be asked if they wish the police to be notified. If the parents cannot be contacted, then the School will contact the police. The search may be extended to surrounding roads by car or on foot.

Upper School

- The Head of Upper School (HoUS) and Deputy Head (Teaching & Learning) will be informed immediately.
- The Headmistress will be informed by the member of staff who is aware of what has happened and the Headmistress will go straight to Upper School taking her mobile phone with her.
- The Head of Upper School who is also Deputy Head (Pastoral) will take her mobile phone and liaise and remain with the parent concerned.
- The Deputy Head (Teaching and Learning) will organise a search of the sites by all the available staff including office, grounds and bursarial staff.

At this point the parents will be asked if they wish the police to be notified. If the parents cannot be contacted then the School will contact the police. The search may be extended to surrounding roads by car or on foot.

Attendance at After School Activities

Registers of children attending clubs, prep, swimming or After School Care are shared electronically with staff.

The children are accompanied by the staff to the designated rooms for their refreshments and wait for the start of clubs. A register is taken of the children attending after school sessions each day. If parents inform the class teacher that the child will not be attending the after-school session that day, the member of staff should inform the School Office. If the School Office receives notification from staff or parents that a child will not be attending, a note will be added to the club register on Complete-Ed.

If a child is on a club register, but is not present, then the registering member of staff will ask a colleague to check with the member of staff on gate duty to see if the child has been collected. They should also check the absence board in the staffroom and the signing in and Missing Pupil Security and Supervision Policy

out book. If these checks do not locate the child, then the member of staff will ask the School Office to call the parents straight away. The member of staff should wait to hear back from the School Office for confirmation that the child has been located and note this on the register. If the child has not been located then the procedures outlined above for a missing child will be followed.

At the end of refreshments the children are collected by the staff for their activities. If a child who should be attending a club session is missing then the procedures outlined above for a missing child will be followed. At the end of an after-school activity the club leader will complete a dismissal register to either sign the children out or sign them in to their next club or activity. Any children going home at the end of a club activity will be accompanied to the gate to be collected. If children are not collected, they will be taken to Rest and Relaxation room at Upper School or the After School Care room at Junior House.

If a child is not collected from the Rest and Relaxation or After School Care room at 5:30pm or are booked into Late Stay, they are taken for Late Stay at Junior House. If a child is not collected by 6pm, the SLT duty staff member will make contact with the parents to confirm a collection time. The SLT Duty staff member will remain with the child until parents arrive.

Educational Visits

On visits we have a high ratio of adults to children to ensure the safety of the children at all times. Risk assessments are completed and approved by the School Business Manager (EVC) before visits take place; including the procedure in the event of a missing child. (Please refer to Health and Safety, Educational Visits Policy, Emergency and Critical Incident Procedures on Visits)

Swimming Pool

In the case of children using the school pool, provisions of the High March Normal Operating Procedure and Emergency Action Plan Policy should be observed. The number-coded security door must remain locked and all staff must check this carefully when leaving the pool and ensure that the external door to the pool house is kept closed after entry. In the event that a child is lost, the pool should be evacuated, the changing rooms, and pool house thoroughly searched and an immediate search undertaken for the child. There are always a minimum of two members of staff at the swimming pool. One member of staff should search the pool house and the second and any other staff should supervise the evacuated children. The procedures for missing pupils outlined at the beginning of this policy should then be followed if the child is not found.

Security

We aim to provide a safe and secure environment in which pupils learn, staff and contractors work and others can visit.

The person in overall charge of security procedures is the Headmistress. She will be assisted by the School Business Manager and the other members of the Senior Management Team. All members of staff are responsible for implementing this policy and ensuring the daily safety and

security of everyone within the School.

Gates

During the school day the gates into the main school areas and buildings, including the pool area, are kept locked.

Entry to the school

All visitors enter through the main door at Junior House which is monitored by security cameras in the School Office. At Junior House visitors proceed to the reception areas and sign in electronically. At Upper School visitors enter through the front door and sign in electronically in the entrance hall. A visitor's badge is then issued with either a green lanyard or a red lanyard which alerts staff to the level of supervision the visit will require whilst on site. Visitors with a red lanyard need to be accompanied by a staff member when on site, while those with a green lanyard have had their checks and are allowed to be on the site without a staff member to supervise them. Any visitor in school without a badge or having unauthorised contact with pupils should be challenged by staff and their presence checked with the Office.

The coded security gates and side gates are opened at the following times to facilitate parents and children entering. The codes are changed regularly. Apart from the blue swimming pool gate which has a code, the other blue gates at both Junior House and Upper School are opened via a fob. Fobs are issued to the staff by the School Business Manager.

The persons responsible for opening and closing these gates are listed below:

Upper School

8:00am open	Duty SLT member (Small Blue Gate)
8:25am close	Duty SLT member (Small Blue Gate)
3:50pm open	Duty Teacher (Large Blue Gate)
4:00pm close	Duty Teacher (Large Blue Gate)
4.45pm open/close	Club Leaders (Large Blue Gate)
5.30pm open/close	Club Leaders (Large Blue Gate)

Junior House

Sandelswood End Gate

8:30am open	Member of staff who is on 'Gate Duty'
	8:50 am close Member of staff who is on 'Gate Duty'
3:25pm open	After School Care Supervisor
3:50pm close	The member of staff who is on duty doing Refreshments in The Den

Phones

There are phones in most rooms around the two sites which ensure that staff can be contacted in the event of an emergency or in order to facilitate staff contact with the Office. A full list of contacts is displayed by each phone.

Movement between sites

Members of staff always accompany children moving between sites, with the exception of those girls in Year 6 whose parents have given the school written permission to walk from Upper School to Junior House to meet siblings. This is recorded in the Gate Folder.

Supervision

Before School

Junior House:

Children arriving at School between 7:30am and 8:00am are taken to the Nursery Wrens classroom (FS, KS1 and KS2), where they are supervised by two members of staff in 'Up With the Larks'. Children are provided with breakfast during this session. At 8:00am Junior House children join their respective group for 'Early Birds' and the staff member takes any Upper School children to Upper School.

Children arriving at School between 8:00am and 8:30am are taken to the Den (KS1) or the Nursery Wrens where they are supervised by staff at 'Early Birds'. When this finishes at 8.30am, Nursery and Reception children are accompanied to their classrooms. Years 1 and 2 children make their own way to their classrooms. A register is kept of those children attending this session.

Upper School:

Girls arriving at school between 8:00am and 8:25am are supervised in the playground or the hall (if the weather is inclement) by the Assistant Tutor before lining up to be dismissed by the Duty Teacher to go to the classrooms.

After School

Junior House

Once collected by parents, children are deemed to be under their supervision. Those girls staying for the After School Activity Programme will be accompanied by the staff member to the room designated for refreshments before clubs. Children attending After School Care will be taken directly to the Den (KS1) or the Nursery Wrens (FS) for their refreshments at the end of the day. If a child is not collected after School and is not taking part in an activity or registered for After School Care, the teacher will leave the child in After School Care and then ask the School Office to contact the parents. The whereabouts of the parents will then be relayed to the staff in After School Care.

Upper School End of Day Dismissal

Pupils are released by staff at 3:50pm at the end of the day. Pupils going home proceed to the gate to be dismissed. The staff member on gate duty dismisses the children to parents or

other authorised adults. The gate duty folder contains information about other any changes to regular pick-up arrangements and Year 6 pupils who have permission to travel home independently. This is updated daily by the Upper School Administrator. Pupils can only be dismissed to adults other than parents who we have received confirmed authorisation from parents and who are listed in the gate folder. Staff members and club leaders are responsible for dismissing pupils at the end of clubs and after school prep sessions.

Movement around the school during the school day

In Junior House when girls are sent on an errand or for medication they are sent in pairs for safety reasons. Staff will always be aware of the length of time such absences should take and can phone the Office from one of the strategically placed phones if they need to check on a child's whereabouts.

In the EYFS, the children are supervised at all times and in all areas from the moment they are dropped off at School until they are collected at the end of their session. All members of staff supervising are well-qualified and ratios are adhered to in line with the requirements of the EYFS framework.

Play areas are supervised by a suitable number of staff. Other staff are always within calling distance in case they are needed.

Movement around Upper School should be calm and quiet. Pupils may move around the school individually to use the toilets, collect items, run errands or attend peripatetic music and drama lessons. Where pupils need to leave a lesson to attend a peripatetic lesson at a specific time the peripatetic teacher will contact the form teacher if the child does not attend. Pupils must not enter certain teaching rooms (science lab, art room, music block) and the medical room without adult supervision. They must line up outside and waiting for a staff member before entering.

Playtime Supervision at Junior House

There are always at least five members of staff on duty outside and one inside at play times at Junior House (the number of staff on duty ensures that FS ratio requirements are met at all times). For safety reasons a system of bands is used to track the children entering the buildings for the toilet, first aid or other reasons. Six red bands are kept for girls visiting First Aid and eight blue bands for girls visiting the toilets. By controlling the number of bands it can be ascertained how many children are in the building in the case of an emergency such as fire.

In Junior House access to all teaching rooms is not allowed at playtimes unless there is a specialist lesson. Children are not permitted to play in the area outside the kitchen during playtimes.

Playtime Supervision at Upper School

At morning break when all Upper School pupils are out at play there are always three members of staff on duty. At lunchtime, there are always two members of staff on duty outside with another member of staff on duty in the dining hall during the first half of the lunch period. During the second half of the lunch period, when more pupils are outside, supervision outside is increased to three members of staff. For safety reasons a system of bands are used to track children entering the buildings at break times and returning to the playground. By controlling the number of bands it can be ascertained how many children are in the building in the case of an emergency such as fire. Duty staff in the playground carry red and green bands with them and bands must be returned to duty staff when a child returns to the playground. Blue bands are issued from the medical room by the medical and welfare officer.

Playground Bands

- Red Bands – Toilet and First Aid
- Green Bands - Library
- Blue Bands – Indoor Retreat Spaces

First aid assistance should be provided in the first instance by duty staff in the playground, using the medical supplies in the outdoor classroom. If a child needs further treatment or the nature of the injury is more severe they should go to the medical room with another child or with assistance from staff in Upper School. In the event of a serious injury the medical and welfare Officer should be sent for and the pupil should not be moved.

Changing Supervision

Junior House

The responsibility for supervising pupils changing before or after a lesson falls to the class teacher and Teaching Assistants for PE and Ballet and the Teaching Assistants with swimming staff for swimming.

Upper School

The responsibility for supervising pupils changing before and after sports lessons falls to the member of staff coaching the group or team. Planning should incorporate the changing times to allow staff and pupils to reach their next lessons promptly. When changing early for away matches or for activities, it is the duty of the teacher in charge of the activity or coaching the team to supervise pupils changing. Where a male coach is employed, arrangements will be made for the pupils to be supervised by a female member of the School staff. Pupils will only be permitted to change in certain rooms to ensure their safety and privacy, for example rooms with blinds on windows, the cloakroom or changing room at the swimming pool.

Notification and collection of sick children

In the event that a child becomes ill during the school day at Junior House a teacher or the welfare assistant may ask the Office to contact a parent in order to arrange for the collection of the child at Junior House. The Head of Junior House will be informed of any child being sent home.

Once the parent has been contacted and their time of arrival is estimated, the child will be accompanied by a Teaching Assistant or Teacher to the First Aid area to await collection. The School Medical and Welfare Officer, a Teaching Assistant or other member of staff will stay with them until the parent arrives.

At Upper School the member of staff will consult with the School Medical and Welfare Officer or School Office to arrange contacting parents to arrange for collection. The Head of Upper School will be informed of any child being sent home.

Once the parent has been contacted and their time of arrival is estimated the child may remain in class or sit in the entrance hall. The Welfare Officer or School Office staff will sign the children out when parents arrive.

If a child is too unwell to wait in the classroom or entrance hall they will remain in the first aid room and be supervised by the School Medical and Welfare Officer or the Upper School Administrator until the parent arrives. Children who are suspected of being contagious or infectious must wait in the first aid room under supervision.

Uncollected Child Supervision

In the event of a child not being collected at the end of the school day and the School not receiving any notification from parents the child will be taken to the Supervision room at Upper School and After School Care at Junior House. If a child is not collected at Junior House we will, in the first instance, call the parents to establish the arrangements that they had for the collection of their child. If we are unable to contact the parents, we have contact details for other adults (given by the parents) who may be called to assist in such a situation. If a child is not collected at Upper School by 5:30pm they will be taken to Late Stay and parents will be contacted ahead of 6pm.

Designated Supervision for uncollected children

- Uncollected children in Nursery and Reception wait in Foundation Stage After School Care until they are collected.
- Uncollected children in Year 1 and Year 2 wait in Key Stage 1 After School Care in the Den.
- Uncollected children in Upper School are placed in the Supervision Room.
- Uncollected children after clubs and prep have finished will be taken to Late Stay.

Related Documents:

- Child Protection and Safeguarding Policy
- Fire Safety Policy
- Health and Safety Policy
- Health and Safety – Educational Visits Policy
- High March Swimming Pool NOP / EAP / PMP