

Queenswood



Missing Pupil Procedure

<i>Issued by</i>	Deputy Head Pastoral
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<i>Last review</i>	September 2018
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<i>Circulation</i>	Queenswood Website Governor Portal Staff Portal
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<i>Revision</i>	ii
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MISSING PUPIL PROCEDURE

1. If a pupil is missing from lessons (between 08.50 and 13.15 and 14.30 and 16.25)

Staff should keep registers for every lesson

a) **Member of Staff**

If the pupil's whereabouts are unknown, or the member of staff is not satisfied as to the girl's whereabouts, the member of staff should report her absence to the General Office if possible on extension 2203 or email the GO at missingpupil@queenswood.org with the title of the email being Girl's Name: Missing Pupil and sent with high priority, copied to Head of Year, Tutor and house staff, if a boarder. If an email is sent, it is the teacher's responsibility to follow up with a call if they do not hear back from the GO within 10 minutes.

NB If the pupil subsequently arrives at the class, the member of staff should email the GO, Tutor, Head of Year and House staff (if necessary).

b) **The GO (for items in red below the House Staff on duty will support GO)**

On receiving a call or email from a member of staff reporting a pupil missing from a lesson, the staff in the General Office should take the following steps, until the pupil can be accounted for:

- i) Reply to email if message came via email rather than phone.
- ii) Check the Portal and iSAMS to see if she has been registered as being absent, or is out of school on a visit/trip.
- iii) Contact the Medical Centre to see if the pupil is unwell.
- iv) Contact the Tutor and Head of Year
- v) Contact the pupil's Housemistress/Houseparent/Boarding Assistant, if a boarder
- vi) ring the pupil's mobile phone,
- vii) check the locker area to try to ascertain whether the pupil has taken her phone/handbag/coat or other belongings which might indicate she has possibly left the site;
- viii) check Centre, including the ICT rooms, the Leach Centre including the Fitness Room, and the Old Gym.
- ix) Call the GO to advise pupil has been located or to ask GO to take further action. Contact the Library, the Music and Art blocks, the Drama Department, the Computer Suite (S7) in the ABC, the Security Office. If the girl is not found they will call the Deputy Heads.
- x) Contact the Library, the Music and Art blocks, the Drama Department, the Computer Suite (S7) in the ABC, the Security Officer. If the girl is not found they will call the Deputy Heads.

If evidence is found at any stage that a pupil's disappearance may be suspicious, the Deputy Heads would be contacted immediately.

When the pupil's whereabouts have been ascertained, contact the class teacher who reported the pupil missing.

d) Deputy Heads

If the girl has still not been found, the Deputy Head Pastoral or in her absence the Deputy Head Academic, will initiate a search for the pupil – enlisting the help of appropriate adults: the Housemistress/Houseparent and Boarding Assistant, the Assistant Head, Head of Year, Estates and Maintenance staff, support staff and this search should include the Pavilion, Trew Lawn and the woods, the Car Park including the Portakabin and the Palaestra. The GO may be asked to call taxi companies. If the pupil is still missing, the fire alarm should be sounded. Normally this would be within 40 minutes of the girl being reported missing.

If the pupil is still unaccounted for, the Deputy Head Pastoral should contact the Principal, the pupil's parents/guardian, and if necessary, the Police – supplying them with the information requested in the pro-forma attached to the end of this document and all the registers taken to see if she can be accounted for.

2. If the pupil is missing at a Registration point between 16.30 and 08.00

a) The Housemistress/Houseparent or Boarding Assistant (whichever is on duty) should ask the pupil's friends if they know where the pupil is. If the pupil's whereabouts are unknown, they should take the following steps until the pupil can be accounted for:

- Check the Signing Out book in House
- Ring the Medical Centre
- Ring the pupil's mobile phone
- Check the pupil's room and try to ascertain whether the pupil might have taken her phone/handbag/coat or other belongings which might indicate she has possibly left the site
- Send responsible girls to search the Music and Art blocks, the Leach Centre - including the Fitness Rooms, the Old Gym and the Library. Ring the duty HM/HP and ask them to contact the other House staff to check their Houses.
- Ring the Deputy Head Pastoral or, in her absence, the member of SLT/SMT on duty.
- Contact Security and check cameras.

If possible, send a member of staff to search the Pavilion and the Palaestra. Ring Potters Bar taxis and Byng Cars.

b) If the girl has not been found, the Deputy Head Pastoral will initiate a search for the pupil – enlisting the help of appropriate adults including other SMT on site, House staff, support staff including catering and the caretaker, and this search should include the Pavilion, Trew Lawn and the woods, the Car Park including the Portakabin and the Palaestra. If the pupil is still missing, the fire alarm should be sounded (press button in Security Office)

If the pupil is still unaccounted for, Deputy Head Pastoral should contact the Principal, the pupil's parents/guardian and if necessary the Police, supplying them with the information requested in the pro-forma attached to the end of this document and all registers taken.

3. If a pupil is missing after 16.40

Activities:

- Registers are to be taken at the start of all activities
- An email listing the missing girls from the activity must be sent to the Housemistress and Boarding Assistant email group within the first 10 minutes of the activity starting
- If there is no access to email, a phone call to the House with most missing girls should be sent. A list of all girls will be given to that member of staff. House staff should follow up on missing girls.

Study:

- The SOCS register should be completed by 17.00
- House staff should follow up on missing pupils by checking SOCS

Arrangements for when a child is not collected at the end of the day:

If a girl is not collected at the end of the day, the caretaker in the car park would send the girl back to House. The House staff would then contact home and make arrangements for her to stay, if needed.

**INFORMATION TO BE MADE AVAILABLE TO THE POLICE
WHEN REPORTING A PUPIL MISSING**

A DESCRIPTION OF THE PUPIL AND THEIR CLOTHING

DETAILS OF WHEN THE PUPIL WAS LAST SEEN AND WITH WHOM

FAMILY ADDRESSES + CONTACT DETAILS

KNOWN ACQUAINTANCES AND ADDRESSES FREQUENTED

CIRCUMSTANCES UNDER WHICH THE CHILD IS MISSING

RELEVANT PERSONAL DETAILS OF THE PUPIL

A recent PHOTO of the pupil (available on iSAMS) will also be required

Missing Pupil Procedure Responsibilities

Teacher	GO Staff	Head of Year/House Staff/Assistant Head	Deputy Heads
<p>Preferably call GO on 2203 to report missing pupil.</p> <p>If necessary, e-mail GO but then follow up in 10 minutes by phone if no reply received.</p> <p>** must call GO if pupil subsequently arrives **</p>			
	<p>If report delivered by e-mail, reply to teacher's e-mail</p>		
	<p>Check portal and iSAMS including off-site trips</p>		
	<p>Call Medical Centre</p>		
	<p>E-mail pupil with cc to House Staff and Head of Section</p>		
	<p>Call pupil's House Staff. If no-one answers, call 2112 and whoever answers will assume their responsibility</p>		
		<p>Ring pupil's mobile</p>	
		<p>Check House area for signs that pupil may have left the site, ie missing coat, bag etc</p>	
		<p>Check Centre Block including ICT, Leach Centre including Fitness Suite and Old Gym</p>	
		<p>Call GO to advise that pupil has been located or for them to take further action</p>	
	<p>Contact Library, Music and Art Block, Drama Department, Computer Suite (S7) in ABC</p>		
	<p>Call Deputy Heads and assist as required e.g. calling taxi companies</p>		
			<p>Take other action as deemed appropriate including site search, activating fire alarm, etc assisted by other staff as required and detailed.</p>

When pupil is located GO will contact the class teacher who reported initial absence.

Transfer of responsibility must be made by telephone or personal contact, not via e-mail.

If evidence is found at any time that pupil's disappearance may be suspicious, Deputy Heads must be contacted immediately.