



Windlesham School  
& Nursery



## Missing and Uncollected Child Policy and Procedure

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Next Review Due: September 2026

Reviewed by Nick Matthews, Headteacher & Designated Safeguarding Lead

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## 1 Aims

We aim to keep children in our care safe when they are in School or at off-site venues such as sports fixtures, outings and residential trips. School staff make every possible effort to ensure children are safe on and off site by following the agreed policies and procedures. We also aim to inform parents and carers of our procedures regarding delayed pickups so that, if they are unavoidably delayed, there will be reassurance that their child(ren) will be properly cared for.

Relevant Policies:

[Safeguarding Policy 2025-2026](#)

[DRAFT Health & Safety Policy 2025 waiting to be ratified](#)

[Attendance Policy February 2024.docx](#)

## 2 Introduction

- The welfare of all children at Windlesham School is of paramount importance.
- 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 children safe at all times.
- All new staff receive a thorough induction into the importance of effective supervision of pupils at Windlesham School alongside induction Safeguarding training
- Our staffing ratios are generous to ensure that children are carefully supervised while in our care.
- The children follow specific procedures when they move around the site independently (e.g. between Subject Specialist lessons, going to the toilet etc.).
- The main entrance door to the School is locked on a security system which can be released by the Office staff; visitors need to ring through to the School Office to gain access.
- The pedestrian and car park entrances to the School are kept locked. School staff can use these entrances by using a security key pad number.
- Registers are taken at the start of the day and again in the afternoon.
- Parents and carers are required to sign children out when they collect children before the end of the normal School session (e.g. to attend medical appointments).
- At the end of the School day, children in Years 1 - 6 classes are escorted to the

front 'veranda' where they wait with teaching staff until they are collected by their parents/carers whilst Nursery and Reception children are collected by their parents/carers from their classrooms/late room entrance.

- Risk assessments are carried out for all visits and activities off site including residential trips.
- Staff organising trips and residential trips liaise with venues to ensure that their own risk assessments have been carried out.
- The appropriate staff/pupil ratios are maintained when the children are off site. Staff will refer to current ratios in the appropriate School Policies (e.g. School Trip Policy).
- Staff carry School mobile telephones on every visit or off-site activity and mobile contact numbers are left at School.
- It is the responsibility of parents or carers to provide us with up-to-date information relating to contact and emergency contact numbers as they change.
- We expect children to be collected by parents/carers at the correct advertised times for the end of the School day, after-School Club or visit off-site.
- On occasions when parents are aware that they will be unable to collect their child(ren), the name of the person who will be collecting them and a password will be created and must be given to the office. This password will be shared with teachers to ensure the child does not go home with anyone without this password.

Parents have access to the following information in the Windlesham School's Parent Handbook:

- The arrangements for handing over children to the care of their parents at the end of the day.
- The arrangements we have in School for registration of the children both in the morning and the afternoon.

Windlesham School's website at [www.windleshamschool.co.uk](http://www.windleshamschool.co.uk) provides the qualifications of School staff.

## 3 Missing Child Policy

Our procedures are designed to enable us to find a missing child and return him or her to effective supervision as soon as possible.

### 3.1 Actions to be followed by staff if a child goes missing at or from the School

If a child is found to be missing, we will carry out the following actions:

- A register will be taken to ensure that all the other children are present and

confirm which child is missing. Parents should inform the school office when your child is ill on the first day of absence and on every subsequent day by 9 a.m. If the school has not received a call by 9am, the school secretary will call the parents. If a child has not arrived after being dropped off by a parent, the following steps will be followed.

- The Headteacher (or member of the Senior Leadership team in his absence) and the School Office will be informed. The School Office will inform one of the Deputy Designated Safeguarding leads in the Head's absence.
- A search for the child will be co-ordinated by the DSL/DDSL.
- All members of staff, any visiting adults (such as adults running workshops etc.) and children will be asked if they can remember when and where they last saw the child.
- All available adults will search the School, both inside and out, carefully checking all spaces including cupboards, washrooms, playgrounds etc.
- Windows, doors and School Gate will be checked for signs of entry/exit.
- Staff will be extra vigilant to any potentially suspicious behaviour or persons in or around the School.
- If deemed necessary, the buildings will be 'Locked down'. The exits will be checked to ensure they are secure.
- The other children will be kept busy, ensuring they are kept calm and reassured.
- Routines will be maintained as far as possible.
- One or more adults will be supplied with a school telephone and directed to search the immediate environs beyond the boundary of the School (Dyke Road Park, Dyke Road, Fairways etc.).

If the child is still missing after 10 minutes and all previous checks have been carried out, the following steps will be taken:

- The Headteacher (or a member of the Senior Leadership Team in his absence) will ring the child's parents and explain what has happened, and what steps have been set in motion. The parents will be invited to come School if possible. If there is a possibility that the child may have gone home, it may be recommended that the parent waits at their home to receive the child on arrival. Messages will always be left on answer phones or using mobile phone voicemail facilities.
- If the child's home is within walking distance, a member of staff will be supplied with a school telephone and directed to go on foot to see if the child is en-route home.
- One of the Designated Safeguarding Leads will notify the Police.
- Office staff should be asked to locate a recent photograph of the child to hand to the emergency service.

- The School will co-operate with any Police investigation and any safeguarding investigation by Social Care
- Any media queries will be referred to the Headteacher

### 3.2 In the event of a lost child during an off-site lesson

For example, a Games lesson at Dyke Road Park, the actions will remain the same, and in addition:

- Mobile phones are always taken by staff to these sessions and a phone call will be made to the School Office immediately in the event of any incident.
- The rest of the children will return to the School and be supervised while other staff search for the missing child. During this time, correct staff/pupil ratios must be maintained.
- The request for any further adult support to supervise children or help with the search should be made by telephone.

### 3.3 Procedure to follow if a child is reported missing after dismissal to a parent or carer

Parents who lose their own child while supervising them on the School site (e.g. siblings visiting the School at drop off/pick up time etc.) will be encouraged to follow the School policy.

The Headteacher and Deputy Head should be informed. Adhering to appropriate staffing ratios, all available staff should begin a search of the school buildings and immediate grounds.

After 10 minutes the emergency services will be contacted. A recent photograph of the child should be located via Engage and handed to the emergency services. A written record of the incident and any action taken should be made as soon as possible after the incident as practicable and placed in the pupil's record folder.

### 3.4 Actions to be followed by staff if a child goes missing while off the School site

In advance of the trip, School staff will request a copy of the venue's own risk assessment. A risk assessment will also be written and completed and checked according to school Health and Safety procedures.

Staff are required to make regular head counts when children are off the School site at the School playing fields, at sports fixtures, on outings or on residential trips that involve overnight stays.

If a child is found to be missing, we will carry out the following actions:

- Take a register to ensure that all the other children are present and confirm which child is missing.
- Take other children to a central point identified on the risk assessment and supervise them there until the situation is resolved.
- Inform the Head teacher (or member of the Senior Leadership team in his

absence) and the School Office by phone. The School Office will inform one of the Designated Safeguarding Lead.

- All members of staff and children will be asked if they can remember when and where they last saw the child.
- Maintaining appropriate staffing ratios, all available staff will begin a search of the immediate area.
- The venue management will be advised so that they can put into place their own missing person's procedure.
- The other children will be kept occupied, ensuring they are kept calm and reassured. Routines will be maintained as far as possible. Children may possibly be taken back to School if it is nearby.

If the child is still missing after 10 minutes, the following steps will be taken:

- The Head teacher (or member of the Senior Leadership team in his absence) and the School Office will be informed by phone. The Head teacher will ring the child's parents/carers and explain what has happened, and what steps have been set in motion. The Head teacher will use their discretion to ask them to come to school or proceed directly to the Designated Safeguarding Leads venue. Messages will always be left on answer phones or using mobile phone voicemail facilities.
- The Lead member of staff will ring, or organise for another member of staff, to contact the Police. (999)
- One of Designated Safeguarding Leads will inform Front Door for Families
- The School will cooperate fully with any Police investigation and any safeguarding investigation by Social Care.
- If the child is not found within a reasonable time the remaining children should return to school. The trip organiser should remain and cooperate with the police investigation.
- Individual members of staff must not speak to the media. All media queries should be referred to the Head teacher, or in their absence the Deputy Head, Assistant Head or Bursar.
- Staff must not discuss the matter with other parents unless instructed to do so by a member of School Leadership Team.
- A written record of the incident and any action taken will be made as soon as possible after the incident as is practicable. It will be placed in the pupil's record folder.
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- Actions to be followed by the School once the child is found
- (either at School or at an off-site venue)

- Staff will talk to, take care of and reassure the child.
- Staff will speak to the other children to ensure they understand why they should not leave the premises/separate from a group on an outing.
- The Head teacher will speak to the parents to discuss events and give an account of the incident.
- The Head teacher will promise a full investigation (if appropriate involving Social Services/ Local Children Safeguarding Board).
- The investigation will involve all concerned providing written statements.
- A full report will be written, and uploaded to MyConcern, with details covering: time, place, numbers of staff and children, when the child was last seen, what appeared to have happened, the length of time that the child was missing and how he/she appeared to have gone missing. The report will also include any recommendations to change existing procedures for the future.
- The Head teacher will speak to parents to discuss events and give an account of the incident.
- Individual members of staff must not speak to the media. All media queries should be referred to the Head teacher.

Following the procedures of the Windlesham School Missing Child Policy, it may be appropriate, depending on the incident, to contact the following people:

- The Chair of the School Governors (to be informed by the Head teacher)
- The Insurers
- The Health and Safety Executive to make a report should a child be injured

## Procedures to be followed by staff when a child is not collected on time

- If a child is not collected within 15 minutes of the agreed collection time, the School Secretary or Teacher will call the contact numbers for the parent or carers.
- If there is no answer, the School Secretary or Teacher will begin to call the emergency numbers for this child. Messages will always be left on answer phones or mobile voicemail facilities.
- If there is no response from the parents' or carers' contact/emergency numbers within 60 minutes (or when the premises is closing if this later than a 60 minute period), the Head teacher (or a member of the Senior Leadership Team in his/her absence) or one of the Designated Safeguarding Leads will contact the Social Care Duty Officer on (see telephone numbers at the end of this document) in order for them to make emergency arrangements for the child, arranging for a visit to be made



to the child's house and make checks with the Police.

- During this time, the child will be safely looked after while he or she remains in the care of the School.
- At least two adults will always stay on the School premises with the child until the parent/carer/Social Care Emergency Services Team arrive.
- The School will make a full written report of the incident.

Parents of children who are persistently late in collecting their children, will be contacted in writing by the Head teacher on behalf of the Governing Body.

Contact and Telephone Numbers	
Social Services/Children's Services:  Brighton & Hove Front Door for Families, FDFF (Multi Agency Safeguarding Hub)  179a Whitehawk Community Hub Brighton BN2 5FL Telephone 01273 290400	Emergency Out of Hours Social Services/Children's Services:  Monday – Sunday from 16:30 to 08:30 Fax: 01273 692079 Telephone 01273 335905/6
Local Authority Designated Officer (LADO) <a href="mailto:ladoenquiries@brighton-hove.gov.uk">ladoenquiries@brighton-hove.gov.uk</a>	