

Queenswood



Missing Pupil Procedure

Issued by	Assistant Head (Boarding)/Deputy Head Pastoral
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MISSING PUPIL PROCEDURE

1. If a pupil is missing from lessons (between 08.55 and 16.25)

Staff should register every lesson on iSAMS

a) Teaching Staff – lesson registration

If the pupil's whereabouts are unknown, or the member of staff is not satisfied as to the pupil's whereabouts, the member of staff should report her absence, using the 'alert' button on iSAMS.

If the pupil subsequently arrives at the class, the registration data must be updated upon their arrival.

Please ensure that you keep Teams open on your computer/laptop as this is how the General Office will get in touch with you.

b) General Office

On receiving an iSAMS alert 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:

For day pupils:

- i) Check the Portal and iSAMS to see if the student has been registered as being absent, or is out of school on a visit/trip or SOCS will tell you if she is at a music/dance/drama lesson.
- ii) Contact the Medical Centre to see if the pupil is unwell.
- iii) Contact a member of the Boarding Staff, referring to the rota compiled by the Assistant Head (Boarding) to look for the missing pupil.
- iv) The Boarding staff will:
 - ring the pupil's mobile phone (number on iSAMS- Only Year 11 should have their Mobile phone on them during the school day)
 - ask classmates if they are aware of where they may be
 - check the classroom where the pupil should be
 - check the locker area
 - check the relevant boarding house communal area
 - Check Q Hall, Leach, the ICT rooms and the Old Gym.
 - Contact the Library, the Music and Art blocks, the Drama Department, the Security Office
 - Ask IT to check the location that their key card was last used
 - Double check ISAMS and the General office

If the BA on duty is handing their duty over to another member of staff, they should ensure that they have informed the General Office.
- v) If the pupil is not found, the Deputy Head Pastoral will be contacted.

For boarders:

- i) Check the Portal and iSAMS to see if she has been registered as being absent, or is out of school on a visit/trip or SOCS will tell you if she is at a music/dance/drama lesson.
- ii) Contact the Medical Centre to see if the pupil is unwell.
- iii) Contact a member of the Boarding Staff referring to the rota compiled by the Assistant Head (Boarding) to look for the missing pupil.
- iv) The Boarding staff will:
 - ring the pupil's mobile phone – BA can access this via WhatsApp
 - check the classroom where the pupil should be
 - check the relevant boarding house communal area and bedroom
 - check Q Hall, Leach, the ICT rooms and the Old Gym.
 - Contact the Library, the Music and Art blocks, the Drama Department, the Security Office
- v) If the pupil is not found, the Deputy Head Pastoral will be contacted.

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

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

c) Deputy Heads

If the pupil has still not been found, the Deputy Head Pastoral or, in her absence, the Senior Deputy Head will initiate a search for the pupil which may include asking their friends and enlisting the help of appropriate adults: the Assistant Head Boarding, Head of Year, the Tutor, the Housemistress/Houseparent and Boarding Assistant, and support staff; this search should include the Pavilion, Trew Lawn and the woods, the Car Park including the Portakabin and Q Hall. The GO may be asked to call taxi companies. If the pupil is still missing, the fire alarm should be sounded.

If the pupil is still unaccounted for, the Deputy Head Pastoral or Senior Deputy Head should contact the Principal, the pupil's parents/guardian, and, if necessary, the Police.

2. If the pupil is reported as missing after the school day finishes

- a) Establish whether the pupil is spending the night in school that evening; if they are going home, check with the transport department to see whether they are booked on school transport. If they are going home with parents, contact the parents to ascertain whether they have collected them already.
- b.) Check with the House staff (the Housemistress/Houseparent or Boarding Assistant - whoever is on duty) to see if they know where the pupil is; House staff 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:
 - Ring the pupil's mobile phone

- Ring the Medical Centre and check SOCS
 - Check with parents to see if she has been picked up early
 - Check the pupil's room or locker and try to ascertain whether the pupil might have taken her phone/bag/coat or other belongings which might indicate she has possibly left the site
 - Send responsible pupils to search the Music and Art blocks, Q Hall, Leach, the Old Gym and the Library
 - Ring the Assistant Head (Boarding) or, in her absence, the member of SLT/SMT on duty
 - Contact Security and check cameras via the General office
- c) If the pupil has not been found, the Assistant Head (Boarding) or member of SMT/SLT on duty 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; this search should include the Pavilion, Trew Lawn and the woods, the Car Park including the Portakabin and Q Hall. If the pupil is still missing, the fire alarm should be sounded (press button in Security Office).

If the pupil is still unaccounted for, the Assistant Head (Boarding) should contact the Principal, the pupil's parents/guardian and, if necessary, the Police.

3. Arrangements for when a pupil is not collected at the end of the day:

If a pupil is not collected at the end of the day, the caretaker in the car park would send the pupil back to general office. The GO, with the assistance of house staff would then contact home and make arrangements for her to stay, if needed or to be picked up later.

The carpark is physically monitored from 07:00 – 08:00 and 16:30- 18:30 Monday- Friday. Should the carpark not have a member of the team in the hut, it is recommended that the student goes to find an appropriate adult.

**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

1. A recent PHOTO of the pupil (available on iSAMS) will also be required
2. Parents/Guardians contact details are on the system with clear descriptions of which order contact should be made.

