

Pupil Supervision and Lost & Missing Children Policy

Southbank Hampstead

2026

● Introduction

Southbank takes seriously its responsibility to ensure that students are always supervised properly to ensure their safety while on school premises or on out of school visits. Staff who supervise are mindful of our safeguarding and our health and safety requirements. This policy applies to all year groups.

This policy applies to all children, including those in the early years (EC).

● Working Day

Students not attending ECAs are under supervision from school staff as follows:

Age range	Timings
EC3 (Part Time)	0820-1200
EC3/4 (Full Time)	0820-1515
K-Grade 2	0820-1515
Grade 3- Grade 5	0820-1520

● Start of Day Arrangements

Students do not arrive simultaneously on the school premises. Time is made available within the agreed directed time for supervision of children before school. Our responsibility begins when the children arrive at school:

- The school has written to all parents stating the time of the start of the school day. After 08.20 children are supervised outside the student entrance until the side door opens.
- There are also no supervision arrangements made beyond 16.30 unless there is an evening activity at the site in which case a teacher is assigned to supervise the students until parents' pick-up.
- Supervision is arranged for buses returning from Charteris or sports events and a supervising teacher is assigned and a member of SLT /DSL team is available
- Refer to entry and exit procedures below for activities out of normal school hours

● Break Time Arrangements

- During break, the following arrangements are in place; students go to break with their grade into either the Greentop or forecourt where they are supervised by an adult staff member
- When it is Wet Play- staff are expected to supervise the children in a grade classroom where appropriate activities are carried out.

● Lunch Time Arrangements

There are members of staff on duty when students are timetabled for recess on the Green Top or Forecourt, with the exception of when a grade is off-campus on a trip or scheduled sports activity. At least two staff are also scheduled to supervise each lunch sitting in the hall. A duty rota is maintained by the Deputy Principal. Duty staff are also assigned to supervise the transit area

between the hall and main building when children need to use the bathroom. When on duty, staff members are expected to:

- Be mobile – move around the area to actively supervise and not stay with the colleague on duty so that all areas are covered and children can access help if needed
- Be on time
- Be proactive – intervene before a game or activity becomes too rowdy
- Consistently enforce the agreed codes of conduct
- Ensure that all student travel between the main building and the Green Top is safe
- Ensure that children do not go to the bathroom without a peer
- Ensure that children never move between the Green Top or Hall and the main building without being accompanied by an adult
- Ensure that students line up, observe safe behaviour and are ready to return to class in good time

• End of School Day Arrangements

- Students are expected to leave the premises by 1530 unless they are attending an after-school activity. No students may be in any other area of the school site unless under the direct supervision of an authorised adult. Students are dismissed by their parent or carer after being dismissed by their classroom teacher.
- Students travelling by bus are expected to gather in the assigned areas, and will be supervised by staff who will then accompany them to the buses. Our chaperones ensure that students seat belts are on, and that they are behaving in a safe manner.
- Students not taking part in ECAs are accompanied to the Forecourt where at least four staff members are present to monitor and supervise dismissal. Students are then released to parents/ carers. Students in Upper Primary whose parents have filled out the school's permission to walk home by themselves are able to do so. No students may be in any other area of the school site unless under the direct supervision of an authorised adult.
- Students taking part in ECAs assemble in the Hall under supervision of staff. No students may be in any other area of the school site unless under the direct supervision of an authorised adult.
- Students travelling by bus are expected to gather in the assigned areas, and will be supervised by staff who will then accompany them to the buses.
- Schools will support any court orders in place, in relation to collection of students and contact arrangements. Should a parent/carer who is due to collect their child according to the order not arrive, then the school will telephone them initially. If schools fail to make contact within 30 minutes, the school will call the other parent/carer and request they collect their child. Should a parent/carer, who is not due to collect their child arrive at the school with the aim of collection, then the parent/carer will be advised to make agreed arrangements. This communication will take place off site (see Safeguarding and Child Protection Policy).

● Non-Collection Arrangements at End of Formal School Day

The school recognises that it has a statutory duty to safeguard and promote the welfare of its students, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or school activity. The following protocol explains those arrangements:

- Emails will be checked for any information regarding collection of the child
- If no information is available, attempts will be made to contact parents/carers at home or at work as appropriate
- If the above is unsuccessful, attempts will be made to contact emergency numbers on iSAMS
- Attempts will be made to contact the parents/carers in any other reasonable way eg another parent
- Staff will not allow the child to leave school with anyone other than those specified by parents

The school agrees to care for a student who has not been collected until such time as they are collected by a parent/carer, or appropriate alternative arrangements are made with social care and/or police to ensure the student's safety. However, it is also acknowledged that occasionally primary age students and most secondary age students travel independently between home and school, and when considering these children's circumstances the policy will need to be applied with discretion. The school's Designated Safeguarding Lead will keep a record of every occasion when parents do not collect a child from school or are late in doing so for no good reason. Any child welfare concerns arising out of such incidents will be dealt with in accordance with the school's child protection procedures. Instances of the same child repeatedly not being collected on time may result in a referral to social services.

● After School Activities

- Lunchtime ECAs are supervised directly by the teacher/s running the activity in the assigned room.
- ECAs and lessons are all registered in the Hall at dismissal.
- ECA Coordinator and assistant register students for each club and check any anomalies with the attendance officer on the online fire register. Club supervisors once they receive their register and group do a head count confirming the number of students in the ECA.
- Offsite groups must ensure that headcounts are done before boarding a bus at the start and end of the activity and when returning to school.
- Activity leaders must ensure that students vacate the building by escorting them to the exit door and handing them over to a parent or adult assigned to collect them.
- The ECA Coordinator ensures all children are collected by a known parent or nominated adult.
- A member of the Senior Leadership Team is on hand every evening until all children have been accounted for and collected by parents.

Practical on-campus activities

Teachers of practical subjects: Art, Science and so on will consider the organisation of the students involved in practical activities. Consideration is given to the number of students who can be suitably supervised when organising practical activities. Teachers will take all necessary precautions to include, where appropriate:

- Training in the carrying of glass and sharp objects
- Training in the carrying of hot substances
- Training in the use of tools and other equipment
- Use of masks and goggles

In addition, the following guidelines will be followed:

- All equipment should be accounted for at the end of the activity, stored in a safe place and regularly maintained/replaced when necessary
- Students should be closely supervised when using sharp equipment
- Students should not have access to craft-knives or other sharp tools/blades
- Teachers should ensure that students are trained in the correct use of tools

• Sporting Fixtures

The same general principles of care apply during all PE sessions as to other school activities. When risk-assessing all activities, it is very important that the teacher should consider factors such as:

- Condition of the flooring
- Safety of apparatus and equipment to be used
- Suitability of student clothing
- Suitability of the activities for the ability and age-range of the students

Please follow the procedures listed below:

- Children should not be allowed to wear watches or jewellery during PE activities
- Ear-studs should be taped over
- If valuables are handed to the member of staff for safe-keeping, the school accepts responsibility for them
- Staff should wear appropriate clothing
- Students should not be allowed into the sports hall before the start of the session without direct supervision
- Students should not be handling PE equipment without direct supervision

Students not taking part in a PE session should accompany the PE class, unless suffering from an injury which precludes easy movement.

Southbank makes use of its own sports facility: Charteris Sports Centre. This is located off-campus, at the following address: 24-30 Charteris Road, London NW6 7ET

All students using this facility for curricular and extracurricular activities are accompanied to and from the site, via coach-service, by the PE teaching staff or school chaperone.. A register of attendance is taken before leaving the school site, upon arrival at Charteris Sports Centre and once the party has returned to the school. Headcounts are done before leaving the campus, at the site, before boarding the bus to return to school and on return to school.

● Travel to and from School on Buses

Parents/carers are responsible for ensuring that their child (ren) travel safely to and from school. Students are not supervised by school staff when travelling on buses and they are expected to behave responsibly and to follow the driver's instructions. This includes wearing a seat belt at all times.

The Principal reserves the right to prohibit a specific pupil from travelling on school sponsored transport if their behaviour does not meet the required standard.

Please see above section 3.3. for arrival information and 6.2 for departure information.

● Leaving the Site during the School Day

It is expected that all students will be on site for the entire day unless they have specific permission to leave.

● Supervision Duties

All members of the staff are expected to take their share of break and lunchtime supervisory duties. For more information on staff duties, please see the duty rota. All classes will be supervised by the relevant teacher/staff member and at certain Grade levels a teaching assistant will be present.

Supervision in classrooms

Some students and staff move around to go to specialist and non-specialist rooms for lessons and are expected to arrive for lessons promptly. During the lesson, staff should not leave the classroom unattended at any time. In the case of emergency, a student will be deployed to seek assistance or a call made to Reception.

Children in Early Childhood (2-5 year olds)

For children in Early Childhood, our supervision arrangements meet or exceed those required by the statutory framework of the EYFS.

We operate an EC classroom, each with a maximum of 16 EC4 (4-5 year olds) and a maximum of 14 EC3 (2-4 year olds). Some EC3 children stay for the morning only (except by agreement with the Principal, after the first half term), going home after lunchtime. EC4 children stay all day. A fully qualified teacher is assigned to each classroom and is the Key Worker for each class. Additionally we have the equivalent of two full-time assistants which ensure that supervision ratios and qualifications are adhered to at all times.

Teachers are responsible for organising the timetable of assistants to ensure adequate supervision for all planned activities, including outdoor play and at snack and lunch. Lunch is eaten inside the hall. Assistants are also directed to supervise after-lunch playtime with classroom teachers accessible nearby in the building.

All specialist lessons timetabled for this age group (Library, Music, PE) are taken by fully qualified teachers and accompanied by EC assistants to ensure full supervision at all times.

Early Years children may enter and exit the building accompanied by their parents via the main entrance, especially when they are new to the school. At morning drop-off, once children feel confident, parents may leave Early Years children in a supervised line at the student entrance until the door opens. Collection at the end of the day is from the supervised school gate with children lined on the forecourt with Early Years staff until the parent arrives at the gate. Lunchtime collection for half-day EC3 children takes place at the front gate with children brought up to parents by Early Childhood staff.

Lunchtime and recess supervision

There are members of staff on duty when students are timetabled for recess on the Green Top or Forecourt, with the exception of when a grade is off-campus on a trip or scheduled sports activity. At least two staff are also scheduled to supervise each lunch sitting in the hall. A duty rota is maintained by the Deputy Principal. Duty staff are also assigned to supervise the transit area between the hall and main building when children need to use the bathroom. When on duty, staff members are expected to:

- Be mobile – move around the area to actively supervise and not stay with the colleague on duty so that all areas are covered and children can access help if needed
- Be on time
- Be proactive – intervene before a game or activity becomes too rowdy
- Consistently enforce the agreed codes of conduct
- Ensure that all student travel between the main building and the Green Top is safe
- Ensure that children do not go to the bathroom without a peer
- Ensure that children never move between the Green Top or Hall and the main building without being accompanied by an adult
- Ensure that students line up, observe safe behaviour and are ready to return to class in good time

Risks associated with the sharing of the school site.

- Netherhall Education Association (NEA) administration staff and residents occupy buildings neighbouring the school site, including communal points of transition, during the school day.
- This is considered a high risk.
- Given the potential of either unintentional or intentional site access during school hours, it is of utmost importance that existing supervision measures to mitigate risk are enforced with rigour, as described above.
- To further mitigate risk, Security Signage and soft barriers are in place to delineate boundaries. CCTV is also in operation.
- Staff are reminded to challenge any unauthorised personnel who are present on the school site and immediately report it to the Site Manager and Principal.

• Supervision during PE Lessons, including Changing Arrangements

PE lessons are supervised by members of the teaching staff. When older students are changing, teachers must be mindful of both their responsibility for appropriate supervision and the need for a pupil's privacy, with due regard for the Safeguarding and Child

Protection Policy. Staff will only enter the changing facilities where they believe not to do so may place a pupil at risk. Younger children e.g., those under aged 7 years, and those with SEND may require full supervision or support with changing, undertaken by two teachers being present.

● Medical Support

There is a qualified staff member on duty from 0800 to 1700 every day. They are available to administer first aid, to help if someone is ill or injured, and to deal with any accidents or emergencies. A pupil who feels unwell during the day should report to the front school office.

● Supervision in Remote Locations

Some potentially dangerous areas of the school are out of bounds to unsupervised students. These include maintenance, catering and caretaking areas of the school.

For Educational Visits – please see Educational Visits policy

● Lost or Missing Children

In the instance that a pupil is lost or missing whilst on the school site we will follow the following procedure:

- If a teacher suspects that a child is missing from a lesson or activity, a full headcount will immediately be taken by the teacher-in-charge (usually the class teacher or nominated person) and matched against the register.
- If it is confirmed that a child is missing, the teacher will contact the school office immediately using a walkie talkie to report the details and then ensure remaining children are kept safe in a secure place with adequate adult supervision, including assistance from other school staff if necessary.
- The school office will immediately inform the Deputy Principal or Principal and the DSL who will direct, or nominate a senior staff member to direct, the subsequent search.
- To alert all staff School Admin will make the following announcement on the school Public Address system, and over the school walkie talkie network:

CODE ONE: (STUDENT NAME)

At this point all staff who are not directly supervising students should commence searching for the missing student.

The following lists available to the school office will be checked to determine if the student's absence was expected

- attendance registers
 - school club's register
 - trips registers
 - peripatetic lessons (music, language, etc)
- As directed by a senior member of staff, a thorough search of the building and/or site and immediate surroundings including storage areas and toilets is conducted. A thorough check of exits will be made; reasonable efforts will be made to secure exits. Doors are secured and the risk of a student leaving the site is minimised. The senior staff member directing the search must be immediately informed if anything that may be relevant is discovered during the search.
 - CCTV footage may also be reviewed.
 - If the student is located, To alert all staff School Admin will make the following announcement on the school Public Address system, and over the school walkie talkie network:

CODE TWO: (STUDENT NAME) HAS BEEN LOCATED

- If the child is not found after this initial search, which should usually take no longer than 10 minutes from the initial report of a missing child, the school office will inform the Director of Education (Cognita Principal Office)
- The senior staff member directing the search will ensure that the parents have been informed by the responsible teacher. The Principal or, in the absence of the Principal, the DSL or Deputy Principal will decide at which point the police will be called.
- All relevant emergency contacts for children will be used to inform parent/carer(s) accordingly. However, until such time as the child is safely returned to the care of the parent/carer(s), the Principal remains responsible for overseeing measures required to ensure the welfare of the child, including off-site.

In the instance that a pupil is thought to be lost or missing on whilst off-site we will follow the following procedure:

A missing child must be treated as a safeguarding emergency. There is **no requirement to wait** before contacting the police.

Confirm the child is missing

1. Stop the activity immediately.
2. Conduct a headcount and check the register.
3. Confirm when and where the child was last seen.
4. Ask staff and children calmly whether they know the child's location.

5. Check toilets, nearby rooms, transport and other obvious locations without delaying escalation.

Protect the other children

- Keep the group together in a safe, supervised location.
- Maintain the required adult-to-child supervision.
- Do not send children to search.
- One adult should coordinate the response while other staff continue supervising the group.

Alert the venue

- Notify the venue's designated contact or security team immediately.
- Ask for exits to be monitored where possible.
- Provide the child's name, age, description, clothing, photograph and last-known location.
- Agree which areas venue staff and school staff will check to avoid duplication.

Contact the police

Call **999 immediately** if the child:

- Is young, vulnerable or has additional needs
- May be near traffic, water, railway lines or another immediate hazard
- May have been taken by another person
- Has a medical condition
- Cannot be found following the immediate initial checks

Otherwise, contact police promptly on **999 or 101 as advised by the circumstances**. For a missing five-year-old, I would call **999 without delay**.

Notify the school

The visit leader must contact the Principal/designated school emergency contact and provide:

- The child's details
- Time and place last seen
- Searches already completed
- Whether police and venue security have been contacted
- A contact number for the visit leader

Contact the parents

The Principal, visit leader or nominated senior member of staff should inform the parents promptly.

Agree who will maintain communication with them so that information is consistent. Parents should not first learn about the incident indirectly.

Continue the coordinated search

- Follow police and venue instructions.
- Staff must not leave other children inadequately supervised.
- Keep one adult at the last-known location where appropriate.
- Record times, locations searched, calls made, decisions and information received.
- Do not post information on social media or communicate with the press.

When the child is found

- Check the child's immediate physical and emotional welfare.
- Arrange first aid or medical attention if required.
- Notify the police, parents, school and venue immediately.
- Reassure the child and avoid blame or intensive questioning.
- A suitable adult should record the child's account using their own words.
- Decide, with the school and parents, whether the child or group should continue the visit.

After the incident

- Complete the school's incident and safeguarding records.
- Inform the DSL and health-and-safety lead.
- Preserve registers, written notes and relevant communications.
- Consider whether reporting to the local authority, regulator, insurer or RIDDOR is required.
- Review the risk assessment, supervision arrangements and control measures.
- Provide appropriate support to the child, family, students and staff.

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