



SURBITON

HIGH SCHOOL

Uncollected Pupils

Contents

1.	Surbiton High School: Ethos and Aims	2
2.	Policy Statement.....	3
3.	Key Personnel	4
4.	Procedures.....	4
4.1	Senior School.....	5
4.2	Girls' and Boys' Preparatory Schools (including EYFS)	5
4.3	EYFS setting.....	7
5.	Critical Incidents	8
6.	Document Information.....	9



SURBITON

HIGH SCHOOL

1. Surbiton High School: Ethos and Aims

Ethos

- We are a vibrant learning community, which **inspires** every child to discover and embrace their individuality, to grow in their intellectual curiosity, and to enjoy their independence
- We acknowledge that there is no such thing as a typical Surbiton High School pupil and that impressive academic results are just one aspect in our rich tapestry of educational provision; therefore, we **encourage** every child to grow in compassion, respect and an outward looking attitude, living out the School's motto: *Amor nos semper ducat (May love always lead us)*
- We **empower** every child to thrive, developing social and emotional intelligence to become rounded and grounded in their character, demonstrating kindness and service to others

Aims

- Surbiton High School aims to **inspire, encourage and empower** our young people to discover and liberate the very best of themselves, exceeding their potential in an intellectually rigorous and challenging academic environment, balanced with outstanding pastoral care and support

We achieve these aims through our *Charter for Happiness and Well-being*. Our children:

- are **inspired** to deploy their highest strengths to tackle all situations, developing a growth mind-set and a can-do attitude, equipped with the tools to maximise their positive emotions
- are **encouraged** to find their niche, to be fully engaged in educational activities and to meet the highest challenges that come their way
- are coached and **encouraged** to develop strong relationships, to be empathetic and responsive to the needs of themselves and others
- are **empowered** to lead a meaningful life, to be able to understand what their goals are and to know what they are striving for
- are **empowered** to draw strength from celebrating their accomplishments, in order to tackle new challenges

We achieve these aims through our inculcation of *Learning Habits*. Our children:

- are **inspired** in their thinking, to ask questions, to make connections, to imagine possibilities, to reason methodically and to capitalise on their resources
- are **encouraged** to be emotionally invested in their learning, persevering in the face of difficulties, noticing subtle differences and patterns, managing their distractions, and becoming absorbed in their learning



SURBITON

HIGH SCHOOL

- are **empowered** to be fully involved in their learning, growing in interdependence, collaborating effectively, listening empathetically to others, and imitating their learning habits
- are **inspired, encouraged** and **empowered** to be productive, planning their learning in advance, revising and reviewing their progress, distilling important information, and developing their own meta-learning

United Learning and the United Church Schools' Trust

Surbiton High School is part of *United Learning* and the *United Church Schools' Trust*. The School has an Anglican foundation, valuing its Christian heritage whilst welcoming staff and children from all faiths and none. We share with United Learning its core mission statement "to bring out the best in everyone". We are committed to the aims of United Learning, including its *Framework for Excellence*, which can be found at: www.unitedlearning.org.uk

2. Policy Statement

Surbiton High School is committed to taking the necessary steps to safeguard and promote the welfare of its pupils and we undertake to look after safely any pupil who is not collected from school at the appointed time.

The school will make every reasonable attempt to contact the parents (or other nominated carer) but if there is no response from any of the contact or emergency numbers provided to the school, the school will contact the Designated Safeguarding Lead, Matthew Close, who will be responsible for making emergency supervision arrangements for the pupil. This may involve contacting the Police.

The school is sympathetic to the parent/guardian of a pupil who, where the circumstances are exceptional, is not collected at the appointed time. However, Surbiton High School reserves the right to charge a fee for late collection to cover the additional time worked by our staff.

This policy applies to all members of our school community, including those in our EYFS setting, and Surbiton High School seeks to implement this policy through adherence to the procedures set out in the rest of this document.

This policy is available to relevant parties in accordance with our statement on the provision of information and should be read in conjunction with the following documents:

- Child Protection (Safeguarding)
- Missing Pupil Policy
- Supervision of Pupils Policy



SURBITON

HIGH SCHOOL

Surbiton High School is fully committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the school's Equal Opportunity Policy document.

This policy is reviewed annually by Stuart Murphy, or as events or legislation changes require, and in addition is subsequently checked and monitored by the School's Compliance Officer. Once checked by the Compliance Officer, this policy is sent to LGB Members so that they can familiarise themselves with it, and monitor its implementation going forwards. The next scheduled date for review is May 2022. Surbiton High School seeks to implement this policy through adherence to the procedures set out in the rest of this document.

3. Key Personnel

The Designated Safeguarding Lead is Matthew Close

The Assistant Safeguarding Lead for the Girls' Prep School, including the Early Years Foundation Stage, is Clemmie Stewart

The Assistant Safeguarding Lead for the Boys' Prep School, including the Early Years Foundation Stage, is Tracey Chong

In the absence of these people, any member of SLT or any DSL can deputise for them.

The Local Authority contacts for child protection are as follows:

Kingston Local Safeguarding Children's Boards (KLSCB)

http://www.kingston.gov.uk/info/200236/kingston_local_safeguarding_childrens_board

KLSCB Single Point of Access on the following number: 020 85475008 (Monday to Thursday, 8.45am-5.00pm, Friday 8.45am-4.45pm). Out of hours emergency Duty Team Telephone number: 020 8770 5000

LADO (Local Authority Designated Officer) is Alice Stott (Direct Line: 0208 547 4609; e-mail: LADO@achievingforchildren.org.uk)

4. Procedures

These procedures are intended to ensure that pupils at Surbiton High School are looked after safely in the event that a pupil is not collected at the appointed time. Initial procedures may vary according to the age and maturity of the pupil and the time of day (see sections below),



SURBITON

HIGH SCHOOL

but under no circumstances will the supervising member of staff go to look for a parent, nor any member of staff take the pupil home.

After making every reasonable attempt to contact the parents (or other nominated carer), and if there is no response from any of the contact or emergency numbers provided to the school, the relevant DSL must be contacted and is responsible for making emergency supervision arrangements for the pupil.

A full written report of an incident of an uncollected pupil is always made to the Principal and, where appropriate, ISI/Ofsted is informed.

4.1 Senior School

- Parents of pupils are required to provide contact details which are recorded on MIS
- This includes home and mobile telephone numbers of parents and other emergency contacts
- Parents are regularly reminded to update their contact information
- Pupils who are uncollected report to Reception or a member of staff
- If a pupil is not collected, staff follow these procedures
- All reasonable attempts are made by the staff to contact the parents/carers using contact details from MIS
- If contact is made with the parent/carers, the pupil stays at school with a member of staff until the pupil is collected
- Staff may agree with parents on speaking to them that an uncollected pupil can travel home independently. This permission should be recorded in an MIS contact. Staff may make a judgement as to whether they think this appropriate given the age of the pupil and the circumstances and may choose to use the school's contracted taxi company Parkers 0208 560 0000 to send the pupil home
- If no contact can be made, after an hour, staff liaise with a member of SLT and apply the procedure set out in our Safeguarding Policy, which is to contact our Social Services Department and inform ISI/Ofsted
- Up until the point the pupil is collected or handed into the care of Social Services they will be cared for by staff

4.2 Girls' and Boys' Preparatory Schools (including EYFS)

- Parents of pupils are required to provide contact details which are recorded on MIS



SURBITON

HIGH SCHOOL

- The contact details include home and mobile telephone numbers of parents and any adult authorised by the parent to collect their child from school and emergency contacts.
- It is the parents' responsibility to update their contact information should there be any change

Pupil not registered for After School Club

- If a pupil is not collected at the end of the day and they have not been registered for the After-School Club, staff follow these procedures
 - The Form Teacher and Administration staff are asked for any information about changes to the normal collection routine
 - All reasonable attempts are made by the staff to contact the parents using contact details from MIS
 - If contact is made with the parent, the pupil stays at School with staff until the pupil is collected
 - If no contact can be made with the parents, the emergency contact will be called
 - If no contact can be made, after an hour, we liaise with the Principal and Heads of the Girls' and Boys' Preparatory Schools and apply the procedure set out in our Safeguarding Policy, which is to contact our Social Services Department and inform ISI/Ofsted
 - Up until the point the pupil is collected or handed into the care of Social Services, they will be cared for by an experienced and qualified practitioner who is known to the pupil. The pupil will receive a high standard of care in order to cause as little distress as possible
 - A full written report of the incident is recorded

Pupil registered for After School Club

- If a pupil is not collected at the end of the day and they have been registered for After School Club, staff follow these procedures:
 - All reasonable attempts are made by the staff to contact the parents using contact details from MIS
 - If contact is made with the parent, the staff member will check to see if there is an available space at After School Club



SURBITON

HIGH SCHOOL

- If there is availability, inform the parents and deliver the pupil to After School Club for collection from there by 6.00pm
- If there is no availability, the pupils will stay at School with staff until the pupil is collected
- If no contact can be made with the parents, the emergency contact will be called
- If no contact can be made, after an hour, we liaise with the Principal and the relevant Head of the Girls'/Boys' Preparatory School and apply the procedure set out in our Safeguarding Policy, which is to contact our Social Services Department and inform ISI/Ofsted
- Up until the point the pupil is collected or handed into the care of Social Services, they will be cared for by an experienced and qualified practitioner who is known to the pupil. The pupil will receive a high standard of care in order to cause as little distress as possible.
- A full written report of the incident is recorded on MIS

4.3 EYFS setting

- Parents of pupils are required to provide contact details which are recorded on MIS
- This includes home and mobile telephone numbers of parents and any adult authorised by the parent to collect their child from school
- It is the parents' responsibility to update their contact information should there be any change
- If a pupil is not collected at the end of the day and they have not been registered for the After-School Club, staff follow these procedures
 - The Form Teacher and Administration staff are asked for any information about changes to the normal collection routine
 - All reasonable attempts are made by the staff to contact the parents using contact details from MIS
 - If contact is made with the parent, the pupils will stay at school with staff until the pupil is collected
 - If no contact can be made, after half an hour, we liaise with the Principal and Head of the Girls' and Boys' Preparatory Schools and apply the



SURBITON

HIGH SCHOOL

procedure set out in our Safeguarding Policy which is to contact our Social Services Department and inform ISI/Ofsted

- Up until the point the pupil is collected or handed into the care of Social Services they will be cared for by an experienced and qualified practitioner who is known to the pupil. The pupil will receive a high standard of care in order to cause as little distress as possible
- A full written report of the incident is recorded.

5. Critical Incidents

In the event of a critical incident with the potential to affect the ability of parents to collect pupils at the appointed time, the Head/Principal will endeavour to make arrangements to keep the school open and provide emergency supervision.



SURBITON

HIGH SCHOOL

6. Document Information

Version Number	3
Reason for Version Change	Annual review
Name of owner/author	Stuart Murphy
Name of individual/department responsible	Stuart Murphy, Assistant Principal Pupil Development & Wellbeing
Target Audience	Public
Date issued	10 th June 2021
Where available	United Hub, MIS, school web-site
Review Date	May 2022