



Hanover Street School (ELC)



**IMAGE FROM Care Inspectorate*

Absent/Missing/Lost Pupil Policy & Procedure



<u>Relevant Performance Indicators</u>		
UNCRC	<i>Article 3 – all adults should do what is best for you</i> <i>Article 6 – ensure children’s right to life, survival and development</i> <i>Article 19 –the right to be protected from being hurt or badly treated</i> <i>Article 31 – right to leisure, play and culture</i>	
<i>HGIOELC(2016) & HGIOS4(2015) Quality Indicators</i>	2.1	Safeguarding and child protection
<i>Health and Social Care Standards (2017)</i>	3.20	I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.
	3.21	I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or may be at risk of harm.
	3.23	If I go missing, people take urgent action, including looking for me and liaising with the police, other agencies and people who are important to me.
Care Inspectorate: A quality framework for daycare of children, child-minding and school aged childcare (2021)	1.1 1.2 4.1	Nurturing care and support. Children are safe and protected. Staff skills, knowledge and values.

Policy Written By	Sarah Lemmon, SEYP & Gillian Forbes, DHT
In Consultation With	Nursery Team & Updated Care Inspectorate Guidance
Date(s) of Review & Changed Made	<ul style="list-style-type: none"> • <u>created April 2019</u> • September 2020: - risk benefit approach towards ratio, rather than fixed numbers, new sections to aid reading of policy, new recording and reporting section • September 2021 – links to CI new quality framework, change in ratios due to expanded hours, SIMOA CI guidance • November 2022 – links to new CI Practice notes, and other revisions.
Date of Next Review	September 2023 or sooner if legislation/guidance dictates
Signature(s)	<i>Gillian Forbes</i> <i>S Lemmon</i>



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1. Introduction

In Education, our first duty of care is the health, safety and protection of our learners. Thus, we must ensure that children's safety is maintained as the highest priority at all times. This applies within the nursery, school building, outside in the playground or garden, and on any community walks or trips.

The following document will detail security measures taken and the procedure that will be followed in an emergency if a pupil goes missing.

2. Staffing and Marking Attendance

- At the start of the nursery day (8.50am), a member of nursery staff is at the main office, to allow families secure entry to the building. Families are welcomed and make their way up to nursery on the first floor, ready for a 9.00am start.
- Staff are present at each nursery cloakroom to welcome children and families. They mark off names from a "key group list" as children arrive, knowing which pupils have entered nursery.
- Latecomers are buzzed in at 9.10am after the stairwells are clear of primary pupils. Again, the "key group list" is marked off.
- Staff use the "key group lists" to do head counts, check names and numbers correlate, and then this data is transferred to SEEMiS by 9.20am.
- Numbers of children in each key group, and the total number of children are displayed in the main room. This is updated throughout the day for latecomers/early leavers. (Appendix A)
- ALL STAFF must take responsibility for updating these details, where necessary.
- ALL STAFF must always know how many children should be in the room. Therefore, accurate display of numbers and solid team communication is vital.

3. Absence Procedures

- Any child not present will be marked as absent.
- Any communication from parents via phone, email or SeeSaw should be promptly reported to the office for accurate recording.
- Reasons and relevant administration coding will be updated on SEEMiS.
- If a child is absent, a groupcall text messages will be sent by the office staff.



- If the child is absent for more than 2 days a call will be made to their parent/carer to check if everything is ok. If the child and/or family is deemed to be particularly vulnerable, then contact must be made sooner.
- If for any reason children are on flexible timetables (e.g., parent preference, attending mornings only, enhanced transition), nursery staff should communicate this to the office so that it can be recorded accurately on SEEMiS.
- All Leadership Staff to be familiar with the two Aberdeen City Council Policies - [Guidance on Managing and Promoting Pupil Attendance](#) and [Children Missing from Education Policy](#) to guide decisions and any contact made.

4. General Preventative and Proactive Safety Measures

Staffing, Ratios and Risk/Routine Awareness:

- *The SSSC advise a minimum ratio of 50:50 qualified: unqualified staff.*
- Qualified staff are teachers, SEYPs and EYPs. Unqualified staff are generally EYP Modern Apprentices, ELC Support Workers. The nursery manager and SEYP will be aware of everyone's individual qualifications levels, which are stored in the core training records.
- Students and volunteers are NOT included in the ratios at all.
- A minimum adult to child ratio of 1 to 8 children will always be maintained.
- Using the qualified: unqualified ratio, an example for 16 children would be 1 qualified: 1 unqualified.
- Various examples of possible staffing scenarios are included in appendix B.
- When supply staff are used, they are welcomed by the SEYP, or an EYP in their absence. They are shown around the nursery, detailing the procedures for locking doors, etc. They are given the "Emergency Folder" to read, which entails our routines, risks, and information highlighting the needs of the children who require additional support.
- Routines are regularly discussed, and risks and benefits evaluated, responsively adapting them, as required.
- Children with limited understanding and awareness of risk may benefit from certain strategies to enable them to be supported to minimise risk. This will be detailed in any children's action plans.



Visitors/General Entry to School Building and/or Nursery

- Hanover Street School has a security entry system at the main entrance. All visitors entering the building must report to and pass through the reception area.
- The nursery doors themselves have locks, and double handles (one high up), to prevent children being able to leave the nursery without an adult.
- All visitors to nursery will be supervised and if any visitors leave during the nursery session, then the door will be checked on their departure.
- Various signage is displayed around the nursery and building highlighting safety procedures for the whole school community. Discussions with relevant staff, families and children will take place to highlight these when required (Appendix C)

Drop Off & Pick Up Arrangements

- Various members of the nursery team will be on hand to greet all parents/carers and children on arrival to help ensure children are welcomed in safely.
- Drop off and pick up arrangements will remain responsive, changing accordingly when evaluations inform.
- As part of personal planning, the nursery team will collate names of people who will be collecting each child. Names of people who are not permitted to collect children are also recorded if appropriate.
- If someone arrives at pick up time that is not recorded or is not the main parent/carer then staff will call the child's parent/carer to check before handing the child over.

Classroom Management, Routines and Predictability

The benefits of routines and clear expectations give emotional security to children, making them feel safe, secure and knowing what to expect. The nursery team will deploy consistent, effective classroom management in line with school/nursery policies. Children will be involved in developing, promoting and celebrating the following of these routines, to promote understanding and positive reinforcing of them. Consistency is key. As a reflective and responsive nursery, staff are encouraged to positively challenge any routines that are either not implemented, or not deemed to be effective, useful, or developmentally appropriate for the children.

Awareness of Safety Guidance:

Care Inspectorate Practice Notes “Keeping Children Safe” and SIMOA

In 2022, Care Inspectorate produced some practice notes. The following 3 practice notes are used to support staff training and this policy design.

- [Keeping Children Safe – Practice Note to Support ELC Trips and Outings](#)
- [Keeping Children Safe – Practice Note to Support Transitions in ELC](#)
- [Keeping Children Safe – Practice Note to Support Curiosity and Exploration in ELC](#)

SIMOA is the Care Inspectorate elephant, to support good practice. SIMOA raises awareness and promotes acting responsibly to safeguard, protect and support children’s wellbeing.

Simoa always remembers:

Safe

Be alert to all potential risks in your setting.

Inspect

Look around and inspect the environment to make sure a child can’t leave an area without staff or their parent/carer.

Monitor

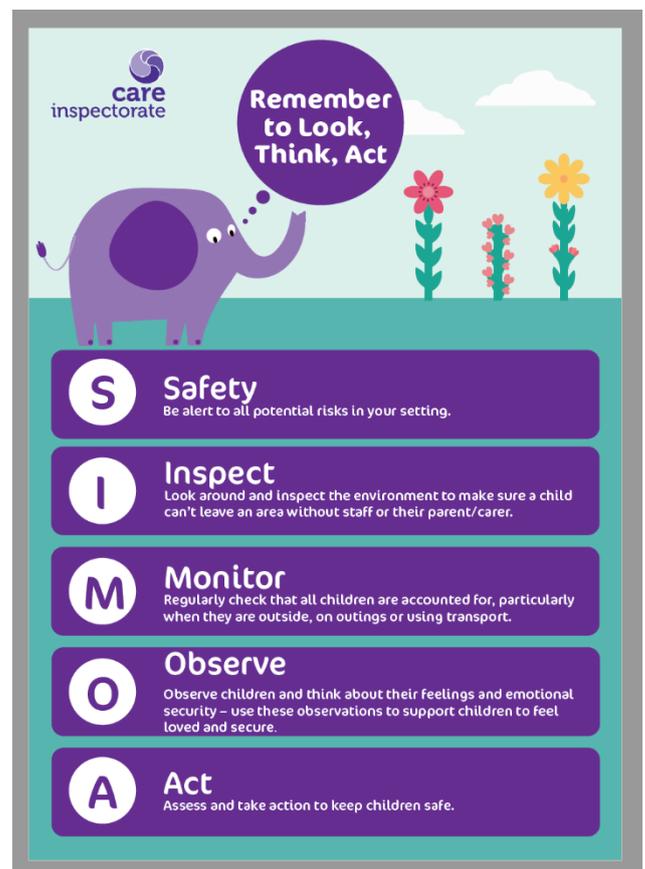
Regularly check that all children are accounted for particularly when they are outside, on outings or using transport.

Observe

Observe children and think about their feelings and emotional security – use these observations to support children to feel loved and secure.

Act

Assess and take action to keep children safe.



****This poster will be displayed around the nursery areas.***

Use of and regular review of this policy

This policy was originally created in April 2019. It is reviewed regularly by and with staff, and changed accordingly to meet the safety needs of children, families and



staff. This policy will be read and discussed with new staff and any regular volunteers/students.

5. Routines Out with the Nursery Playroom – Transitions, Trips and Outings

Visiting the Nursery Garden & areas around the school (e.g., library, gym hall)

A minimum adult to child ratio of 1 adult to 8 children will be maintained at all times. This should be a qualified member of staff, in line with SSSC guidance (a minimum ratio of 50:50 qualified: unqualified staff)

- Ratios should also consider the fact that the toilet facilities are inside the school building. Where possible, an extra member of staff should go to the garden. Or, if a child needs the toilet inside (disabled toilet or playground toilets), staff should take extra children with them to ensure the ratio of 1:8 is maintained. The nursery does have a “pop-up toilet” to aid free-flow play and child safety. This is in use in warmer months.
- When children leave the nursery to go to the garden, and vice versa, a headcount will again be done and a list of the children’s names/numbers (key group list) will be given to the staff, both inside and outside. This may be a paper copy, or a photograph of the list taken on the IPad, ensuring all staff know which and how many children are in and out.
- Regular head counts and check ins with children will be undertaken.
- Again, clear boundaries, routines and expectations should be consistently made clear to children and families.
- Choice – as far as possible within ratio constraints, children should as far as possible be offered the choice to go/be inside or outside. That is, not set key groups moving ‘en-masse’. In the spirit of nursery vision, values and aims, choice and child-led play should be promoted.

Coastal Project/Wee Green Spaces

These projects take place where children leave the nursery setting and visit the beach or a nearby area of green space. Further risk assessments are carried out in preparation for this, and on the day of the trip also.

To always ensure children’s safety the following procedures/measures are taken:

- A rota/register is drawn up in advance, based on the children’s development and knowledge of the project and related routines.
- Parents/carers are informed beforehand and indeed, encouraged to attend.



- A risk assessment is completed before every visit and discussed with all staff.
- Staff discuss the safety rules with the children before they leave the nursery, to ensure the children are involved in the risk assessment.
- A final headcount is carried out and a list is left with the remaining staff within the nursery to inform them of who has left the nursery.
- The staff member leading the activity will also keep a note of the children present. **It is advised that a group photo be taken before leaving.** This will ensure an easy form of taking register, but also helpfully provide photographic detail in the need of any support required.
- Staff ratios will be advised by Aberdeen City Council ratios, and the developmental needs of the children.
- Staff always carry a mobile phone so they can contact the school in any emergencies.
- All children wear hi-visibility jackets/waistcoats.
- Children are put in pairs/small groups with their adult and, wherever possible during the outdoor session, will stay in these groups.
- A headcount will be carried out before leaving the school grounds and then on arrival at the Wee Green Space. This will be repeated on the return journey and regularly throughout the session if staff feel it is required. (e.g. counting children on and off onto buses)
- Regular risk assessments of the area, and activities/resources frequently used, will be carried out by the nursery staff.

Outdoor Walk or Trip

Staff are encouraged to take children for a walk and/or learning opportunities, around the local area. They may also go for a nursery trip.

To always ensure children safety the following procedures/measures are taken:

- A risk assessment is completed before every visit and discussed with all staff.
- Staff go over the safety rules with the children before they leave the nursery to ensure the children are involved in the risk assessment.
- A final headcount is carried out and a note is left with the remaining staff within the nursery to inform them of who has left the nursery.
- The staff member leading the activity will also keep a note of the children on the walk/trip. **It is advised that a group photo be taken before leaving.** This will ensure an easy form of taking register, but also helpfully provide photographic details in the need of any support required.



- Staff ratios will be advised by Aberdeen City Council ratios, and the developmental needs of the children.
- Staff always carry a mobile phone so they can contact the school in any emergencies.
- All children wear hi-visibility jackets/waistcoats.
- Children are put in pairs/small groups with their adult and wherever possible during the session will stay in these groups.
- Any adult/parent volunteers will have been given the chance to read the “Useful Dos and Don’ts”, from the Adult Volunteers/Helpers Policy. They will also be included in any risk assessment briefings and learning purpose discussions.
- A headcount will be carried out before leaving the school grounds and then on arrival at the destination.
- This will be repeated on the return journey and regularly throughout the session if staff feel it is required.
- ALL ADULTs will be aware of their group number AND the total number of children. Staff should, in their daily and dynamic risk assessment, identify any high-risk pupils who may leave the trip area/boundaries, and plan in preparation and responsively for this, in line with school procedures (e.g. a person centred risk-assessment, asking parents to attend).

6. Reactive Measures - If A Child Goes Missing In Our Care

In the Nursery/School Building

- Upon finding that a child is missing, the member of staff who discovers this should immediately note down the exact time.
- All members of staff should be communicated with – clearly, calmly and concisely.

The following procedures will then move into action, led by the SEYP or in her absence, a nominated lead practitioner:

- i. One member of nursery staff will telephone the school’s reception staff at the main office as to heighten security on the door. Name and description of the missing children will be given.
- ii. A different member of the nursery team will take their **mobile phone (ensuring easy contact), fob (ensuring easy entry to areas of the school building) and garden keys (ensuring easy entry to garden area)**. They will exit nursery via the main cloakroom.
- iii. Glance around first floor.



- iv. Go down front stairs, check playground door (onto football pitch) as they pass.
- v. Go outside **straight away**, exiting via the main office. A playground and garden check will take place, going straight to the main and car park gates, checking **highest risk areas first** (e.g., onto Beach Boulevard) and the garden and playground thereafter.
- vi. The staff member will re-enter the building and check the reception area, janitor room, dining room, gym hall and its changing rooms, disabled toilet, infant playground door (in other words, all areas working back towards the rear stairs) and then back up the rear staircase.
- vii. The staff member will check the staff cloakroom, staffroom, library and nurture room before returning to nursery.

Meanwhile:

- viii. The nursery will be gathering the remaining children, do head counts, checking against key group list/register and ensuring no other children are missing.
- ix. Nursery areas – toilets, changing area, dens/tents will be checked.

Other:

- A member of the Senior Leadership Team will be notified.
- If **after 10 minutes** the child is still not found, the police will be called, and the search will continue both inside and out until they arrive.
- A member of the Senior Leadership Team will contact the parent/carer of the child(ren) involved and keep them updated throughout.
- **A search for the child will continue from the moment the child is noted missing until they are found, or the police advise otherwise.**

When the child is found:

- *Nursery staff (team member searching playground and lead staying in room) will use their mobile phones to inform each other.*
- *SLT will be informed.*
- *Parents/carers and police (if already called) will be informed by SLT.*

If a child is found/seen out with the school grounds:

- *Remain calm – communicate simply with the child if you can.*
- *DO NOT CHASE THE CHILD – THIS WILL INCREASE RISK.*
- ***Call police immediately.***

In the Playground/School Grounds

The procedure above will be followed.



However, most staff will remain outside with the children, securely in the nursery garden, and a member of staff will check the remainder of the playground and then go straight inside to check the areas mentioned above.

During a Wee Green Spaces Session or Nursery Walk/Trip

- Upon finding that a child is missing, the time should be noted down and a search of the area will be done.
- If the child is not found, a member of staff will gather the remaining children and a head count will be carried out to ensure no other children are missing.
- A member of the Senior Leadership Team will be notified. They will send another member of the school to support/and/or escort the remaining children back to the school.
- **If after 10 minutes the child is still not found, the police will be called,** and the search will continue until they arrive.
- If staff are within an enclosed area i.e. a shop or a building then other help will be requested where possible, and the security team, if present, will be notified to seek their assistance.
- The member of staff leading the activity will stay at the area until the Police arrive to pass on the relevant information.
- A member of the Leadership Team will notify the parent/carer of the child involved and keep them updated throughout.
- **A search for the child will continue from the moment the child is noted missing until they are found, or the police advise otherwise.**

7. Managing Children and Adults

During an incident

A missing child can be very worrying for all involved. Part of managing the situation is to ensure everyone stays calm and the children do not feel anxious or worried.

- The staff dealing with the remaining children should not discuss the issue in front of the children or around them to help reduce the risk of the other children becoming distressed.
- The staff team will also feel worried and anxious and wherever possible should try and remain calm. Senior members of the team should ensure clear communication and offer support to all involved.



After an incident

- SLT will ensure a prompt investigation will take place, with records being kept. This will include a review of risk assessment procedures and talking to all staff.
- Parents may feel angry. When dealing with an upset or angry parent, two staff should always be present, and wherever possible a member of the Senior Leadership Team should be present.
- If the incident becomes public knowledge (e.g., amongst parents/carers or on Social Media), then staff or any member of the school team should not discuss the situation.
- Staff will have mixed emotions also. This needs to be considered in any debriefing that will take place after any incident. Staff should be supported through any debriefing, training and any potential disciplinary measures.
- If relevant, meetings with parents and/or children will take place. This may enable discussion of certain strategies that were/are in place, such as a person-centred risk assessment, ABC charts, visuals, etc
- SLT will report as necessary.

8. Recording & Reporting

- At all times, open, transparent, honest, and prompt communication is vital.
- Care Inspectorate Notifications – the Care Inspectorate ask that any incident as detailed above be reported through their e-forms notification system. This is the responsibility of Gillian Forbes, Depute Head Teacher/Sarah Lemmon Senior Early Years Practitioner and must be completed within 24 hours of the event/incident taking place.
- [Duty of Candour](#) – consideration must be made if this triggers the Care Inspectorate Duty of Candour.
- Near miss/incident reporting should take place using Council procedures – currently on Aberdeen City Council Sharepoint.

9. Links to Other Relevant Policies

- Aberdeen City Council Health & Safety
- Risk Assessments
- Aberdeen City Council Policies - [Guidance on Managing and Promoting Pupil Attendance](#) and [Children Missing from Education Policy](#) to guide decisions and any contact made.
- [Educational Visits Policy and Guidance and other Health and Safety guidance](#)



- [Care Inspectorate Practice Notes](#)
- [Records that all registered children and young people's care services must keep and guidance on notification reporting \(Care Inspectorate, October 2022\)](#)

Appendix A
Health and Safety: Daily Number of
Children (example)

	AM	PM
Blue		
Green		
Red		
Yellow		
TOTAL		

Notes:

-
-
-



Appendix B

Staffing ratios for inside and outside – different configurations

Overall, our minimum ratio is 1:8.

For 40 children therefore we need 5 staff.

For session 2022/23, we do have 1 extra support worker (SW) who has been given to enable us to further support our children with Additional Support Needs.

When ALL children are in the nursery, or ALL children are outside (moving as one class)

The table below shows the ratios needed depending on the number of children present within the setting.

No of Children	EYP Resource	SW Resource	Total
1-8	1	1	2
9-16	1	1	2
17-24	2	1	3
25-32	2	2	4
33-40	3	2	5

As you can see this table shows how our ratio of 1:8 can easily be managed, however this is only when we work as a whole unit of 40 children in one space.

When SOME children are in the nursery and SOME children are outside (as in the aim of free-floe play)

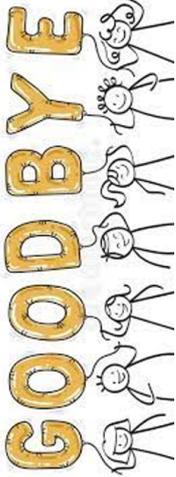
When we move outside to the garden area it becomes more complicated, examples are shown below:

No of Children inside	EYP Resource	SW Resource	No of Children inside	EYP Resource	SW Resource	Total
17	2	1	23	2	1	6
12	1	1	28	2	2	6
20	2	1	20	2	1	6
16	1	1	24	2	1	5

The table above shows that when we split our resource of staff between inside and outside, we can only manage with 5 staff if we stick with 16:24 split, otherwise we need to allocate 6 staff, which at times we do not have.

Appendix C

Signage of Safety Procedures - Examples

<p><small>*Nursery Doors</small></p> <p>Welcome!</p> <p>DING DONG! Please ring our wee doorbell.</p>  <p>Please, if you enter our nursery, lock the door behind you, after you enter.</p> <p>Also, on leaving, please ask an adult to lock the door behind you.</p> <p>Thank you. 😊</p>	<p><small>*Rear Playground Door (onto football pitch)</small></p> <p>Please do not prop this door open at break and lunchtimes.</p> <p>Keep it closed.</p> <p>If classes are out in the playground, please only prop open the door leading to the toilets.</p> <p>Thank you. 😊</p>
<p><small>*Inside of nursery doors</small></p>  <p>We hope you had a fun time!</p> <p>Have you asked an <u>adult</u> to lock the door behind you?</p> <p>Thank you. 😊</p>	<p><small>*Classroom 2</small></p>  <p>After 9.10am, please use the other door round the corner, to the right (follow the yellow wall) It is the main nursery entrance.</p> <p>It also has a doorbell so staff and children can hear you are <u>here</u> and little faces will greet you with a smile! DING DONG!</p> <p>Thank you! 😊</p>