Pupil Supervision and Lost & Missing Children Policy

Florence Bilingual School

EUROPE

2026

Registered in England & Wales - Cognita Schools Limited No. 02313425
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THRIVE IN A RAPIDLY EVOLVING WORLD

1. Introduction

1.1. Florence Bilingual School takes seriously its responsibility to ensure that pupils 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.

1.2. This policy applies to all children, including those in the early years.

2. Working Day

2.1. The school day is as follows:

Age range	Timings
0-6	07:30-18:00
06-11	07:30-08:30 Pupil Supervision
	08:30-16:15 Lessons
	16:15 – 18:00 Pupil Supervision e extracurriculum activity
11-14	07:30-08:20 Pupil Supervision
	08:20-16:05 Lessons
	16:05 – 18:00 Pupil Supervision e extracurriculum activity

3. Start of Day Arrangements

3.1. **Pupils aged 0 to 6 – Nursery and Early Years**

Pupils must be accompanied to school by a parent, a person with parental responsibility, or an adult formally authorised by the family. The child must be handed directly to a member of school staff. Pupils in this age group must not be left unattended or enter the school premises independently.

If an expected pupil does not arrive at school, the absence will be recorded and, where no prior notification has been received from the family, the school will contact the parents or person with parental responsibility, in accordance with the Attendance Policy.

Pupils aged 6 to 11 – Primary School

Pupils must arrive at school within the designated arrival time. Parents or responsible adults are responsible for ensuring that the child reaches school safely. During the designated arrival period, pupils are taken into the care of the school staff responsible for supervision and may enter the school premises.

Pupils must not be left unattended outside the school before the designated supervision period begins.

If an expected pupil does not arrive at school and no absence has been reported, the school will check the situation and contact the family to establish the reason for the

absence. Any unauthorised or inadequately explained absences will be managed in accordance with the Attendance Policy.

Pupils aged 11 to 14 – Lower Secondary School

In consideration of their age and increasing level of independence, pupils may, subject to the school's arrangements and the required parental authorisations, travel to school independently. Once they have entered the school premises during the designated arrival period, pupils are under the supervision of school staff.

Parents or persons with parental responsibility are required to promptly notify the school of any absence.

If an expected pupil does not arrive at school and no notification has been received, the school will promptly verify the pupil's attendance and contact the family. Unexplained or repeated absences will be managed in accordance with the Attendance Policy.

3.2. Before the start of lessons, the following supervision arrangements are in place:

Nursery and Early Years (0–6 years): pupils are handed directly to the school staff responsible for welcoming and supervising them. Supervision is provided from the moment the child is handed over by the parent, guardian, or authorised adult.

Primary School (6–11 years): during the designated early arrival and welcome period, pupils are supervised by the appointed school staff. Pupils must remain in the areas designated by the school and follow the instructions of the supervising staff until the start of lessons.

Lower Secondary School (11–14 years): pupils may enter the school independently in accordance with the arrangements established by the school. Before the start of lessons, they must remain in the designated areas and are required to follow the instructions of the school staff on duty.

3.3. For pupils arriving by school bus, the arrangements set out in section 3.2 apply.

4. Break Time Arrangements

4.1. During break, the following supervision arrangements are in place:

Nursery and Early Years (0–6 years): break time takes place exclusively in the areas designated by the school and under the direct and continuous supervision of the educational staff. Pupils must not leave the designated areas independently and must be accompanied and supervised when moving between areas.

Primary School (6–11 years): break time takes place in the areas designated by the school, either indoors or outdoors, under the supervision of teachers and/or designated school staff. Pupils must remain in the assigned areas and follow instructions regarding movement, games, and the use of equipment. The staff responsible for supervision provide active supervision, paying particular attention to situations that may pose a risk to pupils' safety.

Lower Secondary School (11–14 years): break time takes place in the areas designated by the school under the supervision of the appointed school staff. Pupils are progressively given greater independence, in accordance with their age and level of responsibility, while remaining required to follow safety rules, stay within authorised areas, and comply with staff instructions.

4.2. During break time, the following supervision measures are in place, differentiated according to the pupils' age group and the areas being used.

Nursery and Early Years (0–6 years)
Pupils are continuously supervised by the educational staff in the indoor or outdoor areas designated by the school. Staff provide active and continuous supervision, paying particular attention to pupils' movements, interactions between children, and the use of play equipment and facilities. Children must not leave the designated break areas independently.
Primary School (6–11 years)
Break time takes place in the areas designated by the school and is supervised by teachers and/or designated school staff. Pupils must remain in the assigned areas and follow the rules governing the use of the premises, games, and any equipment provided. Teachers ensure active supervision, positioning themselves so as to maintain an adequate overview of the pupils and to intervene promptly when necessary.
Lower Secondary School (11–14 years)
Pupils take their break in the areas designated by the school under the supervision of the appointed staff. A greater degree of independence is recognised, in accordance with the pupils' age, while they remain required to comply with safety rules and stay within authorised areas.

In the Event of Rain or Unsuitable Weather Conditions
In the event of rain, adverse weather conditions, or where outdoor areas are considered unsafe or unsuitable, break time takes place in the indoor areas designated by the school. Pupils remain in their respective classrooms or in other authorised indoor areas and are supervised by school staff according to arrangements established for each age group. The use of outdoor areas, wet surfaces, or any equipment that may pose a safety risk is not permitted.
During indoor break time, staff continue to provide active supervision appropriate to the pupils' age, paying particular attention to movement, games, interactions, and any behaviour that may create a potential risk.
For all age groups, any accidents, injuries, or situations giving rise to particular concern are managed in accordance with the school's established procedures for safety, first aid, and safeguarding.

5. Lunch Time Arrangements

5.1. During lunch, the following arrangements are in place:

Nursery and Early Years (0–6 years)
Nursery pupils and three- and four-year-old Early Years pupils have lunch in the designated dining areas.
Five-year-old Early Years pupils have lunch in the dining area together with pupils from Primary School Years 1 and 2.
Pupils eat their meals under the direct and continuous supervision of school staff. Staff pay particular attention to safety during mealtimes, individual dietary requirements, any allergies or intolerances reported to the school, and the appropriate serving of food.
Movement during mealtimes is limited and takes place under adult supervision.
Primary School (6–11 years)
Year 1 and Year 2 Primary School pupils have lunch in the dining area at the Lavagnini site.
Pupils eat their meals in the areas specifically designated by the school and under the supervision of teachers and/or designated staff. Pupils must remain seated while eating, unless otherwise required or instructed by staff. Movement within the dining areas must be orderly and safe. Staff pay particular attention to any instructions relating to allergies, intolerances, or other dietary requirements communicated to the school and intervene promptly when necessary.
Lower Secondary School (11–14 years)
Students eat their meals in the areas designated by the school under the supervision of the appointed staff. In consideration of their age, students are given a greater degree of independence and responsibility, while remaining required to comply with safety rules and staff instructions.
Students must maintain appropriate and safe behaviour during mealtimes and must not leave the authorised areas without the permission of a member of staff.

5.2. During lunch, the following supervision arrangements are in place:

General Provisions
During lunchtime, staff provide active supervision appropriate to the pupils' age, paying particular attention to any risks associated with eating, movement, pupils' behaviour, and potential emergency situations.

Any allergies, intolerances, specific dietary requirements, or conditions requiring particular precautions must be communicated to the school in advance and managed in accordance with the procedures adopted by the school.
In the event of an accident, illness, choking, or any other emergency during mealtimes, staff will respond immediately in accordance with the school's first aid and emergency

procedures and, where necessary, inform the family and contact the emergency services.

6. End of School Day Arrangements

6.1. Pupils must leave the school premises by 4:15 p.m., unless they are attending an after-school activity. No pupil may be in any other area of the school premises unless under the direct supervision of an authorised adult. The arrangements for supervising pupils when leaving the school premises and for handing them over to the appropriate adult are set out below.

Nursery and Early Years (0–6 years)

Pupils are released only to a parent, a person with parental responsibility, or an adult previously authorised by the family in accordance with the school's procedures. School staff remain responsible for supervising the child until they are physically handed over to the authorised adult. Children must not leave the school premises independently.

Primary School (6–11 years)

Pupils are escorted by school staff and handed over to a parent, a person with parental responsibility, or an adult previously authorised by the family.

Pupils enrolled in after-school care or other afternoon activities are handed over to the staff responsible for the activity, who assume responsibility for their supervision for the entire duration of the activity.

Lower Secondary School (11–14 years)

Students may leave the school premises independently only in accordance with the arrangements established by the school and subject to the required authorisation. Where independent dismissal has not been authorised, the student is handed over to a parent, a person with parental responsibility, or an adult previously authorised by the family.

Students participating in afternoon activities remain under the supervision of the staff responsible for the activity until the activity ends and they subsequently leave the school premises in accordance with the established arrangements.

6.2. **For pupils travelling by school bus, the designated supervising adult must ensure that all pupils board the vehicle safely and leave it in an orderly manner.**

To ensure pupils' safety, staff must follow the standard procedures below:

Boarding and Attendance Check: Teachers must escort pupils in single file to the designated boarding area. The supervising adult must conduct a formal roll call against the register before allowing pupils to board the stationary vehicle safely, without pushing or running.

On-Board Conduct and Disembarking: The supervising adult must ensure that all pupils remain seated with their seat belts fastened for the entire duration of the journey. Upon arrival, pupils must disembark in an orderly manner.

6.3. Florence Bilingual School will support any court orders in place, in relation to collection of pupils 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).

7. Non-Collection Arrangements at End of Formal School Day

7.1. If a pupil is not collected from school by the time specified by the parent, person with parental responsibility, or previously authorised adult, **the pupil must remain under the supervision of a designated member of school staff**.
Staff will promptly contact the family and/or the authorised adults responsible for collecting the pupil, using the contact details available in the school records.
The pupil must not be left unsupervised or released to any person who has not been previously authorised.

7.2. The following procedure will be followed when a pupil is not collected:

1. **Pupil Supervision:** The pupil remains under the direct supervision of a designated member of school staff and must not be left alone.
2. **Initial Contact with the Family:** The designated staff member will promptly contact the parent or person with parental responsibility using the contact details held in the school records.
3. **Contacting Emergency Contacts:** If the parents cannot be reached, the adults authorised by the family to collect the pupil will be contacted in the order established by the school.
4. **Involvement of Children's Services:** If it has not been possible to contact either the parents or any of the emergency contacts designated by the family, and it has not been possible to arrange for the pupil to be collected by the end of the school's opening hours, the school will contact the relevant Children's Services, provide the necessary information, and follow the guidance received.
5. **Recording the Incident:** The school will document all contact attempts, times, individuals contacted, and actions taken, in accordance with the school's internal safeguarding and pupil protection procedures.
6. **Continuous Supervision:** Throughout the entire procedure, the pupil will remain under the supervision of an adult authorised by the school.

8. After School Activities

8.1. When attending an after-school activity, pupils are supervised by authorised adults. The adult facilitating the after-school activity is responsible for taking a register at the activity.

When participating in an after-school activity, pupils are supervised by adults authorised by the school. Responsibility for supervision is transferred to the staff member responsible for the activity when the pupil is handed over by the teacher or the school staff member responsible for dismissal and transfer to the activity.
The adult responsible for the extracurricular activity must take attendance at the beginning of the activity, checking that all registered pupils are present and promptly reporting any unexpected absences.
If a pupil registered for the activity does not arrive as expected, the staff responsible must:

1. check with the relevant school staff that the pupil was actually present at school and was not collected by a parent or authorised adult;
2. check whether the family notified the school of the absence in advance;
3. promptly inform the relevant Section Coordinator;
4. if it is not possible to establish the pupil's whereabouts, immediately contact the family using the contact details available.
   Until the pupil's situation has been confirmed, staff must not assume that the pupil has been collected or has left the school premises independently.

8.2. No pupil should leave without the authorisation of the adult leading the activity.

8.3. The following procedure will be followed when a pupil is not collected by their parents/carers at the end of the After School Activity:

1. The pupil will remain under the direct supervision of the adult responsible for the activity and must not be left alone.

2. The responsible adult will promptly contact the parent or guardian using the contact details held in the school records.

3. If the parents/guardians cannot be contacted, the adults designated by the family as emergency contacts and authorised to collect the pupil will be contacted.

4. The person responsible for the activity will promptly inform the relevant Section Coordinator and document all contact attempts made.
5. If, by the end of the school day, it has not been possible to contact either the parents/guardians or any of the designated emergency contacts, and it has not been possible to arrange for the pupil to be collected, the school will contact the relevant Children's Services.

6. The pupil will remain under the supervision of an authorised adult until the procedure has been concluded. The pupil must not be released to unauthorised persons or leave the school premises independently, except where specific authorisation for independent dismissal has been granted.
7. The entire incident, including the times and contact attempts made, will be recorded and documented in accordance with the school's internal procedures.

9. Sporting Fixtures

9.1. PE staff supervise pupils when at fixtures.

During Physical Education lessons and activities, pupils are continuously supervised by the teacher responsible for the activity, who maintains direct supervision of the group throughout the lesson.
Activities take place in the gymnasium or in the designated outdoor areas.
Front Desk staff are present in the vicinity of the gymnasium and courtyard and serve as a point of contact for managing any emergencies or needs that may arise during the activity.
Front Desk staff must therefore respond promptly if the teacher needs to provide individual assistance to a pupil following an injury, illness, or any other situation requiring immediate attention.
In such circumstances, the teacher may request assistance from the Front Desk staff, who will support the management of the emergency and, where necessary, ensure the supervision of the other pupils while the teacher provides assistance to the pupil concerned.

9.2. Parents/carers are always informed of the finish times and where they must collect their children.

9.3. No pupil should leave the sporting fixture and the supervision of the staff member without their authorisation and their handover to their parent/carer supervised.

9.4. The following procedure will be followed when a pupil is not collected from a sporting fixture:

1. The pupil will remain under the direct supervision of the adult responsible for the event and must not be left alone.
2. The staff responsible will promptly contact the parent or guardian using the contact details available in the school records.
3. If the parents/guardians cannot be contacted, the adults designated by the family as emergency contacts and authorised to collect the pupil will be contacted.

4. The person responsible for the event will promptly inform the designated school contact and record all contact attempts made.
5. If, by the end of the school day, it has not been possible to contact either the parents/guardians or any of the designated emergency contacts, and it has not been possible to arrange for the pupil to be collected, the school will contact the relevant Children's Services.

10. Travel to and from School on Buses

10.1. Parents/carers are responsible for ensuring that their child (ren) travel safely to and from school. Pupils 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.

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

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

11. Leaving the Site during the School Day

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

12. Supervision Duties

12.1. 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.

12.2. All classes will be supervised by the relevant teacher/staff member and in certain subjects, for example food, art and science; the teacher may be supported by a technician.

12.3. Pupils will never be in classrooms without a member of staff supervising them. Following a lesson: the last pupil will leave the classroom and then the supervising member of staff will check that all pupils have left before leaving the room themselves.

13. Supervision during PE Lessons, including Changing Arrangements

13.1. PE lessons are supervised by members of the teaching staff. When older pupils are changing or showering, 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.

14. Medical Support

14.1. The school does not have a school nurse. However, during opening hours, there is always school staff trained in first aid available to help anyone who feels unwell or gets injured and to handle any incidents or emergencies. Students who feel sick or get hurt should go to a staff member, who will direct them to the front desk or a first aid attendant for the necessary help.

15. Supervision in Remote Locations

15.1. Some potentially dangerous areas of the school are out of bounds to unsupervised pupils. These include science laboratories and the grounds, maintenance, catering and caretaking areas of the school.

For Educational Visits – please see Educational Visits policy

16. Lost or Missing Children

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

1. **Immediate Reporting:** The member of staff who becomes aware of the pupil's absence must immediately inform the Section Coordinator and Front Desk staff, providing all available information, including the pupil's name, class, last known location, and the time at which the pupil was last seen.
2. **Maintaining Supervision of the Group:** The teacher or adult responsible for the activity must maintain supervision of the other pupils. Another designated member of staff must immediately begin searching for the missing pupil.

3. **Systematic Search:** Authorised staff must promptly and systematically check the areas of the school premises, starting with locations where the pupil could reasonably be expected to be and the pupil's last known location. Toilets, classrooms, corridors, communal areas, the gymnasium, courtyard, and any other areas accessible to pupils must also be checked.
4. **Monitoring Access and Exits:** The Front Desk must be informed immediately and, where possible, monitor access points and exits from the school premises, while ensuring that staff involved in the search remain coordinated.
5. **Coordination:** The Section Coordinator will coordinate the search and maintain ongoing communication with the staff involved, avoiding duplication of efforts and ensuring that all areas are checked.
6. **Contacting the Family:** If the pupil is not located promptly, the parent/guardian must be informed without delay and any information that may assist in locating the pupil must be gathered.
7. **Involvement of Emergency Services:** If the pupil is not located within a short period of time, if there is reason to believe that the pupil has left the school premises, or if the pupil may be in danger, the school will immediately contact the emergency services and/or the relevant authorities, providing all necessary information.
8. **Recording the Incident:** The incident, its circumstances, times, individuals involved, areas searched, and all actions taken must be documented in accordance with the school's internal safeguarding and emergency management procedures.

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

1. **Immediate Reporting:** The adult who becomes aware that a student is missing must inform the person responsible for the activity, the Section Coordinator, and Front Desk staff, providing all available information.
2. **Supervision of Other Pupils:** The adult responsible for the activity must maintain supervision of the group and must not leave the other pupils without adequate supervision. Where possible, another authorised adult will be assigned to coordinate the initial search.
3. **Immediate Area Check:** Authorised staff must promptly check the immediate surrounding area and the student's last known location, without moving away in a way that would compromise the supervision of the other pupils.
4. **Alerting School Staff:** The school's Section Coordinator will coordinate the response and, where necessary, request the assistance of additional staff to extend the search. Staff must not undertake uncoordinated individual searches.
5. **Contacting the Family:** The parent/guardian will be promptly informed of the situation and, where possible, relevant information will be gathered to assist in locating the student.
6. **Contacting Emergency Services:** If the student is not located immediately, or if there are reasonable grounds to believe that the student may be in danger, the school **will contact**

the emergency services and/or the relevant authorities without delay, providing all available information and following the instructions received.

7. **Cooperation with the Authorities:** Once the relevant authorities have been contacted, the school will fully cooperate with the search and provide any information requested, including details concerning the pupil, the activity taking place, the last known location, and the people present.
8. **Recording the Incident:** The incident and all actions taken must be documented, including times, individuals involved, information available, search attempts, and communications made, in accordance with the school's internal safeguarding and emergency management procedures.

17. Version control:

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Related documentation	Independent School Standards British Schools Overseas Standards Safeguarding and Child Protection Policy Children Absent from Education, Child Missing Education and Attendance Policy Code of Conduct Educational Visits Policy