

MANOR HOUSE SCHOOL ATTENDANCE AND MISSING PUPILS' POLICY

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Date of Review: **November 2026**

Responsibility: **Headteacher**

References:

ISSR 2014 - Part 3

Education Act 1996

NMS Part D Standard 8; Part I Standard 20.5

Children Act 2004

[Equality Act 2010](#) and the [UN Convention on the Rights of the Child](#).

DfE: School Attendance (Pupil Registration) (England) Regulations 2024.

DfE: National Framework for issuing penalty notices and reflect changes to the law introduced through the Education (Penalty Notices) (England) (Amendment) Regulations 2024

DfE: Working Together to Safeguard Children 2023 (updated 2025)

DfE: Children missing education Statutory guidance for local authorities August 2024 (updated 2025)

DfE: Working together to improve school attendance August 2024

Reporting of Injuries, Diseases and
Dangerous Occurrences ("RIDDOR") 2013

DfE: Statutory guidance on children who run away or go missing from home or care,

January 2014

KCSIE 2025

Introduction

Manor House School is committed to safeguarding our pupils and ensuring they can benefit from all aspects of their education at school. Please note this policy should be read in conjunction with the Safeguarding and Child Protection Policy. One aspect of this safeguarding is to ensure that all pupils are in their lessons, and activities at the correct times.

The following policy outlines procedures that aim to ensure the whereabouts of the pupils are always known and what to do in the event of a pupil going missing during the school day or missing from education. This policy is based upon the school's legal requirements from Keeping Children Safe in Education (September 2025), Working together to improve school attendance (2024), and Children missing education (2025)

The school expects all pupils on roll to attend every day when the school is in session, provided they are fit and healthy enough to do so. Under the Education (Pupil Registration) (England) Regulations 2006, the governing body is responsible for making sure the school keeps an attendance register that records which pupils are present at the start of both the morning and the afternoon sessions of the school day. Prep School register at the end of the afternoon session, and Seniors register at the end of the day. This register will also indicate whether an absence was authorised or unauthorised.

Manor House keeps an attendance record, and an admission register which all pupils are placed on. Staff undergo training to allow them to look out for signs which identify pupils who may go missing from education and procedures to follow. Manor House recognises regular school attendance correlates directly with success in academic work and provides opportunities for important communication between teachers and pupils. Enabling pupils to maximise the educational opportunities available to them and become resilient, confident and competent adults who are able to realise their full potential and make a positive contribution to their community.

Manor House values all pupils, and we will work with families to identify the reasons for unsatisfactory attendance and try to resolve any difficulties. Our Attendance Policy should not be viewed in isolation; it is a strand that runs through all aspects of school improvement, supported by our policies on safeguarding, bullying, behaviour and SEND.

The School encourages full attendance and informs parents regularly about the importance of ensuring their child is present at School. Every instance of a pupil's whereabouts being unknown and giving cause for concern varies and the

guidelines outlined below are adapted to each situation. The pupil's age, their emotional state and the time-of-day influence what action to take.

A child **absent** from education is a child not at a place where they are expected or required to be. Pupils who are persistently absent (absent repeatedly and/or for prolonged periods). A child absent from education is at risk of becoming a child missing education.

A child **missing** education is a child aged 5 to 16 not on a school roll and not being educated elsewhere.

Children absent from education and children missing education can be vital warning signs of safeguarding issues. Being absent from education or missing education:

- Are potential indicators of abuse or neglect
- Leaves children more vulnerable to other safeguarding issues (such as becoming a victim of harm, sexual or criminal exploitation, or radicalisation)
- Can indicate mental health problems
- Can indicate risk of substance abuse, travel to conflict zones, female genital mutilation, 'honour'-based abuse or forced marriage

Where pupils of compulsory school age are recorded as absent, the register must show whether the absence is authorised or unauthorised. The decision as to whether an absence is authorised or unauthorised rests solely with the school and cannot be authorised by parents. All absences will be treated as unauthorised unless a satisfactory explanation for the pupil's absence has been received.

Authorised absence: When a pupil is away from school, the school has received notification from a parent or guardian, and the school has granted permission for the absence.

Unauthorised absence: When a pupil is away from school without the permission of the school.

Attendance during the school day

Parents are responsible for making sure their children come to and are delivered to the school safely. Registration takes place at the beginning of the school day, and Preps register again at the end of the afternoon session. Senior school registers at the beginning of each lesson and at the end of the school day. The

registration process is electronic. Registration also takes place for lunch and after school activities.

Pupils arriving after these times report to reception where their name and reason for lateness will be recorded. The pupil will be marked as late before registration has closed at 9:00am (Code 'L'). Pupils arriving after the register has closed will be marked as late after registration (Code 'U') and this will count as an unauthorised absence, unless the absence is then authorised.

Pupils absent from morning registration will be identified by the registration documents on the school MIS. It is the parents' responsibility to contact the school by 9am each day that their child is absent. Parents should email admin@manorhouseschool.org or call the school reception and leaving a voicemail on the absence line.

When a Pupil Does Not Arrive at School

The Attendance Officer should, after the closing of the registers at 8.45am be alerted to any pupils missing. After 9am, absence emails will be checked and if no clarity of the pupil's whereabouts is obtained:

Follow up with the school office as to whether the pupil is in the Medical Centre and with pupil's Head of Key Stage to see if they have knowledge of the pupil's whereabouts.

Period 1 registers will be checked.

Phone home to check the pupil's whereabouts and alert SLT if parents are uncontactable.

Continue to make attempts to contact emergency contacts and relevant guardians.

Inform a member of SLT if still unable to contact and firmly ascertain the pupils' whereabouts.

If recurrent absence, consider notifying the local authority at the earliest opportunity.

If a pupil is missing from school, action should be taken to ascertain her whereabouts following the guidance below.

Procedure for finding a missing pupil who has been on site (Prep and Senior)

If a pupil is missing from a lesson without a valid reason, the teacher concerned should report this immediately to the office so that checks can be made. If the pupil cannot be located the office are to report this to a member of SLT with urgency.

A teacher should ask a pupil's peers if they know of the missing pupil's whereabouts without causing panic. Any information needs to be verified.

The time will be noted and checks will be made to see if the pupil is at:

- Individual music, learning support, sport lesson, medical appointment, in medical centre, or in changing areas.
- Trip and fixture lists will be double checked.
- SLT will search emails for any notification from parents.
- Staff leading the response will instigate a search of the premises/grounds and keep staff informed via agreed radio channel. Staff will be allocated zones across the site to search.

If the pupil still cannot be located the Head will be informed and a fire alarm will be sounded to bring the whole school together and "flush out" the pupil.

If the pupil has still not been located within 30 minutes, contact parents to see if they know the pupil's whereabouts and/or report the pupil missing and explain what steps have been taken and next steps.

At this point:

- The Senior member of staff on site will follow the advice given by the Police.
- The Head will inform the Chair of Governors.
- The Insurers will be informed by the Director of Finance

Once the pupil is found, prior to reintegration, they and, if appropriate, their parents will be spoken to by either the Pastoral Leader/ Deputy Head or Head to discuss the reason for the absence.

The decision will be made at that meeting as to whether the pupil is fit to return immediately to the school or if further action may be needed to deal with the issue which initiated this sudden departure. Help will be offered to the pupil, depending on the circumstance of her absence.

A full record of all activities taken up to the stage at which the pupil was found will be made for the incident report. Handwritten notes must be date and time stamped. Taking a photo of the notes is a sufficient way to date and time stamp them. If appropriate, procedures will be adjusted.

Pupil not collected from school

If prior to 5pm the office will phone parents/ guardian to ascertain what time the designated adult will be at School.

Pupil will be Taken to Prep where they can stage until 6pm. Prep staff will hand the pupil over to designated adult.

If no-one is available to collect the pupil by 6pm a member of SLT will be informed.

The member of SLT will contact parents/guardians to explain the seriousness of the issue and that should no collection time be agreed the School would have to contact the Local Safeguarding Team.

If a pickup time is agreed the SLT/ designated adult will wait with the pupil until handed over to designated adult.

If a time is not agreed the SLT/ designated adult will inform the Head and contact the C-SPA.

Absence

Requests for leave of absence

Parents are asked to contact reception and complete an absence request form. This can be found on the school website:

<https://www.manorhouseschool.org/parent-info/leave-of-absence-request/>

A parent's explanation, a letter or telephone message does not in itself authorise an absence. Absences will only be authorised if an explanation is received and agreed by the School.

Term dates are published in advance in order that parents can arrange holidays and family activities without disrupting their child's education. The School expects parents to respect these dates to ensure their child's full participation in the life of the school.

Parents are requested to note that pupils are required to attend a number of events that occur after the normal School Day or on Saturdays. These compulsory events are advertised in advance and count towards a child's attendance record.

The following reasons are examples of absence that will **not** normally be authorised:

- Persistent non-specific illness e.g. poorly/unwell
- Absence of siblings if one child is ill
- Oversleeping
- Tiredness/Exhaustion
- Confusion over school dates
- Medical/dental appointments of more than half a day without very good reasons,
- Child's/family birthday
- Family holidays
- Travelling during term time

Authorisation of absence: up to one day

Absence can be authorised by the relevant HOKS or SLT:

- Interviews
- Careers courses etc. connected with a pupil's future
- Participation in representative sports fixtures and activities.
- Unavoidable doctors' and dentists' appointments. Whenever possible these should be arranged after the school day, at weekends or during the school holidays

Authorisation of absence: absence of more than one day

Only the Head can authorise absence of more than one consecutive day.

Requests for leave of absence on compassionate grounds or in exceptional family circumstances should be made in writing to the Head. Please see requests for leave of absence above.

Where there is doubt, the Head, on behalf of the governing body, should take a consistent approach. The absence must be **absolutely unavoidable**.

If absences are not authorised, parents will be notified.

Medical long-term absence

Parents are asked to use their discretion, but the school retains the right to ask for medical evidence if a pupil is judged to have excessive illness.

When a pupil has an illness or injury that means they will be away from school for over five days, the school will do all it can to send material home, so that the pupil can keep up with their schoolwork. After five consecutive days' absence, a doctor's note, or in the case of absence due to mental health conditions, communication with e.g. Psychologists must be provided. The DfE Supporting Pupils with Medical Conditions offers greater guidance on our support and monitoring of the pupil.

If the absence is likely to continue for an extended period, or be a repeated absence, the school reserves the right to contact the support services, so that arrangements can be made for the pupil to be given some tuition outside of school.

Study leave

Pupils will be granted study leave during public exams. During this time, pupils will be expected to sign in and out at reception. Pupils are only allowed to take study leave that has been agreed with the school and their parents and only during public examinations.

Attendance concerns

Manor House will inform, and consult with, the Education Welfare office/the local authority with regard to any pupil who fails to attend school for an extended period of time.

Persistent absence is when a pupil enrolment's overall absence equates to 10% or more of their possible sessions. Severe absence is when a pupil enrolment's overall absence equates to 50% or more of their possible sessions.

Educational Neglect is recognised when a pupil's attendance has dropped below 20% and C-SPA and the Educational Welfare Officers will have to be informed. They will then work with the families to come up with plans for improving attendance. Form teachers and class teachers monitor attendance weekly and will identify any pupils they are concerned about to the Head of Key Stage/SLT.

The Attendance Register is monitored regularly by the Designated Safeguarding Leads, Pastoral Leader and Head. The parents of pupils, whose attendance falls below 85%, will be written to outlining their responsibility, action to be taken and the involvement of the local authority will be necessary.

The standard expected attendance is 95%. Attendance data is recorded on the termly reports to notify parents and low attendance is commented on as required. Scrutiny of attendance data may lead to parents/guardians being notified of their daughter's percentage attendance from time to time.

If a pupil is absent for a continuous period of 10 school days or more, without parental notification or supporting medical evidence, Surrey Safeguarding Children's Board will be notified.

The school recognises that poor attendance can be an indication of difficulties in a child's life. This may be related to problems at home or in school.

Parents should make the school aware of any difficulties or changes in circumstances that may affect their child's attendance and/or behaviour in school, for example, bereavement, divorce/separation, incidents of domestic abuse. This will help the school identify any additional support that may be required.

Manor House also recognises that some pupils are more likely to require additional support to attain good attendance, for example, those pupils with special educational needs, those with physical or mental health needs, and looked after children.

The school will implement a range of strategies to support improved attendance. Strategies used will include:

- Discussion with parents and pupils
- Referrals to support agencies
- Learning/ Peer mentors
- PSHSRE
- Reward systems
- Time limited part time timetables (see Child Protection and Safeguarding policy. Part-time timetables and pupils off roll document is held by the DSL)
- Additional learning support
- Support offered to families will be child-centred and planned in discussion and agreement with both parents and pupils.

Removing pupil from the admissions register:

The main reasons pupils may be deleted from the register are if they:

- have been taken out of school by their parent

- cease to attend school
- certified by **medical authority** that they are not fit to attend school

Should the next school not yet be determined the school will:

- Ask parents to inform the school when a new school has been chosen/allocated.
- If there is a significant period of time between a pupil leaving and the next School being determined (10 school days) then the DSL will inform the Local Authority in which the pupil resides.

The school informs the Local Authority when any pupil leaves (or joins) the school at non-standard transition times. Further details are set out in the Admissions and Registers Procedures Policy

If a pupil is removed from the admissions register, the DSL will inform the local authority passing on any information they have about where the pupil is now being educated. This should be done when the above requirements are met and before the removal date.

Refer to the Admissions Policy and Child Missing Education Policy documents for further details.

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