



## Children Missing or Absent from School Policy

Updated: 01-25  
Prepared by: KED/JOH

Next Review 01-27  
Approved by: TZL

**This Policy applies throughout the School from the EYFS to Year 6.**

Children who are school age and who are not attending school on a regular basis are at risk of poor educational outcomes and are more likely to become NEET (not in education, employment or training) later in life. Going missing from home, care or school or being regularly absent from school can also be an indicator of abuse or harm both within the family and the community.

### Definition

The Department for Education statutory guidance Children Missing Education (2024) defines children missing education as children of compulsory school age who are not:

- On a school roll
- Placed in alternative provision by the local authority
- Receiving a suitable education elsewhere, either at home or within the private sector

Keeping Children Safe in Education also recognises the need to safeguard all children who are absent from school; these are children who have a school place but are absent from school for prolonged periods or on repeat occasions. These children require an early safeguarding response from schools to avoid them becoming children missing education. This policy relates to all children who are missing or absent from school.

### Regulatory framework

Schools have a statutory duty under S. 175 of the Education Act 2002 and S.11 of the Children Act 2004 and Working Together to Safeguard Children (2023) to work with the relevant local authorities to ensure the safety and welfare of children.

The Borough of Camden has a further duty under section 436A of the Education Act 1996 and related statutory guidance Children Missing Education to identify any child in the borough of statutory school age who is missing education and to take steps to provide access to appropriate education provision. School attendance is compulsory from the first term after a child's 5th birthday up to the last Friday in June after the child's 16th birthday.

The Department for Education statutory guidance Keeping Children Safe in Education emphasises the vulnerability of children who are missing or absent from education to harm and abuse, and that being missing or absent from education is a key indicator of extra-familial harm and exploitation. The guidance stresses the importance of being aware of pupils who are frequently missing or absent from School or who are removed from the School roll. Under this guidance the Governors have a

duty to put in place appropriate safeguarding procedures in response to pupils going missing from education.

This Policy also has regard to the Independent School Regulatory Requirements, the Department for Education statutory guidance Children Missing Education (2024) and the Early Years Statutory Framework (November 2024).

## **Purpose**

The welfare of all pupils at The Cavendish School is our paramount responsibility. All staff should be aware that children being absent from school, particularly repeatedly, can act as a vital warning sign of a range of safeguarding possibilities both within and outside the family. We are aware that this may include abuse and neglect, which may include sexual abuse or exploitation and child criminal exploitation. Absence may indicate parent or child mental health problems. Additionally, it may indicate risk of substance abuse, risk of travelling to conflict zones, risk of female genital mutilation, so called 'honour'-based abuse or risk of forced marriage.

Extra-familial harm is the risk young people face outside their family, arising from risks within the community or neighbourhood environment or from their peer group. Extra-familial harm includes substance misuse, anti-social and criminal behaviour, child sexual exploitation, criminal exploitation (including county lines) and violent extremism.

Young people who are out of education or who are regularly absent from school are more vulnerable to extra-familial harm, particularly exploitation, as it provides their exploiters with an opportunity for grooming. Where children are already going missing or absent from school this is a key indicator that they may already be involved.

Taking into account factors such as the age of our pupils, the School considers that it is comparatively unlikely for our pupils to be exposed to these risks, but we remain alert to the possibility. Staff must always maintain an attitude of 'it could happen here' with regard to safeguarding issues.

The School has a statutory duty to:

- Ensure details of the pupil are on the admission register when the child first registers at the school
- Monitor pupil attendance through daily attendance records
- Carry out reasonable enquiries about the child's whereabouts if the child fails to attend
- Notify Camden's Education services where:
  - A pupil's name is added to the school roll outside of the normal transition points (notification to be sent to the Admissions team)
  - A pupil does not attend for 10 school days or more without permission (notification to be sent to the Pupil Attendance Service)
  - The school is about to remove the pupil's name from the roll (notification to be sent to the Monitoring and Inclusion Officer at Camden Learning)

As part of our safeguarding duty the School is responsible for identifying when a pupil may need extra help from an early help service or be at risk of harm due to their absence or frequent missing episodes. The school can refer to Camden's Early Help service or CSFH on behalf of the pupil. Pupils who are persistently absent from education are amongst those children identified as requiring an early help service. Where a pupil is not attending, there is an expectation that the School will work in partnership with parents and carers to try to engage them in a dialogue in order to resolve any issues and ensure the pupil's attendance.

The School has a duty to ensure that the information held on the register is up to date, particularly where and with whom the child currently lives, and should regularly request parents to check and update information. Where the school is notified that the child will be changing schools, the name of the destination school should be recorded.

Early intervention is necessary to identify the existence of any underlying safeguarding risk and to help prevent the risks of a child going missing in future. Every adult who works at the School has been trained to appreciate that they have a key responsibility for helping to keep all our pupils safe at all times. This includes the importance of effective information sharing to ensure that our pupils are safe and receiving suitable education. Where staff have concerns that a pupil is missing from School, this Policy should be followed.

Every member of our staff has read Part 1 and Annex B of Keeping Children Safe in Education. Our staffing ratios are generous and are designed to ensure that every pupil is supervised the whole time that they are in our care.

### **Children who are vulnerable to harm whilst missing or absent from education**

Some children are more vulnerable to going missing from education or being frequently absent and consequently may be at risk from harm whilst out of school because of their circumstances, and staff should be aware of the following:

- Children who are at risk of harm may be kept from school in order to cover up abuse or may not be attending school due to neglect. If a child is missing or absent school and there are concerns about their safety or welfare, staff must follow child protection procedures and make a referral to CSFH as appropriate. Staff can seek advice from the MASH team on a "no names" basis if they are unsure about what action to take
- Children from overseas may have been trafficked into the UK for the purposes of exploitation and modern slavery, for example for domestic servitude, forced labour or benefit fraud. In these cases, the child will be enrolled at the school for a short time before disappearing, having been moved on for exploitation. Camden's schools and Camden's Schools Admissions Team should be aware of any adult who is seeking a school place for a child for whom they are not a close relative. For further guidance, please see the CSCP guidance on safeguarding trafficked children: <https://cscp.org.uk/resources/child-trafficking-and-modern-slavery/>
- The School is aware that young girls may be taken out of school for the purposes of Female Genital Mutilation (FGM) or forced marriage. The School should be vigilant to families taking

extended holidays abroad, or failing to return from holiday, especially where an older sibling is thought to have experienced FGM or forced marriage. For further details, please see government guidance for schools: <https://www.gov.uk/government/publications/multi-agency-statutory-guidance-on-female-genital-mutilation>

- Young people who go missing or are regularly absent from school are vulnerable to extra-familial harm and exploitation. Pupil absence may also be an indicator that a young person is already at risk or being exploited. Schools should be aware of young people who regularly do not attend and also those who go missing from school during the course of the school day. The School should also be vigilant to exploiters targeting schools and collate and report any evidence of young people getting into cars with older teens or unknown adults
- Children may be absent from school because they have run away from home or care and may be at risk whilst away. It is important that the School is aware of pupils who may have run away, particularly children who may have run away from home but not been reported missing by parents. For further information on the role of schools, children's centres and education staff, please see the CSCP Missing children protocol: <https://cscp.org.uk/wp-content/uploads/2023/12/CSCP-missing-protocol-2023.pdf>
- Some children may be taken out of school because parents wish to home educate. Parents have a right to home educate but where schools have concerns about the safety and welfare of a child who is about to be removed for home schooling, a referral should be made to the MASH team and a discussion held with the PAS to ensure contact is made with the family
- Although in many schools it is difficult for pupils to leave the school building during the school day, the School need to be aware of instances where pupils are regularly absenting themselves from schooling during this time and take appropriate action to monitor post-registration truancy. Cases should be discussed with a key member of staff in school such as the Deputy Head (Pastoral), the Head or the Designated Safeguarding Lead

### **Early Years children and missing education**

Children in the Early Years Foundation Stage (EYFS) are particularly vulnerable if they become missing from education, as absence at this stage can significantly impact their development and safeguarding. The School will monitor attendance closely for all EYFS pupils and act immediately if patterns of absence emerge. Where an EYFS child fails to attend as expected, staff will contact parents without delay and escalate concerns to the Designated Safeguarding Lead. If attendance issues persist or safeguarding risks are identified, referrals will be made to the local authority in line with statutory guidance. All actions will be recorded, and early intervention strategies will be implemented to ensure the child remains engaged in education and safe.

### **Information for parents**

Our Supervision of Pupils Policy describes:

- The arrangements for pupils arriving at School and leaving the premises at the end of the day
- The arrangements for supervising pupils whilst they are in School

- The arrangements for registering pupils in both morning and afternoon. Parents are responsible for notifying the School if their child is absent for any reason. The School will always contact parents if a pupil fails to arrive at School without an explanation
- The physical security measures which prevent unsupervised access to or exit from the building
- The supervision of the playground

The enhanced supervisory arrangements for our pupils when on School trips are set out in a detailed Educational Visits Policy which can be found on the School's website.

We review all our policies regularly in order to satisfy ourselves that they are robust and effective. All new staff receive a thorough induction into the importance of effective supervision of pupils and read Part 1 and Annex B of the DfE's statutory guidance Keeping Children Safe in Education.

### **Action to be followed by staff if a child fails to attend the first day of school**

All new pupils are placed on the School's admission register (iSAMS – the School's information management system) at the beginning of the first day on which the School has agreed that the pupil will attend the School. Notification that a pupil's name has been added to the School roll must be sent to the relevant local authority admissions team within five days of adding the pupil's name on iSAMS.

If a pupil fails to attend on the agreed date, staff must inform the Head and Designated Safeguarding Lead (DSL) or in her absence the Deputy Designated Safeguarding Lead (DDSL) without delay. If there are concerns about the pupil's whereabouts, the Head and DSL/DDSL will notify the local relevant authority at the earliest opportunity using the appropriate form.

Where there are changes affecting the pupil (including a change of address or school), these will be reflected on the iSAMS system. This will assist the School and external agencies when making enquiries to locate any missing pupils.

The School requires parents to provide contact details for two or more adults who can be contacted in an emergency.

### **Working with children who are persistently absent**

The School monitors attendance closely and will take action to address poor or irregular attendance. More information can be found in the Attendance Policy and Procedure which is available on the School's website.

The School is required to monitor the attendance of pupils and ensure plans are in place to improve attendance. The Pupil Attendance Service (PAS) will work with schools and parents where there are concerns about a pupil who is enrolled at school but is persistently absent from school:

- The School can seek advice and guidance from the PAS on the next steps to help resolve attendance concerns

- The School can refer to the Local Authority Attendance Strategy for resources on how to improve attendance
- Where the School has worked with families and attendance remains a concern, a referral can be made to the PAS for legal action

PAS contact information can be found in Appendix 1 to this policy.

### **Duty to report**

Whenever a pupil fails to attend School without prior permission the School Secretary will contact the parents on the first day of absence to establish the reason for absence and when the pupil is likely to return to School. The School Secretary should try to ensure that the child is safe and at home and should record who they spoke to and what information was provided.

If on contact the parents report that the child is also missing from home, the Local Authority's missing children protocol should be followed; the Designated Safeguarding Lead for the school should be informed **immediately** and a missing children risk assessment should be carried out. The school should establish what actions parents have taken, for example checking with friends, and whether the child has been reported as missing to the police.

If it is not possible to contact the parent by phone or email or the school is not reassured that the child is safe and well and at home, a home visit should be undertaken to try to establish contact and check on the welfare of the child within 10 days. If the child has not been seen and the parent has not made contact this must be reported immediately to the Designated Safeguarding Lead and a risk assessment carried out to establish what action should be taken.

The School will inform the school inclusion team of the relevant local authority of any pupil who has been absent without the School's permission for a continuous period of 10 school days or more without permission.

If the child is known to the Safeguarding and Children's Social Care team, their allocated social worker should be notified immediately. Where the child is looked after they should be reported as missing from school to their allocated social worker in their placing borough.

Most school absences will be for a short time and will be authorised by parents. In most cases, any missing episode will be resolved by dialogue between the school and the parent early in the process. However, for some cases it may be necessary to take specific steps to safeguarding the child.

Where a pupil has been continuously absent without authorisation for a period of not less than 20 school days (and there are no reasonable grounds to believe the pupil is unwell or unable to attend because of any unavoidable cause), and the School and local authority have failed, following reasonable enquiry, to ascertain where the pupil is, the School may delete the pupil's name from the admission register. The School will inform the local authority of such deletion no later than the time at which the pupil's name is deleted from the register. The School also recognises its wider reporting duties following deletions from the admission register, in accordance with the Education (Pupil Registration) (England) Regulations 2006, as amended by the Education (Pupil Registration)

(England) (Amendment) Regulations 2016 to help identify children who are missing education and/or otherwise at risk of harm.

### **In year transfer to another school**

If a child is transferring to another school at any other time (casual or in year admissions) and the originating school does not know the destination school, has had no request for school records or records have been returned, the school should follow the procedures for CME.

### **Procedure to be followed by staff if a pupil goes missing from the School**

Our procedures are designed to ensure that a missing pupil is found and returned to effective supervision as soon as possible. If a child is found to be missing, we will take the following steps without delay:

- Take a register to ensure that all other pupils are present
- If age appropriate, check with the pupil's friends to see if they know the missing pupil's whereabouts
- Check the timetable to ascertain whether the pupil attended the previous lesson. Speak to that class teacher
- Contact the School Office (sending a reliable pupil with a sealed note if no adult is available). The School Secretary will carry out the following checks:
  - The absence list
  - The Medical Room
  - The sports fixtures and activities lists
- Inform the Head and the DSL/DDSL
- Ask all adults and pupils calmly if they can tell us when they last remember seeing the missing child
- Occupy the other pupils in their classroom(s)
- The Head (in her absence the Senior Deputy Head) will arrange for one or more adults to search the School premises, both inside and out, carefully checking all spaces, cupboards etc., where a pupil might hide. The adults will be given specific areas to search. Particular attention will be paid to:
  - Music practice rooms
  - Lavatories
  - Learning Support rooms
  - All classrooms
  - Cloakrooms
  - Gym
  - St Mary's Hall (NB check under retractable seating)
  - Playgrounds
- Check the doors, gates and CCTV records for signs of entry/exit

If the pupil is still missing, the School will take the following steps without delay:

- The Head will ring the pupil's parents and explain what has happened, and what steps have been taken. The Head will ask the parents to come to the School at once
- The Head or DSL/DDSL will notify the police
- Carry out a local area check on foot (along Inverness Street and Arlington Road)
- If the pupil's home is within walking distance, a member of staff will set out on foot to attempt to catch up with them
- The DSL/DDSL will inform the Local Safeguarding Children Board (LSCB) and the Local Authority Designated Officer (LADO)
- The School will co-operate fully with any police investigation and any safeguarding investigation by the local authority
- Inform the Chair of Governors
- Inform the School's insurers
- If the pupil is injured, a report will be made under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) to the Health and Safety Executive (HSE) as soon as reasonably practicable and no later than 15 days after the accident

During the course of the investigation into the missing child, the school, in consultation with the LADO, will decide what information should be given to other parents, staff and other pupils and how press enquiries are to be dealt with.

A record is kept by the school of any instances in which a pupil is missing or absent from school without satisfactory permission and documentation, including the action taken and the pupil's explanation. A full record of all activities taken up to the stage at which the pupil was found would be made for the incident report. If appropriate, procedures would be adjusted. The School will always consider the wider circumstances around a child going missing from School and whether there are wider safeguarding concerns that may need to be addressed in line with the School's Safeguarding and Child Protection Policy.

**Kentish Town Police Station non-emergency: 101**

**Emergency Services: 999**

#### **Procedure to be followed by staff if a pupil goes missing on an educational visit**

- An immediate head count will be taken to ensure that all other pupils are present
- An adult will search the immediate vicinity
- If appropriate, contact the venue manager and arrange a search
- Inform the Head and the DSL/DDSL by mobile phone
- Immediately contact the police
- The remaining pupils will be taken back to School as soon as reasonably practicable
- The Head (in her absence the Senior Deputy Head) will ring the pupil's parents and explain what has happened, and what steps have been taken. The Head will ask the parents to come to the venue or the School, as appropriate, at once
- The DSL/DDSL will inform the LSCB and the LADO



- The School will co-operate fully with any police investigation and any safeguarding investigation by the local authority
- Inform the Chair of Governors
- Inform the School's insurers
- If the pupil is injured a report will be made under RIDDOR to the HSE as soon as reasonably practicable and no later than 15 days after the accident

A full record of all activities taken up to the stage at which the child was found would be made for the incident report. The school will review its procedures and, if appropriate, these would be adjusted.

#### **Procedure to be followed by staff once the pupil is found**

- Talk to, take care of and, if necessary, comfort the pupil
- Inform the Head, who will inform the DSL/DDSL and then the police if appropriate
- The Head (in her absence the Senior Deputy Head) will speak to the parents to discuss events and give an account of the incident (having discussed this beforehand with the LADO if necessary)
- The Head will instigate a full investigation (if appropriate involving the LSCB)
- Media queries should be referred to the Head (after discussion with the LADO if appropriate). No other staff should communicate with the media
- The investigation should involve all concerned providing written statements
- The investigation report should be detailed, covering: time; place; numbers of staff and children; when the pupil was last seen; what appears to have happened; the purpose of the trip; the length of time that the pupil was missing and how they appear to have gone missing; lessons learned for the future
- Reinforce, through PHSE or other appropriate medium, the pupils' understanding that they should not leave the premises or separate from a group on an educational visit or sports fixture
- Consider whether actions need to be taken in line with the School's Safeguarding and Child Protection Policy where there are concerns about the welfare of the child

The Schools ensures that all relevant staff are familiar with and adhere to the guidance outlined in Camden's 'Children Missing from Education' and the CSCP Missing Children Protocol. These documents provide essential procedures and safeguarding measures to support the identification, reporting, and response to children who are missing from education or at risk of going missing.

<https://cscp.org.uk/wp-content/uploads/2024/08/Children-missing-from-education-policy-2024.pdf>

<https://cscp.org.uk/wp-content/uploads/2023/12/CSCP-missing-protocol-2023.pdf>

#### **Early Years specific information**

This policy and all of the included processes and procedures apply to all pupils, including those in the Early Years Foundation Stage. In the event that an EYFS child goes missing, staff must act immediately, ensuring remaining children continue to be supervised in line with statutory ratios. All

trips involving EYFS children will include a detailed risk assessment and regular headcounts. Following any incident, procedures and risk assessments will be reviewed and updated.

### **Records and procedures**

A record is kept by the School of any instances in which a pupil is missing from School without satisfactory permission and documentation, including the action taken and the pupil's explanation.

A full record of all activities taken up to the stage at which the pupil was found will be made for the incident report. If appropriate, procedures will be adjusted.

During the course of the investigation into any missing child incident, the School, in consultation with the LADO, will decide what information should be given to other parents, staff and other pupils and how any media enquiries are to be dealt with.

### **Elective home education (EHE)**

Parents have a duty to ensure that children of compulsory school age are receiving a suitable full-time education. This may be at home or at a school and parents have a right to withdraw their child for home schooling at any time provided the child is not subject to a School Attendance Order.

Where parents wish to remove the child for elective home education (EHE), they should give written notification to the school and the school must take the child's name off the school roll and notify the local authority. Pupils receiving EHE are monitored by Camden's Pupil Attendance Service. Camden may use a School Attendance Order to ensure parents have applied to schools. Legal action may also be taken by the Pupil Attendance Service will take action against parents where there is an issue of non-attendance for a child who is registered on a school roll. Legal action such as a fixed penalty notice will be issued by the Pupil Attendance Service (PAS) in line with the policy set out in the Penalty Notice and Enforcement Protocol.

### **Resources**

DfE statutory guidance Children Missing Education (August 2024)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/550416/Children\\_Missing\\_Education\\_-\\_statutory\\_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/550416/Children_Missing_Education_-_statutory_guidance.pdf)

Keeping Children Safe in Education

[https://assets.publishing.service.gov.uk/media/6650a1967b792ffff71a83e8/Keeping\\_children\\_safe\\_in\\_education\\_2024.pdf](https://assets.publishing.service.gov.uk/media/6650a1967b792ffff71a83e8/Keeping_children_safe_in_education_2024.pdf)

Working Together to Safeguard Children (2023)

[https://assets.publishing.service.gov.uk/media/669e7501ab418ab055592a7b/Working\\_together\\_to\\_safeguard\\_children\\_2023.pdf](https://assets.publishing.service.gov.uk/media/669e7501ab418ab055592a7b/Working_together_to_safeguard_children_2023.pdf)

Camden Supporting People Directorate Children missing from education: guidance for schools, social workers and education staff

<https://cscp.org.uk/wp-content/uploads/2019/06/Children-missing-from-education-Camden-local-guidance.pdf>

#### **Linked policies**

- Attendance Policy and Procedure
- Behaviour Policy
- Code of Conduct
- Code of Conduct for Other Adults
- Educational Visits Policy
- New Staff Induction Policy
- Non-collection of Pupils Policy
- Preventing Extremism and Radicalisation Policy
- Safeguarding and Child Protection Policy
- Supervision of Pupils Policy

## **APPENDIX 1 – CAMDEN ATTENDANCE SERVICES CONTACT DETAILS**

### **Children with poor school attendance**

The Pupil Attendance Service works to promote, support and where necessary enforce school attendance, to assist schools in developing policy relating to attendance and to establish links between home and school in order to support the education of children.

**Contact: PAS (Co-ordinator – Ed Magee) 020 7974 1653 or email [ed.magee@camden.gov.uk](mailto:ed.magee@camden.gov.uk)  
[pas@camden.gov.uk](mailto:pas@camden.gov.uk)**

### **Children living in women's refuges**

The PAS and Camden Safety Net work in partnership to identify and re-engage children living in women's refuges. They also work together to offer a service by which schools can transfer the records of pupils who have relocated due to domestic abuse without knowing the name and location of the new school. Children who live in refuges will be treated as in year admissions and applications will be made to individual schools. The Supporting People Directorate will look to strengthen links with domestic abuse services and refuges in the borough to ensure children have equal access to educational provision.

**Contact: PAS (Co-ordinator – Ed Magee) 020 7974 1653 or email [ed.magee@camden.gov.uk](mailto:ed.magee@camden.gov.uk)  
[pas@camden.gov.uk](mailto:pas@camden.gov.uk)**

### **Children of homeless families living in temporary accommodation, houses of multiple occupancy or Bed and Breakfast and unaccompanied asylum seekers and refugees or children of asylum seeking families**

The SIT Officer works collaboratively with agencies internal and external to Camden, schools, parents and local voluntary organisations to ensure that school age children (homeless, refugee and asylum seekers) are encouraged and supported in accessing education and are included in the mainstream education system.

**Contact: SIT Officer (Sona Ruparell 020 9794 4596)**

### **Young runaways**

The School Inclusion team works with colleagues from CSFH and representatives from the Children's Society to identify and refer those children and young people requiring extra support. Version 7: Implemented September 2024 Page 22 of 31

**Contact: Whitney Boateng/Shaniqua Maddix (020 7974 3317)**

### **Children with long-term medical and exceptional mental health needs**

The School Inclusion Team ensures that pupils with medical needs have the opportunity to access a good quality and appropriate education. The School Inclusion Team works with parents, pupils, schools and any other agency to ensure that the educational needs of each pupil are met and that a planned, effective, regularly monitored and flexible reintegration programme is put in place for those children well enough to return to school.

**Contact: School Inclusion Team (Dylan Buckle 020 7974 1654)**

### **Looked after children**

The Looked After Children and Care Leavers team (LACCL) and the LAC Virtual School accept referrals for looked after children who are currently on the roll of an educational provider in Camden but who are at risk of going missing from education. Children placed in care who do not currently have a place on the roll of an educational provider are referred to the Admissions team for reception and year 7 places and to schools for in year admissions. This includes children placed in Camden by other authorities. The Admissions Code states that the highest priority must be given (unless otherwise provided in the Admissions Code) to looked after children and all previously looked after children. Previously looked after children includes children who were looked after but ceased to be so because they were adopted or became subject to a child arrangements order or special guardianship order. All schools are reminded regularly about their duty to prioritise LAC and to place pupils in appropriate educational provision as quickly as possible.

**Contact: LAC Virtual School Head (Natalie White 020 7974 2359)**

### **Young carers**

Family Action provides individual and group support to 7-17 year olds identified as young carers.

**Contact: Rachel Leah – Family Action (0207 272 6933)**

### **Children with social, emotional and mental health (SEMH) needs**

Outreach support to primary schools for pupils with SEMH needs and challenging behaviour is available from Robson House (Primary Learning Support Service). The Robson House Outreach Team supports children, from Nursery through to Year 6, whose behaviour puts them at high risk of permanent exclusion from a mainstream primary school. The service aims to help schools develop skills and feel more confident in managing children's challenging behaviour. The service works with the whole school, with groups, and with individual children and can provide telephone advice about issues relating to individual pupils, groups, or whole school needs. Discussions are confidential and anonymous. Concerns can therefore be discussed without involvement of parents / carers. Where direct work is agreed, referral is made with parental consent via e-CAF. The service also provides training centrally and in schools on the management of challenging behaviour, including the use of physical intervention to promote the safety of children and adults. All training and other support is delivered free of charge.

For more information, please **contact Darryl Jones (Head of School, Robson House) by telephone on 020 3772 0370, or by email ([darryl.jones@camden.gov.uk](mailto:darryl.jones@camden.gov.uk))**.

Camden Learning can provide advice and support to secondary schools around behaviour in schools and the range of support services and provisions available.

**Contact: Chris Roberts, Camden Learning (07766 070080) School Inclusion Team Dylan Buckle (020 79741654)**

#### **Children with child protection plans or where there are child protection issues**

Schools may contact Camden's MASH team for information and advice on child protection issues and whether to make referrals. If the child is already known to CSFH, the school should contact the allocated social worker.

**Contact: Camden MASH team (020 7974 3317)**