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# Missing Student Policy & Procedure

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Date of Policy	June 2020
Next Review Date	May 2021
Key Staff	Principal, Rector, Heads of House, DSL, Deputy Head of Welfare
Lead Staff for Review	Principal/Rector



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## Aim

CATS College Cambridge and CSVPA, from here on known as ‘the Colleges’ are committed to providing a caring, friendly and safe environment for all of our students so the students can learn in a relaxed and secure atmosphere. As such, it is the policy of the Colleges to actively investigate, and provide effective support and interventions, to students who are reported as ‘missing’ or who have taken leave without appropriate permissions.

Additionally, we will work to reduce the incidence of students going missing and the risks associated with young people who go missing.

This policy is consistent with the legal duty to safeguard and promote the welfare of students as described in section 175 of the Education Act 2002, Keeping Children Safe in Education September 2018, Working Together to Safeguard Children 2018 and DfE guidance Children Missing Education 2016.

All staff should be aware that children going missing, particularly repeatedly, can act as a vital warning sign of a range of safeguarding possibilities. This may include abuse and neglect, which may include sexual abuse or exploitation and child criminal exploitation. It may indicate mental health problems, risk of substance abuse, risk of travelling to conflict zones, risk of female genital mutilation or risk of forced marriage. Early intervention is necessary to identify the existence of any underlying safeguarding risk and to help prevent the risks of a student going missing in future.

## Purpose

The purpose of this policy is to provide a clear framework for all staff, including volunteers, who work at the Colleges about the Colleges’ approach to managing incidents of missing students and students who take leave without permission.

It should be remembered that international students are a vulnerable group, who are often isolated from their friends and family who may be living thousands of miles away. International students may have an imperfect command of English and/or be unfamiliar with British customs. As such, information requests from the families of international students should be dealt with particularly sympathetically; as persons may not appreciate the provisions of the Data Protection Act, or the College’s position on confidentiality.

## Responsibility

Ultimate responsibility for this policy and procedure lies with the Principal/Rector. The College has a legal responsibility for the health, safety and welfare of its students, staff and visitors and aims to provide a healthy and safe environment that promotes the welfare of all.



All staff and students have a legal responsibility to take reasonable care for their own safety and for that of others.

All members of staff including volunteers but specifically those in the Boarding Team, the Welfare Team, Programme Directors at CATS Cambridge and Course Leaders at CSVPA must be aware of the policy, procedures, and sanctions applicable to incidences of missing students or students who take leave without permission and apply them accordingly.

The procedures in this policy may be adapted as necessary. The Principal has a wide discretion in relation to the procedures in this policy.

## Thresholds

There are three thresholds which allow for different procedures to be adopted in the case of missing students and students who are absent without leave. The three thresholds are Under 16's, Under 18's and Over 18's. In most cases staff will be dealing with students who are absent without proper authorisation. Cases in which students are determined to be 'missing' are rare. In order to ascertain which procedure should be followed when a student is missing or absent without permission, the senior person coordinating the Colleges response should determine the age of the student and assess the risk. Staff should be aware that they do not need to wait until the threshold to report any students they have concerns about. A number of contextual factors will be taken into account, including:

- Is the student despondent or mentally or physically disabled?
- Is the student experiencing academic, personal, or financial problems?
- Has the student disappeared before?
- Does the student have a known drug and/or alcohol problem?
- Has the student received any threats or warnings?
- What was the student's lifestyle? Does the student have a criminal record?
- Did the student or perpetrator leave a note?
- Possible threat factors: time of day; darkness; weather conditions; known local concerns

## OVER 18'S

**For the purposes of this policy an over 18 student is defined as missing when they have been absent for more than 48 hours without proper authorisation or notification and where all other avenues of information gathering about their location and well-being have been exhausted. Students living in Independent Accommodation are defined as missing if they have been absent from College for 2 consecutive days and there has been no response to calls and emails.**

**Staff will review contextual factors and should not wait for 48 hours to start mitigating actions if there are concerns.**

These students are adults, and have the right to be treated as such. Students who are over 18 have the right to privacy. Their parents, guardians, next of kin, members of staff or fellow students do not have an automatic right to know their whereabouts. Indeed, to reveal an over 18 student's whereabouts to any of these parties, without the permission of the student concerned, may well be a breach of the EU General Data Protection Regulation (GDPR) that came into effect in the UK on 25 May 2018.

It is important to remember that some students do not wish to have contact with their immediate family for personal reasons; as adults, this position must be respected. It is a serious matter to disclose personal details of a student to a third party, even if it is an over 18 student's next of kin. Personal details should only be disclosed with the permission of the Principal/Rector or Vice Principal/Provost. It is important to remember that any person who decides to breach confidentiality must be able to justify their action in terms of the prevention of serious harm, or a genuine and reasonable belief that serious harm to the student might be prevented by such disclosure.

Attendance staff will monitor daily absence reports. Any student who has had unauthorised null attendance for two consecutive days, will have a Shackleton Student Welfare note raised and the Designated Safeguarding Leader (DSL), Deputy DSL, the Vice Principal/Provost and the Principal/Rector will be notified by e-mail.

### OVER 18 STUDENTS ON RQF LEVEL 6 AND 7 COURSES

These students are encouraged to work independently and are trusted to manage their own workload. Therefore, an over 18 student studying at RQF Level 6 or 7 is only defined as missing when they have been absent 3 consecutive expected days, without proper authorisation or notification and where all other avenues of information gathering about their location and well-being have been exhausted.

However, staff should not wait to start mitigating actions if there are concerns raised about the student, by staff, other students, friends or family. The contextual factors above should be considered in all cases and a decision made on the best course of action for the individual student.

Any 17-year-old studying on a BA course will fall into the Under 18 category below until their 18<sup>th</sup> birthday.

### UNDER 18'S

**For the purposes of this policy an under 18 student is defined as missing where they fail to return back to the Boarding House at curfew time, or if living in Independent Accommodation are absent from College for 2 consecutive days with no reply received from their parent/guardian stating that they are aware of their whereabouts.**

**For students in Independent Accommodation the parent/guardian should be contacted directly if there has been no explanation of the absence by the end of morning.**



## UNDER 16'S

For the purposes of this policy an under 16 student is missing when they do not appear at their required times of registration during the College teaching day or curfew times after the end of the College teaching day, or if living in Independent Accommodation are absent from College for 2 consecutive days with no reply received from their parent/guardian stating that they are aware of their whereabouts.

For students in Independent Accommodation the parent/guardian should be contacted directly as soon as possible if there has been no explanation of the absence.

## All students: General procedure upon discovery that a student is missing

The safety of the student is paramount. The absence of a student from the College for a prolonged period, or an extremely anxious enquiry from a friend or relative, may give rise to concerns about the student's safety.

These concerns may be particularly acute if it is known that the student is suffering from a health problem. It is essential that the member of staff dealing with the enquiry checks with all relevant sources of information to ensure that they have a full picture of the circumstances before escalating to senior management or any third parties, such as the police. Since the control of information is vital, a designated person should be identified, regulate the flow of information to appropriate individuals and/or agencies bearing in mind the statutory obligations outlined above.

The first step must always be to confirm that the student is missing using the thresholds laid out above. Having confirmed that a student is missing, all other avenues for information gathering about their location and well-being should be exhausted. These may include:

- Investigate available sources of information:
  - Acquiring information through Shackleton to determine last time seen in residence, personal contact details, authorised absences, check exeat system etc.
  - The student file, (to determine whether confidential information has been stored on file) and other relevant information, e.g. Health issues, etc.
  - Speak to the Vice Principal, Head of House, House Parents, Programme Director, Maintenance Staff, etc.
- Obtain a photograph (from Shackleton) and familiarise yourself as to what the student looks like
- Ask other staff on duty in the Boarding House, if they know any reason for absence
- Obtain the student or friend's number and make direct contact if possible
- If appropriate ask friends to try to make contact using phone or social media as available
- Ask other students if they are aware of any reason for the absence - though their information should only be taken as a guide to be followed up, and certainly not as the only evidence. Obtain mobile phone numbers to make direct contact if possible



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- Begin a search of the Boarding House in other rooms, as it may be that the student is with a friend and has not told anyone
- If appropriate visit private residence if student is in independent accommodation
- Ask duty staff in other areas, to check their areas and ask their students for any information (i.e. for them to do what you have done within the House)
- Check other areas of the school, e.g. Reading room, Common room IT room, etc.

**If none of this produces any information and all avenues of information have been reasonably exhausted, then the on-call Designated Senior Leader should then make a decision to enquire/inform the parents or guardians of the missing student (if they are not already aware as they may be, particularly for students in independent accommodation) and/or inform the police. The on-call Designated Senior Leader will also determine who is to make contact.**

The member of staff designated as leading the response should maintain all notes, records, and recordings of telephone conversations.

### Reporting a student missing to the Police

When reporting a student missing the police will ask questions. The questions may be as follows so please ensure you have these details at hand when speaking to the police.

- All personal details known to you, including their full name, date of birth, address.
- Any details relating to the disappearance; when you or others last had contact with the individual, what they were wearing when they disappeared and any other details relating to possible reasons behind their disappearance.
- Any factors that might put the student at risk. This might be age, physical or mental health issues or perhaps the individual may have received bad news or been in emotional distress.
- The police may ask for various personal items belonging to the missing individual. This may include mobile phones, diaries and laptop computers.
- The police may also want to visit the accommodation and carry out a routine search and ask for a picture of missing student.

### In the event that a 'missing' student returns to College

If/when the student returns Boarding Staff must telephone Senior Staff, at most appropriate time, e.g. if student returns at 3am inform Senior Staff at 9am the following morning. The police should be informed as soon as the student returns.

When the student returns an interview should be completed, documenting where the student has been, who they have been staying with, reasons for being absent, etc.

Staff must maintain all notes, records, and recordings of conversations and telephone calls.



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## Confidentiality

Staff cannot and should not promise total confidentiality. All staff must follow our Confidentiality Policy.

## Follow-on procedures

Based on the return interview, students will usually be required to speak to a member of the welfare team regarding their being missing. The welfare team will consider what support the student requires upon returning to the college in accordance with the 'Working Together' guidance.

Follow up will be in accordance with the Safeguarding Policy and the Student Behaviour Policy, as well as any guidance from local agencies.

Completion of the 'missing' student procedures is onerous. Such cases usually arise out-of-hours and typically require a very labour intensive approach. The Colleges reserve the right to recover unnecessary costs from students or their parents. As such, House Parents must outline the procedures for exeat and the consequences of being absent without leave during the students' induction.

## Students missing from education

In addition to following this policy for unexplained absences reaching the defined threshold, Cambridge Arts and Sciences are obliged to notify the local authority when a CSA student fails to attend school regularly or is absent without leave for more than 10 school days (continuous). Our Attendance Policy details our processes for monitoring and following up student attendance.

## Policy review

This policy will be evaluated and reviewed annually. It may also be reviewed in the light of new legislation or any incident that may relate to this policy. This policy has been developed and implemented in consultation with the whole college community including students, parents/carers, staff, and partner agencies.



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# MISSING STUDENT POLICY COVID-19 ADDENDUM

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Date added to Policy	July 2020
Next Review Date	As required, based on UK Government guidance
Lead for Review	Principal, Rector, DSLs, Designated Governor Safeguarding and Child Protection



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## Introduction

In response to the global COVID-19 outbreak we have made amendments to our Missing Student Policy to clarify which students it applies to.

## Policy scope

The Missing Student Policy refers to students who are face to face learners at the Colleges. The Colleges cannot reasonably apply this policy so students to are learning online and are not physically present at the Colleges. Non-attendance by them at lessons is covered by the Attendance and Engagement Policy.

## Policy Review

We will continue to monitor the Covid-19 outbreak and assess the associated risks carefully. We may need to amend or add to this Addendum as circumstances or official guidance changes. We will communicate any significant changes to staff, parents and students.

## Related policies

Attendance and Engagement Policy  
Safeguarding Policy