

## Newcastle University London

### Procedure to follow when notified about a missing student

A student may be reported missing in a number of ways. Some examples of an expression of concern may be:

- a) A student speaking to a University staff member/representative
- b) Academic staff reporting to Student Services (SS)
- c) Accommodation staff reporting to Student Services
- d) The student's family contacting the University with concerns about their whereabouts
- e) Someone outside the University reporting their concern to the University.

*(For intermittent attendance or non-submission of work where concerns are not related to the student's welfare, please follow AWOL procedure.)*

The processing of personal data about students is subject to the terms and condition of GDPR. Where there is genuine concern about a student's welfare then information can be shared if this is in the legitimate interests of the student concerned.

In the event of a student of the University being reported missing the following actions must be taken by the school or by Student Services.

- 1) In the first instance try and contact the student by phone and email, via friends etc.
- 2) Let the person know via email/phone message etc that you are concerned for their welfare and that you would like them to get in touch with the university as soon as possible.

*(A time frame should be agreed upon for a response time within Student Services. However, this should not be indicated to the student due to risk of escalation.)*

- 3) If residing in Student Accommodation, ask the warden to do a room check to see if the student is either in their room or if they have been seen recently in the accommodation building.

*(If it is a Friday afternoon then a judgement needs to be made about whether to a) report to the Police without the normal 24 hour time frame b) Follow normal process ensuring that the student contact reception not SS in responding to the email/telephone call, hand over all information to reception letting them to know to ring the Police if they have not heard from the students by x time (i.e. the 24 hour period) c) If the situation seems to be very low risk a decision could be made to wait until Monday am for a response. A decision about how to respond should be made in conjunction with the Director of Operations (DoO) or the Dean.)*

- 4) Contact their lecturers – have they been seen recently (or recorded their presence at a lecture or seminar)?
- 5) Contact reception – when was the student's ID Card last used?
- 6) Once the concern has gone to the police IT support may be asked to look at when the student last logged into their data but a higher level of permission is required to look at this information.

If concerns are particularly high, you believe there are good reasons not to wait until the end of the specified time frame and you have not had any information from others to reassure you of their safety then contact the police local to their student address and ask them for a Welfare Call. **You would do this via Met Police telephone number 101.**

Before making the phone call, gather together as much of the following information to give to the police. However, if you cannot get hold of all the information do not let this delay you in contacting the police. If the missing person is reported to the police by a different person, rather than the person who raised the concern e.g. by a member of staff following a concern raised by a student then a meeting between the police and the student is likely to be required.

- ☐ Full Name
- ☐ Student Number
- ☐ Date of Birth
- ☐ Current address
- ☐ Home telephone number
- ☐ Mobile telephone number
- ☐ Next of Kin name, address and contact details
- ☐ Home address (if different to above)
- ☐ Course and year
- ☐ Personal tutor name and contact details
- ☐ DPD name and contact details
- ☐ Supervisor (if relevant)
- ☐ School administrator name and contact details
- ☐ Any friends of missing student with contact information where known
- ☐ Employment details where known and if appropriate
- ☐ Reason that the student is believed to be missing
- ☐ Date and Time student last seen
- ☐ By whom they were last seen
- ☐ Where they were last seen
- ☐ Physical description
- ☐ Any known vulnerabilities, student on medication etc.
- ☐ Any history of previous disappearances

- ☐ Provide any information known in relation to the student's disappearance, for example their current situation or circumstances, their state of mind: angry/upset/withdrawn/depressed
  
- ☐ Name and contact details of person reporting student missing. Nature of relationship to the student e.g. tutor/accommodation manager.

Please notify the police when you speak to them that we hold information on the missing student that they may require e.g. next of kin information, ID card usage, computer log in etc. Should they require any of this information it can be gathered by the Student Services Team with the assistance of the Ground Floor Welcome Desk and IT on the 3<sup>rd</sup> Floor and in Newcastle.

Once they are contacted, it is the responsibility of the Met Police to decide how to proceed.

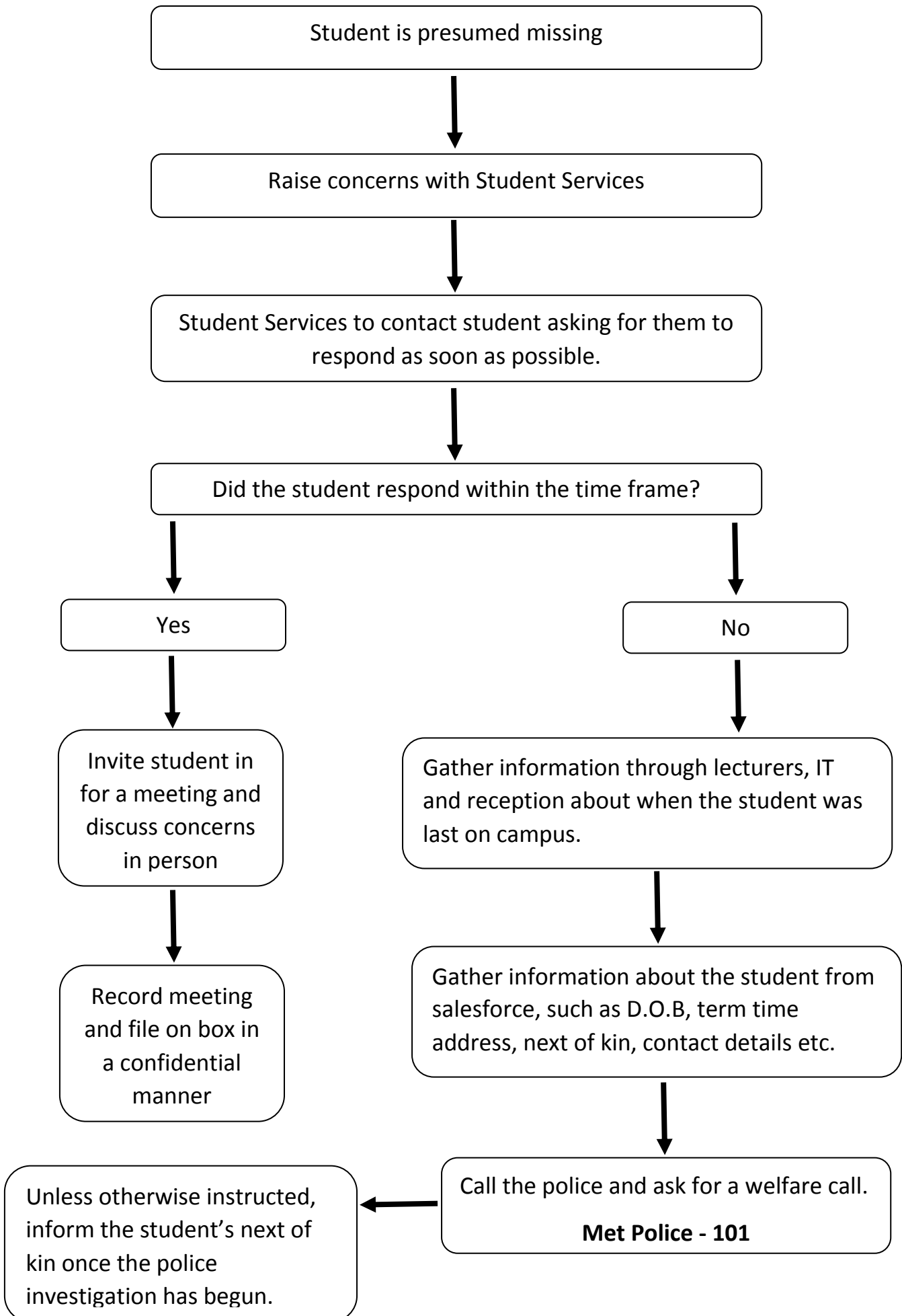
Notify the Director of Operations for advice or to help identify any support needs for other students involved in or affected by the situation. In the case of the DoO's absence contact Student Services Manager.

**Author:** Dr Alison Oldam,

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**Updated by:** Helen Jackson

**Date updated:** June 2018



**Main Contacts**

Position	Contact Information
Student Services	0203 752 2454 ext 2454
Student Welfare	0203 752 2440 ext 2440
Director of Operations	0203 752 2221 ext 2221
The Dean	0203 752 2427 ext 2427
Reception	0203 752 2200 ext 0
Met Police	101
Student Wellbeing Services (Newcastle)	0191 208 5870
IT Support Services London	0203 752 2240 ext 2240
IT Support Services Newcastle	0191 208 5999 ext 85999

Last Updated June 2018

Helen Jackson and Kate Aitchison