

## Newcastle University

### 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/Student Wellbeing Service
- c) Accommodation staff reporting to Student Services/Student Wellbeing Service
- d) The student's family contacting the University with concerns about their whereabouts
- e) Someone outside the University reporting their concern to the University.

The processing of personal data about students is subject to the terms and condition of the Data Protection Act 1998. 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 the Student Wellbeing Service (if it comes in via Central Services):

- 1) In the first instance try and contact the student by phone and email, via friends etc. Let the person know via email/phone message etc that if they do not contact you within a specified time frame (one that you feel is appropriate, normally 24 hours) then you will be contacting the local police. 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 email contact security not SWS in responding to the email/telephone call, hand over all information to security 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 Ann Musk or Alison Oldam.
- 2) Contact the school – have they been seen recently (or recorded their presence at a lecture or seminar)
- 3) Contact ISS – when was the student's Smart Card last used?
- 4) Once the concern has gone to the police ISS 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. **You would do this via Northumbria 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. In discussion with PC Mo Khan, who is the University Liaison Officer for Northumbria Police it is clear that the police would want to speak directly with the person who first raised the concern. If the missing person is reported to the police by a different person 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, Smart card usage, computer log in etc They can contact security staff for this information Please let the Police know that we have a information sharing agreement in place with the Police that allows data sharing both ways.

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

PC Mo Khan, who is the University Liaison Officer for Northumbria Police, can be contacted for advice on his work mobile **07584 175 496**.

Unless there is a clear reason as to why this should not happen, the missing student's family should be contacted once the initial investigation has been conducted.

Notify the Head of Student Wellbeing Service on 0191 222 5870/8957 or email Alison.Oldam@ncl.ac.uk for advice or to help identify any support needs for other students involved in or affected by the situation. Alternative contacts Ann Musk 0191 208 3751 [Ann.Musk@ncl.ac.uk](mailto:Ann.Musk@ncl.ac.uk) and mentalhealthadvisor@ncl.ac.uk

Other Information:

Open surgery with PC Mo Khan. Drop in basis.  
12 p.m to 2 p.m Tuesday, Student's Union  
12 p.m to 2 p.m Thursday, King's Gate

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