

Missing Persons Monitoring Policy and Procedures and Residential Attendance

Author	Vice Principal - Curriculum
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Approval/ review body	SLT (Senior Leadership Team)
Frequency of Review*	12 months

** Policies will be reviewed more frequently if legal changes or good practice require*

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1. Scope

This policy applies to North Kent College (henceforth referred to as “the College”) which incorporates Hadlow College and includes all campuses and satellite sites.

The College is committed to supporting students and recognises the importance of their health and wellbeing in relation to their academic progression and wider College experience. The College has a responsibility to support students to feel and perform well in order to maximise their potential whilst at college.

The College is committed to safeguarding all its students.

The Policy sets out how the College will ascertain, monitor and accurately record the students' location.

2. Policy Statement

The College is committed to daily registration and monitoring of student attendance for all study programme activity with registers completed for all timetabled sessions.

The reporting system and absence reporting procedure ensure consistent and timely recording and monitoring of student locations, this is particularly important for residential students under the age of 18 and vulnerable adults for whom the College have a duty of care.

The College recognises that it is a legal requirement for all members of staff to maintain registers for timetabled lessons and to record information about attendance promptly and accurately and to follow the college reporting system for absent students.

Students and parents/carers/guardians are made aware of the importance of reporting via the absence reporting procedure and how this must be used to report any absence.

Information provided through the reporting system and absence reporting procedure is recorded on the student eTrackr.

Residential students or vulnerable adult students who do not attend lessons or cannot be located on campus are classed as “welfare concerns” and the College will endeavour to promptly locate the student until a satisfactory conclusion is reached and the “welfare concern” is removed. This is then recorded on the student eTrackr.

3. Reporting System (for use by Tutors and other staff responsible for taking registers)

Registers are an important document used for recording student attendance at each timetabled class. The information recorded is used for:

- 3.1 monitoring attendance of all students, as well as those who are missing from College, home or Care;
- 3.2 Health and Safety purposes, particularly for fire procedures;

- 3.3 alerting staff to possible safeguarding and welfare concerns; and/or
- 3.4 ESFA Funding reporting.

Tutors are responsible for completing each register at the start of the lesson.

All registers must be marked accurately by the tutor following register guidance.

Each absence for an individual student throughout the day must be recorded **and** followed up by Personal Tutors.

It is essential that unexplained and residential absences from lessons or duties are reported immediately to the Curriculum Administrator, or Residential Manager, between 5pm-9am.

The Tutor has a responsibility to report the absence as quickly as possible. They can this either by e-mail, telephone or in person.

This is essential to track the location of any individual student at any given time.

It is the role of the Tutor/Curriculum Administrator to make the initial calls/emails/texts for all absences and report the outcome on the student eTrackr.

4. Absence Email

- 4.1 All students must report absence as quickly as possible if they are unable to attend a lesson. This can be done by:
 - 4.1.1 sending an email to the absence account; and/or
 - 4.1.2 using eNotify
- 4.2 It is the responsibility of the student to report their own absence through the absence reporting procedure:
 - 4.2.1 The email address is absencehadlow@northkent.ac.uk

5. Curriculum Administrator

The role of the Curriculum Administrator is to report absence in a timely manner to safeguard students, particularly those in residential accommodation; those under the age of 18; and any vulnerable adult. Their main duties are to:

- 5.1 collect, in a timely manner, student attendance information;
- 5.2 liaise with tutors, Student Support staff, Residential Staff when locating a “missing” student; and
- 5.3 raise concerns with Student Support staff, including the Safeguarding team and Residential Team when a student cannot be located and becomes a “welfare concern”.

6. Missing Persons Procedure followed by the Curriculum Administrator

- 6.1 all email messages are read;
- 6.2 all information is recorded onto the student's eTrackr;
- 6.3 the Administrator prioritises the order in which the initial tracking telephone call to the "missing" students will be made:
 - 6.3.1 residential students under 18; and
 - 6.3.2 non-residential students under 18 and vulnerable adults
- 6.4 All "missing" students are reported absent by telephone to next of kin or to residential support, if residential.
- 6.5 If the student is under 18 and a residential student, a welfare check procedure is implemented prior to making the initial telephone call to the parent/guardian/carer:
 - 6.5.1 The Residential Team are informed by e-mail from the Curriculum Administrator and a series of checks follow:
 - 6.5.1.1 call the student's mobile;
 - 6.5.1.2 check the SALTO system for door access movement;
 - 6.5.1.3 check the Restaurant database for recordings of when meals were taken;
 - 6.5.1.4 room checks;
 - 6.5.1.5 welfare notes left in the student's room, requesting immediate reporting to the Residential Team; and
 - 6.5.1.6 if there is concern after the welfare checks have been completed, the Residential Team will make further contact with the parent/guardian/carer
- 6.6 If the student remains a "welfare concern" the Residential staff will keep in contact the parent/guardian/carer.
- 6.7 The Residential Team will inform the Student Support staff at the handover meeting and the central Residential Logbook records that the student is a welfare concern.

- 6.8 The parent/guardian/carer of the student are encouraged to inform the College if they are contacting the police about a “missing person”.
- 6.9 The police will contact the College if there is any additional information required if they are following up on the missing person report.
- 6.10 For Looked After Children who are absent, the local authority procedures must be followed. The police have a duty to contact the College to ascertain the whereabouts of the missing Looked After Child. It is essential that registers are accurate and up to date to assist the police in the search for the student.
- 6.11 If the student is located, they are told to contact their parent/guardian/carer to let them know they are safe. (The Residential Team and/or Student Welfare & Safeguarding Services Team to contact parent/guardian/carer to confirm student has been located).

NOTE: In the absence of the Curriculum Administrator, this procedure will be carried out by another member of College staff.

- 6.12 If the student is residential, but over 18, the absence is monitored.
- 6.13 Depending on the vulnerability of the adult student, the parent/guardian/carer or police would be contacted at the discretion of Senior Management.

7. Residential Absence/Illness Procedure (as outlined in the Residential Handbook)

- 7.1 The Residential Team will commence the following procedure:
 - 7.1.1 student welfare concerns/illness will be recorded on the eTrackr and followed up until the student is located and either recovers, seeks medical attention or returns home; and
 - 7.1.2 this information will be passed to the Residential Support Officers so that they can continue monitoring all welfare concerns.

8. Weekend and Evening Duties

- 8.1 In the event of a student missing from evening, early morning or weekend duties the Residential Support Officer (“RSO”) will be informed by the tutor or curriculum staff member on the warden duty mobile phone **07976 440 887**.
- 8.2 The RSO is responsible for attempting to locate the “missing student”.
- 8.3 The RSO will check:
 - 8.3.1 the student’s room;

- 8.3.2 the signing out sheet;
 - 8.3.3 friends of the student;
 - 8.3.4 the student mobile number/other number;
 - 8.3.5 residential buildings and College grounds;
 - 8.3.6 the SALTO system for door access movement; and
 - 8.3.7 the Restaurant database for recordings of when meals were taken.
- 8.4 If the student cannot be located by any of these methods the “missing persons” procedure must be followed.

9. Safeguarding – Welfare Concern

- 9.1 The tutor must discuss with the student the reasons for the absence and establish, with support from the Student Welfare & Safeguarding Services, if there are any underlying safeguarding concerns that need addressing.
- 9.2 Follow the guidance provided in the College policies in line with Keeping Children Safe in Education.