

INTERNAL PROCEDURE

Title: Missing Students Procedure

POLICY HOLDER: Vice Principal Inclusion, Safeguarding and Student Services

APPROVAL BOARD: College Leadership Team

VERSION NO: 1.1

LAST REVIEWED: September 2026

REVIEW PERIOD¹: 1 Year

¹ The Review Period refers to our internal policy review process. The published policy is current and is the most recent approved version.

Summary: Sets out the College's procedure for responding to reports of missing students, providing guidance for staff on escalating concerns, undertaking searches, communicating with parents, carers and external agencies, and taking prompt action to safeguard students' welfare and safety.

Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder.

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Amendments log

Date	Version No	Reason for Change	Author	Approved By
April 2021	1		Helen Richardson-Hulme	Exec
September 2021	1.1	Addition of Evening Duty Principal	Jacky Sturman	SMT
September 2022	1.1	No changes	Helen R-H	SMT
September 2023	1.1	No changes	Helen R- H	SMT
September 2024	1.1	No changes	Helen R-H	SMT
September 2025	1.1	No changes (reviewed by HRH, JR and LM)	Helen R-H	SLT
September 2026	1.1	No changes	Helen R-H	SLT

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MISSING STUDENTS' PROCEDURE

The safety of all students is the College's highest priority. This statement aims to put in place swift, appropriate, and effective actions to locate missing students and to inform the appropriate people concerned.

Student reported missing within working hours:

1. Student identified as missing - member of staff to inform relevant Duty Principal immediately, providing student number, name, details of what they are wearing and when and where they were last seen.
Norwich – 07824 838185 / B40 Executive Office
Easton – 07920 548316 / Jubilee Reception
Paston – Managers' Office
2. Executive Support will send a "missing student" email to CMT and Campus Services providing all necessary details including a student photo and ask for a search around the relevant campus.
3. If student is found promptly, Executive Support to be informed.
4. Executive Support will send a "missing student found" email to CMT and Campus Services.
5. In the event of the student not being located, the member of staff who knows the parents/carers best will inform the parents or carers and (if appropriate) the Police. A call to the Police will usually be carried out by parent or carer with College support. Duty Principal will oversee arrangements and record in the relevant campus Duty Principal log.

Student reported missing outside of working hours:

1. Student reported missing, member of staff to call **Evening** Duty Principal on 07824 838185.
2. Duty Principal to inform Campus Services and ask for a search around relevant campus.
3. In the event of the student not being located, the Duty Principal will inform the parents or carers and (if appropriate) the Police. A call to the Police will usually be carried out by parent or carer with College support.

Student missing from Easton residence

In a situation where a student appears to be on site of an evening, according to the evening key check / meal check sheet but cannot be found, the following actions should be taken. These actions will also apply if a student does not return to site by their planned sign in time.

1. Phone the student (leave voicemail if necessary)/ text them asking them to make contact ASAP.
2. Check their room to see if they are there or for any signs that they have planned to leave residence overnight – i.e. missing duvet.
3. Check with friends in case they have any knowledge of their whereabouts.
4. If all other options are exhausted – next of kin **MUST** be contacted, regardless of the time.
5. A record must be made of the time of contact with the next of kin (or when the message is left), on the One Note.
6. Continue to liaise with the parent / carer until the student has been safely located. Again, record this on One Note

7. If the student cannot be located, report to the Duty Principal in the first instance and ensure that the Residential Student Leader / Head of Residential Provision is being made aware. The Police may need to be called. A call to the Police will usually be carried out by parent or carer with College support.