



HADLOW
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Hadlow College

Missing Persons Monitoring Policy and Procedures and Residential Attendance 2018/19

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Aims of the Policy:

- To ensure we safeguard our students
- To ascertain, monitor and accurately record the student location
- To record accurately information regarding financial support provision

Policy Statement

Hadlow College is committed to daily registration and monitoring of student attendance for all course activity. Registers completed throughout the day for all timetabled classes.

The *reporting system* and *absence hotline* 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 we have a duty of care.

The College takes seriously any absence from curriculum activity or regular enrichment activity, or overdue return to College and/or residential accommodation.

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 are made aware of the importance of reporting via the *absence hotline* and how this must be used to report any absence.

Information provided through the *reporting system* and *absence hotline* is recorded on the Student e-ILP.

Those students who cannot be located are classed as “welfare concerns” and the College will endeavour to locate the student until a satisfactory conclusion is reached and the “welfare concern” is removed. This is then recorded on the Student e-ILP.

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:

- Monitoring young people frequently missing/going missing from home or Care
- Auditing purposes

- Student support scheme payments
- Health and Safety purposes, particularly for fire procedures
- Alerting staff to possible safeguarding and welfare concerns
- Performance monitoring of teaching

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

All registers must be marked accurately by the tutor following the register guidance in the FE/HE attendance Policy on SharePoint.

Each absence for an individual student throughout the day must be recorded **and** reported to the Retention Officer

It is essential that unexplained and residential absences from lessons or duties are reported immediately, to the Retention Officer

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

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

It is important that Tutors discuss contacting the student or parent/guardian/carer with the Retention Officer to avoid duplication of phone calls. It is the role of Retention Officer to make the initial telephone calls for all absences and report the outcome on the student e-ILP.

Unless agreed with the Retention Officer, tutors should not make the initial telephone calls.

Absence Hotline

All students must contact the Retention Officer as quickly as possible if they are unable to attend a lesson. This can be done by:

- Leaving a message on the *absence hotline* number.
- Telephoning the *absence hotline* and speaking to the Retention Officer
- Report in person to the Retention Officer.

It is the responsibility of the student to report their own absence through the *absence hotline* or in person.

The telephone number is (free phone): **0800 80 48 817**. Messages can be left at any time.

Retention Officer

The role of the Retention Officer is fundamental to the College's commitment to safeguard all students, particularly those in residential accommodation, those under the age of 18 and any vulnerable adult. The main duties are to:

- Collect, in a timely manner, student attendance information
- To liaise with tutors, Student Support staff, students when locating a "missing" student
- To raise concerns with Student Support staff when a student cannot be located and becomes a "welfare concern"

Missing Persons Procedure followed by the Retention Officer

1. All *absence hotline* messages are played, written down and removed from the phone.
2. All information and telephone calls from both students and parents/guardian/carer are recorded onto the Student e-ILP
3. The Retention Officer prioritises the order in which the initial tracking telephone call to the "missing" students will be made:
 - Residential Students under 18
 - Non residential students under 18
 - Residential students over 18
 - Non residential students over 18
4. All "missing" students are contacted, initially by telephone.
5. If the student is under 18 and a residential student, a tracking procedure is implemented prior to making the initial telephone call to the parent/guardian/carer:
 - The Student Support staff are informed by e-mail from the Retention Officer and a series of checks follow:
 - Checking the Net2 system for door access movement
 - Checking the Restaurant database for recordings of when meals were taken
 - Room checks

- Welfare notes left in the student room, requesting immediate reporting to the Student Support Team and Retention Officer
 - The student will have been contacted initially by the Retention Officer. If there is concern after the welfare checks have been completed, Student Support will make further contact with the parent/guardian/carer
 - If the student is still a “welfare concern” toward the end of the College day, usually after 4pm, the Student Support staff contact the parent/guardian/carer again
 - The Student Support staff inform the Residential Support Officers at 5pm during the handover meeting and the Residential Log Book records that the student is a welfare concern
 - The parent/guardian/carer of the student usually informs the College if they are contacting the police about a “missing person”
 - The police will usually contact the College if there is any additional information required if they are following up on the missing person report
6. If the student is not located, they become a “welfare concern” and the parents/guardians/carer of students under the age of 18, regardless of whether they are residential or not are contacted and informed of the “missing person” status.
7. For Children in Care 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 Child in Care. It is essential that registers are accurate and up to date in order to assist the police in the search for the student.
8. If the student is located they are told to contact their parent/guardian/carer to let them know they are safe. (Student Support Team to contact parent/guardian/carer to confirm student has been located).
- NOTE: In the absence of the Retention Officer this procedure will be carried out by another member of College staff**
9. If the student is residential, but over 18, the absence is monitored. Tutors and other students are asked about the missing student to ascertain the location of the student.
10. Depending on the vulnerability of the adult student, the parent/guardian/carer or police would be contacted at the discretion of Senior Management.

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

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

Weekend and Evening Duties

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 emergency duty mobile phone **07976 440887**
2. It is the responsibility of the RSO to take responsibility for locating the “missing student”.
3. The RSO will check:
 - The student room
 - The signing out sheet
 - Friends of the student
 - The student mobile number/other number.
 - Residential buildings and College grounds
 - The Net2 system for door access movement
 - The Restaurant database for recordings of when meals were taken
4. If the student cannot be located by any of these methods the missing persons procedure on page 4 and 5 should be followed.

Safeguarding – Welfare Concern

1. The tutor should discuss with the student the reasons for the absence and establish, with support for the Student Support Team, if there are any underlying safeguarding concerns that need addressing.

2. Follow the guidance provided in Keeping Children Safe in Education Part one and Annex A, September 2018.