

# Missing Persons Policy (Safeguarding) – Supporting Procedures

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<b>Section / Dept:</b>	Student Support Services
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<b>Review date</b>	August 2020
<b>Related policies:</b>	Missing Persons Policy (Safeguarding) Data Protection Policy / Statement on Data Processing Safeguarding policies (see website 1.2) Prevent Policy (Prevent Duty under Counter Terrorism and Security Act)
<b>Policy history:</b>	Update & transfer to new policy template C. Lowe – Jan 2016

Missing Persons Policy – Supporting Procedures (Safeguarding)

<b>1</b>	<b>Introduction</b>
	This document sets out University procedures relating to Missing Persons (Safeguarding).
<b>1.1</b>	<b>Purpose</b>
	The purpose of these procedures is to provide information on standard actions which should be taken to establish the whereabouts and safety of a missing student.
<b>1.2</b>	<b>Policy</b>
	See, “Missing Persons Policy (Safeguarding)” <a href="http://www.surrey.ac.uk/currentstudents/ask/regulations/">www.surrey.ac.uk/currentstudents/ask/regulations/</a>
<b>1.3</b>	<b>Procedures</b>
	The procedures below relate to different scenarios where a student may be missing and relevant actions which may be necessary.
<b>1.3.1</b>	<b>Need for coordination, recording &amp; discretion</b>
	<p>There is potential to cause distress when investigating suspected missing persons. Therefore cases require careful handling and clear coordination. For this reason, any such concerns should be reported to the</p> <p>(i) <a href="#">Security Office</a> – Email - <a href="mailto:security-advisors@surrey.ac.uk">security-advisors@surrey.ac.uk</a></p> <p>The Security Office will nominate an individual to coordinate an investigation, hereafter referred to as the <b>Coordinating Officer</b>.</p> <p>A clear and accurate record of all actions taken will be logged by the security office using the reporting system (Archibus).</p> <p>In order to avoid unnecessary distress or alarm, and to protect the confidentiality rights of the student, it is important that no member of staff contacts the student's home or other external person or agency, except on the advice of the designated coordinating officer.</p> <p>The coordinating officer will comply with data protection, disclosure and information sharing guidelines and procedures during their inquiries.</p>
<b>1.3.2</b>	<b>Investigation – Initial actions (Phase 1)</b>
	<p>The Coordinating Officer will carry out a discreet investigation of the circumstances, and will conduct an initial risk assessment, utilising as appropriate some or all of the following sources of information:</p> <ul style="list-style-type: none"> <li>▪ <b>Student records system (SITS) data</b> <ul style="list-style-type: none"> <li>○ Name</li> <li>○ Address</li> <li>○ Age</li> <li>○ Subject</li> <li>○ Year of study</li> <li>○ Nationality</li> <li>○ Photograph</li> </ul> </li> <li>▪ <b>School/Department</b> <ul style="list-style-type: none"> <li>○ Personal tutor (SITS record)</li> <li>○ Departmental administrative staff contact</li> <li>○ Course/module contact</li> <li>○ Placement contacts</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>▪ <b>Student Support Services</b> (visit Student Services Centre or email – <a href="mailto:ask@surrey.ac.uk">ask@surrey.ac.uk</a> )             <ul style="list-style-type: none"> <li>○ Contact with, or records held by:                 <ul style="list-style-type: none"> <li>-Wardens (room check /check with flatmates)</li> <li>-Student Life Central team / Mentors</li> <li>-Student Centre Teams (Front desk/student advice teams)</li> </ul> </li> </ul> </li>   <li>▪ <b>Centre for Wellbeing</b> (visit Centre for Wellbeing or email <a href="mailto:centreforwellbeing@surrey.ac.uk">centreforwellbeing@surrey.ac.uk</a>)             <ul style="list-style-type: none"> <li>○ Contact with, or records held by:                 <ul style="list-style-type: none"> <li>-Counselling administrator (including referrals to Hospital)</li> <li>- Chaplaincy</li> </ul> </li> </ul> </li>   <li>▪ <b>Accommodation / USL Office</b> <ul style="list-style-type: none"> <li>○ Contact with central office regarding on or off campus students</li> <li>○ Identification of housemates through office or student records system.</li> </ul> </li>   <li>▪ <b>Security Office</b> <ul style="list-style-type: none"> <li>○ Room check / enquiries with neighbours</li> <li>○ Campus searches / CCTV</li> <li>○ Incident reports</li> </ul> </li>   <li>▪ <b>Clubs/Societies/social activities</b> <ul style="list-style-type: none"> <li>○ Students' Union</li> <li>○ UniSport</li> </ul> </li>   <li>▪ <b>Utilisation of University services</b> <i>(where such a measure is warranted and in line with data protection policy)</i> <ul style="list-style-type: none"> <li>○ Use of network / e-mail account (i.e. traffic statistics, and not interception or reading of message content)</li> <li>○ Use of campus card to access services (e.g. library)</li> <li>○ Access to card controlled buildings</li> </ul> </li>   <li>▪ <b>Use of Social Media</b> <ul style="list-style-type: none"> <li>○ Recent online activity</li> <li>○ Use of social media</li> </ul> </li> </ul> <p>If the investigation leads to making contact with the student, the Coordinating Officer will only pursue further actions that are in line with data protection and confidentiality policies. Possible actions might include recommending that the student contacts their Next of Kin/family, or other party that raised the cause for concern.</p>
<p>1.3.3</p>	<p><b>Further Investigation – Subsequent actions (Phase 2)</b></p> <p>If, after initial investigation, the student's whereabouts are still not known, the Coordinating Officer will utilise the information gained to develop a <b>risk profile</b> in connection with the student's disappearance which also takes account of the student's <b>normal behaviours</b>, and the circumstances listed below:</p> <ul style="list-style-type: none"> <li>▪ <b>Age</b> <ul style="list-style-type: none"> <li>○ Under 18 or over 65 years?</li> </ul> </li>   <li>▪ <b>Nationality</b> <ul style="list-style-type: none"> <li>○ Overseas student?</li> </ul> </li>   <li>▪ <b>Length of time since last seen</b> <ul style="list-style-type: none"> <li>○ &lt;1 week?</li> <li>○ &lt;10 days?</li> <li>○ &gt;10 days?</li> </ul> </li>   <li>▪ <b>Health</b> <ul style="list-style-type: none"> <li>○ Requiring essential medication or treatment?</li> <li>○ Mental-health difficulties?</li> <li>○ Drugs/alcohol dependency?</li> </ul> </li>   <li>▪ <b>Recent history</b> <ul style="list-style-type: none"> <li>○ Stated intention to harm self or others?</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Suspicion of abduction?</li> <li>○ Recent involvement in violent incident?</li> <li>○ Victim of crime (esp. harassment, bullying, violence)</li> <li>○ Expression of extremist views - risk of radicalisation (Prevent Duty)</li> <li>○ Academic difficulties?</li> <li>○ Financial problems?</li> <li>○ Family/relationship problems?</li> <li>○ Previous history of going missing?</li> </ul> <p> <ul style="list-style-type: none"> <li>▪ <b>Known problems in life</b></li> </ul> </p> <p>The Coordinating Officer, in consultation with others listed below, will use the risk profile to identify an appropriate course of action which might involve some, all, or none of the following:</p> <ul style="list-style-type: none"> <li>▪ <b>Doing nothing</b></li> <li>▪ <b>Contacting the student's family / Next of kin (to inquire about the student's movements)</b></li> </ul> <ul style="list-style-type: none"> <li>▪ for the time being - <i>this option should only be pursued after full investigation and consultation with the Head of Security.</i></li> <li>○ taking account of data protection regulations and the student's right to privacy /confidentiality</li> <li>○ <u>unless</u> the report originated from the student's family/Next of Kin</li> <li>○ If there is cause for concern, the family/next of kin of the missing student may be contacted to convey that the University has concerns about the whereabouts of the student.</li> </ul> <p>If, in the light of the Coordinating Officer's investigations, more substantial action is warranted this will normally be coordinated by the Head of Security this may include:</p> <ul style="list-style-type: none"> <li>▪ <b>Convening the 'Silver' incident group</b></li> <li>▪ <b>Contacting the Police</b></li> <li>▪ <b>Supporting the student's family / Next of kin or</b></li> <li>• <b>Identification of / follow up enquiries with, or support for, other students on course or co-resident in on or off campus accommodation.</b></li> </ul> <ul style="list-style-type: none"> <li>○ Senior management team to actively manage significant concerns/incident. Were a case is ongoing this will usually revert to business as usual management, until such time as new information or updates are available.</li> <li>○ To make a missing persons report. This may allow the police to use independent ways and means to locate missing individuals.</li> <li>○ The University will support the family in practical ways if and when they come to Surrey, for example during a search. This might also include imparting non-contentious information about exam results or conduct (such situations to be discussed first with Silver/ICU/Wellbeing Directorate)</li> <li>○ Concerns may have been raised by these sources. Consideration should be given to the need to support other students impacted by any incident / absence, particularly where police forensic or investigative activity arises.</li> </ul>
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	If, in the light of the Coordinating Officer’s investigations, a student may be located safe and well. Where a student indicates that absence was intended and they do not wish to return (want to withdraw/leave the University) this should be notified to Student Services (1.3.2) who will notify internal departments. If a student is located deceased the Student Death Policy will apply.
<b>1.4</b>	<b>Review</b>
	Following a missing person incident a report will be completed by the coordinating officer to highlight lessons learned and inform the development of this policy / procedures.
<b>1.5</b>	<b>Further information</b> If you have questions relating to Missing Persons please do not hesitate to discuss them with the Security Office on x2002 (General Security Enquires) or 3333 (Emergency Only).