

MISSING STUDENT POLICY AND PROCEDURE

CATEGORY	Education
POLICY OWNER	Director of Operations & Sustainability
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APPROVED BY	Audit & Risk Committee
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1. Policy Purpose

The purpose of this policy is to provide a clear framework for all staff who work at UWC Atlantic about the policy and procedures applicable to missing students or students who take leave without permission.

This policy is consistent with the legal duty to safeguard and promote the welfare of students as described in Keeping Learners Safe (2022) and current legislation outlined within Keeping Learners Safe.

The aims of the policy are:

- to protect the health and safety of students at UWC Atlantic;
- to respond to the absence of a missing student as quickly and sensitively as possible;
- to ensure that UWC Atlantic is complying with the statutory framework.

2. Policy Statement

UWC Atlantic is committed to providing a supportive and caring environment for all of our students and the safety and security of the students in our care is of paramount importance. Students are regularly accounted for throughout the day; as such, it is the policy of UWC Atlantic to actively investigate any report of a missing student or students who take leave without permission.

This policy is addressed to current or prospective parents, legal guardians, governors, staff and volunteers. The policy is available on the UWC Atlantic website.

2.1 Definition of 'Missing'

The Wales Safeguarding Procedures state a missing person is:

“Anyone whose whereabouts cannot be established will be considered as missing until located and their wellbeing or otherwise confirmed”

UWC Atlantic defines a missing student as *a student whose whereabouts are unknown for more than 1 hour, and/or where there are fears for the safety or concerns for the welfare of that person. Someone who is unaccounted for after Midnight would also be considered as a missing student.*

- If a child is not where they are expected to be and all reasonable efforts to make contact with the child or to locate them are unsuccessful then the child should be reported as missing to the police.
- Should the person reporting the child as missing be aware of any details that suggest that the child might be at risk of significant harm, it is imperative that these details are passed onto the Police including any information that has led to these concerns.
- Where a child has identified care and support needs or is looked after then parents, carers and residential staff should be provided with clear information on their responsibilities to report a child as missing and on the reasonable steps they might be expected to make to assist in locating the child.
- The failure to report a child as missing or inappropriate delays in reporting a child as missing should be considered as a safeguarding concern and may suggest that a parent, carer or provider is not able to provide for the safety of the child.

3. Policy Implementation

3.1 Responsibility

Ultimate responsibility for this policy and procedure lies with the Principal. UWC Atlantic has a legal responsibility for the health, safety and welfare of its students, staff and visitors and aims to provide a safe and healthy environment. All staff and students have a legal responsibility to take reasonable care for their own safety and for that of others. All members of staff should be aware of the policy and procedures in instances of missing students or students who take leave without permission.

3.2 Procedures to Ensure Students are Safely on Site

UWC Atlantic has procedures in place to ensure that students are in attendance in class, activities or in Boarding Houses when they are required to be.

- Students are registered for every lesson they attend in the morning. This must happen within the first 10 minutes of the lesson.
- Students are registered for every CAS session they attend in the afternoon.
- Daily absences are recorded on a central system for all staff to see (iSAMS).
- Students are required to check-in to Boarding Houses at the end of the day.
- Students are required to register at Reception when going off site (including staying

where they are going and approximate time of return).

- CAS/Off Site Visits or events are recorded via TOPdesk by the staff member leading the CAS/Off Site visit. This register must be uploaded onto iSAMS as soon as possible after the session or event.
- On trips, all students are registered and counted prior to the trip leaving, on arrival at the destination, prior to departure and upon arrival back at UWC Atlantic. If the group splits up during the day for activities, regular registers are taken.
- At all times, students are encouraged to alert an adult in the community if they have concerns about one of their peers.
- An attendance report is produced at 11.00am. Following this report a check will be made to confirm that the student is not in the Wellbeing Centre or in the Boarding House or on an approved trip/off campus following the procedures outlined in **Appendix 1**.

4. Policy Measurement and Reporting

The Missing Student Policy is reviewed annually by the Audit & Risk Committee of the Board and the Director of Operations & Sustainability, as part of the annual review cycle and as part of the whole College development plan. Part of this review process will consider to what extent the policy is being used as an active working document.

The policy is communicated to the school community electronically on **Every** and is available on the UWCA website.

APPENDIX 1 - Procedures

1.1 Student absent from codes/CAS and they have a red star

Additional caution is required for students who may present as particularly vulnerable, especially if unaccounted for. This applies to any student who has a 'Welfare Flag' (shown as a star) in iSAMS due to an identified vulnerability. The use of this flag is highly sensitive and therefore it is important that staff are discreet about it. If a student with a welfare flag is missing, the DSP should be notified immediately and this may warrant immediate escalation to the next phase.

Phase 1: Actions for Teacher/CAS Leader), Welcome Team (WT), Housekeeping (HSK) & duty DSP

1. Teacher/CAS Leader to phone the **duty DSP** to advise that the student is absent from their code/CAS
2. If the Teacher/CAS Leader is unable to get hold of the duty DSP, they must email both the Welcome Team and the duty DSP with the following information;
 - Title/subject of email: <<**FLAGGED STUDENT ABSENCE**>>
 - Content of email: <<**NAME OF STUDENT & TIME THEY HAVE BEEN ABSENT SINCE**>>
3. WT to contact the **DSP (VP Student Life)** by telephone, whatsapp and/or Google Chat to advise of the absent student
4. WT contact the Health Centre to check for student(s)
5. WT to radio HSK requesting they check for the student in the student house (including bathrooms, dayrooms, dorms, quiet room)
6. HSK report back to WT to confirm if they have located the student. HSK will check dayrooms, quiet rooms, drying rooms, bathrooms if they are unable to locate the student in their dorm.
7. If HSK are unable to locate a student, WT will check Inventory to see if the student has signed out (medical appointment etc.)
8. WT to check TOPdesk for any groups off campus. If there are, check whether the student is registered as attending this off site trip.
9. WT to send a 'Google Chat' message to the student to ask them to come to reception to be sighted, reiterating they are not in trouble
10. WT to check Sateon to ascertain when the student last used their access card.
11. WT to check CCTV to see if they can locate the student on any of the cameras.

If the student is not located following Phase 1, the student is now missing, and the WT should escalate to Phase 2.

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If there are any concerns around the wellbeing, safety or welfare of the student escalate to 'Phase 2' at any point.

Phase 2

1. WT to contact duty Silver Command to make them aware the missing student process is progressing to Phase 2 and to make their way to reception.
2. If WT cannot connect to duty Silver Command, put a message on the 'Silver ICE' what's app group asking another member of silver to contact reception immediately, detailing it is for the escalation of a missing person.
3. WT to ask Silver Command to contact the HM's and **request they attend reception.**
4. WT to contact the **duty DSP** to advise of the situation and **request they attend reception.**
5. Once at reception HM to advise if they have any relevant information about the student's location.
6. HM to contact the student via telephone, Google Chat, Google audio call or social media. The absent student should be asked to come to reception as soon as possible.
7. HM to ask friends/dorm mates/classmates to continue to send text messages or WhatsApp to missing student (student should be reassured they are not in trouble, and their safety and wellbeing is of importance to us). Where possible it would be considered good practice for 2 close friends to continue texting or WhatsApping the student - and to maintain this contact with them.
8. [HM to coordinate the completion of the Close Friend Information Form \(Missing Student\) \(Appendix 2\)](#)
9. WT to contact the Health Centre to check if the student has arrived there.
10. WT to contact HSK to ask them to fully sweep the house again to check if the student has arrived there (student bed, bathrooms, drying rooms, quiet rooms, all dorms, cupboards).
11. WT to contact the rest of the HSK team in each of the students houses to check all areas for the missing student (bathrooms, drying rooms, quiet rooms, all dorms, cupboards)
12. WT to contact the following people to make their way to reception to become the search party. Ensure they bring their radios with them;
 - 5 x GMFM Team,
 - 1 x Facilities Service Manager/WT Leader (whichever is on campus),
 - 1 x DSP/Head of Residential Life (whichever is not on duty),
 - 5 x Building Maintenance Team
 - 1 x Second HM for the house/Head of Residential Life
13. Wait for on duty Silver Command to arrive, so they can arrange a prioritised, targeted search on the last known locations as per the information provided by close friends.

Phase 3 - arrival of and briefing by Silver Command

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1. Silver Command along with 1 x WT member, HM1 and 1 x Duty DSP remain in reception to carry on further information gathering, etc. as advised and requested by Silver Command (check MyConcern, iSAMS, etc)
 2. Silver Command to attend reception to lead search briefing, delegate roles and determine search zones
 3. Staff should not be searching any 'zones' until briefed at reception by Silver Command
 4. Silver Command to gather together the search party for briefing;
 - 5 x GMFM Team,
 - 1 x Facilities Service Manager/WT Leader (whichever is on campus),
 - 1 x DSP/Head of Residential Life (whichever is not on duty),
 - 5 x Building Maintenance Team
 - 1 x Second HM for the house/Head of Residential Life
 - 1 x WT Member
 5. Search briefing (led by Silver Command);
 - a. 'Search bags' and radios to be issued by Silver Command from reception. There are 14 search bags located in the kitchen area of reception, in the large black box marked Search Box underneath the counter-top fridge. Contents of the 'Search bags' are detailed in **Appendix 4**.
 - b. All radios must be signed out and their [location tracked from reception via TRBOnet](#)
 - c. Confirm with HSK that all student houses, dorms and the Health Centre have been searched (including drying rooms, toilets, bathrooms, cupboards etc.).
 - d. Silver to complete [UWC Atlantic Search Zones \(Appendix 3\)](#) document, prioritising areas as appropriate based on student information. Note any risk assessments, person allocated to search, radio number allocated, time out and time in.
 - e. Silver to advise search parties if anything out of the ordinary is found (eg. bags, phones, notes) the location the items were found should be noted. This should be reported to Silver Command immediately to seek further direction on whether the item(s) should be left undisturbed or retrieved. If directed, the item(s) should be taken to the search base. The search base will either be Reception or the Schweizer Building depending on the scale of the search. Staff will be updated by Silver Command if the search base moves from reception to the Schweizer building.
 - f. No searches should be taken of high risk areas, such as the Castle Roof, the Watch Tower etc, unless authorised and approved by Silver Command
 - g. Any students involved in the search process **MUST BE ACCOMPANIED BY A STAFF MEMBER**.
5. If requested by Silver Command, the WT member at reception to contact other staff members as listed below to come to reception to add to the search party if the student has not been located;

all remaining members of silver,
all remaining members of Safeguarding team,
all remaining HM team.

6. Silver to contact the emergency services to report the student has not been located by the completion of phase 3.
7. Silver to contact Gold Command to report the student has not been located by the completion of phase 3.

Phase 4

1. Silver Command to be led by the emergency services advice.
2. If the search is called off, Silver Command must ensure all members of the search party have returned to the search base (either Reception or the Schweizer building) marking their time in on the [UWC Atlantic Search Zones](#) document
3. Silver Command to record the incident on MyConcern.
4. A debrief should be arranged involving all members of the community who attended the incident.

APPENDIX 1 - Procedures (continued)

1.2 Procedure for when a student has not been seen before 11am Monday - Friday

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A missing student is not the same as a student who is absent from codes

Academic Administration provide a report at 11.00am highlighting all unauthorised student absences for codes 1,2 & 3 for students who have not been sighted by a staff member.

Phase 1: Actions for Academic Administration (AA), Welcome Team (WT) & Housekeeping (HSK)

1. AA contact the Health Centre to check for student(s)
2. AA contact WT to check the student house.
3. WT to radio HSK requesting they check for the student in the student house (including bathrooms, dayrooms, dorms, quiet room)
4. HSK report back to WT to confirm if they have located the student. HSK will check dayrooms, quiet rooms, drying rooms, bathrooms if they are unable to locate the student in their dorm.
5. If HSK are unable to locate a student, WT will check Inventory to see if the student has signed out (medical appointment etc.)
6. WT to check TOPdesk for any groups off campus. If there are, check whether the student is registered as attending this off site trip.
7. WT to send a 'Google Chat' message to the student to ask them to come to reception or AA to be sighted
8. WT to check Sateon to ascertain when the student last used their access card.
9. WT to check CCTV to see if they can locate the student on any of the cameras.
10. AA email (via iSAMS) the student who is absent and inform them to report to Academic Admin Office or reception
11. If the register for code 3 has not been completed, AA go to the classroom to check whether the student is present and has been seen by the teacher.
12. AA can add follow up iSAMS notes re: students who have missed the first three codes.

If the student is not located following Phase 1, the student is now missing, and the WT should escalate to Phase 2.

If there are any concerns around the wellbeing, safety or welfare of the student escalate to 'Phase 2' at any point.

Phase 2

1. WT to contact duty Silver Command to make them aware the missing student process is progressing to Phase 2 and they need to come to reception.

2. If WT cannot connect to duty Silver Command, put a message on the 'Silver ICE' what's app group asking another member of silver to contact reception immediately, detailing it is for the escalation of a missing person.
3. WT to ask Silver Command to contact the HM's for the missing student via telephone or Google Chat to determine if they have any relevant information about the student's location.
4. Silver to ask HM to contact the student via telephone, Google Chat, Google audio call or social media. The absent student should be asked to come to reception as soon as possible.
5. WT to contact the duty DSP to advise of the situation and request they attend reception.
6. HM to ask friends/dorm mates/classmates to send text messages or WhatsApp to missing student (student should be reassured they are not in trouble, and their safety and wellbeing is of importance to us). Where possible it would be considered good practice for 2 close friends to continue texting or WhatsApping the student - and to maintain this contact with them.
7. [HM to coordinate the completion of the Close Friend Information Form \(Missing Student\) \(Appendix 2\)](#)
8. WT to contact the Health Centre to check if the student has arrived there.
9. WT to contact HSK to ask them to fully sweep the house again to check if the student has arrived there (student bed, bathrooms, drying rooms, quiet rooms, all dorms, cupboards).
10. WT to contact the rest of the HSK team in each of the students houses to check all areas for the missing student (bathrooms, drying rooms, quiet rooms, all dorms, cupboards)
11. WT to contact the following people to make their way to reception to become the search party. Ensure they bring their radios with them;
 - 5 x GMFM Team,
 - 1 x Facilities Service Manager/WT Leader (whichever is on campus),
 - 1 x DSP/Head of Residential Life (whichever is not on duty),
 - 5 x Building Maintenance Team
 - 1 x Second HM for the house/Head of Residential Life
12. Wait for on duty Silver Command to arrive, so they can arrange a prioritised, targeted search on the last known locations as per the information provided by close friends.

Phase 3 - arrival of and briefing by Silver Command

1. Silver Command along with 1 x WT member, HM1 and 1 Duty DSP remain in reception to carry on further information gathering, etc. as advised and requested by Silver Command (check MyConcern, iSAMS, etc)
2. Silver Command to attend reception to lead search briefing, delegate roles and determine search zones
3. Staff should not be searching any 'zones' until briefed at reception by Silver Command
4. Silver Command to gather together the search party for briefing;
 - 5 x GMFM Team,
 - 1 x Facilities Service Manager/WT Leader (whichever is on campus),

- 1 x DSP/Head of Residential Life (whichever is not on duty),
- 5 x Building Maintenance Team
- 1 x Second HM for the house/Head of Residential Life
- 1 x WT Member

5. Search briefing (led by Silver Command);

- h. 'Search bags' and radios to be issued by Silver Command from reception. There are 14 search bags located in the kitchen area of reception, in the large black box marked Search Box underneath the counter-top fridge. Contents of the 'Search bags' are detailed in **Appendix 4**.
- i. All radios must be signed out and their [location tracked from reception via TRBOnet](#)
- j. WT Confirm with HSK that all student houses, dorms and the Health Centre have been searched (including drying rooms, toilets, bathrooms, cupboards etc.).
- k. Silver to complete [UWC Atlantic Search Zones \(Appendix 3\)](#) document, prioritising areas as appropriate based on student information. Note any risk assessments, person allocated to search, radio number allocated, time out and time in.
- l. Silver to advise search parties if anything out of the ordinary is found (eg. bags, phones, notes) the location the items were found should be noted. This should be reported to Silver Command immediately to seek further direction on whether the item(s) should be left undisturbed or retrieved. If directed, the item(s) should be taken to the search base. The search base will either be Reception or the Schweizer Building depending on the scale of the search. Staff will be updated by Silver Command if the search base moves from reception to the Schweizer building.
- m. No searches should be taken of high risk areas, such as the Castle Roof, the Watch Tower etc, unless authorised and approved by Silver Command
- n. Any students involved in the search process **MUST BE ACCOMPANIED BY A STAFF MEMBER**.

5. If requested by Silver Command, the WT member at reception to contact other staff members as listed below to come to reception to add to the search party if the student has not been located;

- all remaining members of silver,
- all remaining members of Safeguarding team,
- all remaining HM team.

6. Silver to contact the emergency services to report the student has not been located by the completion of phase 3.

7. Silver to contact Gold Command to report the student has not been located by the completion of phase 3.

Phase 4

1. Silver Command to be led by the emergency services advice.
2. If the search is called off, Silver Command must ensure all members of the search party have returned to the search base (either Reception or the Schweizer building) marking their time in on the [UWC Atlantic Search Zones](#) document
3. Silver Command to record the incident on MyConcern.
4. A debrief should be arranged involving all members of the community who attended the incident.

APPENDIX 1 - Procedures (continued)

1.3 Procedure for when a student does not return before curfew

Phase 1 - actions for Welcome Team

1. At 8.45pm daily, WT checks whether all students have returned to campus via Inventory.

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2. Any students who are still showing as not returned to campus can be seen via the 'Early Leaving Students' tab in InVentry.
3. WT should check all students on the Early Leaving Students tab and determine whether they have an LOA on iSAMS.
4. WT should ensure the student is not staying overnight in the Health Centre by checking the daily health centre email, as the OOS mark could just have been missed from iSAMS.
5. WT to check TOPdesk for any off site visits. If there are trips still off site, WT to check whether the student is registered as attending this trip.
6. WT to 'Google Chat' message the student to find out their location (student should be reassured they are not in trouble, and their safety and wellbeing is of importance to us).
7. WT to contact the students' HM's to find out if they are aware of the students location and advise that the student has not returned to campus.
8. WT to ask HM to contact the student via telephone, Google Chat, Google audio call or social media. The absent student should be asked to come to reception as soon as possible.
9. WT to ask HM to contact students' close friends to try and contact the absent student either by Google Chat, telephone or social media. Ask the absent student to return to the house immediately or provide information as to their current location if off campus. It should be reiterated to the student that they are not in trouble and that their safety and wellbeing is of importance to us.
10. WT to check Sateon to ascertain when the student last used their access card.
11. WT to check CCTV to see if they can locate the student on any of the cameras.
12. **If an LOA is present** but states the student should have returned by curfew, HM to contact parents of the student to find out if there is a reason they have not returned from LOA (transport delay, extending LOA, etc).
13. WT to report on iSAMS that the student has returned if the student returns prior to phase 2.
14. Incident to be reported on MyConcern by WT if the student returns prior to phase 2.

If the student is not located following Phase 1, the student is now missing, and the WT should escalate to Phase 2.

If there are any concerns around the wellbeing, safety or welfare of the student escalate to 'Phase 2' at any point.

Phase 2

1. WT to contact duty Silver Command to make them aware the missing student process is progressing to phase 2 and to make their way to reception.

2. If WT cannot connect to duty Silver Command, put a message on the 'Silver ICE' what's app group asking another member of silver to contact reception immediately, detailing it is for the escalation of a missing person.
3. WT to contact duty DSP to advise of the situation and request they attend reception
4. HM1 to contact HM2 to advise of the situation
5. HM2 is to base themselves in the student house to act as a supervisory presence in case of potential upset or unease within the student body.
6. HM2 for the house involved to ask friends to make contact with the missing student (student should be reassured they are not in trouble, and their safety and wellbeing is of importance to us). Where possible it would be considered good practice for 2 close friends to continue texting or WhatsApping the student - and to maintain this contact with them.
7. [HM2 to coordinate the completion of the Close Friend Information Form \(Missing Student\) \(Appendix 2\).](#)
8. HM1 to go to the Health Centre to check if the student is there, and ask 2 students to go through the whole of the boarding house to check whether the missing student may be there (bathrooms, drying rooms, quiet rooms, all dorms, cupboards).
9. HM1/WT to communicate to all other House Mentors/Tutors to ask them to check whether the missing student is in one of their houses.
10. WT to contact the following people to make their way to reception to become the search party;
 - 2 x Duty House/HM,
 - 2 x residents rota
 - 1 x DSP/Head of Residential Life (whichever is not on duty)
 - 7 x other students who can be the 2nd person to go with the staff member (as identified by Duty House/HM for suitability).
11. WT go to the Estates Building to collect all of the radios from the first floor large office and the first floor kitchen (radios are in docking stations on the windows in these locations). The key for the Estates Building is in the key safe in reception in the kitchen (key number 93)
12. Wait for on duty Silver Command to arrive, so they can arrange a prioritised, targeted search on the last known locations as per the information provided by close friends.

Phase 3 - arrival of and briefing by Silver Command

1. Silver Command along with 1 x WT member, HM1 and 1 Duty DSP remain in reception to carry on further information gathering, etc. as advised and requested by Silver Command (check MyConcern, iSAMS, etc)

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2. Silver Command to attend reception to lead search briefing, delegate roles and determine search zones
3. Staff should not be searching any 'zones' until briefed at reception by Silver Command
4. Silver Command to gather together the search party for briefing;
 - a. 1 x WT,
 - b. 2 x Duty House,
 - c. 2 x residents rota (though what about single parent arrangements if overnight, plus what about weekdays as the rota only runs on a weekend?)
 - d. 1 x DSP/Head of Residential Life (whichever is not on duty)
 - e. 7 x other students who can be the 2nd person to go with the staff member (as identified by Duty House for suitability).
5. Search briefing (led by Silver Command);
 - a. 'Search bags' and radios to be issued by Silver Command from reception. There are 14 search bags located in the kitchen area of reception, in the large black box marked Search Box underneath the counter-top fridge. Contents of the 'Search bags' are detailed in **Appendix 4**.
 - b. All radios must be signed out and their [location tracked from reception via TRBOnet](#)
 - c. WT Confirm with HM/Tutors that all student houses, dorms and the Health Centre have been searched (including drying rooms, toilets, bathrooms, cupboards etc.).
 - d. Silver to complete [UWC Atlantic Search Zones \(Appendix 3\)](#) document, prioritising areas as appropriate based on student information. Note any risk assessments, person allocated to search, radio number allocated, time out and time in.
 - e. Silver to advise search parties if anything out of the ordinary is found (eg. bags, phones, notes) the location the items were found should be noted. This should be reported to Silver Command immediately to seek further direction on whether the item(s) should be left undisturbed or retrieved. If directed, the item(s) should be taken to the search base. The search base will either be Reception or the Schweizer Building depending on the scale of the search. Staff will be updated by Silver Command if the search base moves from reception to the Schweizer building.
 - f. No searches should be taken of high risk areas, such as the Castle Roof, the Watch Tower etc, unless authorised and approved by Silver Command
 - g. Any students involved in the search process **MUST BE ACCOMPANIED BY A STAFF MEMBER**.
2. If requested by Silver Command, the WT member at reception to contact other staff members as listed below to come to reception to add to the search party if the student has not been located;
 - a. all remaining members of silver,
 - b. all remaining members of Safeguarding team,
 - c. all remaining HM team.

3. Silver to contact emergency services to report the student has not been located 60 minutes after the curfew has ended.
 - The time the curfew closes Sunday - Thursday is 7.30pm.
 - The time the curfew closes Friday and Saturday is 8.30pm
4. Silver to contact Gold Command to report the student has not been located 60 minutes after the check in window has ended and emergency services have been contacted.

Phase 4

1. Silver Command to be led by the emergency services advice.
2. If the search is called off, Silver Command must ensure all members of the search party have returned to the search base (either Reception or the Schweizer building) marking their time in on the [UWC Atlantic Search Zones](#) document
3. Silver Command to record the incident on MyConcern.
4. A debrief should be arranged involving all members of the community who attended the incident.

APPENDIX 1 - Procedures (continued)

1.4 Process to follow when a student is absent from check in (after 10pm Sunday - Thursday, after 11pm Friday & Saturday)

A missing student is not the same as a student who is absent from check-in.

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Points for House Mentors and Tutors:

Housementors (HMs) and Tutors should have the means of communication to contact the Welcome Team (WT) to make checks on the student's location (radio, telephone, etc).

Phase 1 - actions prior to escalation to WT (Bronze Command)

1. If a student is noted to be absent from check-in, HM/Tutor is to contact the student by telephone, Google Chat, Google audio call, etc.
2. HM/Tutor to ask close friends to continue contacting the student who is absent from check-in either by telephone, Google Chat, Google audio call or social media. The absent student should be asked to return to the house immediately or provide information as to their current location if off campus.
3. HM/Tutor to check iSAMS to ensure that there is no Leave of Absence (LOA) document in place (the out of school (OOS) mark could just be missing from the student record).
 - a. If no OOS mark, this could just be an admin error/late request if a LOA document has been approved. Please mark the students as unauthorised absent and then email WT so they are aware (in case of evacuation) and email academic admin for them to add the OOS retrospectively.
 - b. Also, if a student arrives back early, ensure the WT are informed, and a 'returned to campus note' is added to iSAMS.
4. HM/Tutor to ensure the student is not staying overnight in the Health Centre by checking the daily health centre email, as the OOS mark could just have been missed from iSAMS.
5. HM/Tutor to contact the WT to ask them to check InVentry to ensure that the student has not signed out of campus on the day. If InVentry is not accessible, please use the daily report generated by the WT.
6. WT to check TOPdesk for any off site visits. If offsite trips are returning after check in, check whether the student missing is registered as attending this off site trip.
7. WT to check Sateon to ascertain when the student last used their access card.
8. WT to check CCTV to see if they can locate the student on any of the cameras.
9. **If an LOA is present** but states the student should have returned by check in, HM to contact parents of the student to find out if there is a reason they have not returned from LOA (transport delay, extending LOA, etc).
10. Incident to be reported on MyConcern by WT if the student is found prior to phase 2.

If the House Mentor/Tutor is unable to locate the student 30 minutes after the end of the check in window (this is 10pm Sunday - Thursday / 11pm Friday - Saturday), the HM/Tutor is to report this to the WT night staff.

If there are any concerns around the wellbeing, safety or welfare of the student, escalate to 'Phase 2' at any point.

Phase 2

1. WT to phone duty Silver Command to make them aware the missing student process is progressing to phase 2 and request they attend campus.
2. If WT cannot connect to duty Silver Command, put a message on the 'Silver ICE' what's app group asking another member of silver to contact reception immediately, detailing it is for the escalation of a missing person.
3. WT to contact the duty DSP to advise of the situation and request they attend reception.
4. HM1 to contact HM2 to advise of the situation and ask HM2 to base themselves in the student house to act as a supervisory presence in case of potential upset or unease within the student body.
5. If a Tutor is doing check in, they should contact both HM's for that house, and advise of the situation. HM2 would base themself in the student house as per point 4. above
6. HM2 to ask friends to make contact with the missing student (absent student should be reassured they are not in trouble, and their safety and wellbeing is of importance to us). Where possible it would be considered good practice for 2 close friends to continue texting, Google chat/audio calling or WhatsApping the student - and to maintain this contact with them.
7. [HM2 to coordinate completion of Close Friend Information Form \(Missing Student\) \(Appendix 2\).](#)
8. HM1 to go to the Health Centre to check if the student is there, and ask 2 students to go through the whole of the boarding house to check whether the missing student may be there (student bed, bathrooms, drying rooms, quiet rooms, all dorms, cupboards).
9. HM1/WT to communicate to all other House Mentors/Tutors via whatsapp or house phone asking them to check whether the missing student is in one of their houses. (Note: all HM phone numbers are on the WT mobile phone in reception). All HM/Tutors on check in should check the whole of the boarding house for the missing student including bathrooms, drying rooms, quiet rooms, all dorms, cupboards.
10. WT to contact the following people to make their way to reception to become the search party;
 - 2 x Duty House/HM,
 - 2 x residents rota

- 1 x DSP/Head of Residential Life (whichever is not on duty)
- 7 x other students who can be the 2nd person to go with the staff member (as identified by Duty House/HM for suitability).
- 11. WT go to the Estates Building to collect all of the radios from the first floor large office and the first floor kitchen (radios are in docking stations on the windows in these locations). The key for the Estates Building is in the key safe in reception in the kitchen (key number 93).
- 12. Wait for on duty Silver Command to arrive, so they can arrange a prioritised, targeted search on the last known locations as per the information provided by close friends.

Phase 3 - arrival of and briefing by Silver Command

- 5. Silver Command along with 1 x WT member, HM1 and 1 Duty DSP remain in reception to carry on further information gathering, etc. as advised and requested by Silver Command (check MyConcern, iSAMS, etc)
- 6. Silver Command to attend reception to lead search briefing, delegate roles and determine search zones
- 7. Staff should not be searching any 'zones' until briefed at reception by Silver Command
- 8. Silver Command to gather together the search party for briefing;
 - a. 2 x WT,
 - b. 2 x Duty House,
 - c. 2 x residents rota (though what about single parent arrangements if overnight, plus what about weekdays as the rota only runs on a weekend?)
 - d. 1 x DSP/Head of Residential Life (whichever is not on duty)
 - e. 7 x other students who can be the 2nd person to go with the staff member (as identified by Duty House for suitability).
- 9. Search briefing (led by Silver Command);
 - a. 'Search bags' and radios to be issued by Silver Command from reception. There are 14 search bags located in the kitchen area of reception, in the large black box marked Search Box underneath the counter-top fridge. Contents of the 'Search bags' are detailed in **Appendix 4**.
 - b. All radios must be signed out and their [location tracked from reception via TRBOnet](#)
 - c. WT Confirm with HM/Tutors that all student houses, dorms and the Health Centre have been searched (including drying rooms, toilets, bathrooms, cupboards etc.).
 - d. Silver to complete [UWC Atlantic Search Zones \(Appendix 3\)](#) document, prioritising areas as appropriate based on student information. Note any risk assessments, person allocated to search, radio number allocated, time out and time in.
 - e. Silver to advise search parties if anything out of the ordinary is found (eg. bags, phones, notes) the location the items were found should be noted. This should be reported to Silver Command immediately to seek further direction on whether the item(s) should be left undisturbed or retrieved. If directed, the item(s) should be taken

- to the search base. The search base will either be Reception or the Schweizer Building depending on the scale of the search. Staff will be updated by Silver Command if the search base moves from reception to the Schweizer building.
- f. No searches should be taken of high risk areas, such as the Castle Roof, the Watch Tower etc, unless authorised and approved by Silver Command
 - g. Any students involved in the search process **MUST BE ACCOMPANIED BY A STAFF MEMBER.**
10. If requested by Silver Command, the WT member at reception to contact other staff members as listed below to come to reception to add to the search party if the student has not been located;
 - a. all remaining members of silver,
 - b. all remaining members of Safeguarding team,
 - c. all remaining HM team.
 11. Silver to contact emergency services to report the student has not been located 60 minutes after the check in window has ended.
 - The time the check in window closes Sunday - Thursday is 10pm.
 - The time the check in window closes Friday and Saturday is 11pm
 12. Silver to contact Gold Command to report the student has not been located 60 minutes after the check in window has ended and emergency services have been contacted.

Phase 4

1. Silver Command to be led by the emergency services advice.
2. If the search is called off, Silver Command must ensure all members of the search party have returned to the search base (either Reception or the Schweizer building) marking their time in on the [UWC Atlantic Search Zones](#) document
3. Silver Command to record the incident on MyConcern.
4. A debrief should be arranged involving all members of the community who attended the incident.

APPENDIX 1 - Procedures (continued)

1.5 Procedure for when a student goes missing during a College authorised event off campus

If a student becomes missing during a trip, the lead staff member should:

1. Try and make contact via mobile telephone if the student is carrying one.
2. Check with other students and ask them if they have any knowledge of the missing

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student's whereabouts.

3. Contact the venue or the people that the student had visited, if applicable.
4. If the student is not found after 60 minutes of searching or if there are concerns for the student's safety escalate to Silver Command and/or directly with the Police.
5. The member of staff on the trip should then make notes of the events of the day including people involved, timings and actions.
6. Lead staff member should complete a full report on MyConcern on return to campus.

APPENDIX 2

UWC Atlantic - Close Friend Information Form (Missing Student)

Date of completion	
Name of person	

completing this form	
Name of missing student	
Time of completion	

Details of friends providing information:	Name	House
	1.	
	2.	
	3.	
	4.	
	5.	

Question	Notes
Has someone text them / called them to see where they are	
Can anyone live track their phone (snapchat/whatsapp locator)?	
When were they last seen on whatsapp/ social media?	
What is the mobile phone number for the missing student	
What is the email address for	

the missing student	
Are they on facebook/instagram/other social media sites - what is their username?	Facebook: Instagram: Snapchat: TikTok:
Did they say where they were going?	
Did they say anything before they left?	
Do you know if they took anything with them or if anything is missing from their room	
Where are they likely to be/where do they usually go?	
What time did you last see them?	
What were they wearing when you last saw them?	
Have they been drinking / taken anything?	
How were they when you last saw them?	
Is there anything which you can	

think of which I need to be aware of?	
<i>Please note below any other questions asked and the responses provided</i>	

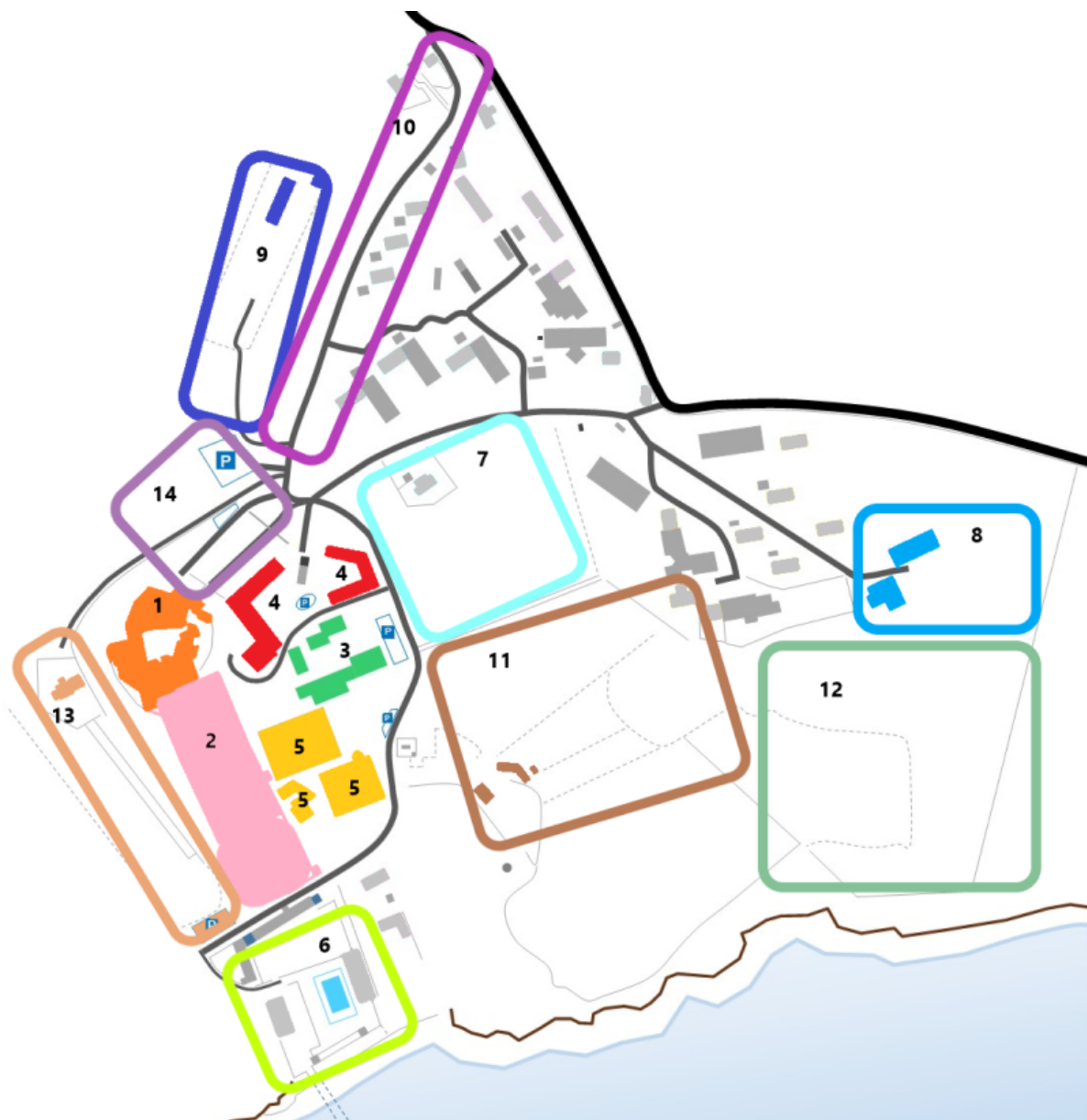
- ***Reassure the student that their friend is not in trouble, and neither are they for anything they tell us***
- ***Ask for a recent photograph of the missing student and get a copy sent to staff.welcometeam@ and Silver point of contact***
- ***Ask student to immediately call reception on 1000 should they hear anything from the missing student***

Next steps: Other information to be captured for police search (use iSAMS or friends knowledge)

Any known nickname/preferred name (iSAMS 'student manager')	
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Height	
Build	
Ethnicity (iSAMS 'country flag')	
Hair Colour (iSAMS 'student manager')	
Eye Colour (iSAMS 'student manager')	
Next of kin (iSAMS 'student manager')	
Medical background (iSAMS 'health record')	
Taking any medication (iSAMS 'health record')	
Country of origin (iSAMS 'country flag')	
Last seen	
Last known location	

APPENDIX 3**Missing student search zones - must be printed in colour**



**Student houses and Health Centre are not mentioned, as these would be included in the initial phase 1 & 2 search.

Use the table on the following page to allocate search zones to available staff, based on initial questioning and information gathering from students/friends of missing student/s. Prioritise zones based on the information gathered.

Please make note of any previously searched areas or targeted searches.

Zone number	Location*	Zone Priority No.	Person(s) allocated to search	Time out	Time in	Zone RA//Notes	Radio number issued
1	Castle						
2	Tiered gardens starting from Top Lawn to Madiba including						

	Juliette Balcony						
3	Academic Blocks						
4	Arts Centre, Music, Art Dept, Val Duncan Gardens, Schweitzer Building, Nursery, Schweitzer Classrooms						
5	Tennis Courts, Biomass Boiler and surrounding buildings, Sports Hall						
6	Indoor and Outdoor swimming pool, Boat House, AEx Office, Lighthouse Building, Madiba 'outdoor' toilets (male, female, disabled)						
7	Powys Field from Service road behind reception to Main Drive to M4						
8	Estates car park to King George Field gate, all surrounding out buildings, Building Maintenance Building						
9	Path to the Valley from visitors car park, Valley, vinery, polytunnels, sheds						
10	West Drive; mini roundabout to West Drive gate and grassed area either side of the drive						
11	M4 South to donkey field, old Estates Yard, Donkey Shed						
12	Sunley Field to fence boundary with Coastal Path						
13	Madiba car park, Jousting Field, St Donat's Church (Fisherman's Hut, Cambodia and Watch Tower to be included at the						

***ADDITIONAL SEARCH AREAS** (to be authorised by Silver Command)

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14 x search bags,
Minimum of 10 x copies of the Close Friend Information Form (Appendix 2),
5 x copies of the Missing Student Policy and Procedures

Contents of search bags;

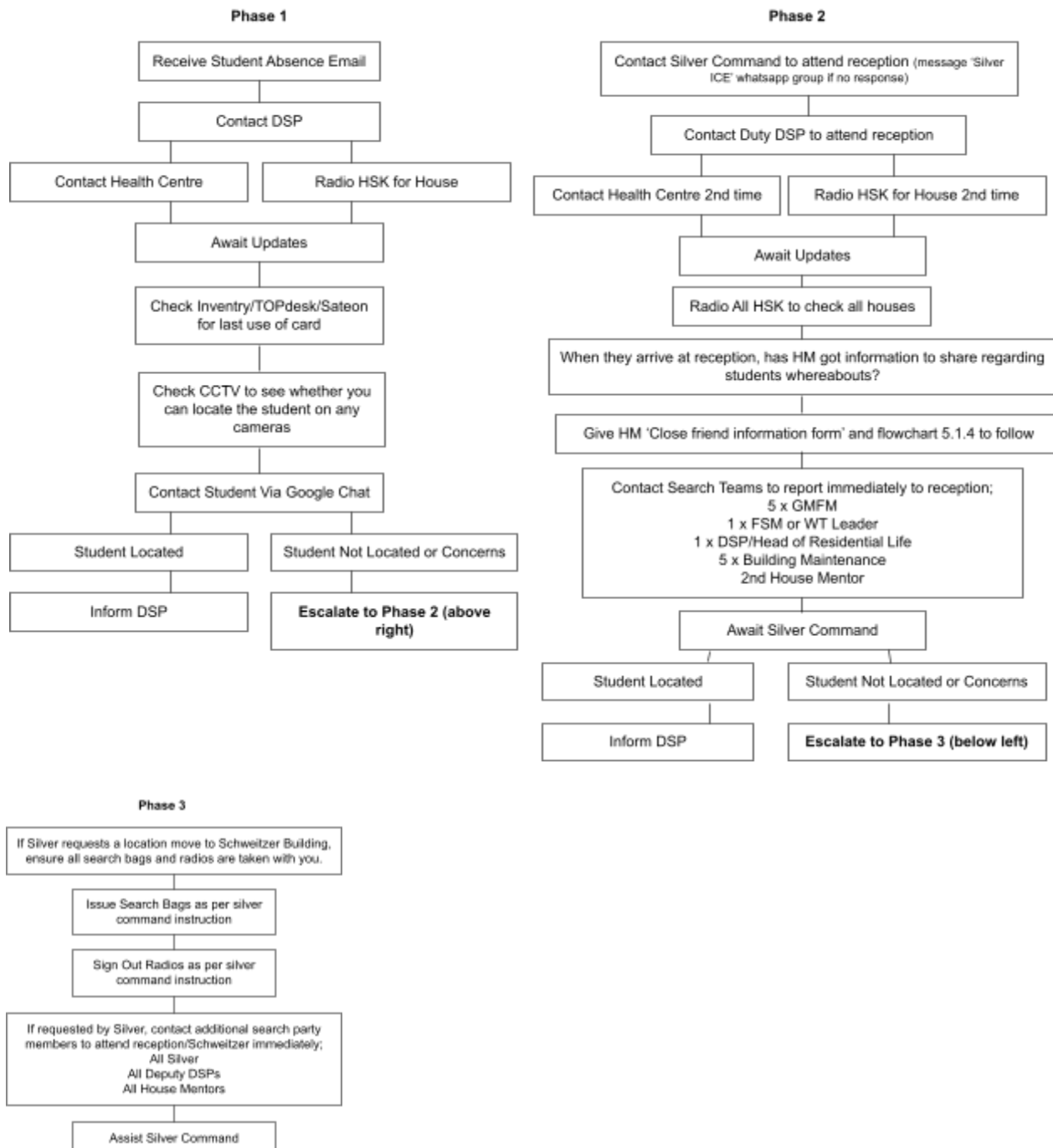
2 x hi visibility jackets,
2 x torches,
Glow sticks,
2 x thermal blankets,
A map of the search zones
Dextrose tablets/iSOtonic gels
Bottle of water

The contents of the search box and search bags are audited monthly by the Welcome Team when the torches are also checked and confirmed as working. There are also spare batteries available in the kitchen area at reception, on the top shelf of the shelving unit.

APPENDIX 5

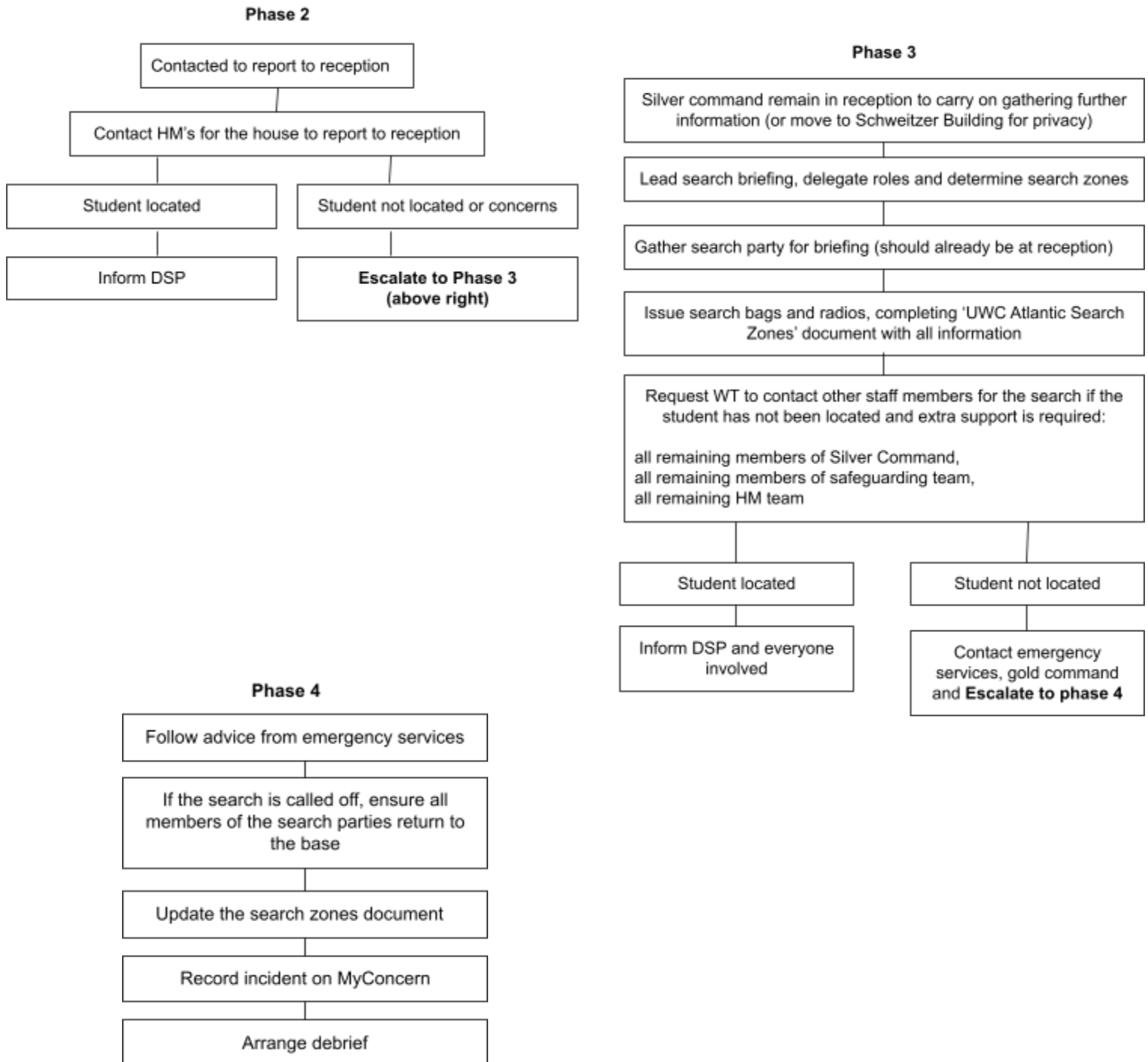
5.1 Student absent from codes/CAS and they have a red star

5.1.1 Welcome Team

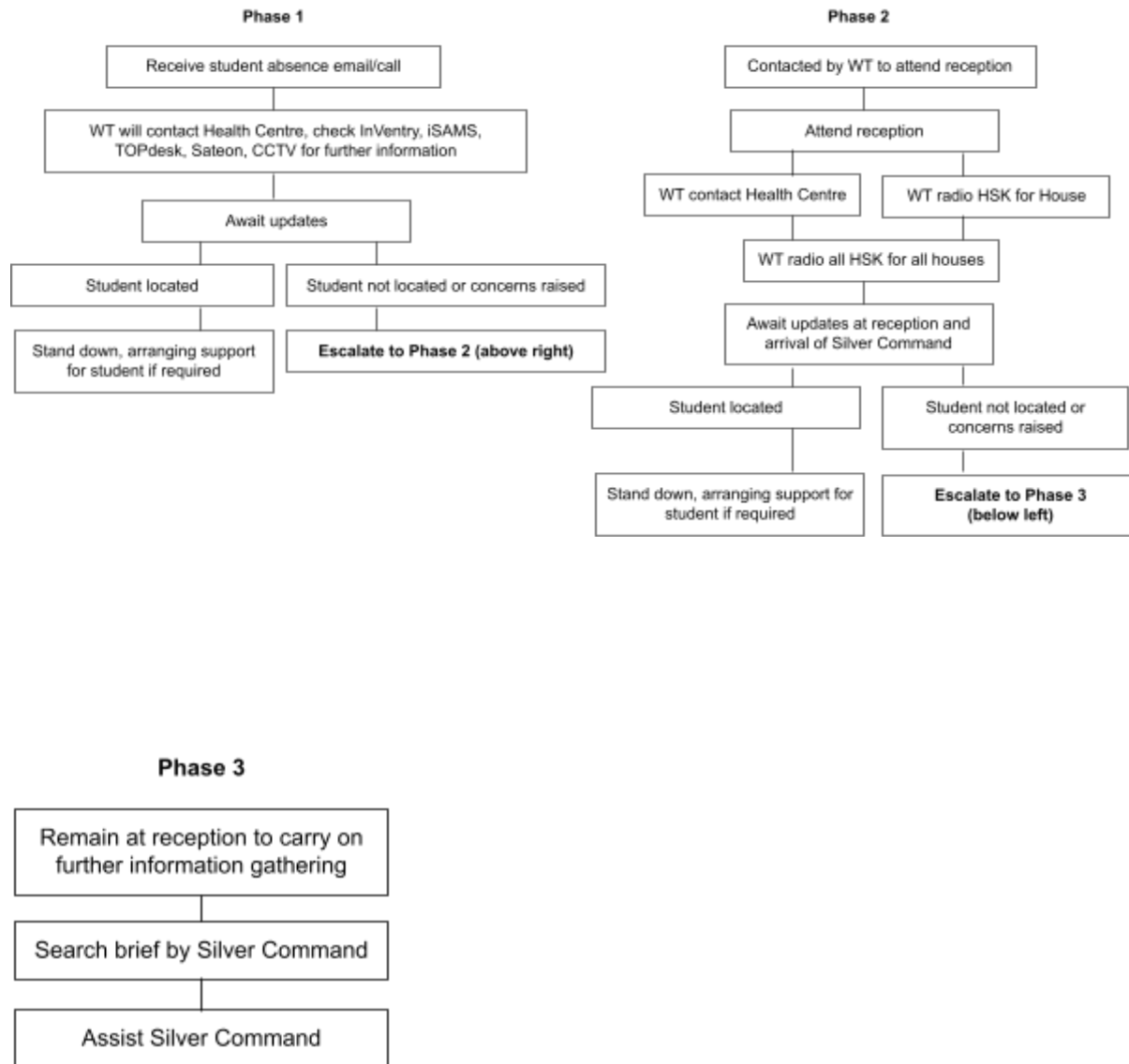


5.1.2 Silver Command

Silver command only required from phase 2

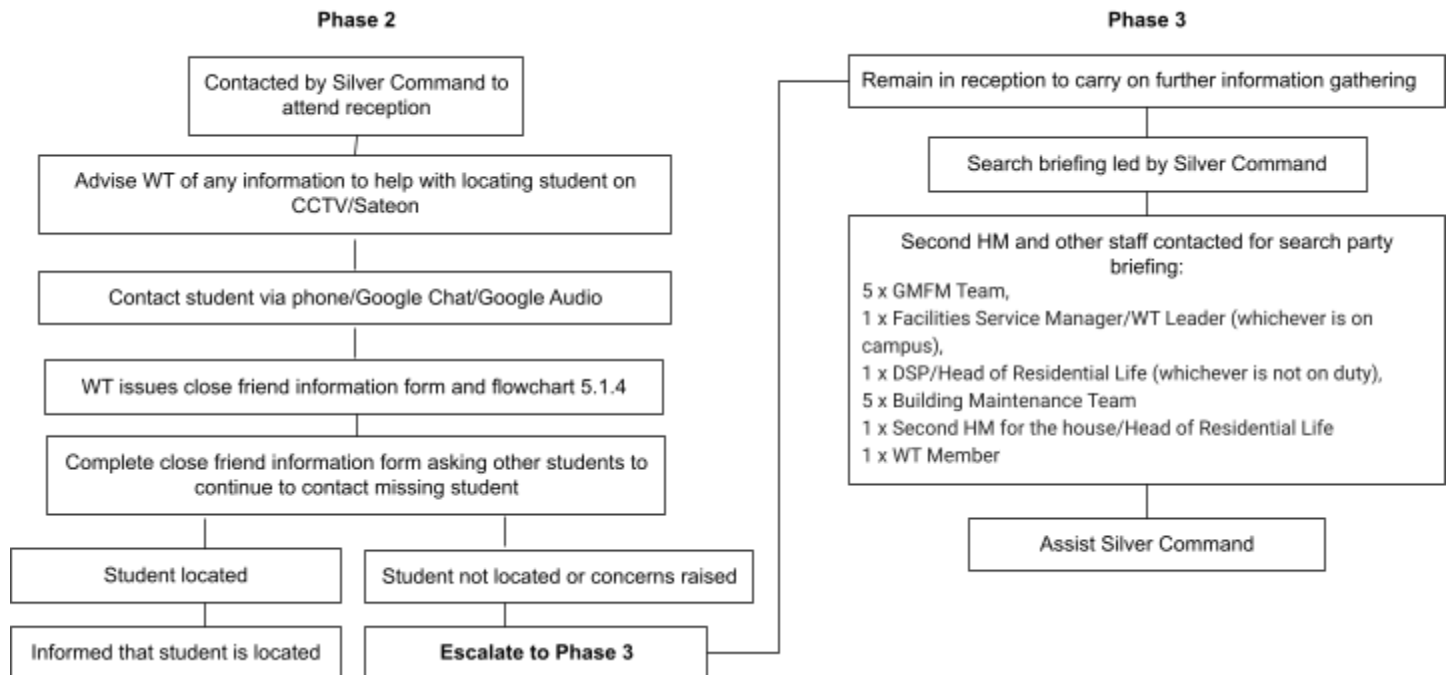


5.1.3 DSP



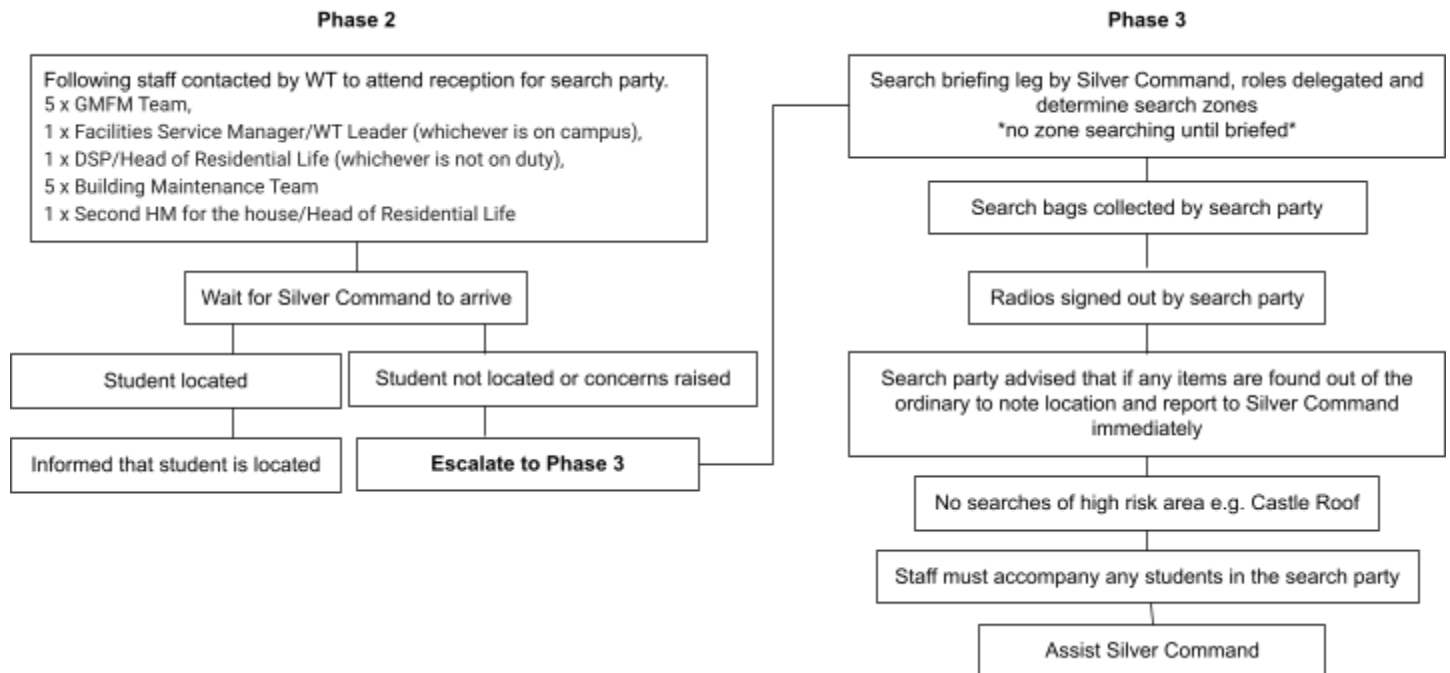
5.1.4 House Mentor

House mentors required only from phase 2.



5.1.5 Search Teams

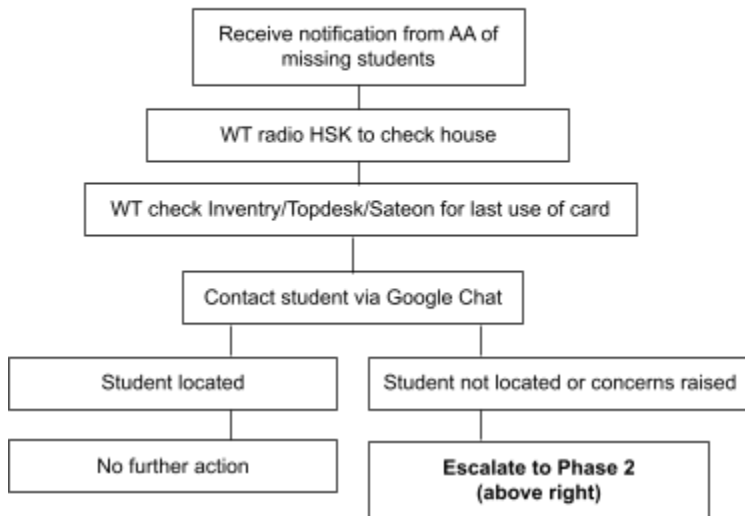
Search teams only required from phase 2



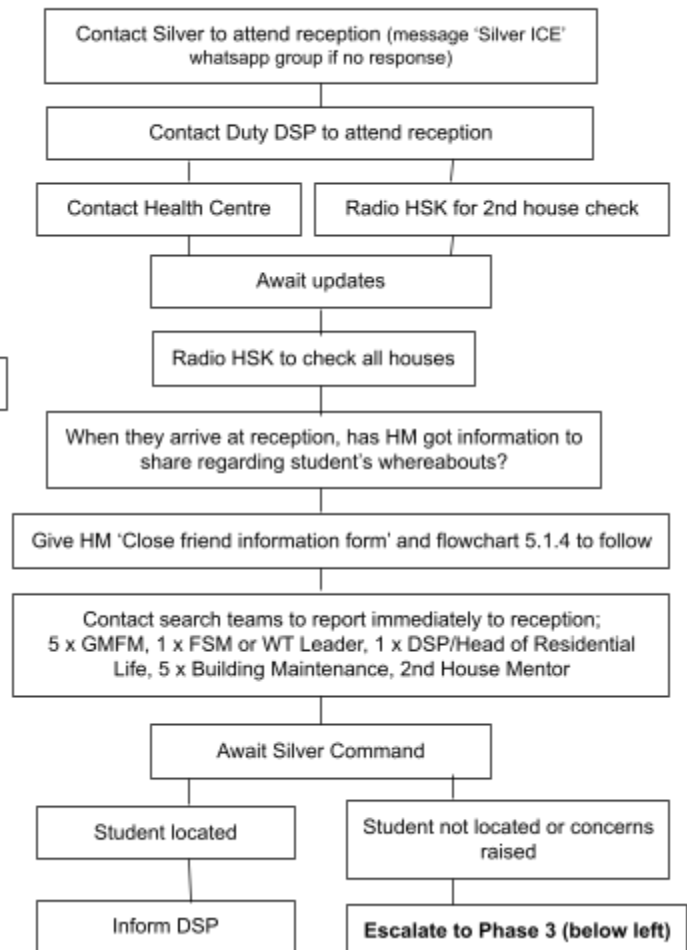
5.2 Student has not been seen before 11am Monday-Friday

5.2.1 Welcome Team

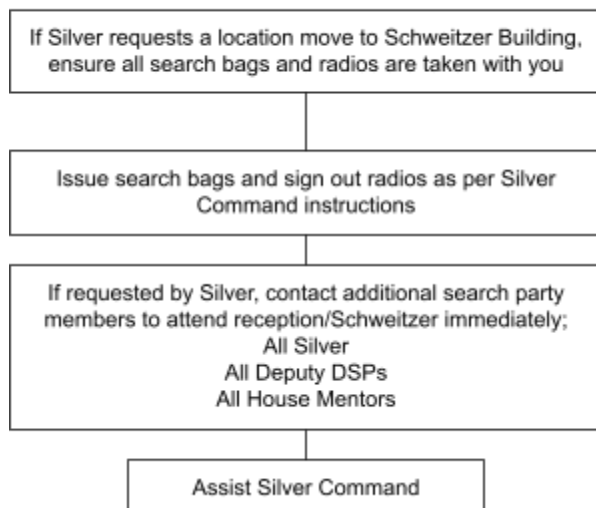
Phase 1



Phase 2

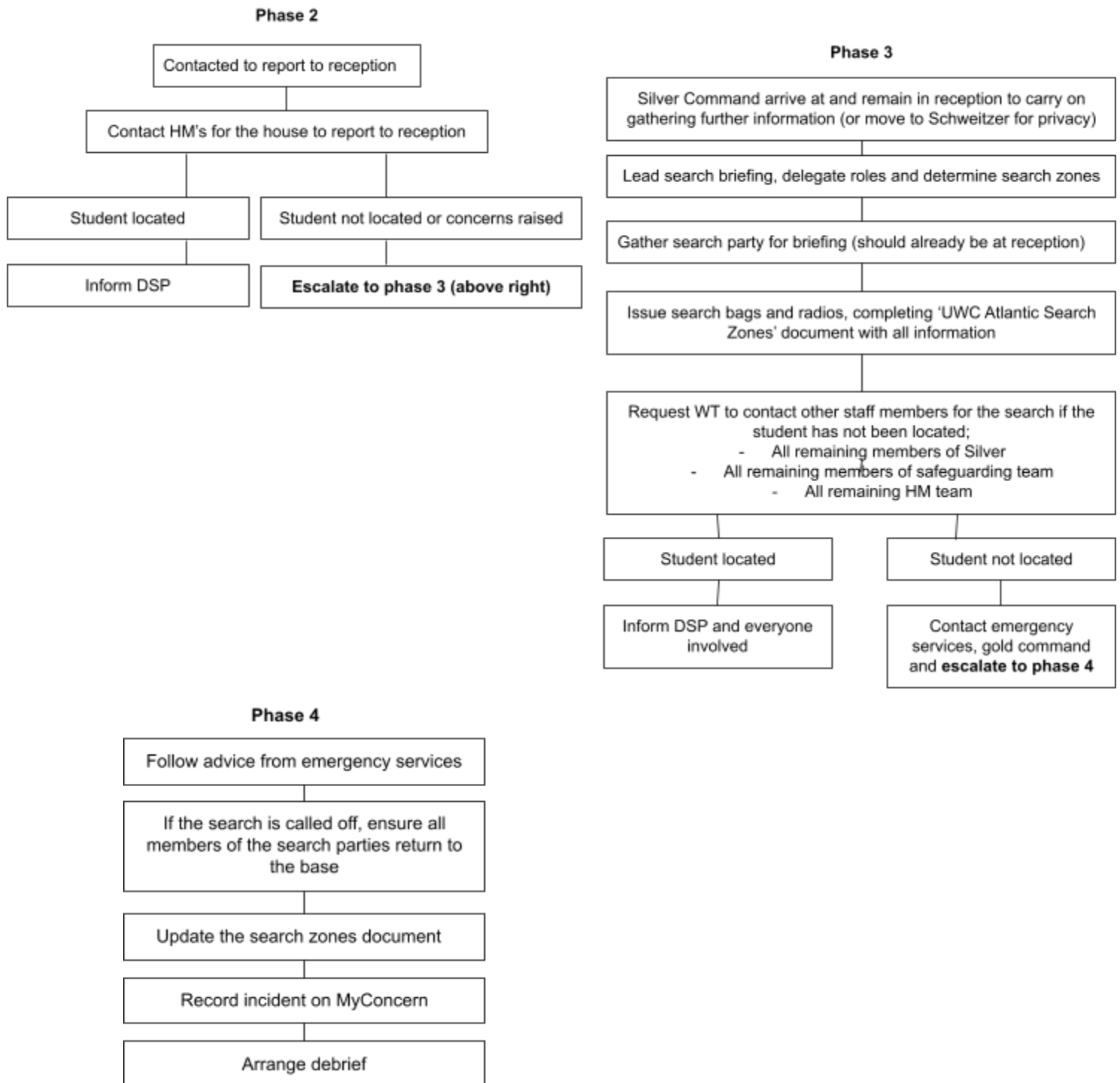


Phase 3



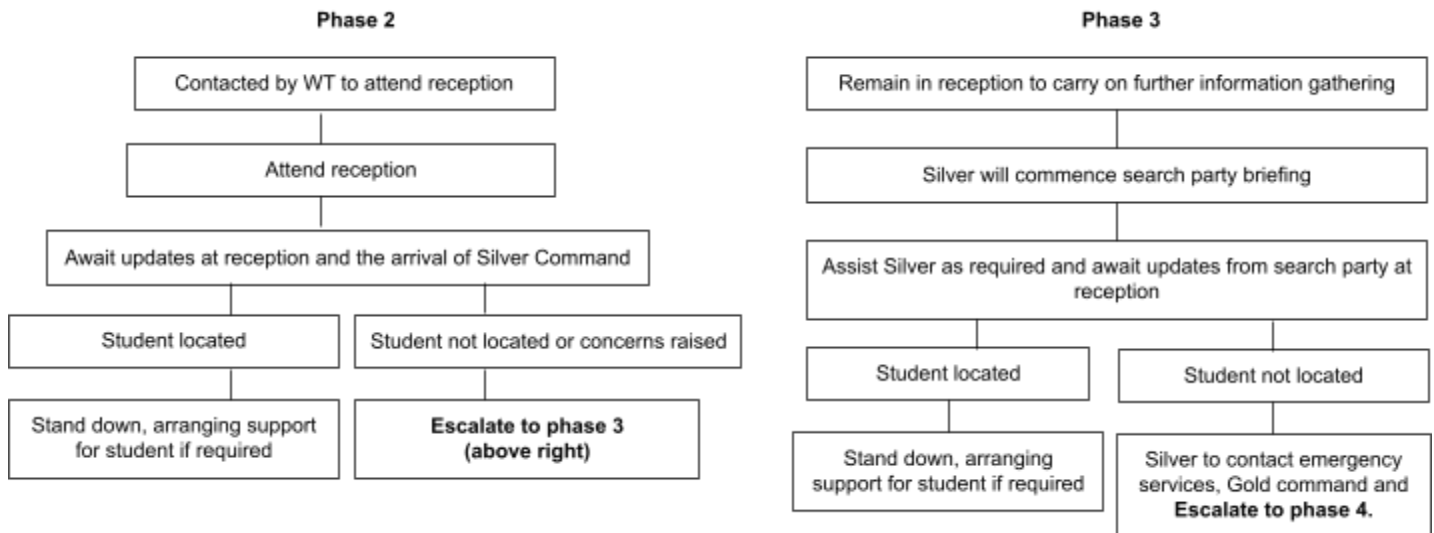
5.2.2 Silver Command

Silver command only required from phase 2



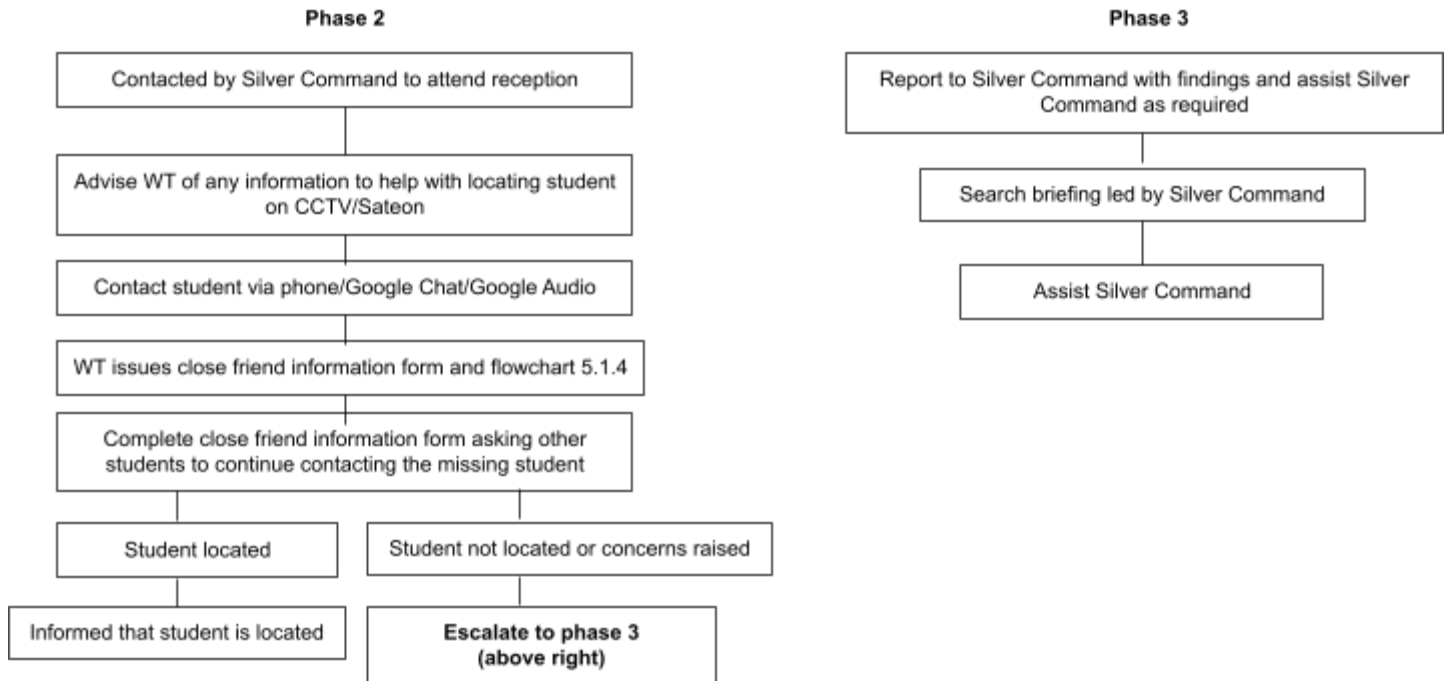
5.2.3 DSP

DSP only required from phase 2



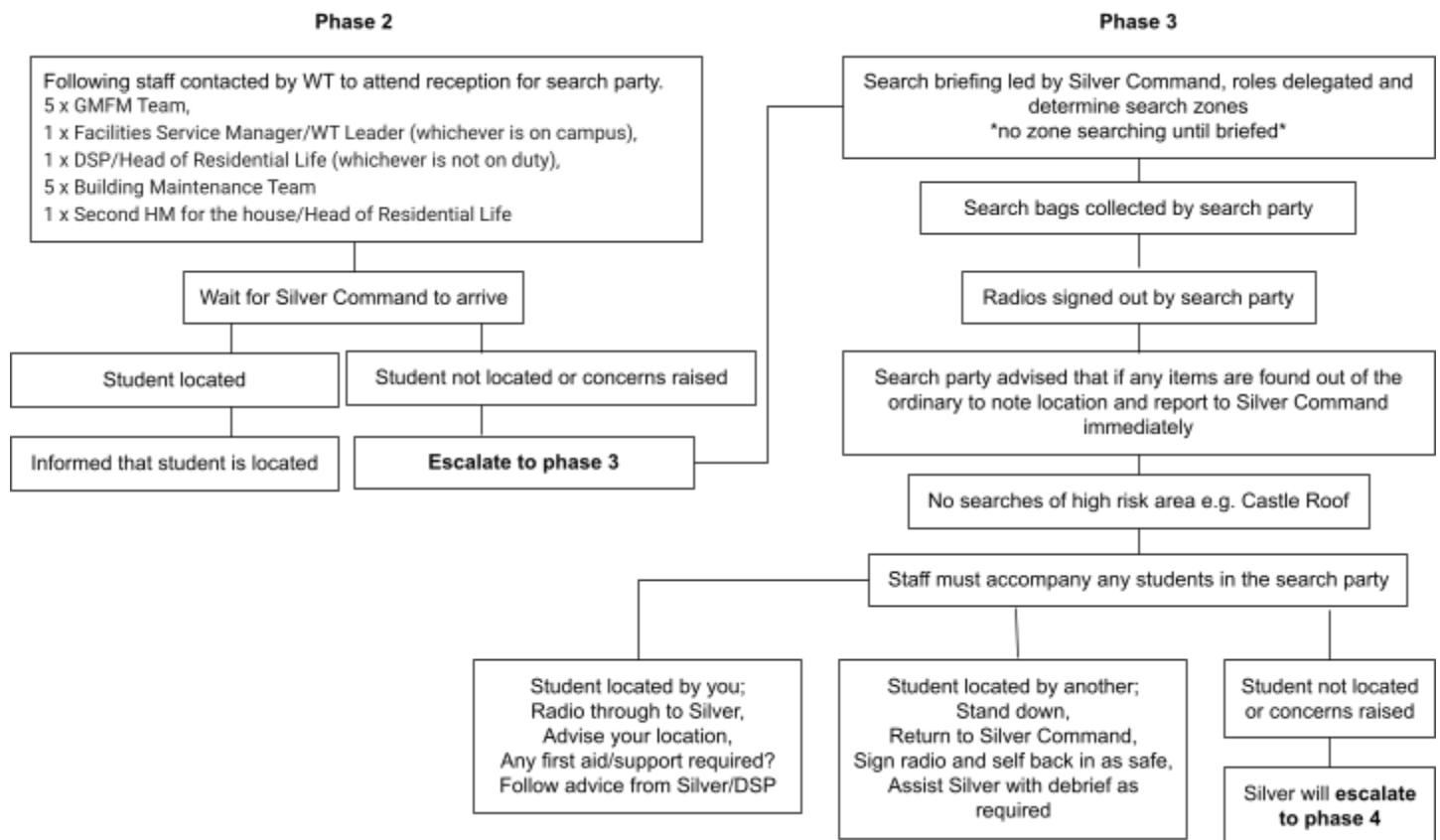
5.2.4 House Mentor

House mentors only required from phase 2



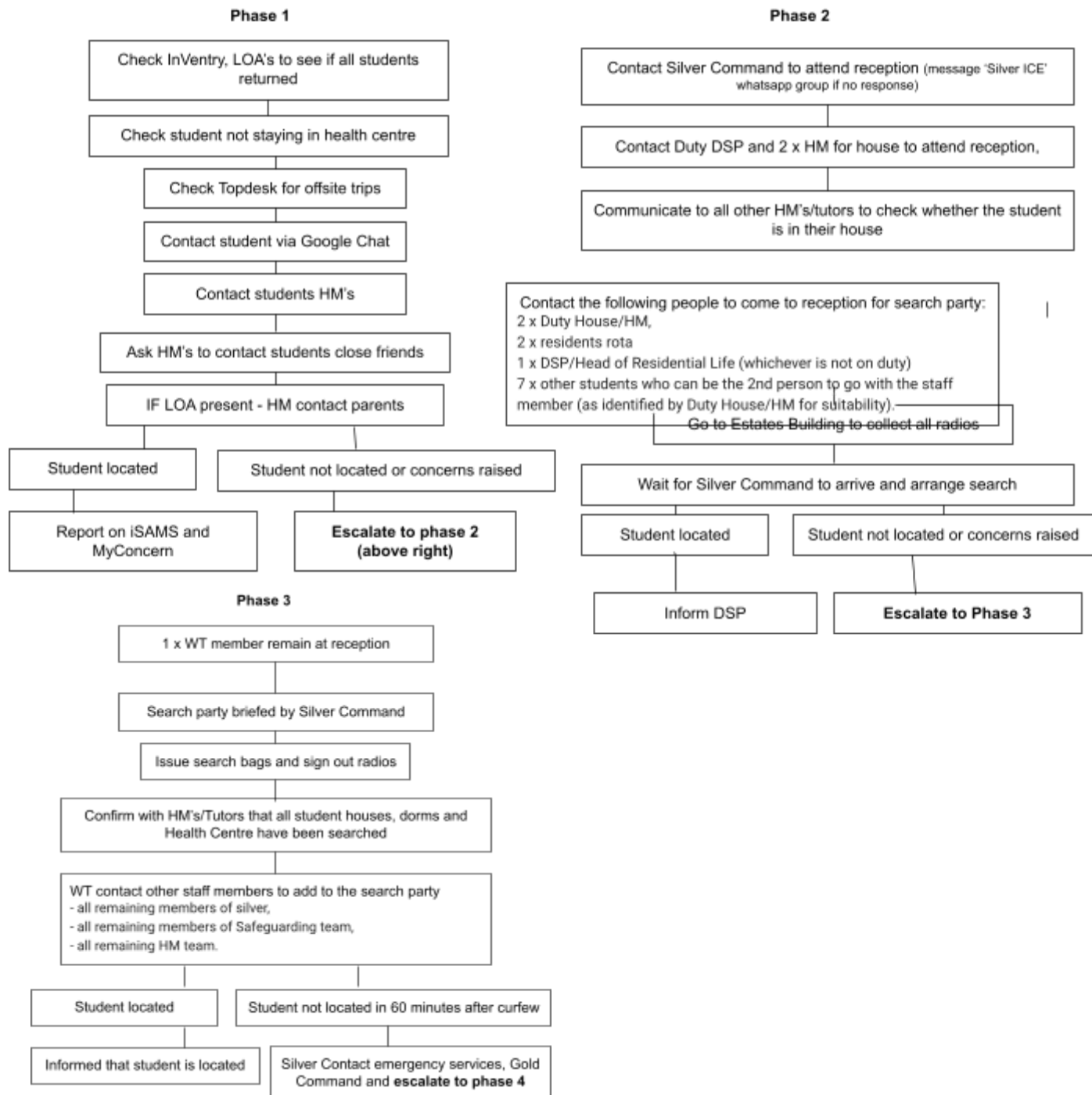
5.2.5 Search Teams

Search teams required only from phase 2



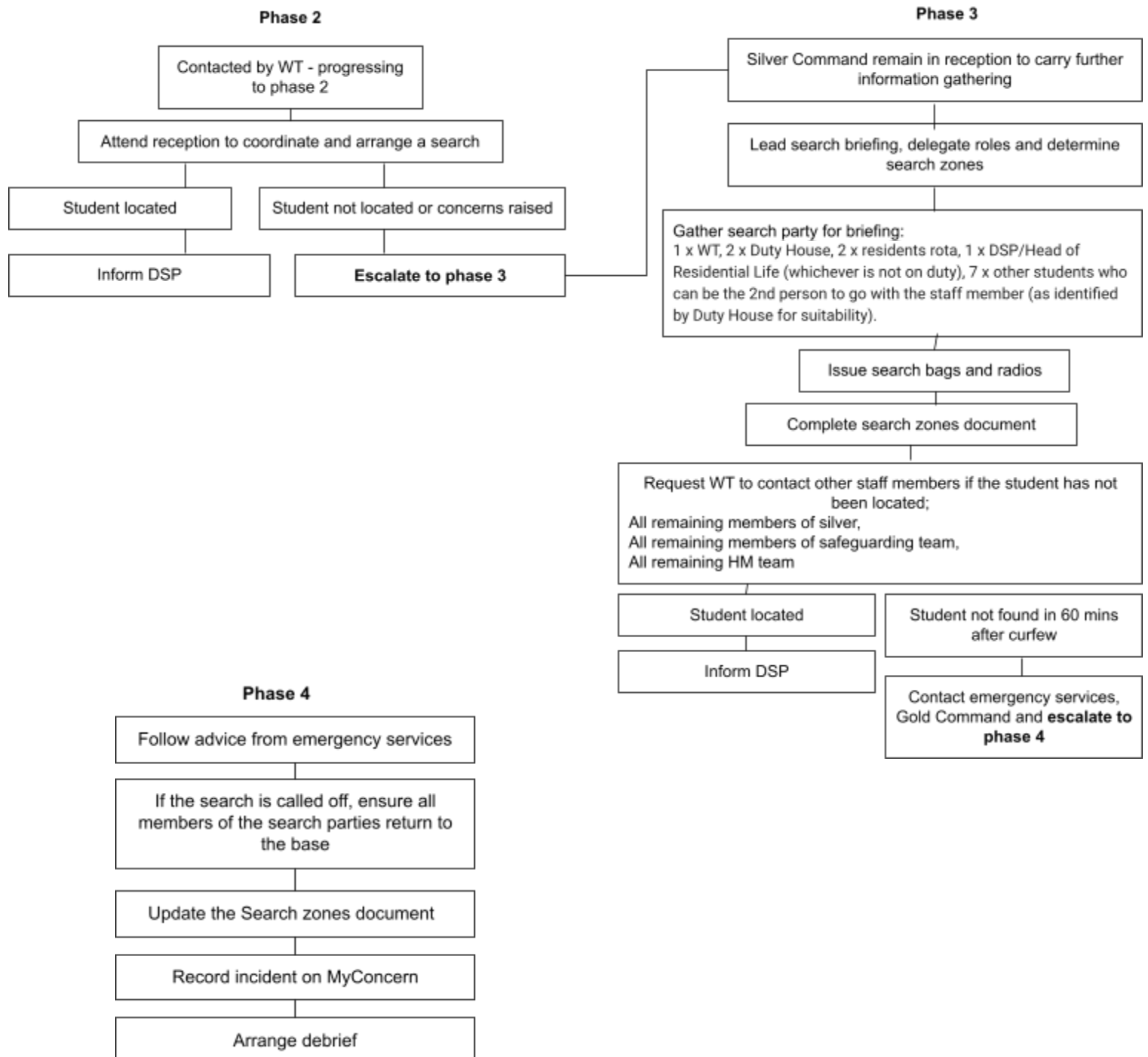
5.3 Student does not return before curfew

5.3.1 Welcome Team



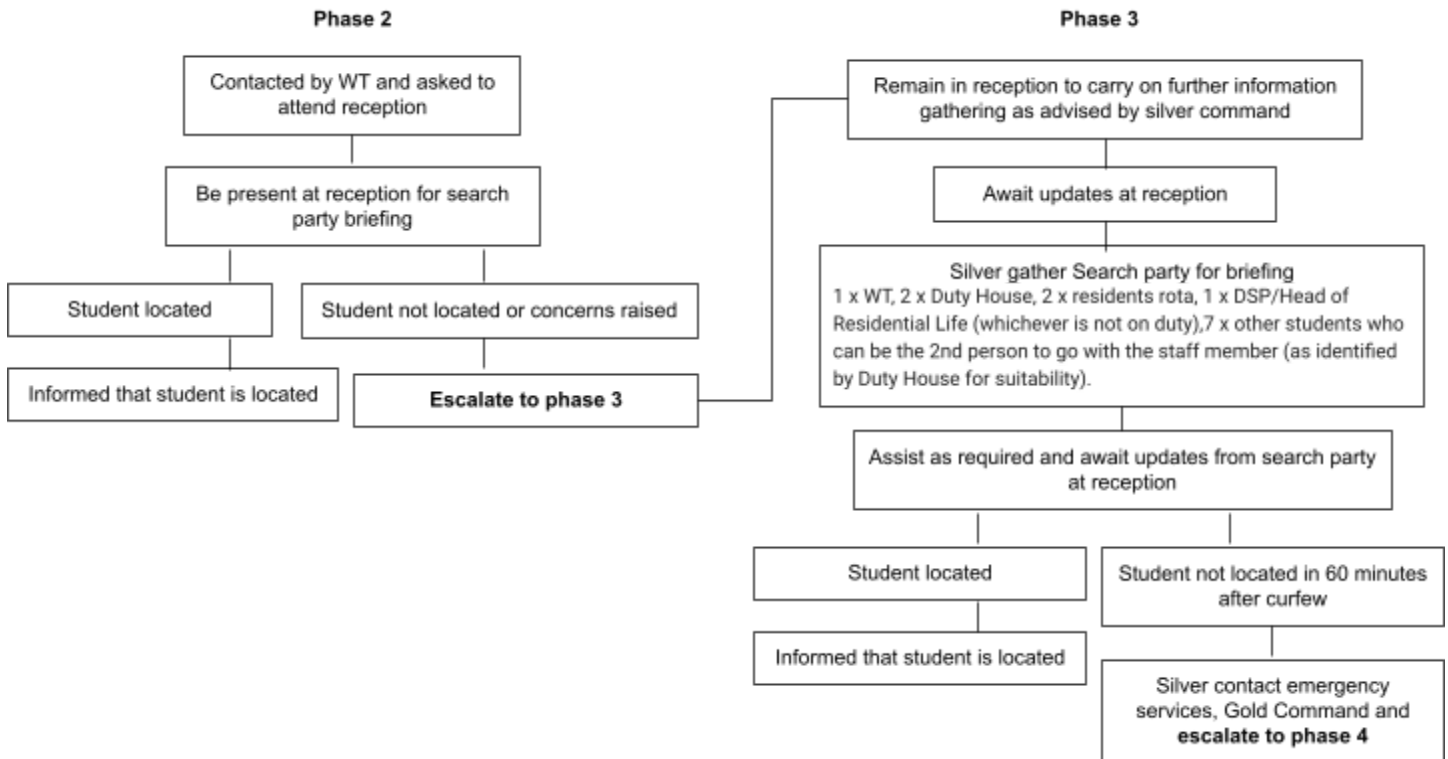
5.3.2 Silver Command

Silver command only required from phase 2



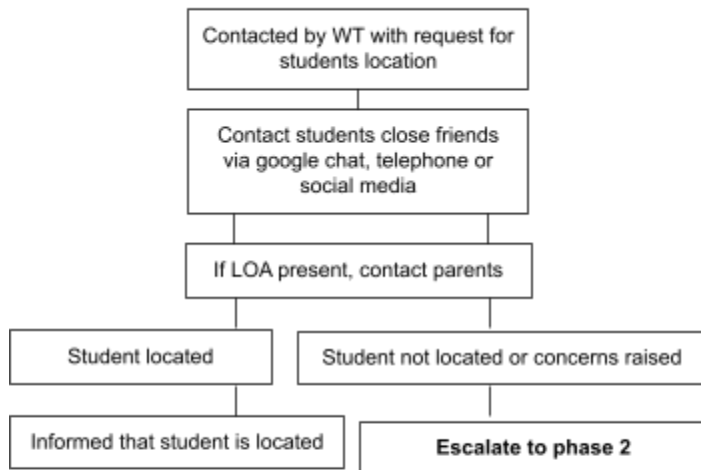
5.3.3 DSP

DSP only required from phase 2

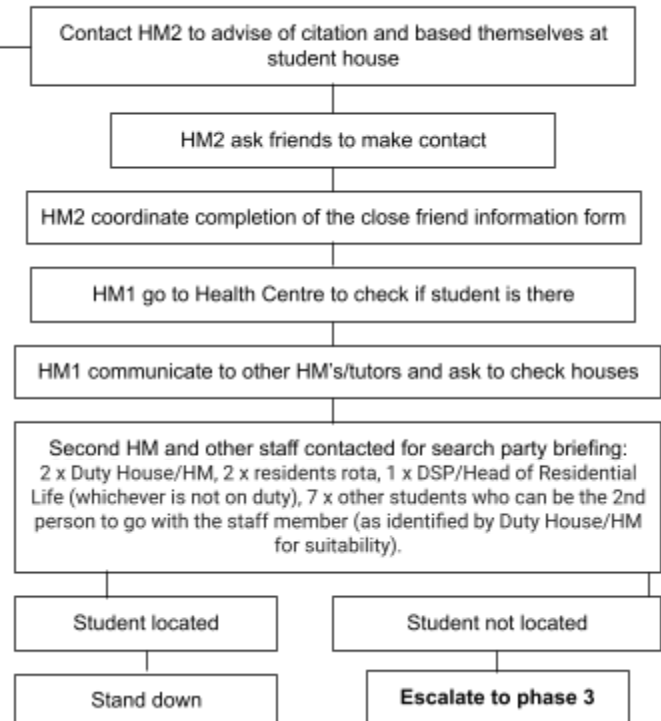


5.3.4 House Mentor

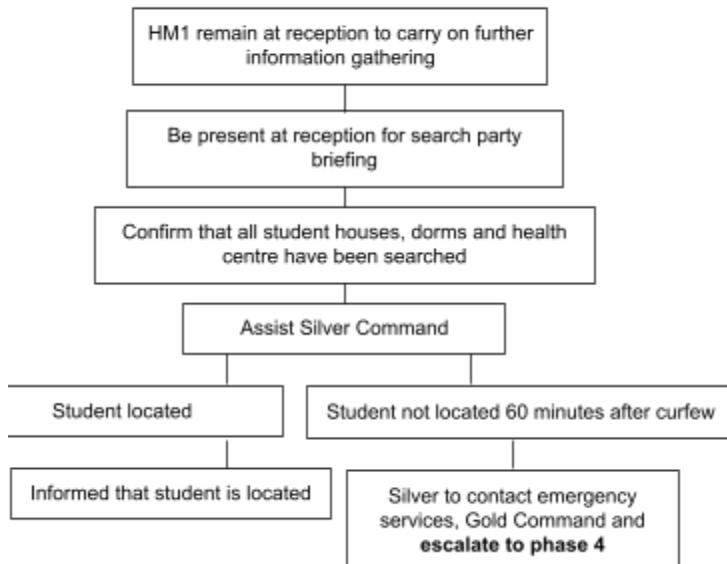
Phase 1



Phase 2

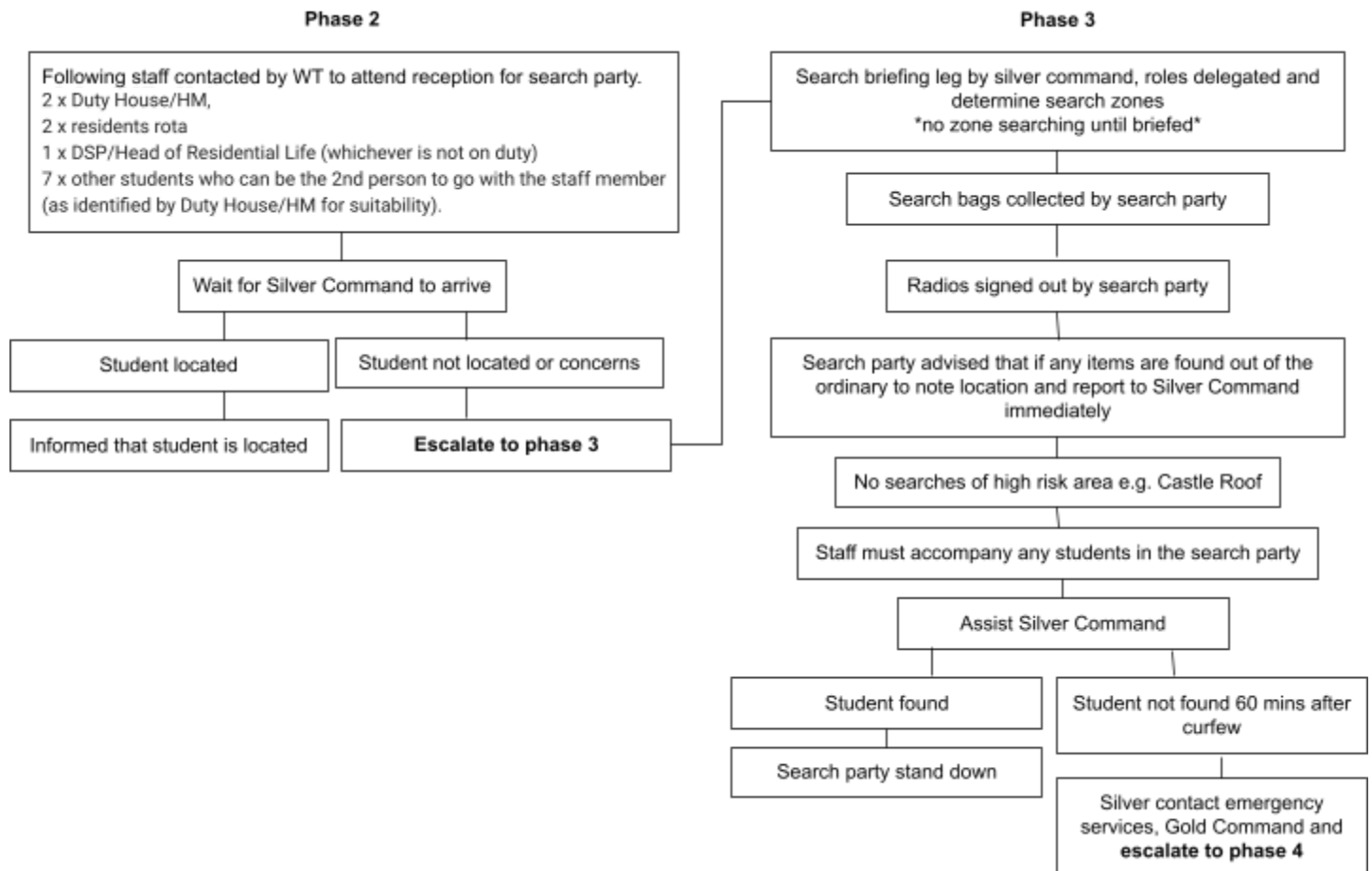


Phase 3



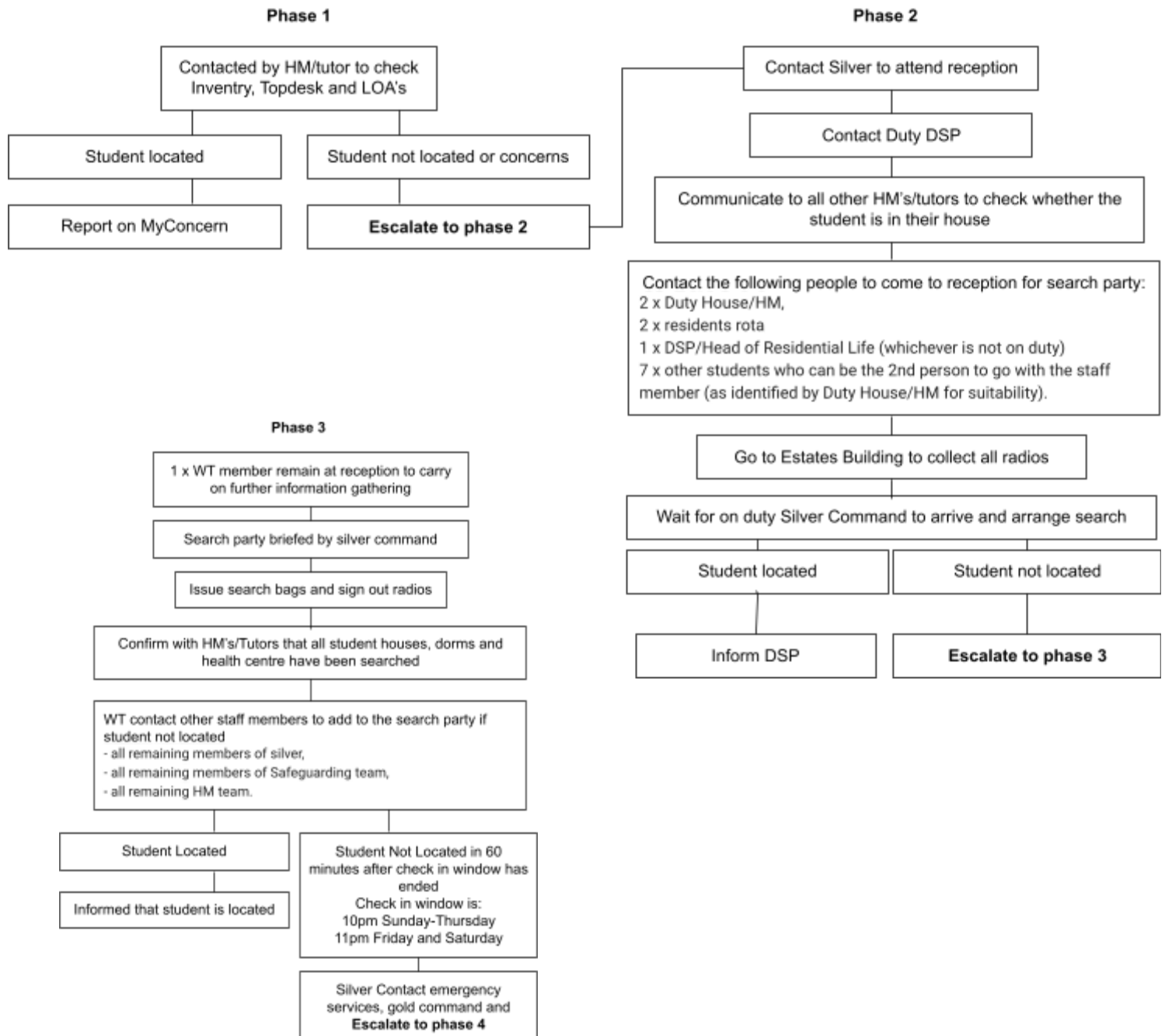
5.3.5 Search Teams

Search teams required only from phase 2

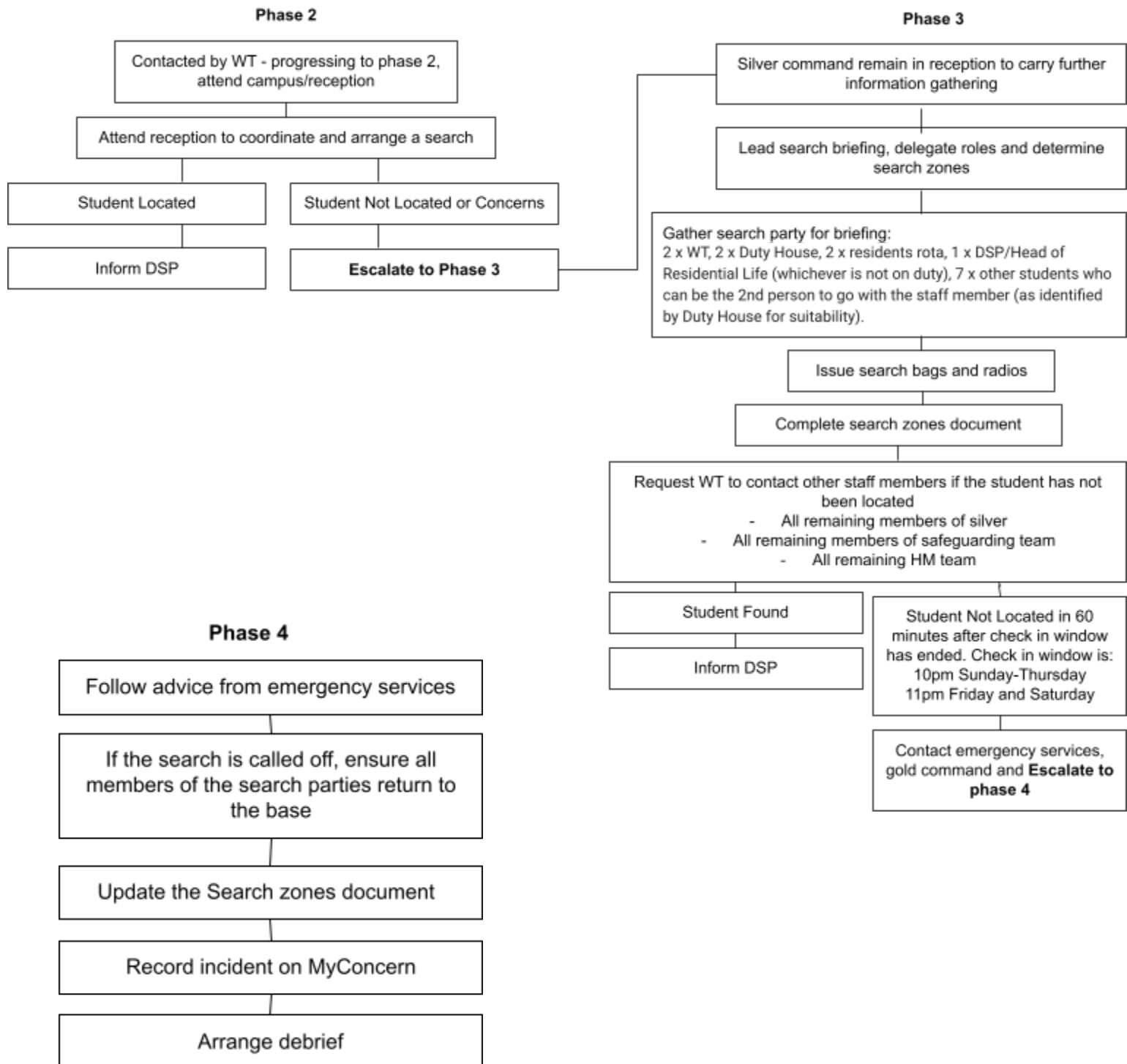


5.4 Student absent from check in (after 10pm Sunday Thursday, after 11pm Friday and Saturday)

5.4.1 Welcome Team

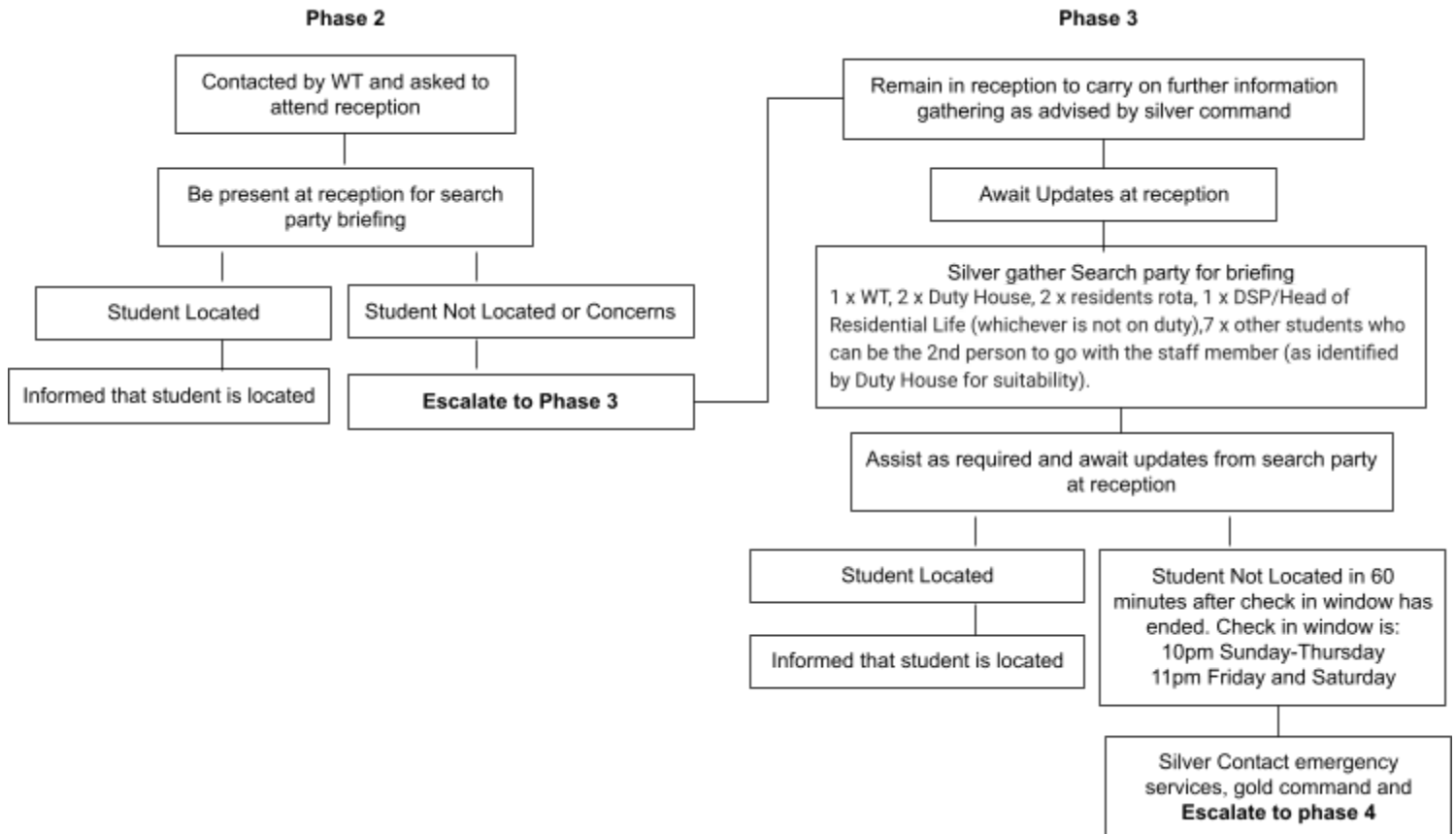


5.4.2 Silver Command

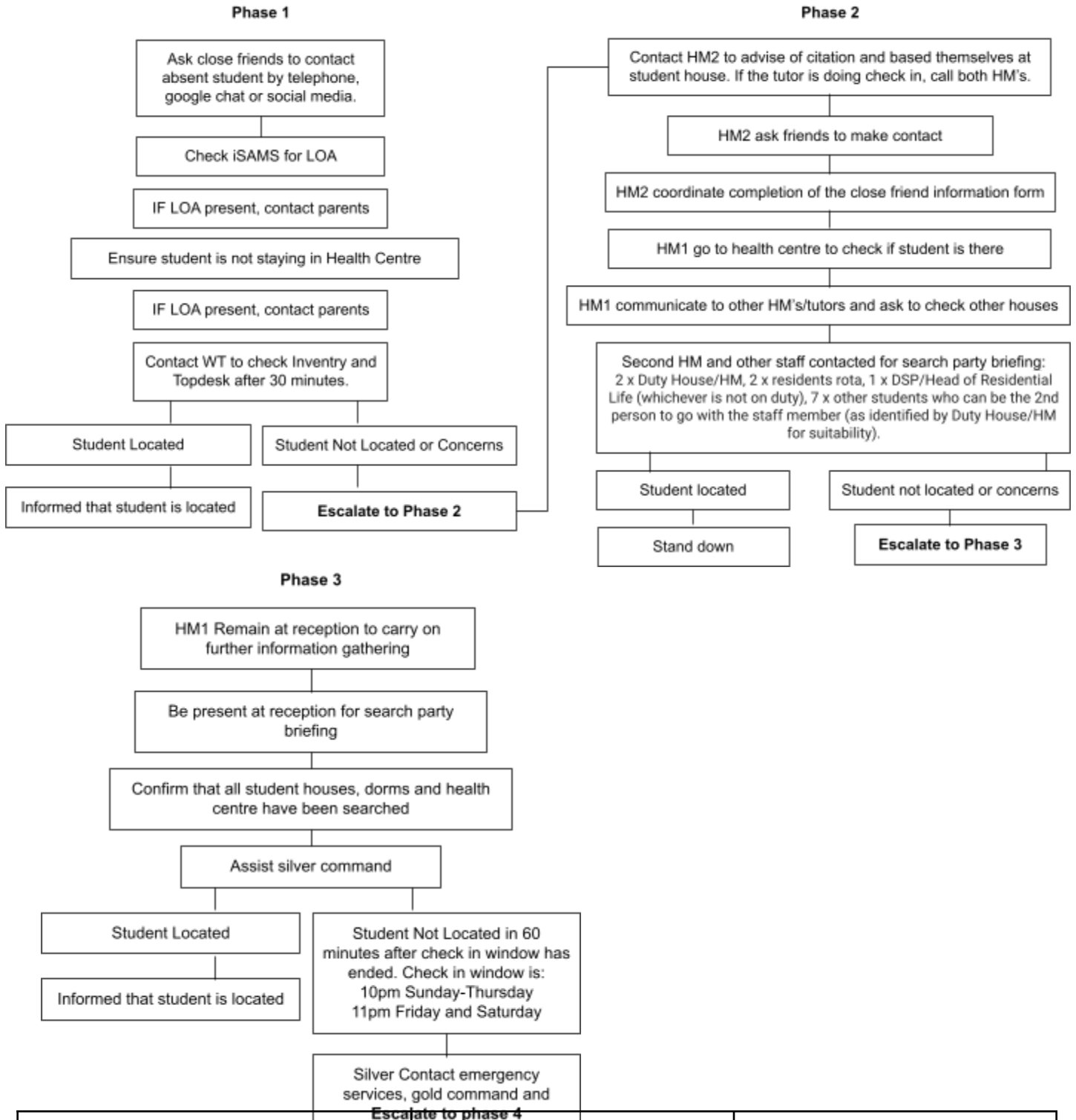


5.4.3 DSP

DSP only required from phase 2

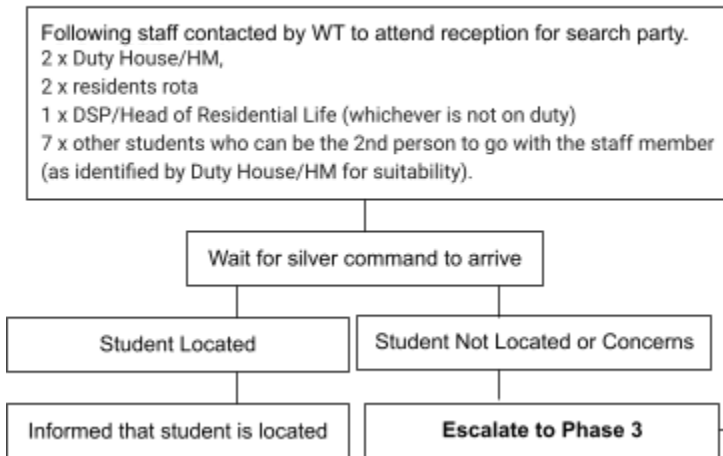


5.4.4 House Mentor

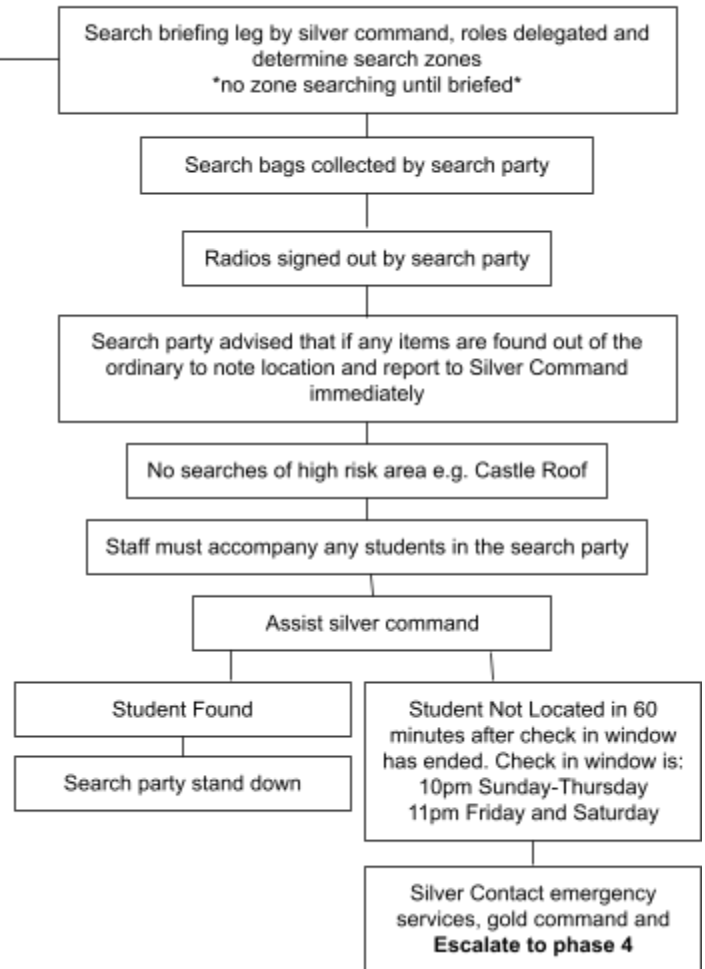


5.4.5 Search Teams

Phase 2



Phase 3



5.5 Student goes missing during a college authorised event off campus

5.5.1 Staff group lead

