

University of Liverpool- Guidelines for responding when concerns are reported that a student is missing

The University provides an adult environment in which students are able to live and work as autonomous individuals. This is balanced by recognition of our responsibilities towards members of the University community. From time to time students or staff express concern that they are unable to contact an individual student. In the majority of instances this is for entirely legitimate reasons and therefore any response to these concerns must be proportionate, taking account of an individual's right to confidentiality and autonomy as an adult and the University's obligations under data protection legislation and duty of care to its students. Where concerns are reported that an individual may be missing, appropriate staff will take proportionate steps to establish the whereabouts of the student.

1. The member of staff who has been alerted to concern that a student is missing will establish as many facts about the situation as possible enquiries should include:
 - When the student was last seen and by whom
 - Whether the student has been in contact with anyone by phone, email or social media
 - The student's state of mind when last seen
 - Reasons for concern that the student is missing e.g. student was distressed, student has known mental health difficulty, or the behaviour is out of character.
2. All information gathered should be provided to the Director of Student Administration and Support who will establish whether the student is known to Student Welfare Advice and Guidance or the Counselling and Mental Health Advisory Service to determine whether there are any additional risk factors.
3. If the student is in University accommodation the Director of Student Administration and Support will alert the Hall Warden or Manager. The Warden/Manager or Residential Adviser will try to contact known friends of the individual to gather additional information in line with the above. If there are sufficient concerns about the student, the Residential Adviser may, after knocking, enter the student's room to check on his/her welfare.
4. All known information should be provided to the Director of Student Administration and Support within agreed timescales.
5. The Director of Student Administration and Support will discuss concerns with relevant staff and will decide whether or not the student should be deemed missing. If the student is deemed missing the Director of Student Administration and Support will inform the Head of Security and/or the local Police within 24 hours of this determination.
6. If the student is not found by the Police and the Police have not contacted the students' emergency contact, the Director of Student Administration will contact the student's emergency contact (as named on Spider) within 24 hours of the initial notification of the police.

Dr Paula Harrison Woods
Director Student Administration and Support
September 2013 updated January 2018