Missing students checklist

**For incidents reported during office hours -** Please use this checklist to confirm the actions taken

SSExec lead (OR DELEGATE)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Police reference number (IF REPORTED)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Homework Tips Checklist for Parents

# Faculty level

Check attendance with tutors (in person and online)

Check if submissions are up to date

Check last login to Brightspace

Have Exceptional Circumstances been submitted? Dates?

Has the student recently contacted the PSO, Level Tutor, AA

# student services level

# initial Investigation – RECORD WHO AND CONTACT DETAILS

Is the student known to Achieve?

Is the student known other SS/BU Teams

* ALS
* Mental Health Advisors
* Student Wellbeing Service
* Residential Services (incl Halls Managers & Lettings BU)
* AskBU (including Student Money Advisors & Immigration if on a T4 Visa)
* Careers & last login to MyCareerHub
* Access to SportBU
* Faith & Reflection
* SUBU Advice

Check social media for recent activity

# Further actions

Telephone student on numbers recorded on SITS & StarRez

Email student requesting confirmation they are safe (BU Welfare Check email template - below)

Text student requesting confirmation they are safe (BU Welfare Check Text template)

Contact landlord and request a welfare check on room (if appropriate and details known)

Contact Next of Kin (authorisation required from Director of Student Services or Head of Student Support and Wellbeing re Safeguarding vs consent threshold)

**Contact Police once all above has been exhausted**

# reporting to police

Incident to be reported via 101 - or 999 if student is believed to be at immediate risk to self or others

If a quick response is needed, you can use the Professionals line for Dorset Police Control room – 01202 227214\*

Record Police reference number and agreed actions

Advise students next of kin contact of lead professional contact details at BU

Inform WDO/DCO with an end of day handover/update

Inform SSEXEC on call if incident is likely to come to attention of the public

\*Number not to be shared wider

# MESSAGE Templates

# text messAGE

A text message can sent via email to the students mobile number.

In the email field please input the mobile number then@sms1.bournemouth.ac.uk (without spaces e.g.[01234567890@sms1.bournemouth.ac.uk](mailto:01234567890@sms1.bournemouth.ac.uk)

Suggested wording but can be adapted as necessary.

\*\*\*BU Welfare Check – please reply\*\*\*

Dear xxxxxx

We have a had a welfare concern raised by your faculty as they have not been able to get in touch with you for some time.

Can you please reply to this message as we need to ensure that you are safe and well? Please advise if there is anything we can do to support you at this time.

Thank you.

Student Services

\*\*\*BU Welfare Check – response required\*\*\*

Dear xxxxxx

Further to the previous message sent we have not heard from you and remain concerned about your welfare. If we do not hear from you we will need to speak to your next of kin or emergency contacts as part of our duty of care, so please do reply as soon as possible.

Thank you

Student Services

# Email

Email to be sent to university and personal email address

Suggested wording but can be adapted as necessary;

\*\*\*BU Welfare Check – please reply\*\*\*

I hope you don't mind me getting in touch with you, my name is [ xxx ] and I am part of BU’s Student Services team.

Your [faculty/family] have raised a concern about you as they haven't been able to get in touch with you for a while. Can you **please reply to** this message just to confirm that you are safe and well?

I'd like to re-assure you that we are primarily concerned with your welfare and wellbeing at this stage so it is important that we hear from you. If you don't wish to continue with your studies or are thinking of leaving BU, please just let us know.  There is a wealth of support at the university, and we would be more than happy to have a chat about this if you wish.

We have a duty of care to all of our students and need to follow up with anyone we've not heard from for some time when concerns have been raised. If we have ongoing concerns we may need to get in touch with your next of kin/emergency contacts that we have on record, but ideally would like to hear from you first.

For your information, you can find all the details of the support available at BU using the following link, which you may find helpful:

<https://www.bournemouth.ac.uk/students/health-wellbeing>

If you receive this message outside of our office hours – Monday to Friday 8.30am until 5pm - please contact our out of hours service by calling 01202 962222 and asking to speak to the Welfare Duty Officer, to let them know you are safe and well.

I look forward to hearing from you very soon.

[ xxxx]