Missing Persons Monitoring Policy & Procedures 2026-27

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Parenta
Working together for our children

Aims of the Policy

- To ensure we safeguard our learners and apprentices
- To ascertain, monitor and accurately record the learner and apprentice attendance

Policy statement

Parenta is committed to registering and monitoring of learner and apprentice attendance on course activity.

The reporting system and absence reporting processes ensure consistent and timely recording and monitoring of learner and apprentice attendance, which is particularly important for learners and apprentices under the age of 18 and vulnerable adults for whom we have a duty of care.
Parenta takes seriously any absence from a planned learning activity, a scheduled work activity, or a lack of learner/apprentice contact with their tutor.

Parenta recognises that it is a requirement for all members of staff to maintain registers/records for planned learning activities, and to record information about attendance promptly and accurately, and to follow the Parenta reporting system for absent learners and apprentices.

Learners and apprentices are made aware of the importance of reporting any absences to their employer and their tutor.

Employers are made aware of the importance of reporting any learner/apprentice absence to the Parenta tutor.

Information provided through the reporting system is recorded on the Learner or Apprentice's register or OneFile Record.

Any concerns about the learner or apprentice's absenteeism must be addressed with the employer through the learner progress review system.

Those learners or apprentices who miss planned learning activities or who do not follow their employer's process for reporting absenteeism will be classed as "welfare concerns" and Parenta will endeavour to locate the learner or apprentice until a satisfactory conclusion is reached and the "welfare concern" is removed. This is then recorded on the learner/apprentice register/record and progress review.

Reporting System (for use by Tutors)

Registers/OneFile Journals are an important document used for recording learner or apprentice attendance at planned learning activities. The information recorded is used for:

- Monitoring young people frequently missing/going missing from home or work.
- Auditing purposes
- Funding requirements
- Health and Safety purposes
- Alerting staff to possible safeguarding and welfare concerns
- Performance monitoring of teaching and learning

Tutors are responsible for completing a register/journal entry at the end of each planned learning activity.

Each unnotified absence for an individual learner or apprentice must be reported to the Tutor by the employer. An unnotified absence from work or learning activity must be followed up by the Tutor immediately and, in the first instance, try and contact the learner to find out why they are absent. The Tutors must notify their RTM of the absenteeism, and if the learner is under 18 years old or is a vulnerable adult, and it has not been possible to make contact with them, this must be reported to the Designated Safeguarding Lead or Deputy Safeguarding Lead via the safeguarding@parenta.com email address or by calling directly as soon as possible.

It is important that Tutors discuss contacting the learner or apprentice, or parent/guardian/carer with the RTM and DSL (where appropriate) to avoid duplication of phone calls. It is the role of the Tutor to make the initial telephone calls for all absences and report the outcome to their RTM and DSL (as applicable) and to record absenteeism on the learner progress review.

All learners and apprentices must contact their employer or Tutor as quickly as possible if they are unable to attend work or a learning activity. This can be done by: Telephone, messaging or email.
It is the responsibility of the learner or apprentice to report their own absence.

Missing Persons Procedure

1. All information and telephone calls from both learners/apprentice, employers or parents/guardian/carer are recorded onto the register and learner progress review.
2. Tutor attempts to contact the missing learner/apprentice.
3. All "missing" learners/apprentices are contacted, initially by telephone.
4. If the learner or apprentice is under 18 or a vulnerable adult, the RTM and DSL or Deputy DSL are notified.
5. Contact must be attempted. If it is not possible to reach the learner or apprentice, then the parents/guardians or carers must be notified.
6. The learner or apprentice will have been contacted initially by the Tutor. If there is concern after the welfare checks have been completed, the RTM or DSL/Deputy DSL make further contact with the parent/guardian/carer.
   - If the learner or apprentice is still a "welfare concern" toward the end of the Parenta day, usually after 4pm, the RTM will contact the parent/guardian/carer again.
   - The RTM will inform the DSL or DSO at 5pm that the learner or apprentice is a welfare concern
   - The parent/guardian/carer of the learner or apprentice usually informs Parenta if they are contacting the police about a "missing person"
   - The police will usually contact Parenta if there is any additional information required, if they are following up on the missing person report
7. If the learner or apprentice is not located, they become a "welfare concern" and the parents/guardians/carer of the learner or apprentice under the age of 18 are contacted and informed of the "missing person" status.
8. For Children in Care who are absent, the local authority procedures must be followed. The police have a duty to contact Parenta 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 learner or apprentice.
9. If the learner or apprentice is located they are told to contact their parent/guardian/carer to let them know they are safe. (RTM to contact parent/guardian/carer to confirm learner or apprentice has been located).
10. Depending on the vulnerability of the adult learner or apprentice, the parent/guardian/carer or police would be contacted at the discretion of Senior Management.

Weekend and Evening Duties

1. In the event of a learner or apprentice going missing from evening, early morning or weekend work duties, please contact the Safeguarding team on 01622 585588.

Safeguarding – Welfare Concern

1. The Tutor should discuss with the learner or apprentice, the reasons for the absence and establish if there are any underlying safeguarding concerns that need addressing.
2. Any concerns must be reported using the safeguarding incident form and submitted electronically, using the following email address: safeguarding@parenta.com or calling the DSL or DDSL directly.
3. Follow the guidance provided in Keeping Children Safe in Education Part One 2026.

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