

The Tilley Award 2004

Somerset East and West BCUs
Missing Person Initiative

Title: Somerset East and West BCU Missing Person Initiative

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POP Award 2004



Somerset - East and West BCUs

Missing Persons Initiative

SOMERSET IN PARTNERSHIP

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SUMMARY

Scanning ...

In early 2003, Somerset West BCU carried out a study into the way Missing Persons were being investigated on the district. The study brought to light differences between the way Missing Persons investigations should be carried out (Force Policy) and the actual way that these investigations were being carried out.

It was reported at the time that the drain on resources was significant, due mainly to the number of Privately owned and Local Authority run Children's Care Homes in the area.

Using Activity Based Costing analysis, and through discussions with Police Constables and Police Sergeants, two areas for concern were identified. These were:

1. Time spent by officers carrying out initial enquiries.
2. The number of Missing Person incidents being reported.

Analysis ...

Further analysis into the issues listed above identified three main areas that the initiative aims to address. These areas identified for improvement were:

- Number of 'false' reports (either incidents that should not have been reported as 'Missing Person' or incidents that were incorrectly risk assessed).
- High number of incidents attributed to very few persistent absconders.
- To increase the efficiency and effectiveness of the initial enquiries.

Following this analysis, a new Initiative was drafted in order to empower our partners at the care homes to deal more effectively with Missing Persons, or those considered "Absent Without Authority" (AWOA), and to also help address the issues which lead to certain children persistently absconding.

Responding ...

More specifically, this was done through

1. "Ensuring the Care Homes undertake initial enquiries to establish whether or not the case is to be reported as Absent Without Authority (i.e. information only) or as a Missing Person (i.e. will require Police action)"
2. "Reducing the number of persistent absconders (approx. 70% of absconding from Children's Care is attributable to 10% of those who abscond) by highlighting persistent Missing Persons at the Local Liaison Meetings and agreeing action plans to address the reasons behind them going missing."
3. Employing a member of police staff aimed to help with the investigative side of an incident but also to help implement and maintain the new protocol between the Police and the Care Homes

Assessing ...

The new initiative was piloted in Bridgwater from July 2003 – the impact of which was significant. Firstly, the number of Missing Persons (or AWOA) reports fell from 40 (April – June 2003) to just 6 reports in the 3 month pilot. Feedback from all concerned has been extremely positive, and there is no reason why relations will not continued to develop to help address this issue further.

Further, more detailed analysis will be available once the Activity Based Costing for 2003 has been finalised, thus illustrating the potential cost savings of the initiative.

In addition, the newly created post of Missing Persons Co-ordinator, based in Bridgwater, will be evaluated after 6 months. This role should further reduce the Police time, and resultant costs, of dealing with Missing Persons enquiries.

1. Introduction

In February 2003, Somerset West BCU carried out an audit on the investigation process for Missing Persons. The audit found that the investigation process, particularly for cases assessed as high risk and medium risk, did not follow Force procedures.

These findings raised a great deal of concern for the BCU's Senior Management Team and was the trigger for this initiative.

2. SCANNING the problem

Initial work carried out identified the main issues restricting the level of service able to be provided by the Police:

- Time spent by officers carrying out initial enquiries.
It was clear from the Activity Based Costing analysis carried out in 2002, and the view of dealing with Missing Persons incidents by the Districts Sergeants, that the processes in place were extremely time consuming, and a drain on Police resources.
- The number of Missing Person incidents reported that were incorrectly classified.
In 2002 there were approximately 1950 "Missing Persons" incidents reported to the Police within the Somerset West BCU. A large proportion of these was attributed to the Children's Care Homes within the two large towns in the District – Bridgwater and Taunton. Due to the age and vulnerability of the children residing in these Homes, the absconders were always reported as either high or medium risk. The Avon and Somerset response for high risk and medium risk Missing Persons is very high profile and resource intensive. The BCU was unable to provide the quality of service expected for the large number of high / medium risk cases being reported.

By working in partnership with various agencies, the **aim** of the initiative was to: ***ensure that the investigation process carried out for Missing Persons on the district was of the quality required by Avon and Somerset Constabulary.*** The agencies involved were; the Police (CID, Sector Inspectors and CPT for both Somerset East and Somerset West BCUs), Care Standards Commission, Social Services (SCC) and Privately owned Care Homes.

The **objectives** of the initiative tackle the root causes identified through further analysis of the issues. The objectives are to:

- 1 Ensure that the Care Homes undertake initial enquiries to establish whether or not the case is to be reported as Absent Without Authority (i.e. information only) or as a Missing Person (i.e. will require Police action).
- 2 Reduce the number of persistent absconders (approx. 70% of absconding from Children's Care is attributable to 10% of those who abscond) by highlighting Persistent Missing Persons at the Local Liaison Meetings and agreeing action plans to address the reasons behind them going missing.
- 3 Reduce the burden on Police Officers dealing with this type of incident, and also review the possibility of some duties being taken on by Police Staff.
- 4 Increase Officers' knowledge of the issues surrounding Missing Persons and the policy relating to them.

The issue of improving the Missing Persons systems was felt to be a priority, as the existing practices were extremely bureaucratic and time consuming. This project also embodies the Force's drive for close partnership working, as the Police would consult with the various Care Homes and Local Authorities.

The initial work carried out identifying the issues surrounding Missing Persons on the District was carried out by the District Business Analyst, Rowley CRADDOCK, with the new systems being

developed and implemented by Bridgwater and Taunton Sector assistants, Sgt. Ray HULIN and Sgt. Nic CROCKER. The Project Leader for this initiative was the District DCI, Sue Scott.

3. ANALYSING the issues

As mentioned above, the initial problem was further analysed using the results of the District's Activity Based Costing which was carried out in October 2002, data from the Communication's database (STORM), consultation with Care Homes in the area and Police Constables and Sergeants who deal with Missing Person incidents.

Time spent by officers carrying out initial enquiries.

Due to the way in which the Activity Based Costing data was presented, it was relatively easy to evaluate the extent to which these incidents were impacting on the District's resources -

During a three-week period in October 2002, forty-three constables on the District (approx. 20% of total District constables) participated in the Activity Based Costing exercise. This involved completing an activity card every 15 minutes providing data for the types of incidents and the activities they were engaged with.

The results for the Somerset West District showed that 1.137% of the sampled constables' time was involved with Missing Person investigations. This equates to 54.5 hrs out of a total of 4793 hrs spent on activities relating to Missing Person investigations.

In order to calculate the estimate for the time involved investigating **all** Missing Person enquiries on the district in that three week period, the time spent on these incidents by the officers sampled was scaled up:

Approximately 20% ($43/205 * 100$) of constables spent 54.5 hrs investigating Missing Person incidents. Therefore it can be estimated that the District's establishment of constables (205 constables) spent 260 hrs ($205/43 * 54.5$ hrs) investigating Missing Persons during this three week period in October.

These findings are based on three weeks in the year. To get an estimate of time spent throughout the whole year, we need to understand any seasonal variation to make any necessary adjustments. An analysis into the seasonal variation was carried out and the estimates were adjusted accordingly.

The estimated time spent on Missing Persons incidents, allowing for seasonal variation, on the District during 2002 was 4853 hrs. Using the results of the Activity Based Costing exercise it is estimated that **3106 hrs** (64%) was spent on Police Officers' activities and **1747 hrs** (36%) on activities that could be undertaken by Police Staff.

Using an approximate labour cost for a constable of £18/hr, the cost for making enquiries in Missing Persons investigations in 2002 was estimated at $£18/hr * 1747hrs = \mathbf{£31,446}$.

This analysis identified a main area for improvement, namely:

- To increase the efficiency and effectiveness of the initial enquiries.

The above analysis suggests that we can easily justify the cost of employing an additional member of Police staff and, by also having certain initial enquiries carried out by the Care Home staff, help reduce the burden placed on Police Officers.

The number of Missing Person incidents reported that were incorrectly classified.

The total number of hours of police time used to investigate Missing Person incidents on the District in the 3-week period in October has already been estimated at 260 hrs.

The number of incidents recorded in the Missing Persons Index on and between the 7th and the 27th Oct 2002 was 36 (i.e. the number of incidents that were actually investigated on district).

Therefore the estimated Police time spent per investigation in the three week period is 7.2 hours (260 hrs / 36 incidents).

Using data from STORM the total number of Missing Person incidents reported to the Police in 2002 on the District was 1958. This equates to 14097 hours of Police time if each incident had been investigated.

The discrepancy between the estimated time spent on Missing Person incidents in 2002 (4853hrs) and the number of hours that should have been spent investigating Missing Persons (14097) according to the STORM database highlights the concerns about the quality of investigation being carried out due to time constraints.

Anecdotal evidence from the Police Constables and Police Sergeants supported all the analysis above. When the investigative process was mapped (*Appendix A – District process*) it was apparent that the Sergeants were being forced to make risk managed decisions with very little knowledge about the situation. Many such cases involved persistent Mispers (i.e. children that were frequently absconding) from the Care Home, usually assessed as high or medium risk. Sergeants were reluctant to deploy the necessary resources immediately for such a case, often delaying any proactive action for several hours on the assumption that the absconder would return shortly. This was a particularly worrying part of the process and highlighted the need for the Care Home to be more vigilant about their definition of a Missing Person and the risk they allocate.

Further analysis into persistent absconders and repeat abscondings was carried out over the period of the year (2002). The analysis showed that, out of a total of 138 reports logged on STORM, 104 were attributed to only 7 individuals. This study was carried out at one of the Care Homes but was considered to be typical of all Care Homes in the district when staff were consulted. Police Constables and Sergeants also agreed that the results were typical for Care Homes all over the district and that it was, in their experience, the few absconders that accounted for the majority of the cases being reported.

This part of the analysis identified to us two areas that needed to be addressed for our quality of service to improve with respect to the investigation of Missing Persons:

- Number of 'false' reports (either incidents that should not have been reported as 'Missing Person' or incidents that were incorrectly risk assessed)
- High number of incidents attributed to very few persistent absconders

The District Business Analyst, ROWLEY CRADDOCK, carried out this initial analysis.

4. RESPONDING to the problem

Having identified that Missing Person incidents had become an area of Police work which had become increasingly resource intensive, a new Force Policy identifying the correct investigative process (see *Form 75B – Misper Investigation Form*) was issued which indicated that further resources would be required to be invested in investigations of this nature, as the official Policy had to be applied to all incidents defined as a "Missing Person" incident.

It was decided that, in order to direct the correct level of resources to these persons who are "Missing", the District must ensure that individuals who do not fall within the definition or could be classed as "Absent Without Authority" ("AWOA") are dealt with in the most efficient way, so ensuring their safety, but refraining from deploying the high level of resources required in an official "Missing Person" enquiry.

In order to develop a standardised process, and to ensure that the District could achieve this, work was initially carried out in three areas, ensuring partnership working, and also guaranteeing that the issues were addressed from all angles.

Firstly, work was undertaken with the Somerset County Council Care Homes by way of a new Liaison Group consisting of G and F Sector Inspectors, CPT Supervisors, Care Home Managers and representatives from the National Care Standards Commission (NCSC). This group sort to address

the practical issues that were impacting on all agencies ability to carry out their roles across a range of areas (*Appendix B – Introductory pages of the protocol*). The priority area to be addressed was ‘Missing Persons’. As a result a new process was agreed which incorporated a list of actions to be carried out prior to a report of a “Missing Person” or “AWOA” child from their Care Homes (*Appendix C – process map, Appendix D – list of enquiries*). One of these actions incorporated a formalised Risk Assessment Process (*Appendix E*) which was consistent with the one used by the Police. It was decided at the time that if this agreement was successful it would be rolled out to Private Care Homes. The liaison group has also been successful in other areas of joint working i.e. the agreement for the Police to fund Digital cameras for all LA Care Homes in Somerset and an agreed response to Drugs.

Secondly, training was given to G District Sergeants covering the new Missing Persons policy, the areas that were proving to be particularly problematic and agreements reached for common working practises. In addition, it was decided that a Missing Persons Index Database would be developed to further aid this process.

In addition a programme of presentations was undertaken by the District DCI to all Sector Sergeants covering the issues and policy relating to Missing Persons to ensure that the necessary emphasis was placed in this area of Police work.

It was decided that, due to the cost savings involved, a Missing Persons Co-ordinator was to be employed as a District resource based at Bridgwater Police station. The role of the Missing Person Co-ordinator will initially revolve around two main areas; investigative work and proactive work. The Co-ordinator will develop systems to record cases, report outcomes of enquiries and monitor Care Homes with respect to the number of incidents. The post holder will also work very closely with the Care Homes, both Local Authority and Private, to ensure that procedures are being carried out correctly. Care Home management will be continually informed on how their staff are managing the new system, training will be arranged if necessary and residents will be made aware of the impact they have on various agencies when they go missing.

5. ASSESSING the Approach

In order to ascertain how successful the proposed new systems were, evaluation was carried out at various stages since the initial implementation, through discussions with our Social Services partners, Police Officers and the Care Homes.

The feedback from Police Officers was extremely positive, as a significant proportion of their time has been freed as a result of the initiative. This will be supported when the results of the 2003 Activity Based Costing are published in 2004.

The feedback from the local Care Homes was also extremely positive. This was a little surprising at first, as the scheme had originally created a little more paperwork, and duplication of work by the Care Home Managers, but due to effective management of relationships between the Police and Care Homes, and an understanding of the overall benefits, the new systems were readily embraced. Key to this success was the support provided by the Managers within the Social Services and NCSC which empowered staff within the Care Homes to make informed judgements on individual cases.

In November 2003 MATTHEW COATES, the District Corporate Development Officer, carried out an evaluation of the first 3 months of the pilot.

Wembdon Rise Childrens home in Bridgwater was evaluated. In the period from 1st April – 31st June 2003, Wembdon Rise reported a total of 40 Missing Persons. As already established, this created a burden on the resources of the Police dealing with these incidents.

In the initial 3 months, 1st July – 30th September 2003, there were no reported Missing Persons, and just 6 reports of AWOA – obviously a considerable reduction, meaning a vast reduction in the absorption of Police resources and resultant costs.

6. Developing the Initiative

There is no reason why this initiative could not be easily transferred to other Districts within Avon and Somerset Constabulary, or indeed to any other Police Force. The roll out programme for the whole of Somerset has been formulated and covers:

- Training of Sergeants throughout G and F districts
- Training of L/A and Privately Owned Care Home staff throughout Somerset
- Training of Front Office staff at both Yeovil and Taunton.

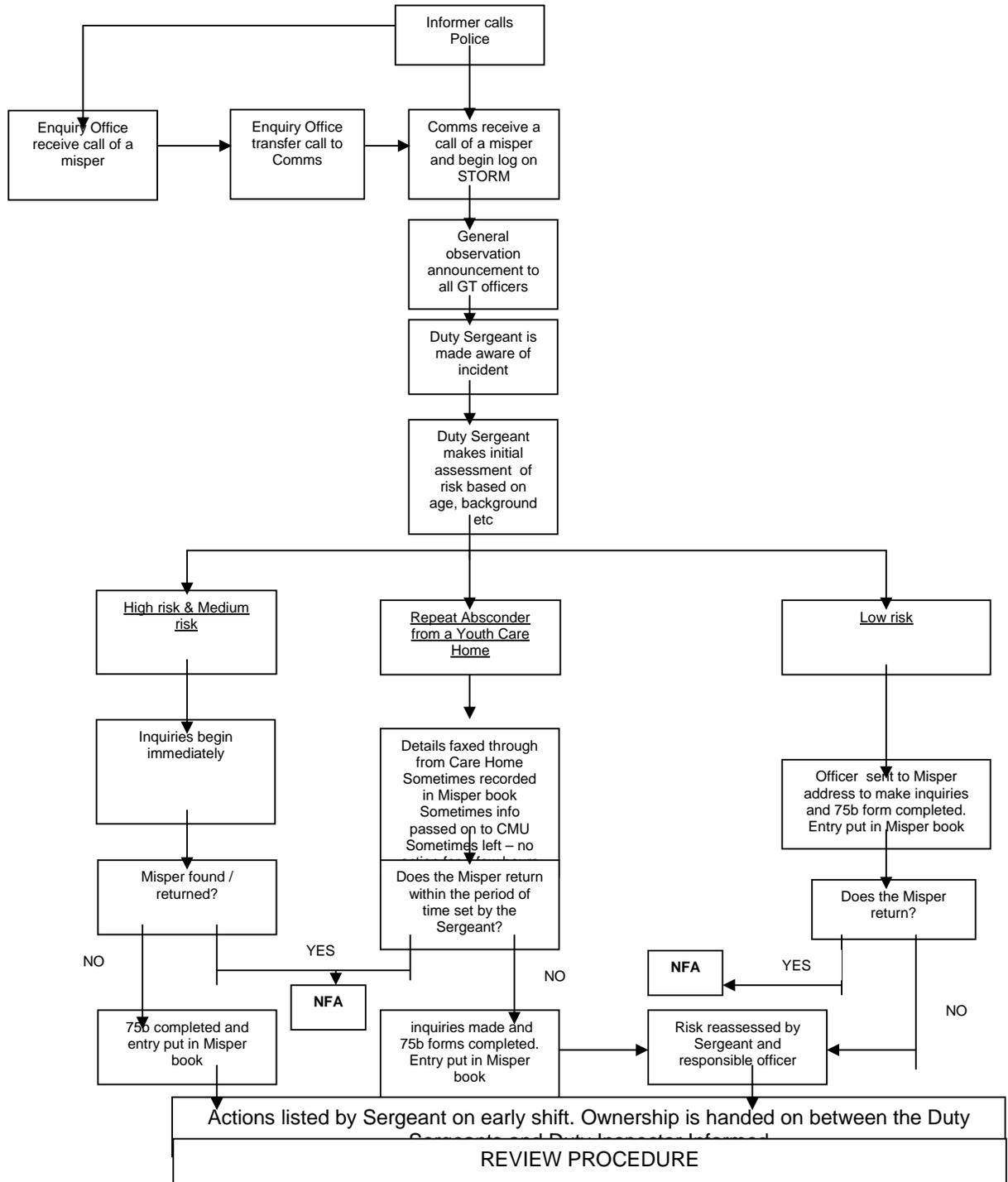
The training has been scheduled and will be delivered by the end of April 2004.

Having carried out the initial review of the scheme, a couple of further developments have been suggested and SGT. RAY HULIN is looking at the feasibility.

Firstly, under the new system, the care homes must fax details of a Missing Person or AWOA to the local Police Station enquiry office. As there is no guarantee that this has been actioned a generic e-mail contact address for Care Homes to report incidents on would be useful. This would guarantee receipt of the report, and further information can be contained, such as a photograph of the child in question.

Secondly, there is the proposal that a “Known Address” system be introduced, whereby if the potential Missing Person or AWOA is at an address known to the Care Home they would not be reported as “Missing” in the first place

APPENDIX A – The ‘OLD’ District Missing Person Investigation Process (prior to this initiative)



APPENDIX B – AGREED LOCAL WORKING PRACTISES

Somerset County Council and
Avon & Somerset Constabulary
South West & South East Districts

This document is aimed at achieving standardised working practises between the Avon and Somerset Constabulary West and East Somerset Districts across a number of issues. It is a living document, which should be added to and amended as working practises develop between the two partners.

This document will not cover information exchange practises as this is covered by existing Avon and Somerset force policy and protocols.

By standardising working practises the maximum effect will be achieved by the resources available to both partners and a substantial impact can be made on the problems that both the police and the County Council are seeking to address.

How this will be achieved:

A liaison group will be established that will consist of members of both partner agencies for the police these members will be as follows:

1. Bridgwater Sector Inspector
2. Taunton Sector Inspector
3. Burnham Sector Inspector
4. Minehead Sector Inspector
5. Yeovil Sector Inspector
6. Frome Sector Inspector
7. Somerton Sector Inspector
8. Wells Sector Inspector.

The District Reactive Detective Inspector from each District.

Child Protection Team Detective Sergeant representing Taunton and Yeovil Offices

For the County Council the members will be:

1. Manager of Uplands Children's Bridgwater
2. Manager of Wembdon Rise Children's Centre, Bridgwater
3. Manager of Staplegrove Children's Home, Taunton
4. Manager of Yeovil Children's Centre, Yeovil
5. Manager of Trull Road Children's Home Taunton
6. Manager of Mendip Children's Centre, Frome

Resource Manager, Somerset County Council

A central liaison person for the police and County Council will be nominated in order to co-ordinate meetings and follow up action. It would not be seen as necessary for each member to attend every meeting and summaries of meetings and actions will be circulated to all involved members.

The liaison group will meet at regularly agreed intervals where current issues will be raised and where agreements reached. They will be added to this document and circulated to staff within both partner agencies.

Areas of partnership work already covered by the groups and meetings, i.e. Crime and Disorder Strategies, will not be discussed at this meeting unless it directly affects everyday working practises between the two partner agencies.

The chair and location of set meeting will alternate between the Police and County Council.

AGREEMENTS REACHED

Police and Children Home response to drugs found in possession of residents

1. Where residents are found to be in illegal possession of controlled drugs the following actions will be carried out by Care Home Staff and Police:

Date:

Staff within Care homes will initially follow the Flow Chart providing guidance on this issue, which is contained within the departmental Manual of Guidance.

If illegal drugs are found and a police response is required:

- a. The police will then attend on the request of the care home staff and take possession of any controlled drugs that are in the illegal possession of any of the residents.
- b. A statement will then be required to be taken from any member of staff finding any controlled drugs. The police will retain the drugs.
- c. Where there is a power of arrest, the resident will be arrested if there are reasonable grounds to suspect that they are in possession of a controlled drug. They will then be conveyed to the nearest police station where they will be dealt with. An appropriate adult will be required to attend which will be provided by social services.

If no illegal drugs are found but it is suspected that residents are using such drugs:

Staff within the home may contact their local Police Schools Liaison Officer who will arrange to provide an appropriate educational input, in consultation with the staff.

Where illegal drugs are found but they can not be attributable to an individual:

The drugs will be secured within the home by staff and full details of the seizure will be recorded. Once secured the Police Beat manager for the area must be notified of its existence and they will collect it when practicable to do so. Once collected arrangements will be made by the Beat Manager to dispose of the drugs in accordance with Force Policy.

Police officers will not take possession of syringes or drug paraphernalia.

If there is a specific issue that has arisen and a strategy has been agreed at management level in order to address it, then separate arrangements should be made between the district police and care home to suit that particular set of circumstances.

THE POLICE AND CARE HOMES' RESPONSE TO UNDER 18 CHILDREN ABSCONDING FROM L.A. AND PRIVATELY OWNED CARE HOMES IN SOMERSET WEST AND SOMERSET EAST DISTRICTS

It has been shown that great demand is placed on Police resources by the large number of U18 Care Home residents reported as missing in Somerset. The new Missing Persons Force Policy now requires more thorough investigation and documentation of Missing persons. The demand on resources has increased and highlighted the need for the Police, Social Services and Private Homes to work in partnership to focus their resources on locating those individuals who are at risk, either to themselves or from contact with others.

Aims of This Agreement:

- Reduce the number of reported 'Missing Persons' from Care homes within Somerset.
- Reduce the amount of 'Persistent Missing Persons' from care homes.

By:

1. Locating any individual who is reported 'Missing' as quickly as possible and securing their safe return by gathering as much information as possible at the earliest opportunity.
2. Securing the return of any individual who is Absent without Authority by utilising the appropriate resources
3. Highlighting Persistent Missing Persons at the Local Liaison Meetings and agreeing action plans to address the reasons behind them going missing.

In a situation where a resident fails to return to a care Home as expected or arranged, the staff within the Home must make an informed decision as to whether the individual should be reported as a **'Missing Person'** or someone who is **'Absent without authority'**

'Absent Without Authority' means : *'Any individual who has not returned back to their home as expected or required but who's location is known or reasonably suspected. There are no immediate serious concerns for their welfare in that location, but their return to the home can not be immediately facilitated.'*

'Missing Person' means : *'Any person whose whereabouts are unknown whatever the circumstances of disappearance. They will be considered missing until located and their well being or otherwise is established.'* (ACPO Definition)

Initial Enquiries Required To Be Carried Out By Care Home Staff in All Cases

- When a child absconds from an U18 Care Home the risk assessment must be reviewed immediately and amended if necessary.
- The 'log of Enquiries' form should be completed by carrying out the list of actions on the form. Once these actions have been carried out and logged on the form the staff member responsible will be in a position to make an informed decision as to whether the child is 'absent without authority' or a 'Missing Person.'
- The results of these actions will be recorded on the form and cross referenced to the actions listed at the top.

1. Locate Any Individual Who Is Reported 'Missing' As Quickly As Possible

1.1 Missing Person Procedure – carried out by Care Home Staff

- The risk assessment and Log of Enquiries forms are faxed through to the responsible District HQ (either Taunton or Yeovil).
- The Care Home staff member must contact the Police switchboard on 01275 818181 and request to be put through to Taunton Communication's centre to report a Missing Person. The Comm's centre will start a Storm Log and notify the relevant Duty Sgt that they have done so.

1.2 Missing Person Procedure - carried out by the Police

- An Enquiry Office staff member must attach the Risk Assessment and log of Enquiries forms to a form 420 and send it immediately to the sergeant on duty responsible for that area at that time.
- The Enquiry Officer must enter the details into the MISPER index kept in the Front Office
- The sergeant on duty responsible for that area at that time, must complete pages 3 & 4 of the 75B form, using the information on the form faxed through from the Home, and circulate the details on PNC.
- The sergeant will allocate an investigating officer to complete initial enquiries, assess the risk and request an electronic photo of the Missing Person if necessary. Once the risk has been assessed by the investigating officer the assessment is confirmed or amended by the duty sergeant and the process continues as per Force Policy
- The OIC will be responsible for ensuring that the Missing person details are placed on the incident report for the relevant District.

1.3 Notification of return

In all cases the Police CMU must fax the Front Sheet of the Missing Person Form and the debrief section of the form to CPT

1.31 Missing Person returns to the Care Home

- The Home must notify the Police by phone
- The initial debrief will be carried out by the Care Home and the details of the reasons given behind them going missing and where they went will be added to the log of enquiries
- The updated finalised Log of Enquiry Form will be faxed to the Police Station
- The Log of Enquiry Form is attached to a form 420 and sent to the duty Sergeant for the relevant police station who finalises the 75B as per Force Policy and cancels the PNC circulation
- The entry in the MISPER index is finalised by the Enquiry Officer
- The Missing person form is then reviewed by the Duty Inspector. They then sign the form if they are satisfied that the individual has returned safe and well and there are no immediate care or criminal issues that need addressing. The forms will then be filed in the District CMU

1.32 Missing Person is found by the Police

- The Home is notified by phone by the Police
- The police officer finding the individual will carry out a debrief with them and record the relevant details on the form 75B
- 75B is finalised as per Force Policy
- The entry in the Misper Index is finalised by OIC notifying the District Front office who hold the index
-
- The individual is cancelled on PNC.
- The Missing person form is then reviewed by the Duty Inspector .They then sign the form if they are satisfied that the individual has returned safe and well and there are no immediate care or criminal issues that need addressing .The forms will then be filed in the District CMU

2.Securing The Return Of Residents Who Are Absent Without Authority.

2.1 Absent Without Authority Procedure – Actions to be carried out by the Care Home

- If the initial enquiries carried out by the Care Home lead to the absconder being reported as absent without authority the next review time must be agreed between the duty staff for the home and their manager.This will then be written on the Log of Enquiries form
- A PNC form (form 9D) must be completed by the Care Home staff member and faxed, along with the Risk Assessment and the log of Enquiries form, to the responsible District HQ (Taunton or Yeovil).
- The case must be reviewed by the Care Home Staff at or by the review time specified on the Log of Enquiries Form.
- If the person is to remain classified 'absent without authority' then the Log of Enquiry Form must be updated with the next review time.
- If the case is reviewed and changed to a Missing Person investigation, then the procedure as a fore mentioned must be followed.
- The Care Home Staff will have the responsibility for keeping the relevant interested parties informed.

2.2 Absent Without Authority Procedure – carried out by the Police

- An Enquiry Office staff member must attach the Risk Assessment, the log of Enquiries forms and the PNC form (form 9D) to a form 420 and send it immediately to the sergeant on duty for the relevant sector
- The Enquiry Officer must enter the details into the MISPER index kept in the Front Office.
- The duty Sergeant must authorise circulation of the details on PNC as Locate Trace by signing and faxing the form 9D to CRB and review their status as 'Absent Without Authority' .The person

to be “notified” , if an individual is checked on PNC will be the Duty Sergeant for the relevant police sector.

- A copy of the 420 will be faxed to the relevant sector FIO
- If no closure has been received from the Home after 24hrs from the time the Police were notified the Duty Sgt will contact the Home in order to receive an update.

2.3 Notification Of Return

In all cases the Police CMU must Fax the front sheet of the final Log of enquiries to CPT.

2.31 Person Absent without Authority returns to the Care Home

- The Home notify the Police by Phone
- Debrief carried out by the Care Home
- Log of Enquiry Form updated and faxed to Police Station
- The Log of Enquiry Form is attached to a form 420 and sent to the duty Sergeant who files the paperwork and cancels the PNC circulation
- The entry in the MISPER index is finalised by the Enquiry Officer

2.32 Person Absent without Authority is found by the Police

- The Home is notified by phone by the Police
- Debrief carried out by the police officer finding the individual and the log of enquires updated with relevant details
- Log of Enquiry Form updated and filed. A copy is faxed to the Care Home then filed in the District CMU
- The entry in the MISPER index is finalised by the Police Officer contacting the relevant Front Office where the Misper Index is held

3. Highlighting Persistent Missing Persons From Care Homes.

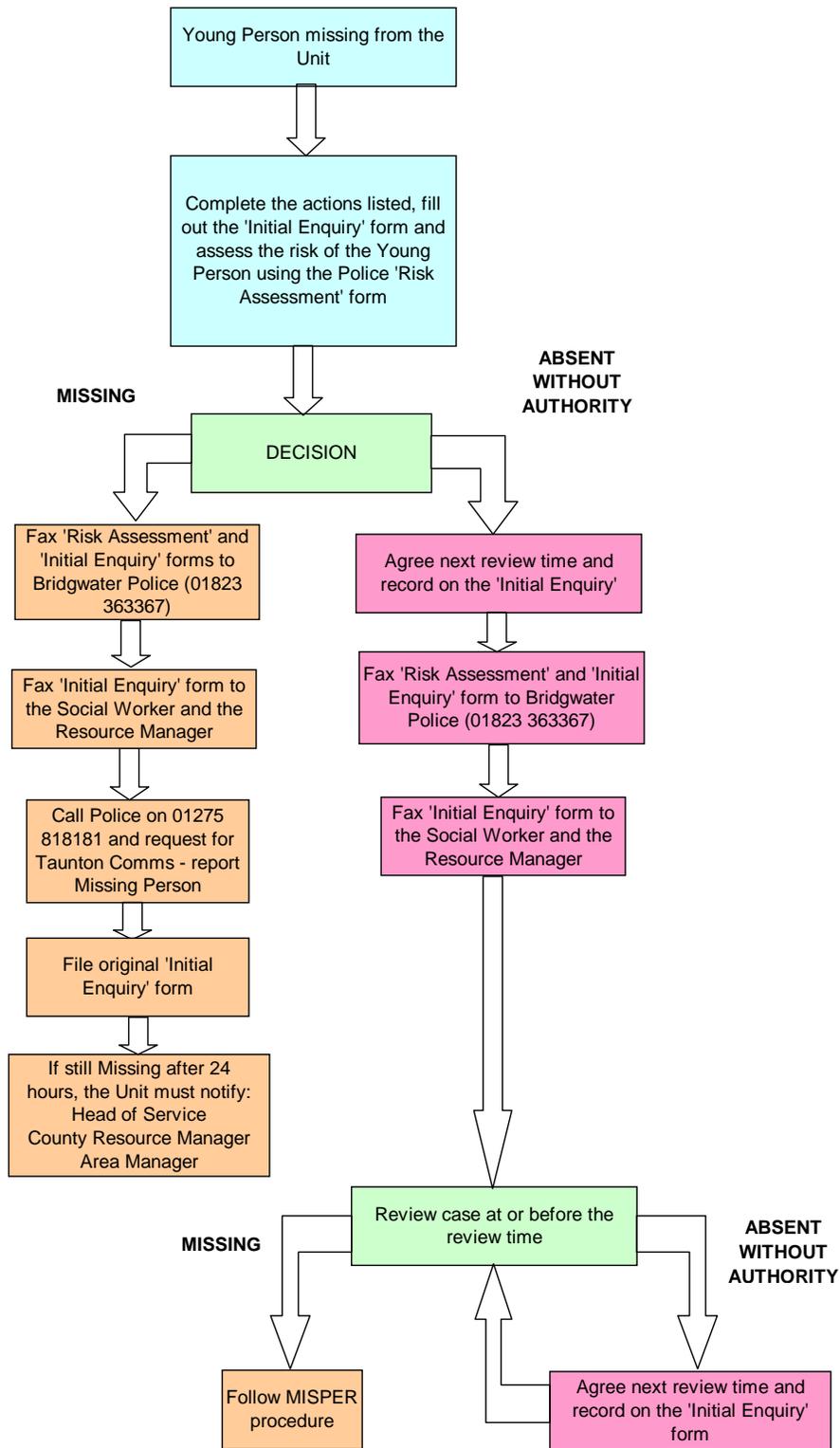
- It will be the responsibility of the CPT representative to report back to the liaison group with a list of the current persistent absconders. An individual will be classed as persistent if they have been missing on 3 or more occasions in the last 12 months, with the most recent incident being within the last two months.
- The care home managers will bring details of individuals about which they have significant concerns
- An action plan shall be drawn up by the group to establish, assess and address the root cause of the repeated absences
- These discussions will form Part 2 of the liaison meeting and only those relevant individuals will be required to take part

- Action Plans will be reviewed at agreed intervals by the group and general issues will be discussed at Part 1 for an exchange of views and the sharing of good practise

4.Returning Individuals To Care Homes Once Found

- It will be the responsibility of the Care Home staff to make arrangements for the collection and return of an individual who has been found after having been reported as Absent without authority or Missing.

APPENDIX C – Care Home Process Map



APPENDIX D - LIST OF ACTIONS

1. Search the room and the Centre – identify what is missing i.e what is on the person
2. Initial enquiries by phone to places previously been or thought to be on this occasion
3. Contact via mobile phone
4. Description – what the resident was last seen wearing
5. Review the resident's file – identify any current issues
6. Contact friends, family who would normally expect to have contact
7. Legal status and any details of any Care Orders
8. Record the number of times the person has been reported missing or AWOA in the past 12 weeks
9. Complete and attach a copy of the Police Risk Assessment

APPENDIX E - Risk Assessment Sheet

Staff should use the following as an aide memoir for some of the factors to be considered when deciding on the likely level of risk a missing person report establishes. None of the factors are weighted or scored. Staff should apply their professional judgement to the situation that is presented to them.

Factor - AGE	Tick if applies	Details and Explanation
10 years old and under		
11 – 14 years		
15 – 17 years		
Over 65 years		

Factor - AGE	Tick if applies	Details and Explanation
Needs essential medication or treatment not readily available to them		
Belief that the person may not have the physical ability to interact safely with others or an unknown environment, eg, visually impaired, Alzheimers, frailty.		
Mental illness or psychological disorder that may increase risk of harm to themselves		
Drug dependency		
Alcohol dependency		
Suspected suicide or self-harm		

Factor - AGE	Tick if applies	Details and Explanation
Family/relationship problems or history of family conflict or abuse		
Employment problems		
Financial problems		
School or College problems		
Ongoing victim of bullying or harassment		
Out of character, eg, unusual behaviour prior to disappearance, disappeared with no prior indication		
Previously disappeared		
On the 'Child Protection' register		
Involved in violent and/or racial incident or confrontation immediately prior to disappearance		
Suspicion of abduction		
Inclement weather conditions where exposure would seriously increase risk to health, eg, an elderly person in severe weather conditions		

Other Factors	Details and Explanation
Other unlisted factor(s) which the officer feels should influence the level of the risk assessment	

Following the completion of the Risk Assessment as above, this case is indicated as:-

Low Risk

There is no apparent threat of danger to either the subject or the public

Medium Risk

The risk posed is likely to place the subject in danger or they are a threat to themselves or others
It requires some level of pro-activity by police and other agencies

High Risk

The risk posed is immediate and there are substantial grounds for believing that the subject is in danger through their own vulnerability or mental state

The risk posed is immediate and there are substantial grounds for believing that the public is in danger through the subject's mental state

Signed:.....

Surname:.....Date (enter year in full) :