



# Phoenix Community Care Ltd Policy & Procedure

## Missing Person

Version	Written	Updated	Scheduled Review Date	Author	Approving Body	Date Approved
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	2014	2016	2018	Gareth Hawkes	Directors	20/7/16



Phoenix Community Care Ltd  
Policy & Procedure

**Missing Person**

**CONTENTS**

**First Instance**

**Call the Social Worker**

**Call the Local Police Station**

**Meeting at the Placement with the Police**

**Keep in Contact**

**Complete Appendix 3**

## Procedure for a Missing Person

In the event of an individual in our care being missing:

### In the First Instance

- a. Leave adequate messages with other tenants in the home.
- b. Leave text messages and voice mail messages on the young person's mobile if they have one. Ask them to contact yourself or their Social Worker as soon as possible in order to prevent you from calling the police and reporting them as missing.
- c. Try to contact friends and family of the tenant to see if they know where the young person is.

### Call the Social Worker

- a. Explain what attempts have been made to locate the young person
- b. Tell them when the last time you met or spoke to the young person concerned.
- c. Write a report to the social worker including dates, times and details of the last meeting or conversation.
- d. Advise the Social Worker of when you will be informing the police as the Social Worker may advise you to report it either sooner or later.

### Call the local police station

- a. Give details to the police of the attempts made to find the young person.
- b. Explain to the police that the young person is looked after by Haringey Social Services under Sec. 17 or 20 and that you are a key worker.
- c. Take note of the crime reference number.
- d. The police will contact you regarding meeting at the placement.

### Meeting at the Placement with the Police

- a. Take photograph of the missing young person and photocopies of their Home Office documents along with the last contact sheet and last key-workers session (only if it was the last contact). Also take details of the young person's mobile telephone number, the contact number of friends or relatives, the contact number and name of their social worker and any information which may help in finding the young person.
- b. Inform the police of any illnesses or risks. Give them any information regarding whether the young person is likely to harm themselves or anyone else.
- c. Make the police aware of any known crimes that the young person has committed or if they are likely to commit a crime and the reasons why you believe this may happen.



## Keep in Contact

- a. Keep any new information you receive concerning the young person.
- b. Inform the young person's social worker or the police if the young person contacts you or if you are made aware that they have contacted anyone else.
- c. Make a report of the meeting with the police including their names and what the next step will be.

## Appendix 3

Complete Appendix 3 of the missing person ACPC for social services. Send them a copy and keep one on file.