



REGISTERED NUMBER CIC 11373253
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Missing Service User Policy and Procedures

Title of Policy: Missing Child/Vulnerable Adults
Effective Date: October 2019
Review Date: October 2021
Policy Number: 2
Policy Authorised by: Nicola Williams

Safeguarding Service User Policy statement

Service user safety is maintained as the highest priority at all times both on and off the premises.

In the unlikely event of a service user going missing, the following will be done.

The following is dependent on the numbers of staff on site and may need adapted in the moment. As long as the steps are followed to the best of your ability.

Service user going missing on the premises

- As soon as it is noticed that a service user is missing the member of staff who noticed raises the alarm to the rest of the staff.
- One staff member must take charge.
- One member of staff will search the ground floor (including the car park) and one member of staff will search the 1st floor. Doors and gates are checked to see if there has been a breach of security whereby a service user could wander out.
- The other service users are brought together and the register is checked, along with a head count to make sure no other service users have also gone missing.
- The lead member of staff must also check the CCTV for signs of where they might have gone.
- The lead member of staff talks to the other staff to find out when and where the service user was last seen and records this.
- The lead member of staff calls the police and reports the service user missing and then calls the parent.
- Another staff member contacts the first person on the list of Directors and works their way down the list until all Directors are informed.
- Those Directors who can get to the “Base” must do so, as quickly as possible.

- The Directors will be the ones to carry out an internal investigation.

Directors list

Nicola Williams	07711 147188	Chief Executive Officer
Robert Williams	07751 218807	Finance Director
Richard Nash	07568 380103	Staff Training & Health and Safety Director
Brenda Moss	07482 543425	Retail Director
Elizabeth Strowger	07873 429315	Assistant Director

Parents/carers should be aware of exit areas all times in order to maintain safety.

Parents/carers attending any groups, sessions or drop-ins within the organisation are responsible for their own service user at all times.

Service user going missing 1 to 1

This describes what to do when staff members have taken a group on an outing, on a 1 to 1.

- As soon as it is noticed that a service user is missing, the staff member searches the immediate vicinity but does not search beyond that.
- The staff member in charge contacts the police and reports the service user as missing.
- The staff member in charge contacts the parent, who may wish to make their way to the location.
- In an indoor venue, the staff members contact the venue's security who will handle the search and contact the police if the service user is not found.
- The staff member contacts the first person on the list of Directors and works their way down the list until all Directors are informed.
- The first Director able to get to the location must do so, the others are to go to the "base".
- The member of staff must remain on site until told they can leave by the Police.

Service user goes missing in a group session

- As soon as it is noticed that a service user is missing the member of staff who noticed raises the alarm to the rest of the staff.
- One staff member must take charge.
- The immediate area is searched by at least 2 staff members if it is safe to do so.
- The other service users are brought together and the register is checked, along with a head count to make sure no other service users have also gone missing.
- Depending on the situation it will be safer to take the other service users back to the “Base”.
- Leaving at least two members of staff on site.
- The staff member in charge contacts the police and reports the service user as missing.
- The staff member in charge contacts the parent, who may wish to make their way to the location.
- In an indoor venue, the staff members contact the venue’s security who will handle the search and contact the police if the service user is not found.
- The staff member contacts the first person on the list of Directors and works their way down the list until all Directors are informed.
- The first Director able to get to the location must do so, the others are to go to the “Base”.
- The member of staff must remain on site until told they can leave by the Police.

The investigation

- Staff members keep calm and do not let the other service user become anxious or worried.
- Nicola Williams will take over communication with the parent of the missing service user.
- The Directors will carry out a full investigation taking written statements from all the staff in the area or who were on the outing.
- The key person/staff member writes an incident report detailing:
 - a. The date and time of the report.

- b. What staff/service user were in the group/outing and the name of the staff designated responsible for the missing service user.
 - c. When the service user was last seen in the group/outing.
 - d. What has taken place in the group or outing since the service user went missing.
 - e. The time it is estimated that the service user went missing.
- A conclusion is drawn as to how the breach of security happened.

If the incident warrants a police investigation, all staff cooperate fully. In this case, the police will handle all aspects of the investigation including interviewing staff. Service user Social Care may be involved if it seems likely that there is a service user protection issue to address.

- The incident is reported under RIDDOR (Reporting of Injuries Diseases and Dangerous Occurrences) arrangements; the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- The insurance provider is informed.

Managing people

- Missing service user incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- The service user may also be sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer service user questions honestly but also reassure them.
- Parents should be informed of any incident involving a missing service user by a member of the Directors.
- Staff may feel vulnerable during this process and will need support. There should always be two members of staff present who are members of Directors board when handling the situation with parents.
- In accordance with the severity of the final outcome, staff may need counselling and support. If a service user is not found, or is injured, or worse, this will be a very difficult time. The chairperson and centre manager will use their discretion to decide what action to take.
- Members of staff, volunteers and Directors must not discuss any missing service user incident with the press without permission from the Chief Executive Officer who will have taken appropriate advice before appointing a spokesperson for the organisation.

STAFF MEMBER	DATE	SIGNED
Nikki		
Robbie		
Brenda		
Liz		
Rich		
Sara		
Stuart		
Daniel		
Sue		
Kayleigh		
Gail		
Laura		
Col		