

# MISSING PERSON POLICY



Effective from: 6<sup>th</sup> May 2019

## MISSING PERSON POLICY

### 1. Introduction

The welfare of all of our service users at Butterfly Bloom is our paramount responsibility. Every member of staff that works for Butterfly Bloom is aware that they have a responsibility for helping to keep all of the service users safe at all times. It is therefore, the responsibility of all staff to search actively for service users that are missing, including working with the police where appropriate.

All Butterfly Bloom service users are registered before service starts in the mornings. A list of absentees is held in the HR office. Therefore, for the purpose of this policy, the term 'missing' refers to a service user being not present without explanation. On occasions, when a staff member identifies a service user as missing from their expected location, immediate action is required as outlined in the procedures below.

Communications with homes, carers and the appropriate services (particularly the police) are an integral part of the procedure and all instances of a missing service user must be reported to the Service Manager during the day or after service hours, whereupon the appropriate investigations will be made. At all stages, consideration will be given as to whether service user's social care should be contacted in line with local procedures and the Safeguarding Adults Policy.

This policy applies to all members of the Butterfly Bloom community; Butterfly Bloom is fully committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in Butterfly Bloom's Equal Opportunity Policy.

Butterfly Bloom seeks to implement this policy through adherence to the procedures set out in the rest of this document. This document is available to all interested parties on request from the main office and should be read in conjunction with the following document: Safeguarding Adults Policy.

## **2. Service users missing during a service times**

As soon as it is noticed that a service user is missing, the Service Manager will:

- attempt to contact the service user where appropriate
- check whether there were any delays or changes to their journey
- check with other service users and ask them if they have any knowledge of the missing service user's whereabouts

If the service user is still found to be missing, the Service Manager will immediately:

- Inform all members of staff and community groups occupying the building, and will initiate and oversee a search of the site
- Coordinate and make the necessary search over the building grounds
- Advise all members of staff and community groups that they must immediately inform the Service Manager if the service user appears

If, within the next 10 minutes, the site search fails:

- The Chief Operations Officer and Family/Carer/Home will be informed, and in some cases a search of local roads will be made on foot, or by car, by available staff and support workers as appropriate
- On completion of this, Family/Carer/Home will be informed and kept up-to-date with any subsequent searches made over the day.
- At their discretion, the Service Manager will arrange for the relevant hospitals and the police to be contacted
- The Service Manager will notify the Chief Operations Officer

If the service user is found, or the incident is otherwise resolved:

- The Chief Operations Officer and Family/Carer/Home will be directly informed by the Service Manager
- The Police will be informed if they have been involved
- The Chief Operations Officer will initiate a full inquiry, and provide a written report. This report and the incident log will be kept on the service user's file

## **3. After The Incident**

- The Service Manager involved will sensitively discuss with the service user's Family/Carer/Home the events surrounding the disappearance of the service user
- The Chief Operations Officer will carry out a full investigation taking written statements from all the staff present at the time
- The incident report will detail:
  1. The date and time of the report
  2. What staff/service users were in the group
  3. When the service user was last seen in the group
  4. What has taken place in the group since then and the time it is estimated that the service user went missing
- A conclusion is drawn as to how the breach of security happened and, if appropriate, procedures (including risk assessments and training) may be updated

## **4. Review**

This policy shall be reviewed every year as part of Butterfly Bloom's annual review of safeguarding, and updated as necessary. In undertaking the review, the Designated Safeguarding Lead will take into account any incidents of missing service users that indicate that there may be a problem with supervision, support or security in the building and any issues raised by individual members of staff, Families/Carers/Homes and service users.