



Policy & Procedure Title:	Missing Persons
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INDEX

1.0 POLICY AIMS

2.0 PROCEDURE

3.0 LEGISLATIVE FRAMEWORK

4.0 HUMAN RIGHTS

5.0 WELSH LANGUAGE STANDARDS

6.0 HEALTH AND SAFETY

7.0 REVIEW & RESPONSIBILITIES

8.0 LINKS TO OTHER POLICIES/ PROCEDURE/ DOCUMENTS

9.0 CODE OF ETHICS

10.0 APPENDICES

Supporting Documents:

Authorised Professional Practice (APP) Guidance:

This Policy has been checked against APP and there is none in relation to the subject matter of this Policy. The National Police Chiefs' Councils Guidelines on Charging for Police Services (April 2018, Version 12.3) has contributed toward the subject matter of this policy and procedure.

1.0	POLICY AIMS
1.1	<p><u>Aims of the Policy</u></p> <p>This Procedure outlines the framework to be adopted by Gwent Police for the investigation of Missing Persons.</p> <p>The objective of this Procedure is to provide officers and staff with guidance to deal effectively with missing person investigations, ensuring all lines of enquiry are being progressed diligently and that there are appropriate levels of supervisory oversight.</p> <p>People go missing for a wide variety of reasons, with the vast majority being vulnerable due to their age, mental health or risk of abuse or neglect. An individual reported missing should be treated as an indicator that they may be at risk of harm, and therefore the safeguarding of that individual is vital.</p> <p>It is emphasised that the overriding principle with any missing person enquiry is to safeguard the missing person with the over-arching aim of being able to confirm they are safe and well.</p>
1.2	<p><u>Authorised Professional Practice (APP)</u></p> <p>All aspects of this Procedure are mandatory and must be read in conjunction with The College of Policing Missing Persons Authorised Professional Practice (APP).</p> <p>APP relating to Missing Persons can be accessed online or via The Beat (see below link). It is authorised by the College of Policing as the official and most up-to-date source of policing practice.</p> <p>It has the same legal status as previous guidance; it is not the law and so, while Police Officers and Staff are expected to have regard to APP in discharging their responsibilities, the status of APP is advisory. There may be circumstances when it is legitimate to deviate from APP, providing there is a clear rationale for doing so.</p> <p>This Procedure has been checked against APP. Gwent Police has adopted the APP provisions, with supplementary information contained within this Procedure Document, which reflects local practice and the needs of the communities served by Gwent Police.</p> <p>https://www.app.college.police.uk/app-content/major-investigation-and-public-protection/missing-persons/ (copy link into browser as hyperlink is disabled)</p>
1.3	<p><u>Definitions</u></p> <p>The College of Policing definition of Missing is:</p> <p>“Anyone whose whereabouts cannot be established will be considered as missing until located and their wellbeing, or otherwise, confirmed”.</p> <p>Definitions of Low, Medium and High Risk are in the below table. These definitions, together with applying the National Decision Model based on all information known at the current time, will form the basis of the risk grading.</p>

The following table should be used as a guide to an appropriate level of police response based on the initial and ongoing risk assessment in each case.

No apparent risk - Absent

There is no apparent risk of harm to either the subject or the public.	Actions to locate the subject and/or gather further information should be agreed with the informant and a latest review time set to reassess the risk.
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Please note - this category is not for Police use.

Parents and carers (including staff acting in a parental role in Care Homes) are to accept normal parenting responsibilities and undertake reasonable actions to identify the whereabouts of the child in the first instance prior to reporting the child missing to the Police. For example, if the child has failed to return home at the agreed time, it is expected that parents, guardians or carers are to contact friends, family members and complete other enquiries before contacting the Police.

Should there be other risks or concerns identified, however, the child is to be reported missing and Police officers are expected to deal with that individual as a missing person, with the relevant risk grading applied (see below), and active enquiries progressed.

Low risk

The risk of harm to the subject or the public is assessed as possible but minimal .	Proportionate enquiries should be carried out to ensure that the individual has not come to harm.
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When considering a risk grading, officers must note that children under 18 can **NEVER** be graded as Low Risk due to their age.

Medium risk

The risk of harm to the subject or the public is assessed as likely but not serious .	This category requires an active and measured response by the police and other agencies in order to trace the missing person and support the person reporting.
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High risk

The risk of serious harm to the subject or the public is assessed as very likely .	This category almost always requires the immediate deployment of police resources – action may be delayed in exceptional circumstances, such as searching water or forested areas during hours of darkness. The FIM and Bronze Insp must be notified asap and must be involved in the examination of initial lines of enquiry and approval of appropriate staffing levels. Such cases should lead to the appointment of an investigating officer (IO) and possibly an SIO, and a police search adviser (PoISA).
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	There should be a press/media strategy and/or close contact with outside agencies. Family support should be put in place where appropriate. The Missing Persons Bureau (See Annex C) should be notified of the case without undue delay. Children’s services must also be notified immediately if the person is under 18.	
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“**Serious Harm**” is defined as:

A risk which is life threatening and/or traumatic, and from which recovery, whether physical or psychological, can be expected to be difficult or impossible

2.0 PROCEDURE

2.1 Role of the Force Control Room (FCR)

The majority of missing person reports will be the result of a phone call to the Force Control Room and as such STORM will be utilised to gather the initial information.

Where a missing person is reported by any other means, the FCR are to be informed and a STORM log to then be created.

On receipt of a missing person report, it is the responsibility of the FCR staff to:

- Follow the Question Set for Missing Persons, ensuring all answers are accurately recorded.
- Create a Niche record and link the relevant information to the occurrence, such as the occurrence address, the person reporting, and the missing person.
- Check Police systems to identify whether the missing individual is subject to any additional missing protocols, such as the Herbert Protocol, and ensure officers are directed accordingly. (See Annex C for information on National and local Protocols)
- Ensure prompt officer allocation for all reports, in particular missing children, bringing any delay to the attention of the Area Incident Sergeant and the local Sergeant.
- For potential High Risk missing persons, ensure the FIM and Bronze Inspector are notified.
- For High Risk missing persons, circulate the individual on PNC, and / or add a High ACT marker on their vehicle (if applicable) prior to awaiting any officer attendance.

The call handler is a critical first point of contact in missing person cases, and the level and quality of the information obtained is crucial to determining the appropriate response.

The attending officer will be responsible for obtaining further information and assessing the risk grading (see 2.3 below).

Where a missing person has been assessed as High Risk, the Storm log must remain open for fast track actions to be documented.

Low and Medium Risk missing person investigations are progressed by the OIC via niche. There is no requirement to keep the Storm log open, unless cross border enquiries are

necessary and therefore Storm will facilitate the transfer of these requests and any subsequent updates.

Any resourcing issues regarding the attendance of an initial missing person report are to be brought to the attention of the Area Incident Sergeant and / or the Bronze Inspector.

2.2 First Officer Response

Officers responding to a report of a missing person are to attend the location of the individual's home address and / or the location of their last sighting.

A full search of the property including the attic and any outbuildings is to take place and officers MUST complete this search as a matter of priority. Without confirmation this has been completed, other avenues of investigation cannot be authorised (for example: requesting air support or urgent cell site work on the individual's phone).

When searching the address for the missing person, officers are also seeking to identify whether they have taken any items with them (such as clothing / passport / money), and also whether they have left anything behind (such as a suicide note).

See **Appendix 1** for guidance on initial actions.

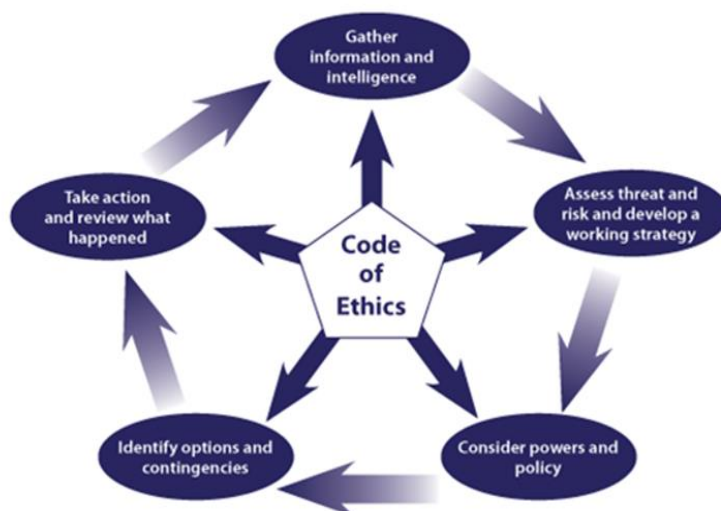
The missing person investigation is to be maintained within the Missing Person Report (see Section 2.4 below) in Niche, including all tasking actions, investigative updates, risk assessments and supervisory reviews.

It is vital that all possible information regarding the missing person is obtained in order to enable an effective and thorough investigation.

2.3 Risk Assessment and Levels of Response

An assessment of the circumstances of the missing person and their disappearance is vital in identifying the risks to which that person, and the community, are likely to be exposed to.

Officers are to use the National Decision Model (NDM), below, to assist in assessing the situation and identifying an appropriate risk grading which will drive the response and subsequent investigation.



The rationale for any risk grading is to be fully documented within the niche record.

Risk assessments must be applied to every missing person report, and are to be based on the current information, not on previous knowledge or assumptions.

Appendix 2 provides a list of factors to guide officers when working through the NDM in order to ensure a thorough and informed risk assessment can be made.

High Risk missing persons are to be brought to the attention of the covering FIM and Duty Inspector immediately. The Duty Inspector will assume management responsibility for the investigation. This will include completing a timely review at the beginning of the shift, ensuring appropriate resources are allocated, and ensuring all identified actions are being progressed expeditiously.

For Medium risk missing persons, the Duty Inspector will maintain managerial oversight and the covering response sergeant will take supervisory ownership. (See Section 2.6 for levels of supervision). Both the duty Inspector and covering sergeant will endorse the record to confirm that the risk grading has been reviewed, any new information has been considered and that appropriate resources have been allocated.

For Low risk missing persons the covering Sergeant will maintain ownership of the investigation. They must ensure the record is reviewed regularly and appropriate resources are allocated.

A risk assessment is an ongoing process which requires regular reviews. Officers are to be mindful to consider how a risk can increase, such as where the length of time the person remains missing increases. This particularly applies to missing children. If the risk assessment changes, the response will also need to reflect this.

Terminology such as “street wise” has historically been used when assessing some missing children. It suggests the child is able to look after themselves and therefore less likely to come to harm. However, a child repeatedly reported missing may in fact indicate underlying concerns (such as taking greater risks or being a victim of Child Sexual Exploitation), and therefore potentially at higher risk, and should be treated as such. This terminology is therefore extremely unhelpful and misleading, and must not be used.

2.4

Missing Person Report

All information regarding a missing person is to be recorded on the Missing Person Report. This is a separate document to be created and saved within the occurrence.

This report is split into sections which can be expanded by either clicking on the ‘pencil’ or ‘+’ symbol for adding further information, or by clicking on the ‘>’ symbol to access information already within niche regarding the missing individual.

The top section of the report provides the basic information regarding the missing person, and **MUST** be fully completed.

Information here is similar to that which has historically been recorded in the ‘Misper1’ OEL entry. However, this template is to no longer be used and all relevant information relating to the missing person **MUST** be added to the Missing Person Report instead.

The Report is designed to enable the content to be linked to future missing person reports for the same individual. Therefore, the more information you include, the more beneficial it will be for you and your colleagues should this person be reported missing again in the future. The information from the previous report can be electronically transferred to the new report.

Within the top section of the Missing Person Report, clicking on the 'pencil' symbol will open up this box to enable ALL details to be completed. This includes: 'Managing Unit', which will either be GWP EAST MISSING PERSONS or GWP WEST MISSING PERSONS.

It's vital the correct information is added to ensure the Misper Whiteboard is accurate. The drop down options include SWP BCUs, so please take care not to select these.

See Sections 2.15 and 2.16 for guidance on completing the Missing Person Return within the Report, and for closing the Report.

2.5

Missing Persons Abroad

Individuals circulated as missing on PNC have historically also been automatically circulated abroad under Article 32 of the Schengen Agreement (SIS II).

The UK is currently in a Brexit transitional period until 31/12/2020 and therefore can no longer rely on this happening until further details are known about any Brexit deal.

Any missing persons believed to have travelled abroad are therefore to be circulated both on PNC, and also via an Interpol 'Yellow Diffusion' (for specific countries or geographical zones such as EU member states) or a 'Yellow Notice' (worldwide). All requests are to include an image of the missing individual or a very detailed description.

Prior to any such circulation of a missing person to another Country, a Risk Assessment MUST be completed along with the Interpol form. This is mandatory for all Countries other than those in the European Union, the UK, US, Canada, Australia or New Zealand.

Risk Assessments must be reviewed and authorised by an Inspector or above, and also by the International Liaison Officer (ILO) or Foreign National Offender (FNO) Officer.

Requests are to be emailed to FIBMail@gwent.pnn.police.uk (copy link into browser as hyperlink is disabled) for the attention of the ILO or FIO to review, together with the Yellow Notice or Diffusion. The ILO / FNO will ensure any such requests are then forwarded to Interpol.

All Interpol forms and the Risk Assessment can be found on The Beat or via the following link: https://thebeat/sorce/beacon/default.aspx?pageid=joint_ICCC (copy link into browser as hyperlink is disabled)

2.6

Levels of Supervision

It is the responsibility of the Duty Inspector to maintain ownership of missing person investigations that are assessed as medium or high risk. They must review each live investigation during their tour of duty to ensure that the risk grading is appropriate, that lines of enquiry have been identified and are being progressed and appropriate resources have been allocated.

The covering response Sergeant is responsible for supervising the investigation. This includes (but is not limited to) ensuring that:

- The initial investigation is progressed expeditiously
- Sufficient resources are allocated
- The Missing Person Report is fully completed
- The risk assessment is reviewed and verified
- Consideration is given to involving other resources
- The next duty supervisor is fully briefed to ensure continuity of the investigation.

At the commencement of each shift, the covering Sgt is to ensure:

- They have received a verbal handover regarding the missing person
- At least one officer is allocated to each missing person enquiry, and that officer is not utilised for other calls or commitments
- Completed enquiries are reviewed, ongoing enquiries are progressing, new lines of investigation are identified and documented, and the risk grading is reviewed.

Details of live missing person investigations must be included on local and Duty Inspector handover documents.

All missing person investigations must be subject to active and proportionate investigation with intrusive direction by the supervisory officer. Investigations, particularly in the early stages, must have a documented handover process where it clearly details the current supervisor and a nominated OIC.

2.7

Reviews

Additional tiers of supervisory review are required depending upon the identified risk level and / or the length of time a subject has been missing:

HIGH RISK			
1st Review	By whom	Subsequent Reviews	By whom
As soon as possible, but in any case within 48 hours	Detective Inspector	Regular reviews to be set at each previous review, dependant on the circumstances of the case.	Detective Inspector or Senior Investigating Officer

MEDIUM RISK - CHILDREN			
1st Review	By whom	Subsequent Reviews	By whom
48 hours after reported missing	Detective Inspector	Every 5 days, or as set at each previous review.	Detective Inspector or Senior Investigating Officer

MEDIUM AND LOW RISK - ADULTS			
1st Review	By whom	Subsequent Reviews	By whom

28 days after reported missing	Detective Inspector	At 3 months, 6 months, then annually thereafter	Detective Inspector or Senior Investigating Officer
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It is the responsibility of the duty Inspector to ensure all current missing persons are discussed at the 0830 DMM, to highlight when the above reviews are required and to ensure a Detective Inspector / Sergeant is made aware to complete their reviews, as appropriate.

2.8 **Long Term Missing Persons**

The Long Term Missing Person Whiteboard is maintained for those individuals who have been missing for 3 months or longer.

Where there are still dynamic enquiries to progress at the 3 month stage, it may be more relevant for the individual to initially remain on the East / West Whiteboard. Any decision to transfer a subject to the Long Term Missing Person Whiteboard is to be made by the East or West SMT in conjunction with the SIO carrying out the 3 month review, and again at the subsequent reviews (as above).

Ownership of individuals on the Long Term Missing Whiteboard will be the responsibility of the East and West Vulnerability DCIs.

Family and carers should be given reasonable expectations about ongoing contact for long term missing person enquiries.

2.9 **Multi-Agency Approach**

With the introduction of the Local Authority Safeguarding Hubs, the Missing Children's Team has now ceased to exist. Officers from this team now sit within the East and West PPU's, and dial into the 0830 DMM where they can offer support and assistance on current missing children.

Newport, Torfaen and Blaenau Gwent currently have Safeguarding Hubs based in Social Services settings, and also staffed by a Detective Sergeant. Any multi-agency approach to safeguarding missing children will be addressed within the Hubs.

It is the responsibility of the officer completing the return interview (See Section 2.15) to ensure Social Services are informed of vulnerable adults or children reported missing, by way of PPN submission. For all high risk cases, this information must be shared immediately.

2.10 **Child Sexual and Child Criminal Exploitation (CSE / CCE)**

Officers should be mindful that going missing can be a warning sign of a range of serious harms including sexual and criminal exploitation, bullying, mental health issues and unhappiness at home. Some children who go missing will experience serious harm while away and patterns of missing can help to identify ongoing harm they may be experiencing.

Regular missing children may be more vulnerable to CSE / CCE, particularly if they keep being found at an address of an adult or individuals with a criminal history.

A common feature of this form of exploitation is that the child does not recognise the coercive nature of the relationship in which they are involved, and does not see themselves as a victim of exploitation or at risk.

Op Quartz children will have a master niche occurrence, within which all strategy discussions and multi-agency information will be recorded. These children will have a niche flag, identifying this master occurrence.

2.11

Child Abduction Warning Notices (CAWN'S)

The Child Abduction Warning Notice procedure is for those occasions where Police become aware of children spending time with an adult who is believed could be harmful to that child, for example, where there is intelligence suggesting the adult has a sexual interest in children. Where appropriate, a CAWN can be issued to that adult. Where this is the case, this information is to be added to that individual's Niche record, and any further contact with that child is to be dealt with proactively.

Where it's been identified that a child has been in the company of an adult whilst missing, officers are to consider issuing a Child Abduction Warning Notice (CAWN). This can be an effective disruption strategy to sever contact between the child and individuals who may wish to exploit them. A CAWN must not be used where a prosecution is more appropriate.

Consideration of issuing a CAWN is to be given in conjunction with officers from Op Quartz or the child's Social Worker, where relevant.

2.12

Missing or Wanted

There will be occasions where people may be reported as missing who are wanted in relation to:

- Their suspected involvement in a criminal investigation
- An outstanding warrant
- Having absconded from lawful custody
- Having entered the Country without appropriate authority

Each case should be evaluated and responded to appropriately, taking into consideration the context of the missing report and the risk to the individual.

Where a person is wanted for a minor matter, but the missing person risk assessment indicates a high risk, then it's more appropriate to deal with them as a missing person. However, where the risk is low or negligible, and the wanted matter is for a serious offence, then it would be more appropriate to deal with that individual as a wanted person.

The most suitable response to dealing with a wanted / missing person is to be considered by the supervising officer of the missing person report in order to ensure any risk or vulnerability is properly addressed. This will be subject to ongoing review.

Officers and supervisors are to be careful when considering treating a person as a concern for welfare as opposed to missing. Any decision making rationale is to be clearly documented.

2.13 **Missing from Hospitals / Psychiatric Hospitals**

A person is legally allowed to leave hospital if they are over the age of 18, have mental capacity and are not detained under the Mental Health act.

Hospitals owe a duty of care to their patients which includes a duty to protect vulnerable individuals, therefore, when an individual is reported as having absconded from a hospital, it is reasonable to expect hospital staff to have already searched the grounds and made enquiries with NOK's, before reporting to the Police.

The exception to this will be where there is an immediate, real and substantial risk to life and / or serious injury.

2.14 **Transfer to Other Police Forces**

The National Missing Persons guidelines state:

Where a child is placed out of area, unless there are specific investigative reasons for doing so, the investigation should be transferred to the police force area in which the placing authority is located. This is usually appropriate as the young person will gravitate towards their home area, which is where most of the enquiries will be centred. There should be credible evidence to suggest the person is either not in the force where they have gone missing or that they have returned to the placing force.

Where a child reported missing is believed to be in another Force area, officers are to complete the Missing Person Report and any necessary enquiries in the first instance in order to confirm the child is no longer in the Gwent Police area. Full updates of these enquiries are to be provided to the receiving force, together with a rationale for requesting ownership is transferred.

The same principle is to be applied for all other missing persons where the principle issue is to consider where the majority of the enquiries are and who has greatest opportunity of locating the missing person.

There must be clear and unambiguous ownership and responsibility for the investigation. In cases where the appropriate ownership is not clear, the matter should initially be agreed between supervisors within each relevant force to determine who should own the investigation. In the majority of cases it will be easily apparent which force should lead, for example where the majority of enquiries will be in one force area or where the enquiry is linked to other investigations in another force area.

Where an agreement on primacy for an investigation has not been resolved, all necessary enquiries should continue with the originating force.

2.15 **Missing Person Return**

The purpose of a Prevention Interview (previously known as a Return Interview, and also sometimes referred to as a Safe and Well Check by other agencies) is to identify

any ongoing risk factors which may contribute to the person coming to harm or going missing again.

This is achieved by establishing why the individual went missing, where they have been and who with, what they have done whilst missing, and whether they have been subject to any risk or harm.

The Prevention Interview must take place in person with the individual in order to ensure they are no longer at risk of harm. If there are any concerns regarding the individual's state of mind (for example, if it's known or suspected they had intended to harm themselves while missing, or there is information from the FCR Mental Health Practitioner or a family member to suggest this could have been the case), officers should not leave the individual alone. Officers should seek medical assistance when necessary, and / or ensure a family member / close friend is present to ensure ongoing support and safeguarding for the individual.

Understanding the reasons why an individual went missing may help to prevent future harm, and / or further missing episodes. It is therefore vital that the Prevention Interview of the missing person is carried out thoroughly and sensitively.

Officers are to bear in mind that the missing person may have been subject to crime, particularly child sexual / criminal exploitation if a child, and to be watchful of any indicators of this.

Some individuals may refused to engage with officers during the prevention interview, however it's still important to record what is observed, particularly in the case of missing children, such as:

- Does the individual appear to be under the influence of drugs or alcohol
- Do they appear distressed or anxious, or are they calm
- Do they have any visible injuries or marks, or do they appear to be in pain
- Do they present as dirty and dishevelled. Are they wearing the same clothes they left in, or different clothes

Where a person is reported missing but returns home before Police attendance, the attending officers must still complete the Missing Person Report and the Prevention Interview in order to obtain all the relevant information. Regardless of whether the individual has returned home, they have nonetheless originally been reported missing and this therefore needs to be accurately reflected in a Missing Person Report.

A PPN must be submitted to Social Services for all missing children, detailing the circumstances of the missing episode and the child's return.

2.16

Closing Niche

Once the Prevention Interview has been completed by the attending officer, it must be electronically signed by that officer, and then a supervisor.

The supervisor must then complete the 'supervisor/specialist outcomes' section. Without this information being completed, the Missing Person Report will not show as closed, and the individual will remain on the Whiteboard as missing.

Niche can then be closed in the normal way.

2.17	<p>When a missing person returns or is found, officers must ensure all active enquiries are cancelled. These would include updating Corporate Communications regarding any press releases, and cancelling any circulations with PNC / Interpol.</p> <p><u>Media Appeals</u></p> <p>All appeals regarding missing people, regardless of the level of risk, must have Inspector authorisation. It is the Inspector's responsibility to ensure that all relevant checks have been undertaken to find the individual before a public appeal is considered. Please also consider any increased risk posed by appeals relating to potential victims of child sexual exploitation, domestic abuse or modern day slavery. These cases must have SIO level authorisation.</p> <p>Please forward the appropriate level of authorisation to the Press Office for us to publish the appeal.</p>
3.0	LEGISLATIVE FRAMEWORK
3.1	<p><u>Legislation & Guidance</u></p> <p>This Policy and Procedure takes into account:</p> <ul style="list-style-type: none"> • Duties within the Human Rights Act 1998 (HRA) and the European Convention on Human Rights (ECHR) to protect life and protect persons from inhuman and degrading treatment. • The common law duty of the Police to protect life and property and detect crime
4.0	HUMAN RIGHTS
4.1	<p>This Procedure has been checked for compliance with the Human Rights Act with particular reference to the legal basis of its precepts, the legitimacy of its aims, the justification and proportionality of the actions intended by it, that it is the least intrusive and damaging option necessary to achieve the aims and that it defines the need to document the relevant decision making processes and outcomes of actions.</p>
5.0	WELSH LANGUAGE STANDARDS
5.1	<p>This Policy aims to comply with the Welsh Language Standards in terms of dealing with the Welsh speaking public, impact upon the public image of the organization and the implementation of the Welsh Language Standards.</p>
6.0	HEALTH AND SAFETY
6.1	<p>The Gwent Police Service Dynamic Risk Assessment should be applied as necessary. A training package in the use of risk assessment will be provided to all police personnel if requested or required.</p>
7.0	REVIEW & RESPONSIBILITIES

7.1	The policy business owner maintains outright ownership of the policy and any other associated documents and in-turn delegate responsibility to the department or unit responsible for its continued monitoring.
7.2	The policy should be considered a 'living document' and subject to regular review to reflect upon any Force, Home Office, NPCC, legislative changes, good practice (learning the lessons) both locally and nationally.
8.0	LINKS TO OTHER POLICIES/ PROCEDURES/ DOCUMENTS
8.1	<ul style="list-style-type: none"> • Child Sexual and Criminal Exploitation • Community Impact Assessment • Critical Incidents • Data Protection • Freedom of Information • National Decision Model • Modern Slavery / Human Trafficking • Welfare Check Policy
9.0	CODE OF ETHICS
9.1	This policy/procedure is underpinned by the Code of Ethics for Policing which has been considered in the creation of this policy/procedure
10.0	APPENDICES
10.1	<p><u>Appendix 1 – Actions</u></p> <p>The below list is not exhaustive.</p> <p>Each missing person is unique and there may be additional enquiries and actions identified as a result.</p> <p>The below actions are intended only as a guide for officers:</p> <ul style="list-style-type: none"> • Thorough search of the premises, including outbuildings, loft space and surrounding are. If a crime scene is suspected, preserve, commence a scene log and notify a supervisor immediately. It's vital that this search is completed at the earliest opportunity. Without confirmation that the misper is no longer at this property, it is unlikely assistance from NPAS or SPOC will be authorised. This search is not only to look for the missing person, but also to identify: <ul style="list-style-type: none"> ○ What items (if any) have been taken, such as clothing or passport / is there any indication the misper has made preparations to leave ○ Any items that have been left at the property, such as diaries, letters or a suicide note ○ Any other relevant information, such as banking details, usernames and passwords, or an address book. • Obtain full lifestyle information about the missing person and the circumstances leading up to their disappearance:

Identify family / friends / associates / links to any other addresses / work place / are they in possession of any keys / favourite locations / significant locations (such as a graveyard) / known appointments with other services / do they have access to money / hobbies and interests

- Obtain details of any medication – names, quantities and dosage, when is medication due and when last taken, details of adverse effects if not taken and timescales of this.
- Obtain a photo of the misper, making sure it is a true likeness.
- Consider press release and obtain consent if relevant.
- House to house
- Identify any CCTV opportunities.
- Circulate the misper on PNC. To be completed immediately for High Risk cases, or if a passport is missing, or there is information to suggest the misper is travelling abroad.
- Obtain details of the misper's mobile phone including phone number and IMEI number where possible and whether it has a location finding App installed. Consideration for cell site analysis / historic phone data.
- Check 1471 and 1571 on the misper's landline for last calls / voicemails, if relevant
- Obtain details of the misper's Social Media accounts, including login and password details.
- Does the misper have access to a vehicle? Request the FCR carry out ANPR checks, locally and nationally, if relevant, straight away. ACT marker to then be added.
- If public transport suspected, notify relevant bus and taxi companies, and BTP.
- Contact hospitals, including Mental Health Trusts – consider hospitals in neighbouring Force areas
- Contact Ambulance Service – have they had any calls to the misper's home address?
- Consider specialist officers or resources:
 - NPAS
 - Dog Section
 - POLSA
 - SPOC for phone work
 - Financial Investigators
 - Fire and Rescue
 - Coastguard
 - Mountain Rescue

- Does the misper have access to money / have there been any cash withdrawals or card usage?
- Arrange for a TextSafe message to be sent to the misper's phone by the Charity, Missing People. Further details can be found in Annex C, below, or via The Beat.
- If the misper has dementia, ask relatives / NOK if they have a Herbert Protocol (see Appendix 3 for further information).
- If the misper is under 18 years of age and potentially at significant risk of harm, consider the use of Child Rescue Alert (see Appendix 3 for further information).
- If the misper is a child in care or a 'CAL' (Children Looked After - previously known as LAC – Looked After Child), ask the care home staff or other relevant carer, if they have a protocol in place that holds all relevant information on that person. This is a similar initiative to the Herbert Protocol and therefore ensures all relevant information about that child is quickly captured and can be acted upon (see Appendix 3 for further information). Please note, this protocol is for Care Homes to adopt in accordance with the All Wales Child Safeguarding Procedures.
- Arrange with the family / person reporting the misper for a point of contact to enable regular updates to flow.
- Consider proof of life enquiries – DWP / DVLA / Passport Office / Vehicle Recovery Services / Car Rental Companies
- Obtain DNA samples
 - For HR missing, these need to be obtained within 24 hours
 - For MR and LR, obtain within 7 days.

These samples should be retained and submitted to the relevant database (held by the NCA Missing Persons Team) for all long term cases (over 28 days missing), or sooner where there is an investigative need.

10.2

Appendix 2 – Risk Assessment Decision Making Guide

The following factors are a guide to assist officers when working through the NDM in order to make an informed risk assessment:

- Details and circumstances surrounding the person going missing
- Who is giving the information?
- Why are they worried about the person?
- Is the person vulnerable due to age, infirmity or any other factor?
- Does the missing person have any physical illness or injury, or a mental health problem?
- Do they need essential medication that is not likely to be available to them?
- Drug or alcohol dependency?
- Belief that the person may not have the ability to interact safely with others or an unknown environment
- Circumstances relating to disappearance
- Have they been missing before, and if so what happened whilst they were missing?

- Behaviour that is out of character is often a strong indicator of risk; are the circumstances of going missing different from normal behaviour patterns?
- Is the person suspected to be victim of a significant crime in progress, eg, abduction?
- Is there any indication that the person is likely to commit suicide?
- Do they pose a danger to other people?
- Is there a reason for the person to go missing?
- Are there any indications that preparations have been made for the person's absence?
- What was the person intending to do when last seen (eg, going to the shops or catching a bus) and did they fail to complete their intentions?
- Weather conditions can present risk and should be considered in combination with other factors such as age.
- Influences on the person's life
- Are there family or relationship problems or a recent history of family conflict and/or abuse?
- Are they the victim or perpetrator of domestic violence?
- Are they on a Child Protection Plan?
- Is the person currently the victim of bullying or harassment, eg, racial, sexual, homophobic?
- Were they involved in a violent and/or racist incident immediately prior to their disappearance?
- Do they have any problems associated with their school, college, university, or employment or their finances?
- Consider if forced marriage or honour-based violence is an issue.
- Consider if they might be the victim of sexual or criminal exploitation. If so, going missing is likely to place them at considerable risk of harm.
- Are there any other unlisted factors which the officer or supervisor considers should influence risk assessment?

10.3

Appendix 3 – Supporting Organisations and Protocols

National Crime Agency (NCA) Missing Persons Bureau

The NCA Missing Person's Bureau is the national and international point of contact for all missing persons and unidentified body cases, and provide support and advice to all Police Forces.

<https://www.nationalcrimeagency.gov.uk/contact-us/7-missing-persons-bureau> (copy link into browser as hyperlink is disabled)

Missing People Charity

This is a UK Charity providing support and advice for missing people and their families. They provide a 24/7 helpline service, and will work with Police Forces to help locate missing people.

They provide a 'TextSafe' facility whereby a text is sent from 'Missing People' instead of a Police officer, therefore providing the missing person an opportunity to respond to this 'neutral' confidential charity if they are reluctant to make contact with the Police. Details on how to request a TextSafe can be found on The Beat, or via

<https://www.missingpeople.org.uk/> (copy link into browser as hyperlink is disabled)

Child Rescue Alert

Child Rescue Alert is the responsibility of CEOP, a command of the NCA, and is managed in partnership with the charity Missing People.

It is a nationwide system designed to alert the public as quickly as possible when a child is known to have been abducted or their life is believed to be at immediate risk.

More information can be found via <https://www.childrescuealert.org.uk/> (copy link into browser as hyperlink is disabled)

The Herbert Protocol

Is a missing person's protocol for people living with Dementia. It asks carers, family members, or friends to complete a form, recording all vital details about their loved one, such as medication, mobile number, places previously visited / lived / located. This information can then be shared with Police should the person be reported missing.

Protocol to protect children and young persons

This can also be known as a Philomena Protocol in some English Police Forces. It encourages staff, carers, families and friends to compile useful information that could be used in the event of a young person going missing from care. This protocol is for Care Homes to adopt should they choose to.

NSPCC Child Trafficking Advice Centre (CTAC)

Provide advice and guidance to professionals concerned that a child or young person has been, or is about to be trafficked into or out of the UK.

<https://learning.nspcc.org.uk/services/child-trafficking-advice-centre/> (copy link into browser as hyperlink is disabled)