Visual Aid - COMMUNITY SERVICES – CONCERN ABOUT SOMEONE. WHO MAY BE MISSING OR CONCERN FOR WELFARE/SAFETY
(What to consider before contacting Police) – Must be read with PGN Joint Missing Persons Guidance for full details.

Is there a critical concern – an imminent risk or serious harm to the persons or others?

NOTE – Critical Concern -When considering if there are critical concerns staff should think about any recent changes in the person's mood or behaviour, or whether any event or occurrence could mean they are at serious risk of harm.

YES:
CONTACT RELEVANT EMERGENCY SERVICE ON 999, OR IF NON EMERGENCY FOR POLICE 101.
Police – Public Protection, Missing Person, Person not at address and welfare concern.
Ambulance – Medical emergency – person has harmed self in known location, needs urgent medical attention.
Fire – Involving fire, risk of imminent fire, road traffic Collision, explosion etc.
Coastguard - Matter is someone is endangered in water.

NO:
Is the person under legal framework, and Police have legal powers (E.g. CTO recalled, Execution of S135 (1) or (2) warrant)

NO:
Is it a general concern as the person hasn't attended appointment, not answering phone etc.?

YES:
Try not withholding the number. Could you leave a message and give them time to contact you, do a cold call at address (if safe to do so). Any signs of people at address, and signs that show build up of mail, any visual concerns when looking through windows or letterbox? Is there now any indication of imminent risk of serious harm?

NO:
Could any known contacts if appropriate be contacted – family, friends, other professionals to ascertain if the person has been seen, or whereabouts known.

Is the person's location now known?.

YES
Is there any imminent risk of serious harm identified to that person or another?

NO
Is there any imminent risk of serious harm identified to that person or another?

NO:
Continue to monitor, and try to engage contact with person, and review with MDT and if risk is increasing, due to length of time of no contact, or other new information, start process again. Consider 72 hour review with SAPP to discuss if remains on-going concerns.

NOTE- Multi-Agency Definition of a Missing Person:

A missing person is anyone whose whereabouts can't be established and:
o The context suggests the person may be a victim of crime; or
o The person is at risk of harm to themselves or another; or
o Where there is particular concern because the circumstances are out of character,
or there are on-going concerns for their safety because of a previous pattern of going missing.

IMPORTANT -DOCUMENTATION Ensure in all cases incident report in CNTW is completed, and RIO record updated to evidence decision making, and risk decisions. As well as any contact with other services. If there are concerns of a Safeguarding or Public Protection nature ensure the incident form ticked as safeguarding for review by CNTW SAPP team.