



Missing Person Policy

The Sanctuary Trust provides supported accommodation and works with vulnerable service users. The Sanctuary Trust has a duty of care to have systems in place to ensure service user safety whilst in our care. At the same time, service users have a legal right to leave.

This document advises staff of action to be taken, and by whom, in the event of a service user being identified as missing.

A missing person is anyone whose whereabouts are unknown, whatever the circumstances of his or her disappearance. The reasons why a person may go missing are many and varied and not all of them will give cause for concern. The majority of persons reported missing return soon after their disappearance without suffering any harm. A small percentage, however, may have come to harm or have been the victim of crime

To aid the police in locating a service user if they are missing, the service will ensure where possible an up to date photograph is held on the service users file and contact details for support workers/ relatives.

Organisation needs to establish and agree timescales with staff and service users for procedures to be actioned.

The following procedure will apply to all missing service users:

1. It is important to establish that the service user is missing and, if so when they were last seen by staff, neighbours or relatives/support workers.
2. Note the time when person was first reported missing.
3. Ensure a thorough check of all rooms in the building and grounds or the last known location is carried out. Search surrounding area.
4. Ask neighbours/relatives/support workers/Social worker/GP, if they know where missing service user has gone and establish when and where they were last seen. After all relevant avenues have been explored and, the service user's whereabouts has not been determined then the service user is to be regarded as missing.
5. Ensure that the details of missing person form have been completed and phone the Police giving them relevant details. They will either take the relevant details over the telephone or send an Officer round to the service to get a detailed description of missing person.
6. Inform relatives/support worker/SW/GP service user has gone missing, and when they are found. Ask relatives/ support worker/SW/GP to contact us immediately should the service user contact them or arrive at home.
7. Make notes of every action you take as you may forget times etc. Write full report in Service Users case files on the Management Console, and ensure a summary of the incident is recorded in the review section on the front page. The report can be printed in the repost section.
8. Inform the Manager or the manager on call if out of hours.



Once the service user has been found inform relatives, Police, Social Worker etc. Note the time and place where found and other relevant details. It is important that the police are informed promptly when a person reported missing is found without the help of the police.

Have the details below available.

1. Full name (surname first)
2. Date of birth
3. Time and date of original report
4. Circumstances under which found

Details of missing person form

1. Full name (surname first)
2. Date of Birth
3. Gender
4. Race
5. Height
6. Up to date photograph
7. Place of birth
8. Marks/Scars/Tattoos
9. Other risk factors, e.g. suffers from a physical ailment, medication, epileptic, dementia etc.
9. Eyes - colour, glasses
10. Hair - colour, length
11. Clothing, jewellery
12. Date and time of absence
13. Circumstances in which absence was noticed
14. Address from which absent
15. Home address (if different) and any other address to which a missing person may visit
15. Name and address of local authority or voluntary organisation responsible for the missing person
16. If appropriate, the social or other worker most closely concerned with the missing person, address and telephone number.