Children's Services Quick Guide

Missing Child Process

If a child goes missing, then the person/professional that is aware of this must always notify the Police. The Police will then record the notification on their electronic system and notify the Missing Child Co-ordinator.

CS Children's Services Contact – completed by Missing Child Co-ordinator

- Click **Start > CS Children's Services Contact**
- The **CS Childrens Services Contact C0925** form will display. The Missing Child Co-ordinator must complete all relevant fields within the form.
- In **Section 2. Contact and Referral Details**, the worker must select **Missing Child Police Incident Notification** from the **Type of Contact** drop down menu.
- The remainder of the form must be completed with details of the missing incident.
- In **Section 5. Next actions**, the worker must select **CS Missing Child Screening** from the Select action drop down menu and **CS Child Exploitation & Missing - Inbox** from the Pass to worker drop down menu.

Click the ✅ finish icon to finish the workstep.

CS Missing Child Screening - completed by Missing Child Co-ordinator

A **Missing Person Warning Note** must be added to their Person summary screen alongside completing this workstep. This is added by clicking **Person details > Notes** from the left-hand side bar menu. Click on **Add** and select **C Missing Person** from the **Type of note** drop down field. Adding this warning note will inform any other workers accessing the record that this person is missing.

The CS Missing Child Screening step is where the Missing Child Co-ordinator records information about the missing episode. This step will remain open until the police advise that the child has returned or that the Police have ended the investigation. The step is started by the Missing Child Co-ordinator from either the Current work box on the Person summary screen or from the Incoming work folder of the CS Child Exploitation & Missing - Inbox workview.

- Click the symbol then **Start** next to the workstep.
- The **MC Missing Child Screening C0661** form will display.
- All sections of the form must be completed with all the information known about the missing person.
- As part of the workstep, a **notification** must be sent to all involved workers. Click the requests icon and select **CS Notification of missing child**. This can be assigned to each worker involved.

Once the child has returned and, if the criteria have been met, the CS Missing Child Return Interview Request step can be generated.

To send the request for a Return Interview
- Navigate to **Section 4. Next actions**
- Click the **Add** button
- Select **CS Missing Child Request for Return Interview** from the Select action drop down menu.
- **Send immediately** can be used to send the Request before the Screening step is complete. Using this will send the Request once the Screening is saved but not finished.
- If the case is already open to a team, use the Pass to team drop down to select the appropriate locality already working with the young person.
- If the case is not open to any team, the **Pass to Worker** drop down should be used to assign to the **CS Early Help – Front Door Inbox**. This will allow a manager to review the content and allocate to a worker to conduct the interview.
- If the young person has been missing for 3 or more episodes, the **CS Missing Episodes Meeting** can be sent to the CS Early Help – Front Door Inbox or team if criteria have been met.
- Click **Add and Close**

The Missing Child Co-ordinator will also need to remove the missing person warning note from the person summary screen by clicking **Person details > Notes** and adding an end date via the end icon.

Please Note: If a return interview is NOT required, the next action of CS No Further Action should be selected, and the workflow would end there.

Click the finish icon to **finish** the step.

CS Missing Child Request for Return Interview – completed by Involved Locality Team or Early Help Front Door

This workstep can be started by a Practice Supervisor or Team Manager for the Involved Locality Team from the Current work of the Team workview. If there is no involvement currently, the step will be viewed by those with access to the Early Help - Front Door Inbox Virtual Worker. Once started, the **MC Missing Child Return Interview Request C1013** form will display. Most of the information within the form will have prepopulated from the screening step. The Progress to Interview section of **Section 3. Outcome** will need to be completed by the Practice Supervisor (PS), Team Manager (TM) or Early Help Front Door.

There are reasons the Return Interview may not be offered e.g., moved out of area, hospitalised. A clipboard request of **CS Notification of decision not to offer young person a return interview** should be sent to the **CS Child Exploitation & Missing – Inbox.** In Section 3, under Progress to Interview, **No** can be selected for Decision and a field will reveal to enter why the interview was not offered. A mandatory prompt also displays to remind managers to send the notification.

If it is agreed that the Missing Child return interview should take place, the PS/TM or Early Help Front Door must complete the following after recording the action in Section 3:
* Navigate to **Section 4. Next actions**
* Click the **Add** button
* Select **CS Missing Child Return Interview Assigned to Worker for completion** from the Select action drop down menu
* Click **Find** next to Pass to worker and allocate to the appropriate worker
* Click **Add and Close**

Click the ✅ finish icon to **finish** the step.

If the Child goes missing whilst the CS Missing Child Request for Return Interview step is open:
* The Missing Child Co-ordinator will use the **can act for** icon 📲 on the Full or Narrow workview and select the appropriate worker for the team who has been assigned the Missing Child Request. This will give them the ability to see the Start or Resume option for this step.
* The Missing Child Co-ordinator will complete **Section 3. Outcome**, answering **Action** under Progress to Interview as **Withdrawn due to further missing incident** and ticking the **E-Signature.**
* A Notification can be sent by the Missing Child Co-ordinator to the Practice Supervisor or Team Manager of **CS Notification of Return to Missing Child Screening following further missing incident** to let them know why the step is no longer available for them to complete.

- The Missing Child Co-ordinator will go to **Section 4. Next actions** and add an action of **CS Return to Screening – Further Missing Incident** to be assigned to the **CS Child Exploitation & Missing - Inbox**.
- They will then finish this step and the **CS Missing Child Screening** will appear in their Current work for them to complete as above with the new missing incident information. They will generate a new **CS Missing Child Request for Return Interview** step once they have finished the screening to complete as before.

CS Missing Child Return Interview –completed by Involved/Allocated Worker

This workstep can be started by the Allocated Worker from either the Current work box on the Person summary screen or from the Incoming work folder of their workview. Once started, the **MC Return Interview – Missing Children C0849** form will display.

Section 1 contains prepopulated information. The rest of the form contains all the fields that need completing with the content of the interview.

The request of **CS Please review and confirm next action** should be sent using the requests icon to the Allocated Worker's manager for them to complete **Section 5. Management Oversight.** This section contains mandatory fields if in Section 2, **Return interview completed by** is answered with **Internal Worker**.

A mandatory request of **REQUIRED CS Notification of completed return interview** must be sent by the Allocated Worker to the **CS Child Exploitation & Missing - Inbox**.

Once all the relevant information has been entered into the form, the Return Interview Worker must navigate to **Section 6. Next actions**.

- Click the **Add** button
- Select **CS Return Interview Workflow Completed** from the Select action drop-down
- Select a **Reason** depending on the circumstances
- Click **Add and Close**

Click the finish icon to **finish** the step.

If the Child goes missing whilst the CS Missing Child Return Interview step is open:

- The Missing Child Co-ordinator will use the **can act for** icon on the Full or Narrow workview and select the appropriate worker for where the Missing Child

Return Interview is sat. This will give them the ability to see the Start or Resume option for this step.

- The Missing Child Co-ordinator will complete **Section 2. Return Interview**, answering **Return Interview completed by** as **External Worker.** They should also answer **Was a return interview completed?** as **No - Further missing episode, request withdrawn by CE Missing BS.**
- A Notification can be sent by the Missing Child Co-ordinator to the Allocated Worker of **CS Notification of Return to Missing Child Screening following further missing incident** to let the allocated worker know why the step is no longer available for them to complete.

- The Missing Child Co-ordinator must send themselves the mandatory clipboard request of **CS Notification of completed return interview** to the **CS Child Exploitation & Missing – Inbox**. This request will need to be marked as Completed before the step can be finished.
- In **Section 5. Management Oversight**, the Co-ordinator will need to add **'RI Withdrawn due to further missing incident'** to the **Additional comments** box and add the **Date completed**.
- The Missing Child Co-ordinator will go to **Section 6. Next actions** and add an action of **CS Return to Screening – Further Missing Incident** to be assigned to the **CS Child Exploitation & Missing – Inbox**.
- They will then Finish this step and the **CS Missing Child Screening** will appear in their Current work for them to complete as above with the new missing incident information. They will generate a new **CS Missing Child Request for Return Interview** step once they have finished the screening to complete as before.

This process will repeat each time the child goes missing until a Return Interview can be completed.

CS Missing Episodes Meeting – started by Business Support and completed by Involved Locality Team or Early Help Front Door

This workstep can be started by a worker with access to the Locality Team inbox, Early Help Front Door or Business Support. Once started, **MC Missing Episodes Meeting C0044** will display. It may be started by Business Support to complete the **Details of all missing incidents to date** in Section 1 and then the step reassigned to the allocated worker.

The worker or Early Help Front Door can then select the **Meeting type**.

If the first option is selected, further fields reveal asking where the details of the meeting is recorded so others can use the Documents/Work History to locate the information.

If the second or third option is selected, further mandatory fields reveal to enable details of the meeting to be recorded in this form.

In Section 2. Next actions, using the Select action drop down, select **CS No Further Action** and click **Add and close**

Once completed, the request of **CS Manager: Please review and authorise** should be sent using the requests icon to the Locality Team or Early Help Front Door. The authoriser will need to complete the **Authorisation Details** at the bottom of Section 1.

Once authorised, the **CS Notification of completed Missing Episodes Meeting** must be sent by the Allocated Worker to the **CS Child Exploitation & Missing - Inbox**.

Click the finish icon to **finish** the step.