

Chapter 19 c- Missing children and vulnerable adults guidance

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1. Introduction

This guidance gives information to Home Office (HO) staff on their role and responsibilities when a child or vulnerable adult is either 'absent' or 'missing'.

The Home Office has a duty under s55 of the Borders, Citizens and Immigration Act 2009 to make arrangements for ensuring that immigration, asylum, immigration and nationality functions are discharged having regard to the need to safeguard and promote the welfare of children in the UK. This guidance also recognises the heightened risk of harm faced by missing vulnerable adults in the UK.

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2. Background

The Human Rights Act 1998 places a positive obligation on HO staff to take reasonable action, within their powers, to safeguard the rights of individuals who may be at risk. Those rights that may be relevant to missing persons are: the right to life Article 2 European Convention on Human Rights (ECHR); the right not to be subjected to torture or to inhuman or degrading treatment Article 3 ECHR; the right to prohibition of slavery and forced labour Article 4 ECHR; the right to respect for private and family life Article 8 ECHR.

Section 2 of Every Child Matters – Change for Children¹ requires that HO staff must always make a referral to a statutory agency responsible for child protection or child welfare such as the local police, the Health Service, or the Children's Department of a local authority in a number of circumstances including when a child is identified as having run away from their parents, where they are looked after by a local authority and have gone missing from their care placement or where they are being hidden by their parents and where there is concern for the child's safety because they are being hidden by, or have gone missing with, their family.

¹ Issued under section 55 of the Borders, Citizenship and Immigration Act 2009

The 'No Secrets'² guidance issued by the Department of Health in 2000 established a set of principles for ensuring the safety of vulnerable adults and set up an inter-agency framework of which the HO is part.

This guidance has also been aligned with other statutory guidance for welfare agencies dealing with children and vulnerable adults, the government strategy on missing children and adults³ and the relevant Association of Chief Police Officers (ACPO) guidance⁴.

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3. Definitions and terms used in this guidance

3.1 Subject to restrictions:

For the purpose of this guidance the term 'subject to restriction' means a child or vulnerable adult who/who has been:

- proceeds through the immigration control without obtaining leave to enter, or
- leaves the border control area Border Force accommodation without permission, or
- granted temporary admission (TA), or
- granted temporary release (TR) or bail, or
- released on a restriction order (RO), or

² 'No Secrets' Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse.

³ Missing Children and Adults: A Cross Government Strategy – Home Office 2011

⁴ Management, Recording and Investigation of Missing Persons Guidance – ACPO 2010 and Interim Guidance on Management, Recording and Investigation of Missing Persons – ACPO 2013

- served with a notice of liability to deport or is the dependant of a foreign national offender (FNO) whose status in the UK is under consideration by criminal casework (CC) – these dependants could be British Citizens or have extant leave.

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3.2 Child:

Under Article 1 of the United Nations Convention on the Rights of the Child, a child is anyone under the age of 18 unless majority is attained earlier under the law applicable to the child.

There is no single law that defines the age of a child across the UK. England, Wales, Northern Ireland and Scotland each have their own guidance setting out the duties and responsibilities of organisations to keep children safe. However, they all agree that a child is anyone who has not yet reached their 18th birthday. Additionally, in Scotland, a young person between the age of 16 and 18 may be viewed as both a child and an adult dependent on whether they are still subject to a supervision requirement or require intervention to protect them and as such would be treated as a vulnerable adult.

Consequently for the purposes of this guidance a ‘child’ is a child or young person under 18 years of age and can be categorised as:

- a child in the care of local authority, or
- a child in the care of their parent(s) or a family member, or
- the dependent child of a FNO – these dependants could be British Citizens or have extant leave.

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3.3 Vulnerable adult:

For the purposes of this guidance, a vulnerable adult is a person 18 years of age or over who is, or may be, in need of community care services by reason of mental or other disability, age or illness; and who is, or may be, unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation, or where there is a risk of self harm or suicide, or is a victim of trafficking.

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3.4 Victim of trafficking:

For the purpose of this guidance a victim of trafficking is anyone who has been referred to the national referral mechanism (NRM) and has received a positive decision or is awaiting a decision; as well as any potential victim who would have been referred to the NRM had they not gone missing.

Further information and guidance on victims of trafficking can be found at victims of trafficking - guidance for frontline staff.

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3.5 Absent and missing:

Absent or missing are the terms used to describe when a child or vulnerable adult fails to report, attend a pre-arranged interview or meeting or reside at a specified address.

For the purpose of this guidance a child or vulnerable adult is to be considered absent if they are not at a place where they are expected or required to be.

A child or vulnerable adult is to be considered missing if their whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be subject of crime or at risk of harm to themselves or another.

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4 Immigration status:

Existing policy EIG Chapter 7 and 51 states that all adults and children who do not have leave to enter or remain in the UK must be served with immigration notices, as appropriate, as individuals liable to be detained as immigration offenders.

Children are then granted TA or TR either to reside with their family or in the care of a local authority if they have been separated from their family. All children must be placed on a restriction to reside at a specified address. Children are not required to report to an immigration reporting centre (RC) as part of the terms of their TA/TR until they reach the age of 17½. Children aged 5 years and over must also have their fingerprints taken.

Adults are either detained pending removal or granted TA or TR. As part of the terms of their TA/TR, they can be required to report to a RC, or a port where required, and to reside at a specified address. The person's vulnerability is taken into account when deciding the frequency of reporting. The person's fingerprints should also be taken.

Further information on granting TA/TR can be found at EIG Ch 7 Service of Notice of illegal entry: procedures, and EIG Ch 51 Administrative Removal.

Further information on taking fingerprints can be found at EIG Ch 24 Fingerprinting-taking fingerprints-powers.

Further information on family cases can be found at EIG Ch 45 Family Cases.

Further information on unaccompanied children can be found at EIG Ch 26 unaccompanied children.

Further information on reporting policy can be found in the Reporting- standards of operational practice guidance.

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5. Triggers indicating a child or vulnerable adult may be absent or missing

There are a number of triggers that would indicate whether a child or vulnerable adult is absent or may be missing. On their own they are not sufficient to establish that a child or vulnerable adult is missing and needs to be reported to the police and local authority as such.

The following is a non-exhaustive list of such triggers:

- A vulnerable adult fails to attend a physical reporting event.
- The parent or family member with care of a child (and who usually brings their child to the RC for child care purposes) fails to attend a physical reporting event.
- A vulnerable adult fails to attend an arranged interview.
- The parent or family member with care of a child (and who usually brings their child to the RC for child care purposes) fails to attend an arranged, invited, interview.
- A child or vulnerable adult fails to reside at a specified address.
- The parent or family member with care of a child fails to reside at a specified address.
- A child who has been allocated a school place fails to attend school.
- A child or vulnerable adult is not at the specified address when a compliance or welfare visit is made.
- A child, having reached the age of 17½ years, fails to report to a physical reporting event or attend an arranged interview.

- A member of the public or the parent or family member makes a disclosure, either in writing or verbally (telephone or interview), that the whereabouts of a child is unknown.
- The HO is notified by the police, local authority, National Health Service, Education Services or other government agency that a child or vulnerable adult is, or may be, missing or there are concerns for their safety.
- The HO is notified by the asylum support accommodation provider that the family, child or vulnerable adult has unofficially left the address.
- A family, as defined by the family returns process (FRP), fails to bring a child to an invited contact management meeting after being specifically asked to do so without a genuine reason such as the child being at school, with friends, unwell or attending a religious ceremony. Where there is any doubt about whether the reason for the child's non attendance is genuine, enquiries must be made to establish that the child is safe and well.
- The parent(s) report(s) for removal at port without the child, who also has removal directions for the same flight, and the whereabouts of the child is unknown.

Further enquires will need to be made to establish that a child or vulnerable adult is at risk or may be missing. **Those enquires must be carried out as soon as possible and in any case within 24 hours.**

When setting reporting restrictions or inviting for an interview, staff should remind individuals of the importance of keeping in contact with the HO and notifying any changes that will affect their attendance.

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6. Appropriate safeguarding response

In line with the police, local authorities and other safeguarding agencies the action or response required will depend on the risk associated to the child or vulnerable adult's disappearance.

Absent:

The 'absent' category is for cases in which people are not presently where they are supposed to be, as in section 5, above.

'Absent' cases should not be ignored and, when a child or vulnerable adult is reported absent, the HO must take action within 24 hours to find them, as detailed in section 8, below.

Missing:

Adults who are accommodated in residential care situations, or are day patients at hospital, including accident and emergency departments, can be vulnerable when missing. Their vulnerability may arise from age, infirmity, mental or physical health issues, being targeted for human trafficking exploitation or a combination of factors.

Vulnerable adults whose whereabouts are unknown can be treated as either a missing person or an absconder. An adult should be dealt with as a missing person based on the risk to, and the vulnerability of, the adult and whether they have capacity to make decisions regarding where they move.

When a child or vulnerable adult is missing as defined above a missing persons referral must be made to the police, UK Missing Person Bureau and the local authority children's or adult services.

Further guidance on keeping children safe can be found in the Office of Children's Champion guidance **Keeping Children Safe Instructions – When and how to refer a child to welfare agencies or the police.**

Further information on vulnerable adults can be found in section 3.3 and victims of trafficking can be found in section 3.4 of this guidance.

Further information on suicide and self harm can be found in the suicide and self harm guidance.

Further information on the non-compliance and absconder process can be found at EIG Ch 19 Non-compliance and absconder instructions.

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7 Roles, responsibilities and contact numbers

7.1 Home Office

HO responsibilities in this process are:

- making enquires to locate a child or vulnerable adult who is not in care of the local authority or a hospital when they are absent or suspected of being missing
- assessing whether a child or vulnerable adult who is not in the care of the local authority or a hospital is missing
- making a missing person's referral to the police, local authority and UK Missing Persons Bureau (MPB)
- assisting the police on a case-by-case basis
- recording any breach of restrictions, triggers to being absent or missing, action taken to find the child or vulnerable adult and the making of a missing persons referral
- recording and reporting to the police, local authority and UK MPB when a missing child or vulnerable adult is found by HO staff.

Immigration enforcement will also be responsible for:

- conducting home visits prior to reporting the child or vulnerable person as being missing to the police, local authority and UK MPB

- informing Border Force when informed by the police or local authority that a Border Force missing child or vulnerable adult has gone missing or has been found.

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7.2 Local authority and National Health Service (NHS)

The local authority, children/adult services and the hospital are responsible for:

- reporting any missing child or vulnerable adult who is in their care to the police in accordance with their own policies and instructions
- notifying the HO when a child or vulnerable adult is reported missing to the police or is found.

Contact details can be found on the local authority and NHS websites.

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7.3 Police

The police are responsible for:

- investigating all HO missing children and vulnerable adults following receipt of a missing person's notification
- conducting joint investigations with the HO where necessary
- circulating a missing child or vulnerable adult on the Police National Computer (PNC)
- liaising with the local authority children and adult services

- informing the HO when a missing child or vulnerable adult is found.

Contact details can be found on the local police website.

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7.4 PNC Team

The PNC team in Liverpool are responsible for:

- being a central contact point for receiving copies of all HO missing children or vulnerable adult referrals to the police
- updating the missing breach on the CID restrictions screen and special conditions screen to show that the child or vulnerable adult has been reported to the police as missing or has been found, following referral from HO staff
- notifying the national tracing team that the child or vulnerable adult has been reported as missing.

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7.5 Command and control unit

The command and control unit (CCU) in Manchester are responsible for:

- being a central contact point for the police to notify the HO that a child or vulnerable adult has been reported missing or has been found
- updating the missing breach on the CID restrictions screen and special conditions screen to show that the child or vulnerable adult has been reported to the police as missing or has been found, following notification by the police

- updating the CID notes screen with the details of the police officer and station dealing
- notifying the case owner and the national tracing team that a child or vulnerable adult has been reported as missing or has been found.

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7.6 Evidence and enquiry unit

The evidence and enquiry unit (E&E) in Croydon are responsible for:

- being a central contact point for the local authorities to notify the HO that a child or vulnerable adult has been reported missing to the police or that a missing child or vulnerable adult has been found
- updating the missing breach on the CID restrictions screen and special conditions screen to show that the child or vulnerable adult has been reported to the police as missing or has been found, following notification by a local authority
- updating the CID notes screen with the details of the local authority responsible for the child or vulnerable adult and the police officer and station dealing
- notifying the case owner and the national tracing team that a child or vulnerable adult has been reported as missing or has been found

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7.7 National tracing team

The national tracing team (NATT) in Manchester are responsible for:

- tracing adults who have not been reported missing to the police
- assisting the police to trace missing children or vulnerable adults if requested to do so

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7.8 Office of the Children's Champion

The office of the children's champion (OCC) role is to support the HO in carrying out their immigration, asylum, nationality and customs functions taking account of the need to safeguard and promote the welfare of children in the UK. The OCC can be contacted for general or case-specific professional child welfare advice in relation to any of these functions.

Further advice and information on the OCC can be found at the Office of the children's champion webpage.

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7.9 Child Exploitation and Online Protection (CEOP) centre

As the lead agency for missing children, the CEOP centre can provide advice and support in relation to investigations. They also have child protection advisors who can give specialist child protection advice in such cases.

Further information on the work of the CEOP centre can be found at the CEOP webpage.

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7.10 UK Missing Persons Bureau

The UK MPB support and improve the services provided to missing person investigations by working alongside the police and related organisations, helping them to improve both efficiency and effectiveness. They also maintain the national missing persons' database.

Further information on the work of the UK MPB can be found at the Missing Persons Bureau website.

Contact details:

Email: missingpersons bureau@soca.x.gsi.gov.uk

Phone: 0845 000 5481

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8. Action required when a child or vulnerable adult is absent or missing

This guidance sets out the responsibility and action required when a child or vulnerable adult's whereabouts are unknown and the process for making a missing persons referral to the local police, UK MPB and the local authority.

Whilst in most cases the child or vulnerable adult would be expected to be a foreign national, the circumstance may arise when the missing person is a British or EU national and therefore would not have a record on CID. The duty of care remains to investigate the missing person's whereabouts as fully as possible prior to being referred to the police.

The absent/missing person process is split into the following sections:

- children in the care of the local authority
- children in the care of a family member
- vulnerable adults in the care of the local authority or in hospital

- vulnerable adults not in the care of the local authority or in hospital
- children or vulnerable adult family members of a person in detention pending deportation.

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8.1 Children in the care of the local authority

When the whereabouts of a child in the care of the local authority is unknown, it will be the responsibility of that authority, in accordance with their own procedures, to conduct any enquiries necessary to locate the child or report the child missing to the local police. The local authority will also notify the HO E&E when a child in their care goes missing or when a missing child returns or is found.

On receipt of notification from the local authority, E&E must:

- confirm with the local children's services and police that the child has been reported missing. If the child has not been reported missing to the police, you must complete the IS294 missing persons notification form, based on the information provided by children's services and make a missing persons referral to the local police.
- update the missing persons breach on the CID restrictions screen and special conditions screen, as per annex C, to show that the child has been reported to the police as missing
- make a full record on CID notes screen of the child's social worker, local authority contact details and the details of the police officer and station the child was reported missing to
- send an email to the case owner and NATT notifying them that the child has been reported missing to the local police.

The case owner must:

- maintain regular weekly contact with the local authority and the police until the child is found
- record all contact with the police and local authority on the CID notes screen.

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8.2 Accompanied children in the care of their parent(s) or a family member

As stated in section 5 above, there are a number of triggers that will give rise to the concern that an accompanied child in the care of their parent(s) or a family member is absent or has gone missing.

The following is a list of enquiries that the member of staff who identifies the trigger must make or cause to be made in order to come to the conclusion that a child is missing and/or there are concerns for their safety:

- Conduct a full CID check, including notes and person screens, to establish if there is already an explanation for the child not residing at the specified address, or for not attending the pre-arranged interview or meeting, or if action has already been taken to find them or report them as missing to the police and local authority.
- If on checking CID, there is no explanation for the child's failure to reside at the specified address or attend a pre-arranged meeting or interview, contact must be made with the child's parents, family, carers, accommodation providers and legal representatives by telephone in order to locate the child's whereabouts and establish their safety.
- If the child is attending school or college, the school/college child protection officer must be notified. If the child is actually in school/college, the school/college child protection officer should be asked to speak to the child to confirm the address they are living at.

- If unable to contact the child's parents, carers, accommodation provider, legal representative or school/college child protection officer or, if after making those enquiries, you are unable to confirm the whereabouts of the child and that they are safe and well, arrange for a home visit to be made to their specified address or other address they may be at. This should be done as soon as possible and must be within **24 hours**. In cases where the trigger is a failure to report, the RC will arrange the home visit. In all other cases a home visit can be arranged by contacting the immigration compliance enforcement (ICE) team AD or duty manager. Further information on conducting a home visit can be found at EIG Ch 31.7.1 Enforcement Visits.
- If a home visit to the address cannot be undertaken, or it is considered that to delay making a missing persons referral to the police, based on the circumstances of the case, would put the child at risk, the reasons why should be recorded on CID notes screen and a missing person notification form and must be endorsed by an HEO/CIO or above.
- If the child is not at the specified address when the compliance or welfare visit is made, enquires must be made by the officers conducting the home visit with their family, other occupants or neighbours to ascertain their whereabouts and that they are safe and well.
- If it is believed that a child is being coerced to abscond or go missing, this must be reported as a child protection issue with the local police and children's services.
- If a disclosure that a child is missing is made during an interview, sufficient questions must be asked to establish the connection between the person being interviewed and the child and the circumstances of them being missing or other concerns for their safety. Enquiries as outlined above should then be made.

- If a child is no longer residing with their parents and there are genuine reasons why the child is now residing with another family member, their IS96 must be amended and CID updated to reflect this.

The above list is not exhaustive and all reasonable enquiries should be made to locate the child before reporting them missing to the local police. A record of all enquiries made must be recorded on CID notes screen as soon as possible and must be **within 24 hours**.

However, as soon as there is sufficient information to make a decision that a child is missing, or there are concerns for their safety, an officer, not below the grade of HEO/CIO, must be informed and the child reported to the local police and children's services as missing.

The following action must then be taken:

- complete and save the IS294 missing persons notification on CID DocGen
- report the child as missing to the local police and provide them with a copy of the missing persons notification
- a copy of the missing persons notification form must also be faxed or emailed to the local authority duty desk and the UK MPB.
- an email, containing the child's full name, date of birth, HO or port reference number, must be sent to the case owner and the HO PNC Team in Liverpool notifying them that the child has been reported missing to the police and local authority. Details of the police station and local authority the report was made to should also be included in the email
- make a full record on the CID notes screen of the action taken to locate the child and details of the police officer and police station the missing person report was made to.

- if the whereabouts of other members of the vulnerable adult's family are also unknown they must be dealt with either in accordance with this policy, if a child or vulnerable adult, or in accordance with the non-compliance and absconder instructions in EIG Ch 19.

Further information on the absconder process can be found at EIG Ch 19 non-compliance and absconder instructions.

On receipt of the email notification, the PNC team must:

- update the missing breach on the CID restrictions screen and special conditions screen to show that the child has been reported to the police as missing
- notify the national tracing team that the child has been reported missing to the local police

The case owner must:

- maintain regular weekly contact with the local authority and the police until the child is found
- make sure that the PNC team are notified when child is found
- record all contact with the police and local authority on the CID notes screen

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8.3 Vulnerable adults in the care of the local authority or in hospital

In accordance with their own policies and locally agreed protocols with the police, the local authority/hospital is responsible for conducting any necessary and immediate enquiries to locate the vulnerable adult. They are also responsible for notifying the local police and HO E&E when a vulnerable adult in their care goes missing.

On receipt of notification from a local authority, E&E must confirm that the vulnerable adult has been reported to the local police as missing. If this has not already been done, they will request the local authority do so immediately.

E&E must then:

- confirm with the local authority or hospital and police that the vulnerable adult has been reported missing. If the vulnerable adult has not been reported missing to the police, E&E will need to complete the IS294 missing persons notification form based on the information provided by the local authority/hospital and make a missing persons referral to the local police
- update the person's CID record to show that the vulnerable adult is missing
- make a full record on CID notes screen of the local authority contact details and the details of the local police officer and station the vulnerable adult was reported missing to
- inform the case owner and NATT that the vulnerable adult has been reported to the local police as missing.

The PNC team will be responsible for updating the CID restrictions screen to show that the vulnerable adult has been reported to the local police as missing.

The case owner must:

- maintain regular weekly contact with the local authority and the police until the vulnerable adult is found
- make sure that the PNC team are notified when the vulnerable adult is found
- record all contact with the police and local authority on the CID notes screen

8.4 Vulnerable adults not in the care of the local authority or in hospital

As stated in section 5 above, there are a number of triggers that will give rise to the concern that a vulnerable adult has either gone missing or there are concerns for their safety.

The following is a non-exhaustive list of enquiries which must be made in order to come to the conclusion that a vulnerable adult is missing:

- Conduct a full CID check, including the notes screen, to establish if there is already an explanation for the vulnerable adult not residing at the specified address, or for not attending the interview, or if action has already been taken.
- Contact the vulnerable adult's family, carers, accommodation providers and legal representatives by telephone in order to locate the vulnerable adult's whereabouts and establish their safety.
- Conduct or arrange for a home visit to be made to their specified address or other address they may be at. This must be done as soon as possible and in all cases **within 24 hours**. If a home visit to the address cannot be undertaken within 24 hours, the reasons why should be recorded on CID notes screen and endorsed by an HEO/CIO or above. Further information on conducting a home visit can be found at EIG Ch 31.7.1 Enforcement Visits.
- If the vulnerable adult is not at the specified address when the home visit is made, enquires must be made with their family, other occupants or neighbours to ascertain their whereabouts.
- If information is provided that the vulnerable adult is not at the specified address and is at a different address and there are concerns for their safety and well being, enquiries should be made at the other address to establish

that the vulnerable adult is safe and well. If the vulnerable adult has moved for genuine reasons, CID and their IS96 will need to be updated to reflect this.

- If a disclosure that a vulnerable adult is missing is made during an interview, sufficient questions must be asked to establish the connection between the person being interviewed and the vulnerable adult and the circumstances of them being missing or other concerns for their safety.

The above list is not exhaustive and all reasonable enquiries that the member of staff who identifies the trigger must make, or cause to be made, to locate the vulnerable adult before reporting them missing to the local police. A record of all enquiries made must be recorded on the CID notes screen.

However, as soon as there is sufficient information to make a decision, in consultation with and endorsed by an HEO/CIO or above, that a vulnerable adult's whereabouts are unknown, consideration must be given as to whether the vulnerable adult is missing or has absconded.

In deciding whether a vulnerable adult should be reported to the local police as a missing person or dealt with as an absconder, the following risk factors or combination of factors should be considered:

- age
- infirmity
- mental or physical health issues
- inability to cope with weather conditions
- circumstances of disappearance
- motivation for disappearance
- information from other sources

- being a victim or a potential victim of trafficking.

If there are no factors that would give rise to a risk of harm, the person should be dealt with as an absconder.

If on considering the risk factors, it is decided that the risk posed is likely to place the person in danger or they are a threat to themselves or others, an officer, not below the grade of HEO/CIO, must be informed and the vulnerable adult reported to the local police as missing.

The member of staff who identifies the trigger must take, or cause to be taken, in order to identify the risk:

- complete and save the IS294 missing persons notification on CID DocGen
- report the vulnerable adult as missing to the local police and provide them with a copy of the missing persons notification
- a copy of the missing persons notification form must also be faxed or emailed to the local authority duty desk and the UK MPB
- an email, containing the vulnerable adult's full name, date of birth, HO or port reference number, must be sent to the case owner and the PNC team notifying them that the vulnerable adult has been reported missing to the police and local authority. Details of the police station and local authority the report was made to should also be included in the email
- make a full record on the CID notes screen of the action taken to locate the vulnerable adult and details of the police officer and police station the missing person report was made to
- if the whereabouts of other members of the vulnerable adult's family are also unknown, they must be dealt with either in accordance with this policy if a

child or vulnerable adult, or in accordance with the non-compliance and absconder instructions in EIG Ch 19 .

Further information on the absconder process can be found at EIG Ch 19 non-compliance and absconder instructions.

On receipt of the email notification, the PNC team must:

- update the missing breach on the CID restrictions screen and special conditions screen to show that the vulnerable adult has been reported to the police as missing
- notify NATT that the vulnerable adult has been reported missing to the local police.

The case owner must:

- maintain regular weekly contact with the local authority and the police until the vulnerable adult is found
- make sure that the PNC team are notified by email that a vulnerable adult is found
- record all contact with the police and local authority on the CID notes screen.

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8.5 Children or vulnerable adult family members of persons in immigration detention

The HO also deals with FNOs who are in custody or immigration detention, often pending deportation proceedings.

The local police and prison service are primarily responsible for ensuring a detainee's family members are not left at risk. In some instances, however, the

presence of vulnerable dependent adult family members or children will only arise when an FNO discloses their presence as the HO gathers facts pertaining to their immigration status.

When this information is disclosed, the case owner must question the FNO further to establish the last known whereabouts of the child or vulnerable adult and the reasons for believing they are at risk or have gone missing.

As soon as there is sufficient information to make a decision that a child/vulnerable adult is missing or there are concerns for their safety, an officer not below the grade of HEO/CIO must be informed and the child/vulnerable adult reported to the local police as missing.

If the child or vulnerable adult family member of a FNO is also an immigration offender and known to the HO, the actions set out in the sections above must be completed, as appropriate:

- children in the care of a family member (section 8.2)
- vulnerable adults in the care of the local authority or in hospital (section 8.3)
- vulnerable adults not in the care of the local authority or in hospital (section 8.4)

If the child or vulnerable adult family member of a FNO is a British Citizen or has valid leave to enter or remain in the UK, the police and local authority should be informed immediately of the concerns for the child or vulnerable adult's safety. A note of this referral should be recorded on the FNOs CID record.

The case owner must:

- maintain regular weekly contact with the local authority and the police until the vulnerable adult or child is found

- make sure that the PNC team are notified by email when the vulnerable adult or child is found
- record all contact with the police and local authority on the CID notes screen.

Further information and guidance on FNOs and deportations can be found on the Criminal Casework Horizon pages.

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9. Action to be taken when a missing child or vulnerable adult is found

9.1 Found by Home Office staff

HO staff may encounter a missing child or vulnerable adult as a result of an enforcement operation, a compliance visit, family or welfare visit or at a port of entry. A missing child or vulnerable adult may be identified as such by checking the PNC, CID and/or by questioning. In these circumstances, the safety and wellbeing of the child or vulnerable adult is the primary consideration and the local police and local authority must be informed immediately.

In consultation with the local police and local authority, a decision will be made as to where the child or vulnerable adult is to be taken if they are not to be left at the address where they are encountered.

HO staff encountering the missing child or vulnerable adult must:

- make sure that the child or vulnerable adult is safe and well and attend to any medical needs
- inform an officer not below CIO/HEO that a missing child or vulnerable adult has been found
- inform the police and local authority that a missing child or vulnerable adult has been found

- in consultation with the police, local authority and CIO/HEO, arrange for the child or vulnerable adult to be taken to a place of safety
- notify the PNC team by email that the missing child or vulnerable adult has been found and the police have been informed
- make a full record on the CID notes screen of the circumstances of the encounter, action taken and location to where the missing child or vulnerable adult was taken.

On receipt of the email notification, the PNC team must:

- update the missing breach on the CID restrictions screen and special conditions screen to show that a missing child or vulnerable adult has been found by closing the restriction breach and special conditions screens
- notify NATT that the missing child/vulnerable adult has been found.

The case owner must:

- follow up enquires with the local police and children/adult services in order to identify if there are any safeguarding issues the HO must be aware of
- create a record of those arrangements on the CID person and notes screen
- make sure that the PNC team is notified when the child or vulnerable adult has been found.

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9.2 Found by the police or local authority

The HO CCU will be the single point of contact for the local police and E&E will be the single point of contact for the local authorities to notify the HO that a child or vulnerable adult has been found.

CCU and E&E must then:

- update the missing child or vulnerable adult CID record to show that the person is no longer missing by closing the open missing person's restriction breach and special conditions screen
- create a full record on CID notes screen of the circumstances in which the child or vulnerable adult was found, any safeguarding arrangements put in place and the location they were taken to
- inform the case owner and national tracing team that a missing child or vulnerable adult has been found.

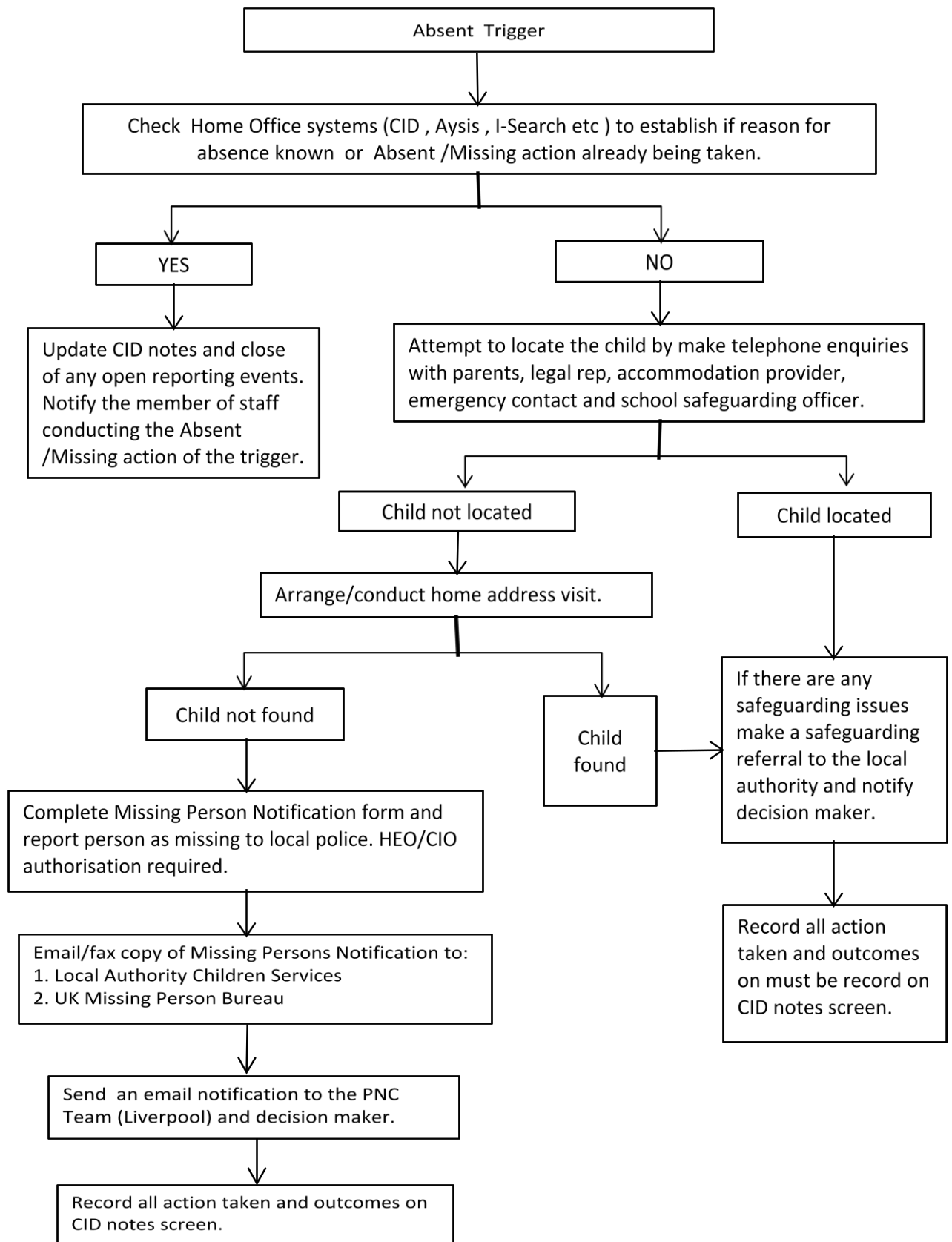
The case owner must:

- follow up enquires with the local police and children/adult services in order to identify if there are any safeguarding issues the HO should be aware of
- create a record of those arrangements on the CID person and notes screen
- make sure that the PNC team is notified that the child or vulnerable adult has been found.

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Annex A

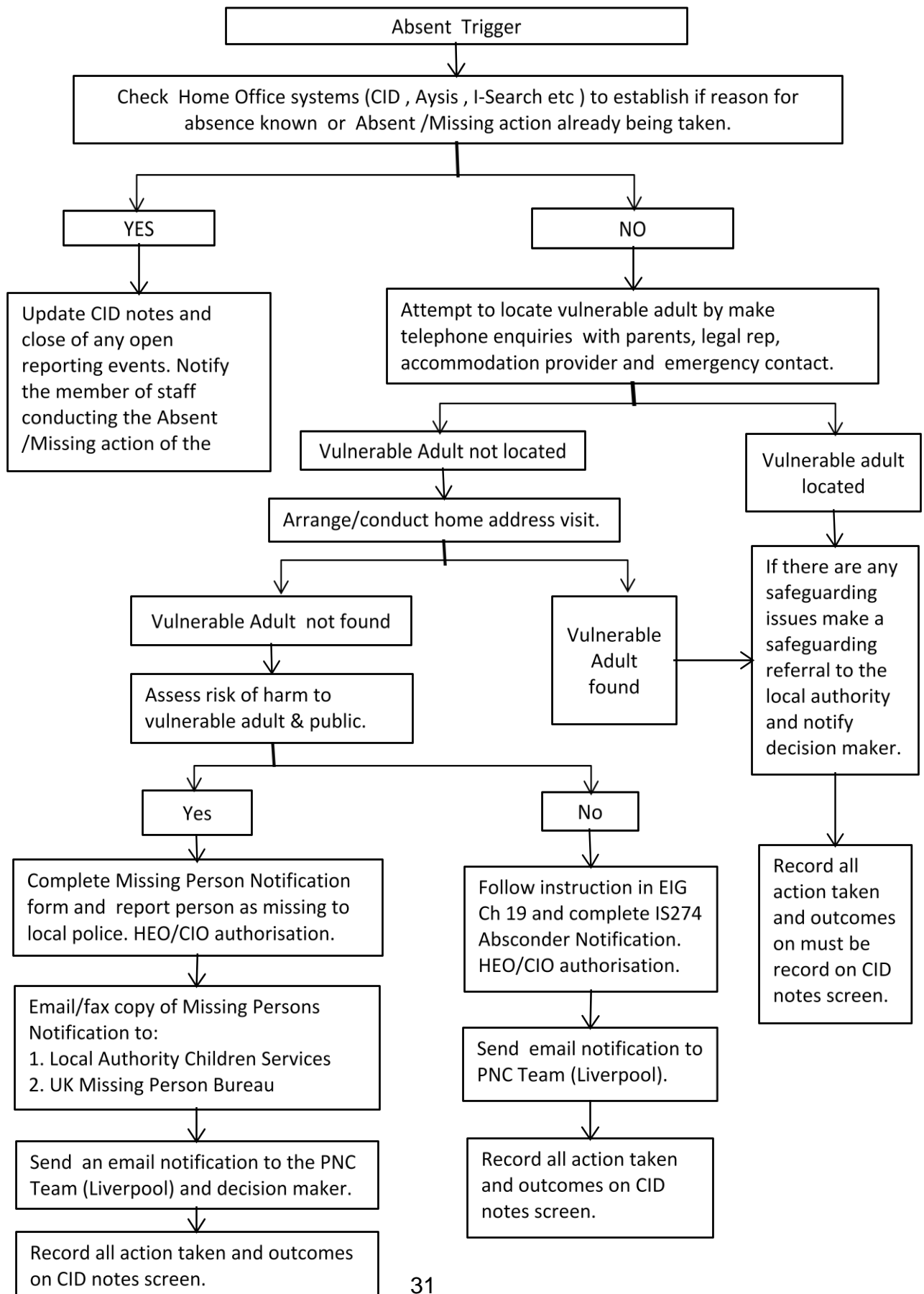
Absent and Missing Process for Accompanied Child in Care of Parents



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Annex B

Absent and Missing process for Vulnerable Adults not in care local authority or hospital



Home Office Missing Person Notification Form

Home Office photograph of missing person

When completed a copy of this form
must be emailed/faxed to:

1. Police
2. Local Authority child/adult services
3. UK Missing Persons Bureau

| Reference Numbers and OIC Details | | | |
|-----------------------------------|------------------------------------------------------------------|-------------|--|
| Home Office Unit name and address | | HO Ref: | |
| | | Port Ref: | |
| Date | | PNC ID | |
| Name of staff submitting | | Phone No | |
| Missing Person Details | | | |
| Surname | | | |
| Forename(s) | | | |
| Other names used | | | |
| Home Address | | | |
| Gender | Male <input type="checkbox"/> Female <input type="checkbox"/> | Nationality | |

| | | | |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------|--------|
| Birthplace | | Date of Birth | |
| School/Occupation | | Warning Signals | |
| Ethnic Appearance | | Build | |
| Hair Colour/Length | | Facial Hair | |
| Eye Colour | | Glasses/Lenses | |
| Height | | Complexion | |
| Accent | | UK Shoe Size | |
| Clothing | | | |
| Jewellery | | | |
| Habits/Mannerisms | | | |
| Marks/Scars/Tattoos | | | |
| Vehicle (If believed to have been involved in the disappearance) | | | |
| Make | | Model | Colour |
| Reg | | Distinctive Features | |
| Has vehicle been recovered | Yes <input type="checkbox"/> (Please provide full details below) No <input type="checkbox"/> | | |
| Initial Informant if not Home Office member of staff | | | |
| Surname | | | |
| Forename(s) | | | |
| Date of Birth | | Occupation | |
| Home Address | | | |
| Relationship to missing person | | | |
| Circumstances of Disappearance | | | |

| | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|--|
| Date & Time Missing From | | Date of initial report | |
| Location Missing From | | | |
| Location & Date Last Seen | | | |
| Full Details of Disappearance (Please provide as much details as possible including previous disappearance and immigration status of missing person) | | | |
| | | | |
| Additional Information on Missing person (Please provide details where applicable and circumstances) | | | |
| Is the person vulnerable due to age, infirmity, lifestyle or any other factors? | | | |
| Are the circumstances of going missing different and out of character from usual behaviour patterns? | | | |
| Is the individual suspected to have been a victim of crime or bullying? | | | |
| Is there any indication that the person is likely to commit suicide? | | | |
| Are there any indications that preparations have been made for absence? | | | |

| | |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Passport taken? If yes please give number | |
| Are there family or relationship problems or recent history of family conflict and/or abuse? | |
| Does the individual suffer from any form of physical or mental illness? | |
| Does the person require medication and do they have this with them? | |
| Is the individual likely to be a danger to themselves or others? | |
| Has the individual previously gone missing? If so please provide details. | |
| Additional Information | |
| Photograph of the missing person | Attached <input type="checkbox"/> Awaiting <input type="checkbox"/> Unavailable <input type="checkbox"/> |
| Fingerprints | Yes <input type="checkbox"/> No <input type="checkbox"/> HOIFB NO: |

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[Annex D](#)

CID guidance


All staff:

1.1 Checking CID to establish status of the case

- First find the case on CID by performing a thorough search using the reference number, name or a combination of both.
- Check the outcome field next to each case type to see if the person has been granted any kind of leave and that it is extant. If it indicates 'granted', highlight the case and select the 'case details' icon. The case outcome is displayed on the right hand side.
- Check to see if the person has been detained in the restriction type. If detained, this will have been changed to 'Detention IS'.
- Check on the case offences screen to see if the person has been detained by the police and remanded in custody.
- Check on the removals icon to see if the person has been removed. If removed, the 'outcome date' and 'removal outcome' will be entered. Check that any entry on the removals page does not have a cancellation code or date, as removal directions might have been arranged but cancelled at a later date.
- If checks reveal that the person has been granted leave, detained or removed, add an end date to the current restriction on CID.
- Check the case notes screen and person notes screen see if there is any reasonable explanation that may have been received to explain why the person has failed to report, failed to attend for an interview or failed to reside at a specified address.

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1.2 Checking restrictions

Go to the restrictions screen  .

- Reporting restrictions history should be displayed under the title 'restriction'. The latest restriction should be displayed at the top, with previous restrictions appearing below.
- Restriction type should usually read 'temporary admission' or 'temporary release'. If it does not, you should consult with your manager as the person may require different documentation.
- The centre name should show the immigration reporting centre or police station the person was reporting to.
- The 'Start date' indicates when reporting was initiated for this centre. If it is the current restriction the end date or time field should be blank.
- The 'return to' field should state the appropriate RC or police station, as applicable. The report to field should state 'immigration' or 'police'.
- Highlight the relevant restriction and click on the 'events' button on the bottom right hand side. This will take you to the 'events' for the restriction. Here you can see if any earlier events have an outcome or if the event in question has an outcome. There may also be comments. Asylum case owners record their details here. (Note: these details may be on an earlier event).

1.3 Checking the last IS96 issued

- Check the last issued IS96 using document generation and printing (DGP) to make sure that it was issued correctly and that all details were correct. If any details were incorrect then this could account for the failure to report (FTR)
- Does it only state one reporting event and then tba (to be arranged)?
- Does it display the individual's current address?
- Is the police station correct?
- Do the reporting restrictions match the date they FTR?

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1.4 Locating the Missing Persons Notification Form

In order to locate the Missing Person Notification form the following applies:


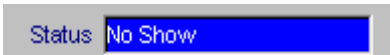


- Click on the document generator tool icon. A new screen will appear which is divided into 2 sections.

In the bottom section there is a selection of folders:

- Click on after entry forms and the folders will expand
- click on IS forms enforcement
- then select the IS.28-300 folder
- then select the form titled IS 294 HO missing persons notification
- Click print to save the missing persons notification form and enable other staff to access the document

1.5 Updating CID after a failure to report


When a person fails to report the following screen screens and fields must be updated:

- on the calendar events screen  update the status field to show that the person was a 'no show' 
- outcome the event with 'no show' if not already done
- on the breaches screen highlight the relevant restriction and add the breach type 'no show (reporting)' and the date of the breach
- check that the 'end date' for the appropriate restriction has been completed. If not, enter the restriction 'end date'.
- click 'events' .
- select each of the events one-at-a-time, go to the 'events status' field for each and choose 'cancelled' .

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- in the 'comments' box for each event, enter that reporting has been cancelled as the person has absconded. The case worker, support staff or operational staff member must also include their name, contact details and location
- complete an ISE343 failure to report warning on CID document generator and if a RepArc case, print a copy of the ICD3574 RepArc information letter.
- send the ISE343, the ICD3574 and the new IS96 to the individual's last known address by 1st class post, plus a copy to the representative by 2nd class post, if they have one. This is to make sure there is a clear evidential trail that the warning was given and can be added to any future appeal bundle should the person contest a decision to terminate support.
- in the case notes field record:-
 - the circumstances of the contact and name of representative
 - any reasonable explanation given and whether the reasonable explanation was accepted or not
 - consideration of prosecution and detention
 - issue of IS96
 - review of new contact management regime
 - any action taken or requested reporting
 - justifications and endorsements by chief immigration officer or higher executive officer for not completing any required action

1.6 Updating CID following a fail to report compliance visit:-

- click on 'calendar events' 
- go to 'events' and select event type of 'visit FTR'
- update 'visit FTR' as completed
- update the 'events' outcome comments field with any necessary comments
- update case notes screen with outcome of visit


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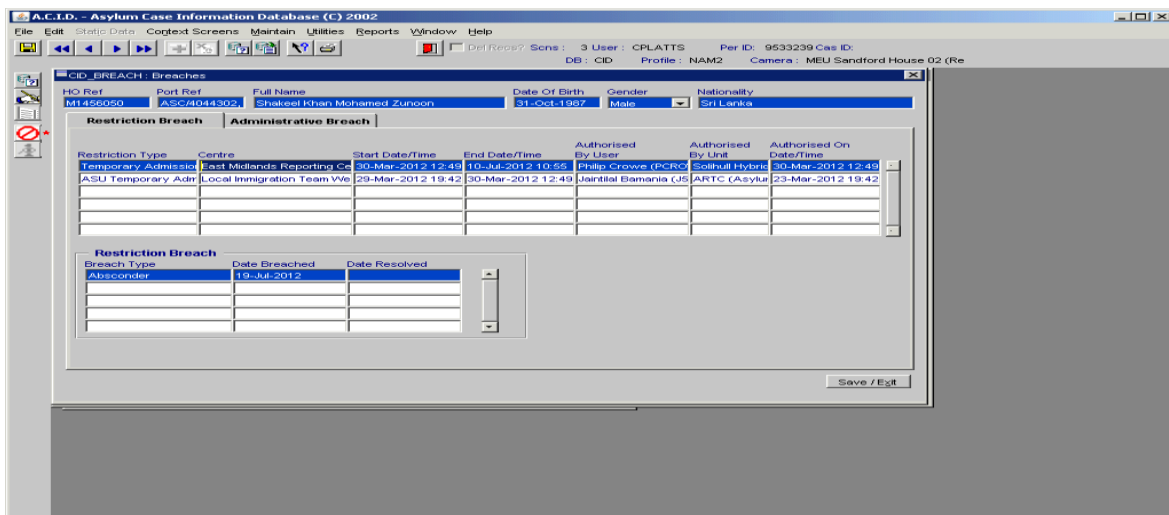
2. The following CID Actions are restricted for use by the following teams only:

- PNC team
- CC trace & locate team
- national absconder tracing team
- command and Control unit
- evidence and enquiry unit

2.1 Updating the breaches screen

Go to the restrictions screen.

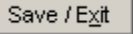
- on the vertical menu on the left hand side of the screen, click 'restrictions' .
- the breaches restrictions screen will be displayed



| Restriction Type | Centre | Start Date/Time | End Date/Time | Authorised By User | Authorised By Unit | Authorised On Date/Time |
|---------------------|----------------------------|-------------------|-------------------|------------------------|--------------------|-------------------------|
| Temporary Admission | East Midlands Reporting Ce | 30-Mar-2012 12:49 | 10-Jul-2012 10:55 | Philip Crowe (PCRC) | Solihull Hybrid | 30-Mar-2012 12:49 |
| ASU Temporary Adm | Local Immigration Team Vle | 29-Mar-2012 19:42 | 30-Mar-2012 12:49 | Jaintilal Bamania (JS) | ARTC (Asylum) | 23-Mar-2012 19:42 |

| Breach Type | Date Breached | Date Resolved |
|-------------|---------------|---------------|
| Absconder | 19-Jul-2012 | |

- click 'restriction breach' and highlight the appropriate restriction
- for 'breach type', select the applicable restrictions:
 - 'missing child - local authority' - for children in care of local authority
 - 'missing child –family' – for children in care of parents or other family member
 - 'missing vulnerable adult' – for all vulnerable adults




- for 'date breached', enter the date the person was reported to the police as missing. This date can be found on the missing persons notification form.
- click 'save or exit' .

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2.2 Updating the special conditions screen

Go to the restrictions screen.

2.3 Missing child or vulnerable adult found

- access CID and enter the Home Office or port reference
- on the vertical menu on the left hand side of the screen, click 'restrictions' 
- on the left hand side of the screen and click 'breaches' 
- click 'restriction breach' and highlight the appropriate restriction:
 - 'missing child - local authority'
 - 'missing child –family'
 - 'missing vulnerable adult'
 - for 'date resolved', enter the date the person was located.
 - click 'save or exit' 

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