



Yenaa Housing

Missing Persons Policy



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Policy Checklist	
Date of Implementation	Feb 24
Date of Last Review	Feb 26
Date of Next Review	Feb 28

1. Introduction and Purpose

This policy outlines Yenaa Housing's approach to managing cases where residents of supported exempt accommodation in Birmingham are reported missing. It aims to ensure timely, effective, and appropriate responses in line with current legal requirements, regulatory guidance, and best practice standards to safeguard vulnerable adults, support their wellbeing, and promote safe housing management.

2. Scope and Application

This policy applies to all staff, contractors, support workers, and managers involved in providing housing and support services to adults living in supported exempt accommodation managed by Yenaa Housing. It covers all instances of a resident being reported missing, regardless of the length of residence or perceived risk level.

3. Legal and Regulatory Context

Yenaa Housing recognises its responsibilities under the following legislation and guidance:

- The Care Act 2014 (particularly safeguarding adults at risk)
- The Safeguarding Vulnerable Groups Act 2006
- The Mental Capacity Act 2005
- The Crime and Disorder Act 1998
- The Housing Act 1996 and 2004
- The Regulator of Social Housing's Consumer Standards
- The British Standards for Missing Persons (BS 11-0002) and law enforcement procedures in England

4. Policy Principles

- Safeguarding and Welfare
- Prompt and coordinated response
- Protecting vulnerable adults from harm, exploitation, or harm due to absence
- Clear communication and record-keeping
- Support and safeguarding on return
- Compliance with legal duties and partnership working

5. Roles and Responsibilities

- Senior Management: Provide strategic oversight, ensure resources, and review the policy annually.
- Designated Safeguarding Lead (DSL): Oversee safeguarding practices relating to missing persons, provide support, and liaise with external agencies.

-Support Workers and Staff: Follow procedural guidance, report suspicions or disclosures promptly, and support residents professionally and sensitively.

-Residents: Co-operate with staff, keep contact information up to date, and inform staff if they feel at risk or wish to leave temporarily.

Responsible providers: All incidents must be reported to our RP via their individual incident forms

6. Procedure for Managing Missing Persons Reports

a.Immediate Response

- Staff receiving a report that a resident is missing must act promptly.
- Gather essential information: resident's full name, date of birth, last known location/time, usual routines, contacts, mental capacity status, and any current risks.
- Make a preliminary risk assessment, considering vulnerability, mental health, risk of harm, or exploitation.

b.Alerting and Internal Actions

- Notify the designated safeguarding lead and senior management immediately.
- Initiate internal procedures, including contacting the police if the resident is considered vulnerable or high risk.
- Record the missing person report accurately in the management system, including all relevant details.

c.Police Involvement

- Follow the police's guidance on a missing person report, including submitting a 'Missing Person's Report' and liaising with law enforcement.
- Cooperate fully with police investigations, including providing any requested information about the resident's routines, contacts, and medical needs.

d. Ongoing Communication and Support

- Keep the police informed of any developments.
- Support staff and residents affected by the incident.
- When the resident is found or returns, conduct a welfare check, assess their needs, and review the circumstances contributing to their being missing.

7. Supporting Residents Who are Missing or Have Been Missing

- When residents are located, staff will:
 - Ensure their immediate safety and well-being.
 - Conduct a safeguarding risk assessment.
 - Offer support including contact with family, friends, or support services.
 - Review support plans and risk management strategies.
 - Consider whether a referral to adult safeguarding or mental health services is necessary.

8. Safeguarding and Whistleblowing

- Yenaa Housing maintains a safeguarding culture, ensuring all staff understand their responsibilities to vulnerable adults.
- Concerns about exploitation, abuse, or neglect related to a missing person case must be escalated through the safeguarding process.

9. Record Keeping and Data Protection

- All reports, actions, and investigations must be documented accurately and securely.
- Personal data will be handled according to the Data Protection Act 2018 and UK GDPR, maintaining confidentiality and privacy, except where sharing is required to protect welfare or comply with legal duties.

10. Training and Awareness

- Staff will receive safeguarding training, including procedures for managing missing persons cases, at induction and regularly updated.
- Support staff will know how to handle disclosures, risk assessments, and liaison with law enforcement.

11. Review and Monitoring

- This policy will be reviewed annually or following significant incidents or changes in law or guidance.
- Regular audits will assess compliance with procedures and effectiveness of response to missing person cases.

12. Partnership Working

Yenaa Housing will collaborate with Responsible Providers, police, adult safeguarding boards, and external agencies to ensure a unified and effective approach to managing missing persons and safeguarding risks.
