



Response Date:05/06/2024

2024/519 - Missing Person Risk Assessment

In response to your recent request for information regarding;

I would like to raise a freedom of information request to have access to the procedure notes and policy of how a missing person risk level is assessed by a call handler or Patrol Officer at the time of the initial phone call

From a control room / call taking perspective:

Please find attached a document which shows a pre-defined question set which appears for our call takers when obtaining details of a missing person.

Following completion of this question set the call taker will complete a THRIVE questionnaire, which is also in the attached, which enables the call taker to carry out the risk assessment based on the question set to cover threat, harm, risk and vulnerability & any other additional information provided by the caller as well as any relevant information sourced from Police systems.

Please also find attached pages 5 – 8 of the NWP MISPER Policy which highlights initial enquires and risk grading procedures.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 04/06/2024

Missing Person Details



Missing Persons Name [in PNC format i.e. LASTNAME/FIRSTNAME/MIDDLENAME]

Circumstances of going missing and demeanour?

Are there any locations where the missing person might be? Places frequented?

Missing Persons Gender

Is this behaviour out of character - explain why?

What has been done so far to locate the missing person by family, friends or agencies?

Missing Persons Age

Details of any vehicle (Full registration) or any other transport used e.g. travel pass

Is there a risk to the person from weather conditions (consider clothing worn)?

Missing Persons DOB (if unknown leave as current date)

15/05/2024

Does the missing person have access to or have any money (how much and by what means)?

Has the person been missing before? If yes, when/circumstances/where were they located?

Missing Person Home Address

Does the missing person have a phone (make/model if known) and what is the number? Does caller have 'find my phone' software, username and password?

Does the missing person have any medical needs, if so, please provide details and explain type and frequency of medication prescribed / taken. Effects if medication not taken for more than 12 hours / 24 hours etc?

When and where was the missing person last seen?

What are their names on social media platforms?

Are there details of any person who they might have contact with?

Description of the missing person and their clothing (include height, weight, build, marks, scars, tattoos etc)

What concerns does the reporting person have about the missing person's disappearance and vulnerability (suicidal/self-harm etc.) and why? If CSE or dementia, do they have a trigger plan/Herbert Protocol?

Any other information the reporting person has about the missing person?

OK

Cancel

What is happening?

Give details of what is being reported

Or if updating event, record the reasons why

OK

Cancel

Happened before?

Has anything like this happened before?

If NO, type No.

If YES, give details AND confirm if Police were informed.

If Not Applicable, for example an ALARM, then type N/A.

OK

Cancel

Email Address

"Much of our victim contact is now handled via e-mail. To allow the investigating officer to keep you updated with the progress of the investigation can you please provide an e-mail address."

Leave BLANK if not supplied, then press OK

OK

Cancel

ADD PERSON TO SUPP INFO?



Would you like to add (or add another) person to Supp Info/Log?

Yes

No

ADD VEHICLE TO SUPP INFO?



Would you like to add (or add another) vehicle to Supp Info/Log?

Yes

No

THRIVE required?



Is THRIVE required?

Yes

No

Threat

Harm

Vulnerability

Risk



Actions

OK

Cancel

It is important for the recording officer/staff to gather as much information as possible making use of the Customer Rules Engine (CRE) for missing persons as this will inform the risk assessment and direct any subsequent investigation. The call handler should obtain relevant details relating to the missing person and the circumstances of the disappearance.

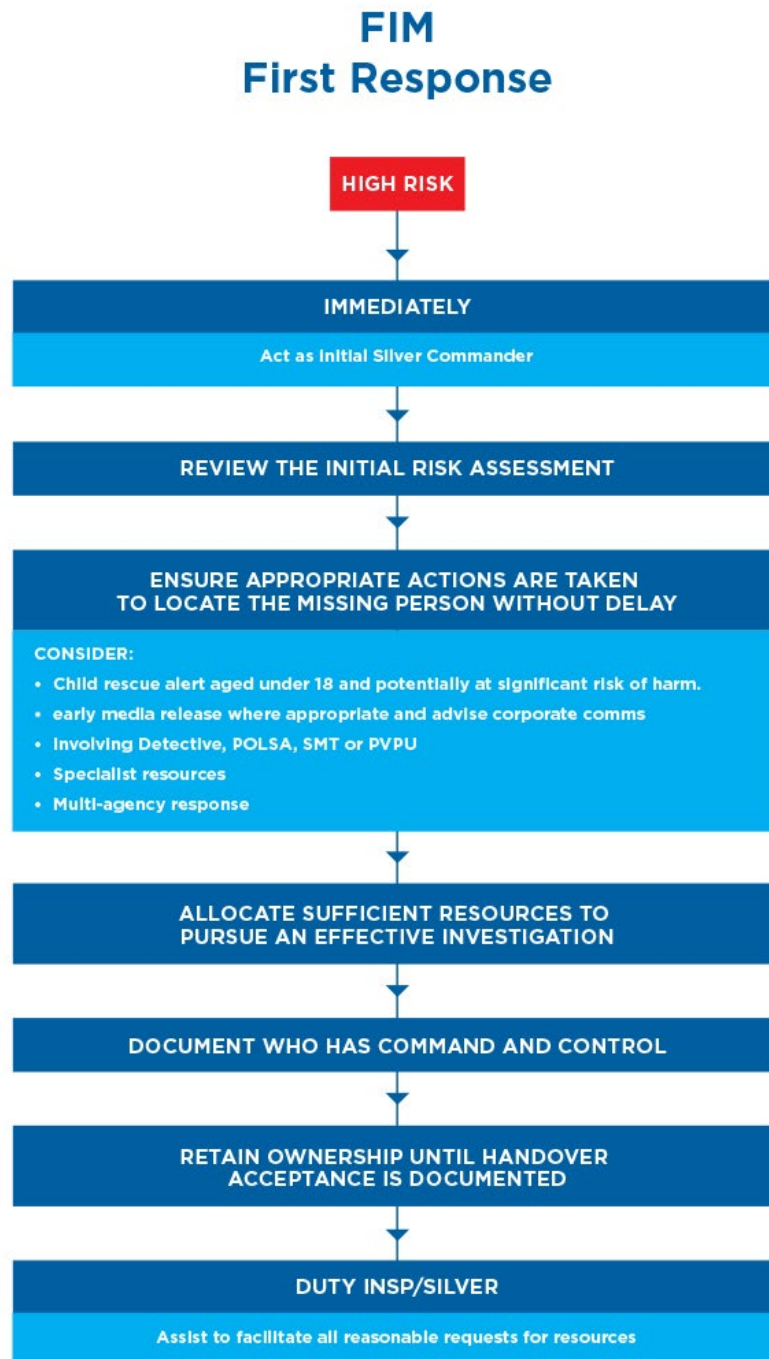
The police area (or force) that receives the missing person report must record in line with this guide and APP. The person reporting must not be told to contact another force regardless of where the person reporting resides. See [cross-border cases](#)

If at any point it becomes evident that the initial risk assessment may be high, the case should be brought to the attention of the FIM for immediate response.

Careful consideration should be given to all reports to ensure that a lack of information isn't mistaken as an indication that the person is safe and well.

It is important that the appropriate opening and closing code for command and control systems is used to identify the incident as a missing person. If the incident is in relation to the disappearance or none appearance of a person the correct code is missing (if log is opened as a missing, dealt with as a missing it should be closed as a missing).

4.2 Force Incident Manager (FIM)



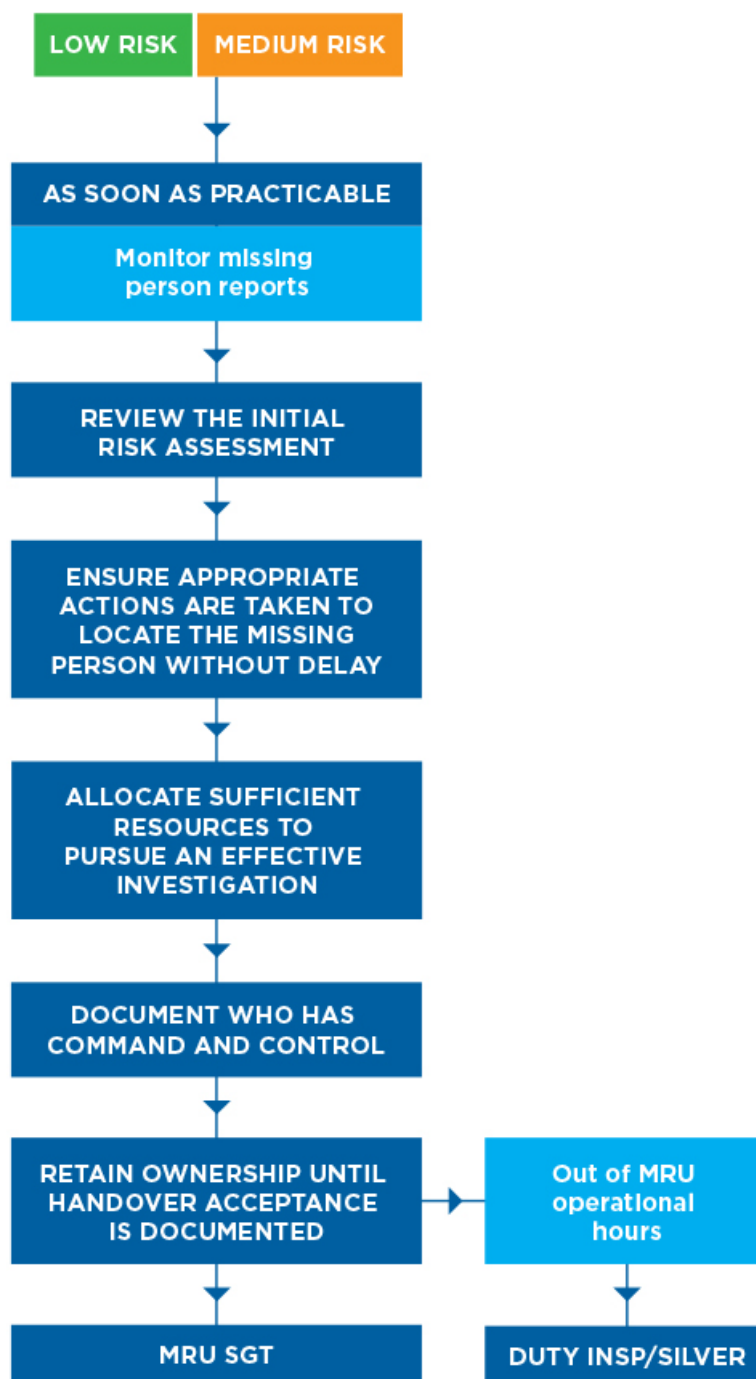
Should be made aware of all Medium and high risk missing person reports made to the Force Control Room and will act as initial silver in High risk cases until documented command and control handover at the earliest opportunity.

As soon as practicable (immediately in High risk cases) will review the information recorded, consider the risk level apparent in the circumstances and the response provided/required.

Will consider use of and assist with all reasonable requests for specialist resources including (but not limited to) POLSA, Child rescue alert, telecom SPOC (appropriate in medium risk cases where the person is considered high risk of exploitation), intelligence checks (I24), SARDA etc.

4.3 JCC POD supervisor

POD SUPERVISOR First Response



Will monitor all missing reports to ensure consistency.

If at any point it becomes evident that the initial risk assessment may be high, the case should be brought to the attention of the FIM for immediate response.

4.4 Initial investigating officer (IIO)

INITIAL INVESTIGATING OFFICER (IIO) First Response

