

## RHI process for Teams – April 2021

### Introduction

Audit activity has shown us that young people reported missing who have allocated workers rarely engage in the RHI process. They often tell us that they have already spoken to their SW/support worker and so do not want to talk to anyone else about their missing incident. As such, it has been decided that we need SW's/LP's for children undertaking the RHI's for those children open to a worker in ICS. We anticipate this will mean an increased 'take up' of the RHI's and enable us to have better information to inform planning to aid the reduction of future episodes/ensure are doing all we can to keep children safe.

We need to report on RHI performance (timeliness and quality) to SLT on a quarterly basis. We need to continue to strive to ensure they are completed within 72 hours – this time commences when the young person is found and finishes when the RHI is completed. As such, there cannot be unnecessary delay in children being spoken to about missing incidents.

It has been agreed that allocated social workers will complete the RHI form in mosaic. If, when undertaking the RHI the worker also completes work related to the ongoing plans for an individual child, then it is accepted that staff can, within a CP/CIN/LAC/CLROC visit record, cut and paste relevant information from an RHI or make a note to 'also see information in RHI form' within the visit record **BUT** the RHI **CANNOT** be 'counted' in its own right as a CP/CIN/LAC/CLROC visit for a child.

All missing incident notifications will continue to go through Access, who will log the contact and workflow the RHI to the relevant team. Teams will have their own 'virtual box' that can be accessed by TM's and SSW's to enable the RHI to be allocated out. This will enable decisions to be made about who conducts and RHI if the allocated worker is off sick or on leave. **NB** it was agreed by TM's that the virtual boxes will be as follows:

YPS – MISPER'S YPS VIRTUAL

North 1 and 2 – MISPER'S NORTH LOCALITY VIRTUAL

South 1 and 2 - MISPER'S SOUTH LOCALITY VIRTUAL

Central and Exploitation team – MISPER'S CENTRAL LOCALITY VIRTUAL

CLA and TTIT – MISPER'S CORPORATE PARENTING

Response – all pods – MISPER'S RESPONSE VIRTUAL

0-25'S – MISPER'S 0-25 CWD VIRTUAL

Families plus north – MISPER'S NORTH VIRTUAL

Families plus south – MISPER'S SOUTH VIRTUAL

All virtual boxes should be accessible by managers and seniors as well as the service managers within the teams in order for RHI's to be allocated to individual staff.

**NB – where there are changes to managers/seniors a MARVEL form will need to be completed to request any access changes.**

**Getting Started – Information for managers:**

Click on icon to ‘act for’ Virtual box which is found in top left corner of page. Assign the RHI to the worker. This should then ‘land’ in the workers inbox/work tray.

Important to keep refreshing throughout the day to ensure you see new incoming work as soon as they arrive.

You have up to a maximum of 5 working days from the day of the visit to write up any RHI form and the associated paperwork (eg CIN/CP/LAC visit).

Occasionally, reports will be sent to a wrong team by mistake. If this is the case reassign the report to the correct team.

**Managers**, to reassign a case to the correct team, you need to treat the Misper Virtual Worker as an individual. Click “assign” and then “Find” next to “Pass to Worker” box. Use **Virtual** as the last name and click “Find”. Choose the appropriate virtual box and assign. This will then move to the correct team box.

**Information for workers once you open the RHI form – this will help if you are not aware of the missing information from the police or EDT prior to starting the RHI form.**

Look under ‘previous step’ to find ‘Contact MASH and referral form’.

You can open this by clicking on link under ‘Documents’ on top right of screen.

Look under ‘attachments’ – to find the police reports.

*This is a much easier way of finding the relevant information for that episode as often to locate the right one for repeat mis pers just by looking in attachments can be tricky.*

**How to complete the form:**

**Section 1** – Should automatically fill in with details of YP.

**Section 2** – There is a mandatory question which you need to answer before sign off. ‘Please identify the main reason why the child / young person went missing’ – you need to choose from one of the drop down options. This should be based on information taken from the YP after conducting the interview, or if RHI has not taken place, from the information in the police report.

**Section 3** – **Complete all fields.** This is for data return.

Please always complete the Contact Attempted section as otherwise other colleagues who can access the record (e.g. Consultant Social Worker) may not be aware if anyone is working on the incident.

You must always choose **Yes** or **No** for the following questions

**“Was the child or young person offered a return interview?”**

Yes	No
There is a dialogue box where you can explain how this happened. This may be a repeat of one of the Contact Attempted box, in which case it is fine to cut and	Select Reason why RHI was not offered from drop down menu

<p>paste this. The expectation is that we will offer the young person the RHI on the same day we contact them and expect to see this offer recorded in the Contacts Attempted section and if the young person is not able to meet that day please make it clear the reason.</p>	
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**“Did the child or young person accept the return interview?”**

Yes	No
Complete Date and Time of RHI	Select Reason why RHI not accepted from drop down menu

**Section 4** – incident details and return interview - In this section all you MUST do in the first box is note what document, the date of the document and date of upload of document, the discussion about the missing incident has taken place. This enables anyone wanting to know about the missing incident to see when the information was discussed with the young person and what information was disclosed.

**Top tips:**

- Be professionally curious
- Always try to include full names of people they are with. This helps mapping process and build links.
- If you use a particular tool to gather information (as discussed in previous team meeting) please take photo or scan and save as an attachment on the form. (Click on paperclip on top left of screen).
- If the YP doesn't answer one of your questions, please still record that you asked but YP declined to answer. This helps evidence that we have at least asked and saves work coming back to follow up on.
- All YP who have gone missing are vulnerable as we do not know where they are. This is a good opportunity to discuss and help them understand these vulnerabilities.
- Even if YP are not using or involved in substances or offending behaviour, it is a good opportunity ask their opinion/gather what they know about it and provide basic information. Please record you have done so if you have.
- Please ensure that if you have given suggestions about what could help prevent a further missing incident that you record clearly that these suggestions have been shared with the family. No point writing ideas if not shared!
- Please ensure you add something about the 'so what' in terms of information gathered. For example iff there are safeguarding issues and you think a strategy discussion is needed say this; if an early CLA review or stability meeting is needed for a child in care who has expressed unhappiness, say this. If an earlier multi-agency meeting is needed, say this. If concerns about exploitation arise and the child is not currently known at PIMMS, say you will refer to PIMMS

**Section 5**

Choose “ Add”

A dialogue box will open and you will be able to “Select an Action” from the Drop Down Menu

**Child Exploitation Screening**

It is possible that you feel an EIT should be completed as part of the RHI. If this is the case then you should choose this option. If you do choose this option then in the next dialogue box choose "Assign to Me" and you can complete the EIT as part of the RHI

**Record for Missing Child or Young Person completed**

Choose this option when you have completed the RHI form. Choose Add and Close

Once all sections completed as above you need to save and send requests to 'sign off'. The form will stay as incomplete work until it has been signed appropriately. Click on the Clipboard on the menu on the top

Always Choose "**Required –Please review information and confirm next action**". Please forward this to the relevant Manager regardless of whether the RHI was accepted or not.

Press **Save**

Once the manager has received the form in their current work, they will check that it is completed appropriately. **Managers should click on the notepad and this enables them to write in the note field that comes up. This is where their oversight of the RHI and any information about planning/risk/quality of the RHI should be recorded for this child. Managers then need to save and finish.**

Xxxxxxxxxxxxxxxxxxxxxx the workflow process for sending to BS needs to go in herexxxxxxxxxx

**Additional Information:****Information sharing with the police mis per co-ordinator:**

Copies of completed RHI's should be shared with the police mis per co-ordinator. In addition she also needs to be notified about refusals or children we cannot reach to complete RHI's. Those we can't reach (particularly) due to wrong phone numbers will highlight the information on police record and enable them to address this with officers.

The current email address this information needs to be sent to is:

[Katherine.Miller@avonandsomerset.police.uk](mailto:Katherine.Miller@avonandsomerset.police.uk)

**If there are multiple MISPER reports within short period of time:**

Worker to question about all incidents known in first interview as we always have. However we still need to complete RHI forms for all incidents separately on Mosaic (they cannot be merged).

Fill in 1<sup>st</sup> RHI with as much information as possible and make it clear that this RHI is covering more than one episode and make clear which episodes this relates to in the "Add any important information not included in Previous Sections" box in Section 4.

For the second RHI form complete the date fields in all relevant sections but no need to add text other than to make it clear in Section 3, when you choose Yes for "was the child or young offered a return home interview", add in the "details" box "Covered by another RHI" and then put the date and time of first RHI in the "Date and Time of Return Interview" box.

**Completing the RHI when there is no Police report**

Occasionally we will know that a young person has gone missing but the process has not started as the Police Found report has not yet been submitted. In these occasions ART will start the process and they will add the found date to the RHI and forward to us as normal. You can complete the RHI as usual, recognising that you may not have the Police report but you can check the young person's record for relevant information.

**Final Note**

**If you know your YP has been reported missing and is found, please do not wait for the RHI form to appear in your workflow to start the process – get out to see your YP as soon as you can – paperwork can sometimes take time to catch up!**