

QUICK RHI GUIDE FOR MANAGERS AND STAFF

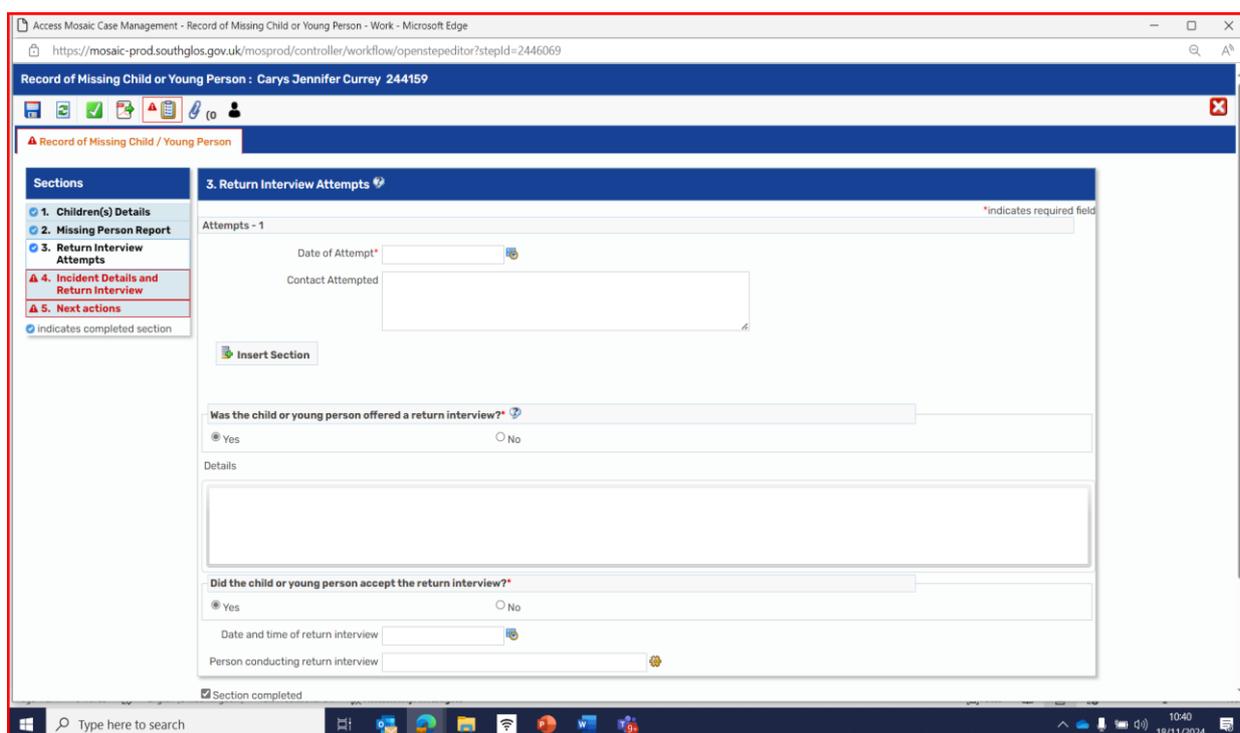
This is a quick guide designed to highlight the key sections in the RHI process that are often recorded incorrectly. This guide is to be used by Workers when completing RHI's and Team Managers when QAing an RHI to ensure that childrens record correctly details this key event in their life.

Key Principles:

Visits to discuss the missing episode with a YP should always take place as quickly as possible after they go missing- we need to ensure we give the right messages to children – we were worried about where they were and don't wait for the paperwork to catch up!

It can be unhelpful to use words such as “interview” with CYP, this often makes the process feel formal to them – you will likely know your YP best but it is likely to be best achieved by talking about what happened when they were reported missing.

NB it is only necessary to complete sections 3+4 of the RHI form – the other two sections pull through from the MASH contact and referral record.



The screenshot displays the 'Record of Missing Child / Young Person' form in the Mosaic Case Management system. The browser address bar shows the URL: <https://mosaic-prod.southglos.gov.uk/mosprod/controller/workflow/openstepeditor?stepid=2446069>. The page title is 'Record of Missing Child or Young Person : Carys Jennifer Currey 244159'. The left sidebar lists sections: 1. Children(s) Details, 2. Missing Person Report, 3. Return Interview Attempts (selected), 4. Incident Details and Return Interview, and 5. Next actions. The main content area is titled '3. Return Interview Attempts' and shows 'Attempts - 1'. It includes a 'Date of Attempt*' field, a 'Contact Attempted' text area, an 'Insert Section' button, and two radio button questions: 'Was the child or young person offered a return interview?*' (Yes/No) and 'Did the child or young person accept the return interview?*' (Yes/No). Below these are 'Date and time of return interview' and 'Person conducting return interview' fields. A 'Section completed' checkbox is at the bottom left of the form area. The Windows taskbar at the bottom shows the search bar, system tray, and date/time (10:40, 18/11/2024).

Attempts – each effort to contact a child for the RHI should be recorded in a separate box with the date AND time the contact was made. NB the time defaults to 00:00 so you must alter this! include a brief narrative about the attempts, phone call directly, through parents/school and whether you got through. NB one contact attempt for a child open to social care is not really acceptable – the advice is that you should really try at least

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three times over the course of 1-2 days and should make efforts to contact parents, schools or placement support staff/carers if you can't contact the child directly.

Was the child or young person offered a return interview – outcome – yes

Include a little narrative in the box – if they only agreed to talk to you by phone, over teams, they were happy for you to visit but not that day etc.

Did the child or young person accept the return interview – outcome – yes

Ensure you include the date and time of the interview NB the time will default to 00:00 so you must change this.

The screenshot displays the 'Return Interview Attempts' section of the Mosaic Case Management system. The interface includes a sidebar with navigation options: 1. Children(s) Details, 2. Missing Person Report, 3. Return Interview Attempts (selected), 4. Incident Details and Return Interview, and 5. Next actions. The main form area shows 'Attempts - 1' with a 'Date of Attempt*' field and a 'Contact Attempted' text area. Below these are two radio button questions: 'Was the child or young person offered a return interview?' (with 'Yes' selected) and 'Did the child or young person accept the return interview?' (with 'No' selected). A dropdown menu for 'Why was the Return Home Interview not accepted?' is set to '-- Please Select --'. A 'Section completed' checkbox is at the bottom left of the form.

Attempts – each effort to contact a child for the RHI should be recorded in a separate box with the date AND time the contact was made. NB the time defaults to 00:00 so you must alter this! include a brief narrative about the attempts, phone call directly, through parents/school and whether you got through. NB one contact attempt for a child open to social care is not really acceptable – the advice is that you should really try at least three times over the course of 1-2 days and should make efforts to contact parents, schools or placement support staff/carers if you can't contact the child directly.

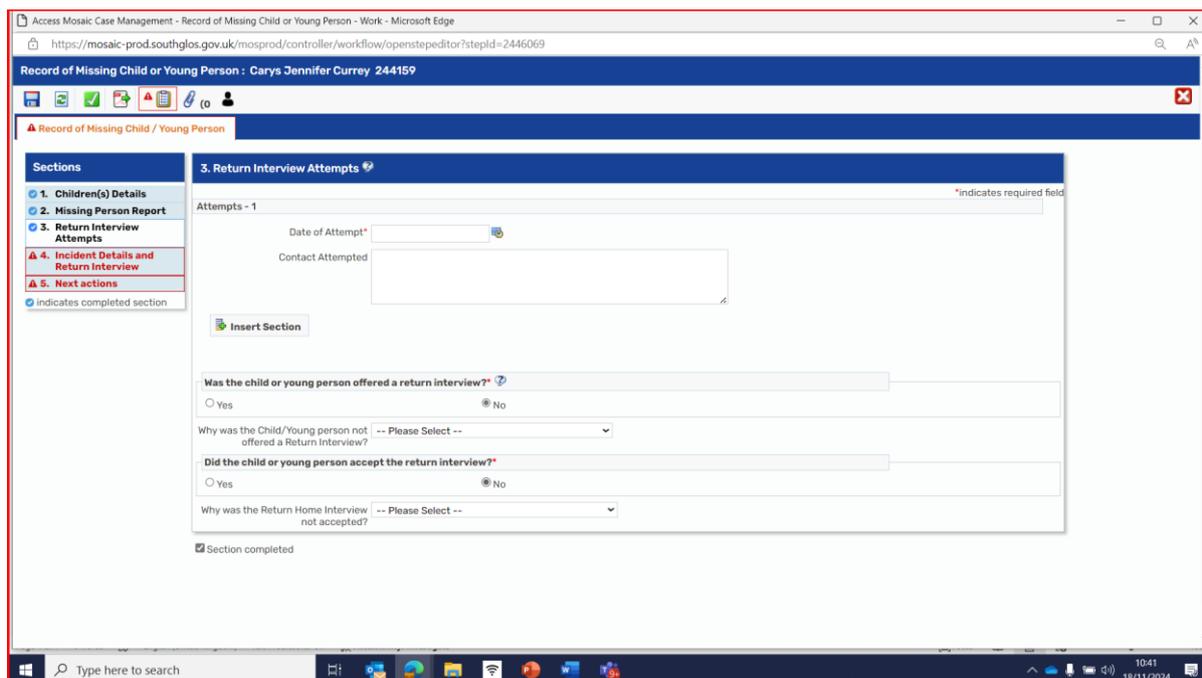
Was the child or young person offered return interview – outcome – yes

Include a little narrative in the box – if they only agreed to talk to you by phone, over teams, they were happy for you to visit but not that day etc. If they state during this conversation they do not want to talk to you – then include the narrative of what they said here – its often more powerful to use their words.

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Did the child or young person accept the return interview – outcome no

Ensure that the drop down box you choose reflect what you have recorded in the narrative box about the RHI being offered. NB if a child talks to you a little about their missing episode – however small this is, **it is not a refusal** – its just that we have limited information about it and you and your manager will have to think about any next steps as a result of this.



The screenshot displays the 'Return Interview Attempts' section of the Mosaic Case Management system. The interface includes a sidebar with sections: 1. Children(s) Details, 2. Missing Person Report, 3. Return Interview Attempts (active), 4. Incident Details and Return Interview, and 5. Next actions. The main form area shows 'Attempts - 1' with a 'Date of Attempt*' field and a 'Contact Attempted' text area. Below this are two sets of radio buttons for 'Was the child or young person offered a return interview?' and 'Did the child or young person accept the return interview?'. Each set has 'Yes' and 'No' options, with 'No' selected in both. There are also dropdown menus for 'Why was the Child/Young person not offered a Return Interview?' and 'Why was the Return Home Interview not accepted?'. A 'Section completed' checkbox is at the bottom left of the form area.

Attempts – each effort to contact a child for the RHI should be recorded in a separate box with the date AND time the contact was made. NB the time defaults to 00:00 so you must alter this! include a brief narrative about the attempts, phone call directly, through parents/school and whether you got through. NB one contact attempt for a child open to social care is not really acceptable – the advice is that you should really try at least three times over the course of 1-2 days and should make efforts to contact parents, schools or placement support staff/carers if you can't contact the child directly.

Was the child or young person offered return interview – outcome – no

If you are not able to make contact with the child and this is why you cannot offer the RHI, you should have demonstrated sufficient effort in the contact attempts to reach the child/young person as detailed above – x1 attempt, particularly for a child who is already open to services is not sufficient.

It may be that the decision was taken not to offer for other reason and no contact attempts were made; if this is the case, then ensure the reason you chose reflects this – not being in the child's best interests for example, could be used in the case of a YP who

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has significant MH problems or a safeguarding worry occurred during the incident and the child may be traumatised.

Did the child or young person accept the return interview – no

If you do not offer the RHI, the only outcome you should choose here is the one that details the offer not being made.

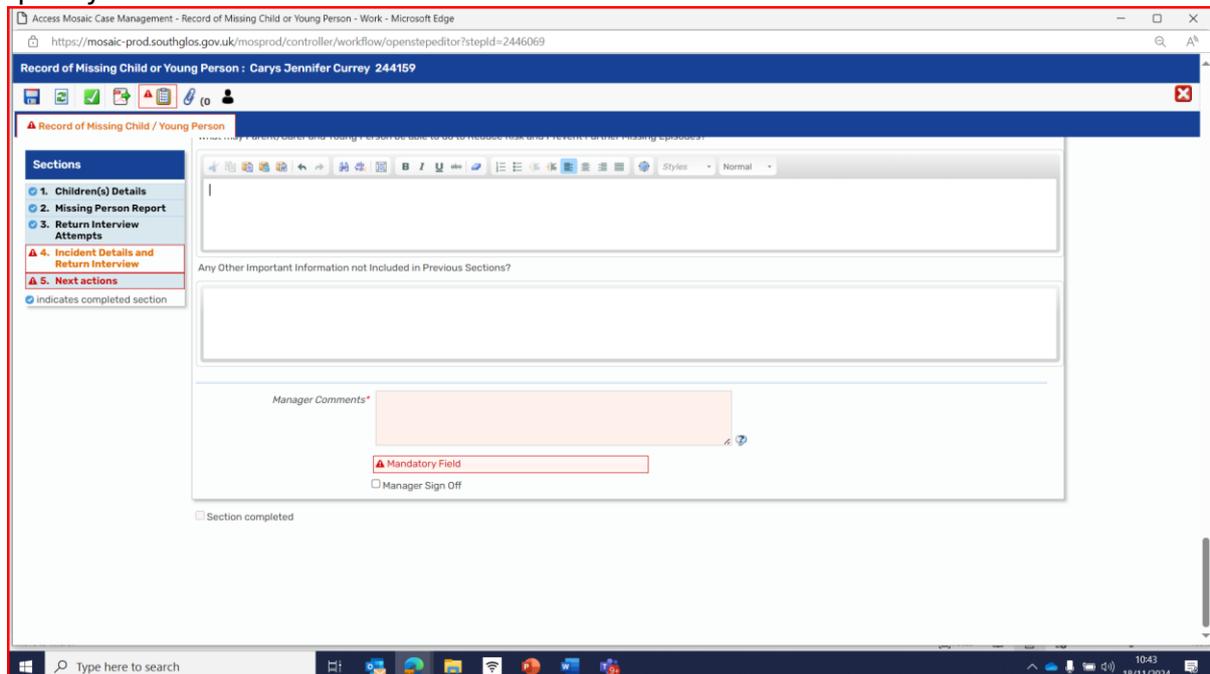
Manager sign off

A reminder please that you should check that the SW has inputted all the necessary dates and times as per the details noted above in the previous page.

Manager sign off should ideally include:

- A note about the risks identified
- A note about the strengths to mitigate risks
- Is the plan that is in place still sufficient to meet the needs or does something need to change?
- Any actions needed as a result with timeframes

It is also an opportunity to give some feedback to the worker by adding a note about the quality.



The screenshot displays the 'Record of Missing Child / Young Person' form in Microsoft Edge. The browser address bar shows the URL: <https://mosaic-prod.southglos.gov.uk/mosprod/controller/workflow/openstepeditor?stepid=2446069>. The page title is 'Record of Missing Child or Young Person - Carys Jennifer Currey 244159'. The form is divided into several sections, with '4. Incident Details and Return Interview' and '5. Next actions' highlighted in orange. A 'Manager Comments*' field is also highlighted in orange, with a red border and a 'Mandatory Field' warning icon. Below this field is a 'Manager Sign Off' checkbox. The form is currently empty, and the 'Section completed' checkbox is unchecked.