



LCS / Missing Persons User Guide

Liquidlogic Children's Systems (LCS)

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DOCUMENT HISTORY

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08/03/2016	STEPHEN ALLWRIGHT	1.0	
21/03/2016	STEPHEN ALLWRIGHT	1.1	ADDING RE-ASSIGN EPISODE
21/03/2016	STEPHEN ALLWRIGHT	1.2	ADDITIONAL NOTES
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08/08/2016	STEPHEN ALLWRIGHT	1.4	INCLUSION OF MULTI AGENCY MISSING MEETINGS & REVIEW MULTI AGENCY MISSING MEETING FORMS
05/12/2016	STEPHEN ALLWRIGHT	1.5	AMENDMENT OF LOCAL AUTHORITY INSTRUCTIONS
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24/04/2019	STUART O'CONNOR	1.7	ADDED FLOW MAP AS REQUESTED BY SERVICE DESK
19/06/2019	STUART O'CONNOR	1.8	ADDED NATIONAL MISPER RECORDING FOR CP ADMIN
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TABLE OF CONTENTS

1.	COURSE OVERVIEW.....	3
2.	ADDING A MISSING PERSON	4
2.1.	COMPLETING THE MISSING PERSON EPISODE.....	5
2.2.	NOTIFYING USERS.....	7
2.3.	ADDING SIBLINGS	7
2.4.	CREATING THE MISSING RECORD	8
2.5.	UPDATING THE MISSING RECORD	8
2.6.	REASSIGNING THE MISSING RECORD	9
2.7.	ADDING A MISSING PERSON CASE NOTE.....	10
2.8.	NATIONAL MISSING PERSON RECORD CREATION	10
3.	CLOSING A MISSING PERSON RECORD	12
3.1.	RETURN INTERVIEW	14
4.	FINALISING A MISSING RECORD	15
5.	ADDING A NEW MISSING RECORD IF ONE IS ALREADY ACTIVE.....	16
6.	MULTI-AGENCY MISSING MEETING	17
6.1.	MEETING DATE & ATTENDEES	18
6.2.	BACKGROUND.....	19
6.3.	DISCUSSION.....	19
6.4.	ACTIONS	20
6.5.	FINALISING	21
7.	REVIEW MULTI AGENCY MISSING MEETING.....	22
7.1.	MEETING DATE & ATTENDEES	24
7.2.	BACKGROUND.....	25
7.3.	DISCUSSION.....	26
7.4.	NEXT ACTIONS	26
7.5.	FINALISING	28
8.	MISSING PERSONS PROCESS FLOW CHARTS.....	29
8.1.	MISSING PERSON (LOCAL AUTHORITY)	29
8.2.	MISSING PERSON (OTHER LOCAL AUTHORITY, CP ADMIN).....	30

1. Course Overview

This guide has been specifically designed for Social Care staff within the Children & Young People Service who are required to record and update when a Child/Young Person is Missing.

By the end of this course you will be able to:

- Initiate a Missing Person Record
- Fill out the Missing Person Record
 - Notify Users of the Missing Person
 - Add a sibling into the Missing Person Record
 - Create the Missing person Record
 - Update and Re-Assign the Missing Person Record
 - Add a Case Note to the Missing Person Record
- Close a Missing Person Record
- Finalise the Missing Person Record
- Create a Multi-Agency Missing Meeting
- Create a Review Multi Agency Missing Meeting

2. Adding a Missing Person

- Click on the “Additional” tab in Basic Demographics
- Click the “Add Missing Person Record Link”

Child: James Example 16 years (Ref: 556251) Basic Demographics

Personal

Additional

Identity

Photos

Risks

Parental Factors

Relationships

Involvements

Case Status

CP

CLA

Adoption

History

Chronology

Forms

Case Notes

Audit

Health

Education

Disability

Is Disabled?

Is on a Disability Register?

Disabilities

No Disabilities Recorded

[Add a Disability](#)

Categories of Need

Started On	Ended On	Category of Need
05-Mar-2014	-	N1 ABUSE NEGLECT

Legal Statuses

Started On	Legal Status	Expiry Date	Actual End Date	Court
13-Apr-2014	C2 FULL CARE ORDER			

[Add Legal Status](#)

Missing Person records

Started	Ended	Missing Status
03-Mar-2016 13:41	03-Mar-2016 13:42	Missing

[Add Missing Person Record](#)

- Or Click the “Personal” tab and then click “Add Missing Person Record”

★ Important Information

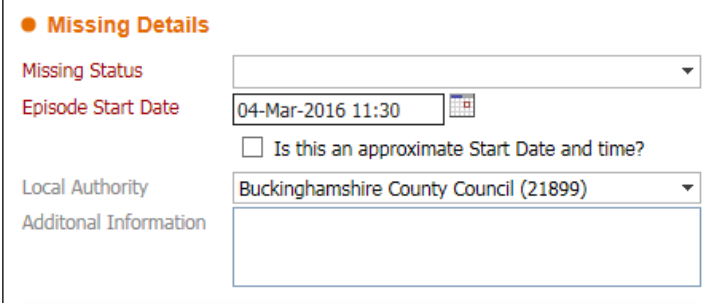
There are no specific alerts at this time.

[Add Missing Person Record](#)

- The Add Missing Persons Record link will not be available if a child is already recorded as missing. Once a child has been recorded as found the link will appear

2.1. Completing the Missing Person Episode

- You will then need to fill out the Missing Person Details. Any question in red is mandatory. Below is a breakdown of each area that can be filled out.



The screenshot shows a form titled "Missing Details" with the following fields:

- Missing Status**: A dropdown menu.
- Episode Start Date**: A date and time input field showing "04-Mar-2016 11:30" with a calendar icon.
- Is this an approximate Start Date and time?
- Local Authority**: A dropdown menu showing "Buckinghamshire County Council (21899)".
- Additional Information**: A large text area.

- The Missing Status will need to be input, when clicking into the drop down box you will be given four options **Absent from Home, Absent from Placement, Missing from Home, Missing from Placement**.

The Definitions of missing and absent are as follows:

- The Term Missing relates to anyone whose 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
- The Term Absent relates to: a person not at a place where they are expected or required to be but whose location is known
- When a child is Placed at Home (Under the Placement with Parent Regulations) the Missing Status must be **Missing or Absent from Placement**
- Then enter the Episode Start Date, this is the date and time the child left his or her normal placement or the date the child was last seen by a responsible adult (whichever is the latest). For this purpose, a responsible adult is either the child's carer, or a professional directly associated with the child's welfare or education (e.g. a doctor, school teacher or social worker).
- Local Authority – You should select the Local authority that is responsible for the child.
- Buckinghamshire County Council will appear in the LA field when starting the episode and should only be changed if the missing person is from another LA

- You will then be able to enter the Location the child/young person has gone Missing From.
- You can select **Home, Placement or School**
- You may also enter any additional Information about where the child/young person has gone missing from
- N.B. The Location when gone missing box is currently not in use so does not need to be filled out

● Missing Person Location

Location missing from

Location when gone missing

Additional Information

- Then you enter information regarding who can be contacted in regards to the missing person

● What to do and who to contact

Instructions

- Under the Risks Section you should input any information about Risk Factors and also information in regards to the Risk Assessment.
- Use Risk Factors to explain why the Risks are not known and also to add any additional information about the risks
- If the missing person is at risk of a particular type of risk you can select the level of risk that it poses to the person. By clicking into the drop down box next to the Type of Risk you can select if the risk is **Known or Potential**

● Risks

Risk Factor (contact with person/s posing risk)

Risk Assessment Completed

Type of Risk: **Being physically hurt or harmed by others**

Type of Risk: **Being physically hurt or harmed by self**

Type of Risk: **Drug use**

Type of Risk: **Gang connections**

Type of Risk: **Insufficient self-care skills**

Type of Risk: **Involved in criminal activities**

Type of Risk: **Mental health issues**

Type of Risk: **Need for essential medication/medical intervention**

Type of Risk: **Radicalisation**

Type of Risk: **Returning to their home where there is a known risk**

Type of Risk: **Risk of being abducted**

Type of Risk: **Risk of sexual abuse by others**

Type of Risk: **Risk of sexual abuse to others**

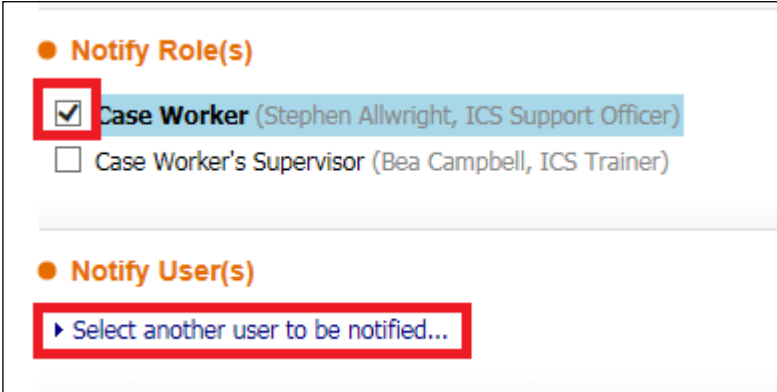
Type of Risk: **Risk of sexual exploitation**

The Definitions of Known and Potential are as follows:

- Known means a risk that is actually happening
- Potential means that the child/young person is at risk

2.2. Notifying Users

- It is possible to notify users on LCS when they have gone missing.



● **Notify Role(s)**

Case Worker (Stephen Allwright, ICS Support Officer)

Case Worker's Supervisor (Bea Campbell, ICS Trainer)

● **Notify User(s)**

▸ Select another user to be notified...

- As a default the Social Worker is automatically notified. The Social Worker Manager should then also be ticked by clicking the box next to their name as highlighted in the image above.
- If the child has an IRO or CP Chair, these will also be automatically notified
- If you need to notify another user you can click the link **Select another user to be notified**
- This will then take you to the address book where you can search for the necessary person

2.3. Adding Siblings

- If there are siblings or other family members who have gone Missing at the same time they can be selected and a Missing Record will be created on the them at the same time
- As long as the sibling is in the relationships they will appear under the Siblings heading. To select a sibling click the box next to their name and a tick will appear as shown in the image below.



● **Siblings**

Please select who this Episode also applies to

Sarah Example

Unknown PLACED WITH PARENTS

- Records created for relatives are distinct records and can be edited separately and/or jointly later on

2.4. Creating the Missing Record

- Once all the necessary information has been input you can click Create as highlighted above
- You will then have the below task in your tray

Last Week	Person	Task Description
04-Mar-2016	Example, James 16 yrs	Missing Person Episode - Please review episode details

- When the Missing Record has been created an MISP flag will show under the child’s name as shown below

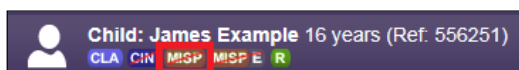


- If a Local Authority other than Bucks is chosen a MISPE flag will be displayed under the child’s name



2.5. Updating the Missing Record

- Once a Missing Person Record has been created or when they have been found there is the ability to go back in and Update any information
- Click the MISP flag under the child’s names or click the “Additional” tab in the Basic Demographics



- Scroll down to Missing Person Records at the bottom of the screen and click on the relevant Missing Record.

● **Missing Person records**

Started	Ended	Missing Status
04-Mar-2016 11:30	05-Mar-2016 11:00	Missing from Placement
03-Mar-2016 13:41	03-Mar-2016 13:42	Missing

▶ Add Missing Person Record

- Once in the Missing Person Record scroll to the bottom to Actions and click “Update Missing Person Record”

● **Actions**

- ▶ Update Missing Person Record
- ▶ Re-Assign Episode Task
- ▶ Finalise Missing Person Record
- ▶ Printable View

- This will then enable you to Update any relevant information within the Missing Person Record
- If when Updating the Missing Person Record information needs to be copied to a sibling, click the box next to their name and a tick will appear as shown in the image below

● **Siblings**

Please select who the changes to this Episode also apply to

James Example

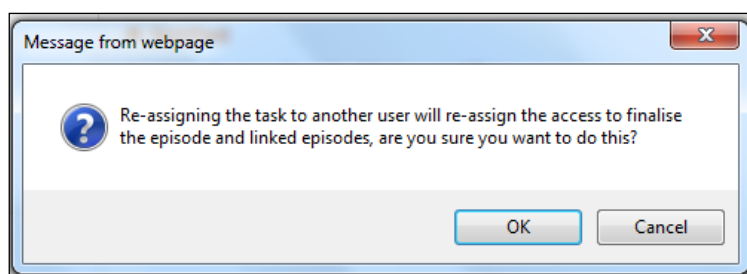
2.6. Reassigning the Missing Record

- UC’s and CARO’s will need to reassign the Missing Record to the Allocated Social Worker.
- To do this complete the first 3 points from Section 2.5
- Once in the Missing Person Record scroll to the bottom to Actions and click “Re-Assign Episode Task”

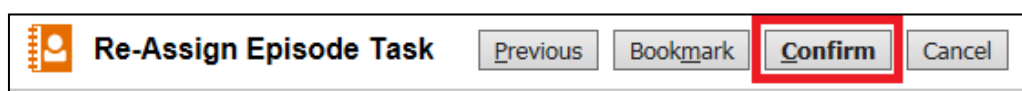
● **Actions**

- ▶ Update Missing Person Record
- ▶ Re-Assign Episode Task
- ▶ Finalise Missing Person Record
- ▶ Printable View

- Then click OK on the box pop up

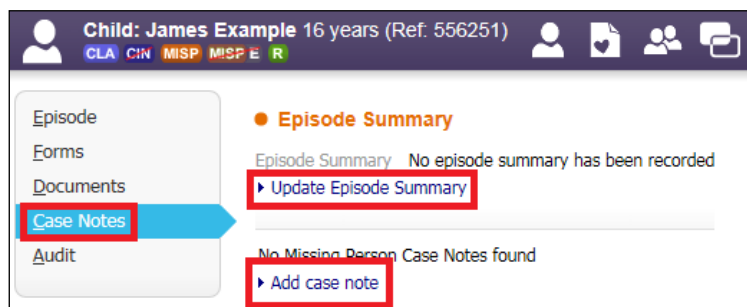


- You will then be taken into the Address Book and be able to search for the person that needs to be assigned the task
- Once you have found the correct person click on their name from the results and then click the “Confirm” button



2.7. Adding a Missing Person Case Note

- When in a Missing Person Record you are able to add a Case Note onto the Record.
- Once in the Missing Person Record click on the “Case Note” tab on the left hand side and then click “Add Case Note”



- You are also able to update the Episode Summary by clicking on “Update Episode Summary”.
- Any Case note that is added in the Missing Person Record will copy across onto the Case Notes in the Basic Demographics

2.8. National Missing Person Record Creation

- Search for the child/ren or adults name on LCS – If name not found, please create record, this needs to include, first name, surname, date of birth and gender. For the address – search A000 00A which will then bring up “address unknown” please use this.
- Once record created, please then click onto “risks” which is located on the left hand side of the page, then click onto “Add a Hazard”.

Liquidlogic LCS

- Create New Hazard

New LCS Hazard

Relating To: Child:

● Hazard Dates

Date Hazard Started

Review Date

Date Hazard Ended

● Hazard Details

Hazard Type

Hazard Details

- Please use the date the missing person notification was received as the “Date Hazard Started” and also use this as the “Review Date”. Use the drop down menu next to “Hazard Type” and use “OLA MISSING PERSON” and then copy and paste the information from the email/document you have received from the sender. At the top of the page, please click “Create”

3. Closing a Missing Person Record

- Click the task in your tray Missing Person Episode – Please review episode details, as below.

Last Week	Person	Task Description
04-Mar-2016	CLA CIN MISP Example, James 16 yrs	Missing Person Episode - Please review episode details

- You will then be taken to the screen below and click the link Update Missing Person Record

Child: James Example 16 years (Ref: 556251)
 CLA CIN MISP R

Missing Person Episode, 04-Ma...

Episode

- Forms
- Documents
- Case Notes
- Audit

Missing Details

Missing Status: Missing from Placement
 Episode Start Date: 04-Mar-2016 11:30
 Local Authority: Buckinghamshire County Council (21899)
 Additional Information

Status History

Started On	Status
04-Mar-2016 11:30	Missing from Placement

[Update Episode Status](#)

Missing Person Location

Location missing from
 Location when gone missing
 Additional Information
 Instructions

Actions

- [Update Missing Person Record](#)
- [Re-Assign Episode Task](#)
- [Finalise Missing Person Record](#)
- [Printable View](#)

Risks

No Risks Recorded
 Risk Factor (contact with person/s posing risk)
 Risk Assessment Completed
[Add a new Risk to Missing Person](#)

Notified

Notified: Stephen Allwright, ICS Support Officer

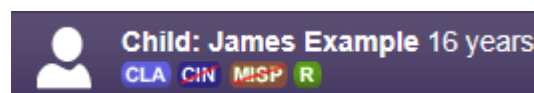
Linked Episodes for Siblings

No other episodes are linked to this one.

- Click the Found tab
- Enter the Episode End Date and time
- Click the drop down box next to End Reason and pick from the following:
 - Returned by self
 - Returned by police or other agency
 - Found by Social Care
 - Found by school
 - Found by family/carers
 - Found by other
 - Deceased
- You are also able enter Additional information and any Outcomes

- Click Update as highlighted below
- The date entered as the Missing Episode End Date needs to be the date that the child was found (where whereabouts are known) or the date that the child returned to his/her normal placement (where whereabouts are known).

- Once the Update button has been clicked the MISP flag will be crossed out



3.1. Return Interview

Before a Missing Person Episode is finalised, the Return Interview needs to be recorded within 10 days of the closure of the Missing Person Record. Missing Person Return Interviews are conducted by R-U-Safe and recorded by the CARO worker. If a period of 10 days has elapsed, it is the CARO's responsibility to chase this Return Interview information.

The reportable Return Interview questions are recorded within the episode (see example below) and the document itself is saved in the child's Content Server record:

Return interview offered?	Yes
Return interview accepted?	Yes
Date Return Interview Completed	16-Mar-2018
Return Interview Completed By	Stephen Ball
Additional Information	RI saved to livelink 02

For cases where the allocated case worker holds the missing episode in their tray, they will receive a notification when the CARO records the RI advising them that the episode has been updated (see example below)

Alert for Child, created 27-Mar-2018 09:34

● Alert Details

Date Issued 27-Mar-2018 09:34
Assigned Nicolette Haytack
Subject Missing Person
Description The Missing Person Episode of 15-Mar-2018 has been updated by Mr Carl Richardson
▶ Missing Person: [REDACTED] Missing from 15-Mar-2018 08:00 to 15-Mar-2018 21:49

● Other Alerts

None

We have also introduced a new alert for when a missing child has been recorded as 'Found' which goes to the Allocated Case Worker and the Missing Tray, plus the CP Chair and IRO if the child has one, see example:

[REDACTED] 17 yrs CHILD FOUND - A child who was previously missing has been recorded as Found

4. Finalising a Missing Record

- Click the task in your tray Missing Person Episode – Please review episode details, as below

● Last Week	Person	Task Description
04-Mar-2016	CLA CRN MISP Example, James 16 yrs	Missing Person Episode - Please review episode details

- On the next screen click the link Finalise Missing Person Record

<p>● Actions</p> <ul style="list-style-type: none">▶ Update Missing Person Record▶ Re-Assign Episode Task▶ Finalise Missing Person Record▶ Printable view

- A Missing Person Record cannot be finalised unless the child has been found.
- Once the child has been set as found this information will pull through to the finalise screen.
- Check that all the information is correct and then click the Update button

Child: James Example 16 years (Ref: 556251) CLA CIN MSP R

Update Cancel - Finalise Missing Person Episode

Update Missing Person: James Example, Missing from 04-Mar-2016 11:30 to 05-Mar-2016 11:00

● **Missing Details**

Missing Status Missing from Placement
 Episode Start Date 04-Mar-2016 11:30
 Local Authority Buckinghamshire County Council (21899)

● **Found Details**

Episode End Date 05-Mar-2016 11:00
 Is this an approximate End Date and time?
 End Reason Returned by police or other agencies
 Additional Information James found at Aunts house
 Outcomes Police have spoken to carers/social care will follow up with James

● **Return Interview**

Date Return Interview Completed
 Return Interview Completed By
 Additional Information

5. Adding a New Missing Record if one is already Active

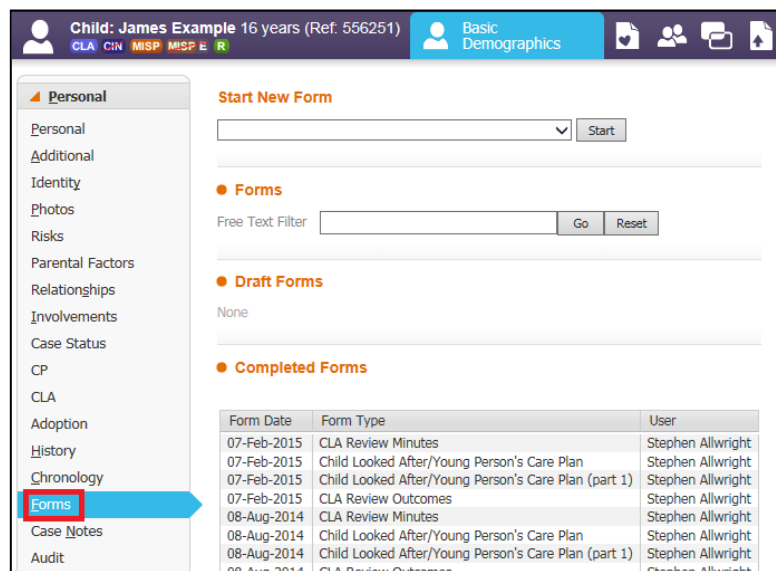
If a Missing Person Episode is open a new Episode cannot be started. Below is advice for the Out of Hours Service (OOH's) in regards to putting on a new Missing Episode if one is already open:

- OOH's will add a new missing episode in LCS if a child goes missing and will close the missing episode if the child returns during OOH's
- If OOH's can't add a new missing episode because the last episode was not closed by the daytime team OOH's can complete the previous episode, providing they **do know** when and where the child was found.
- If OOH's can't add a new missing episode because the last episode was not closed by the day time team and OOH's **do not know** when and where the child was found, they will e-mail the details of the new missing episode to the daytime team explaining that this needs to be updated on LCS. OOH's will copy the e-mail into Case Notes in LCS. The daytime team will update any old missing episodes and add the new missing episode.

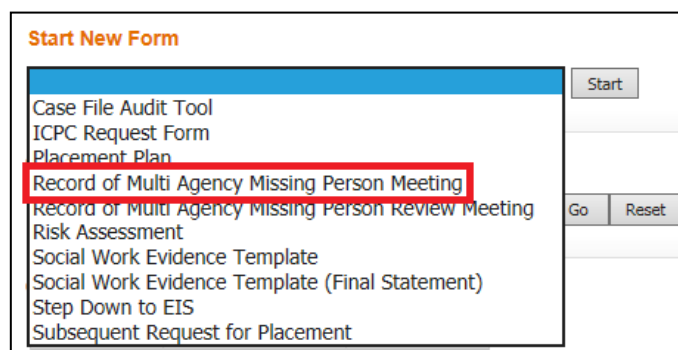
6. Multi-Agency Missing Meeting

When a child/young person is missing a Multi-Agency Missing Meeting must be held. These meetings must be arranged by the Allocated Social Worker take place on the first available day and no later than 5 working days from when the child goes missing.

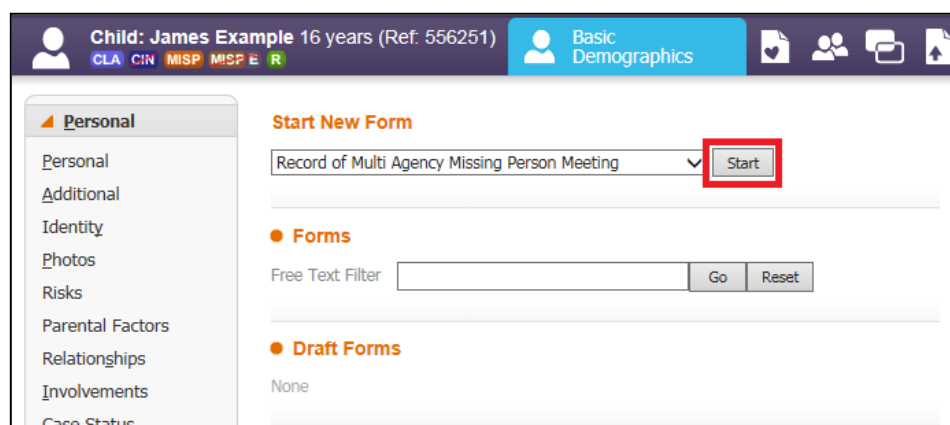
- Access the child’s record and click on the Forms tab



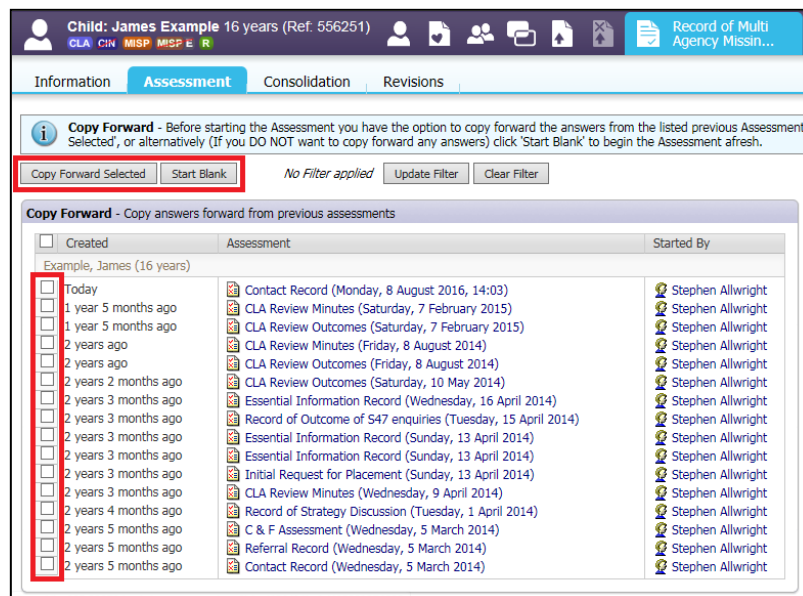
- Click in the drop down box under Start New Form
- Click on Record of Multi Agency Missing Person Meeting



- Click Start

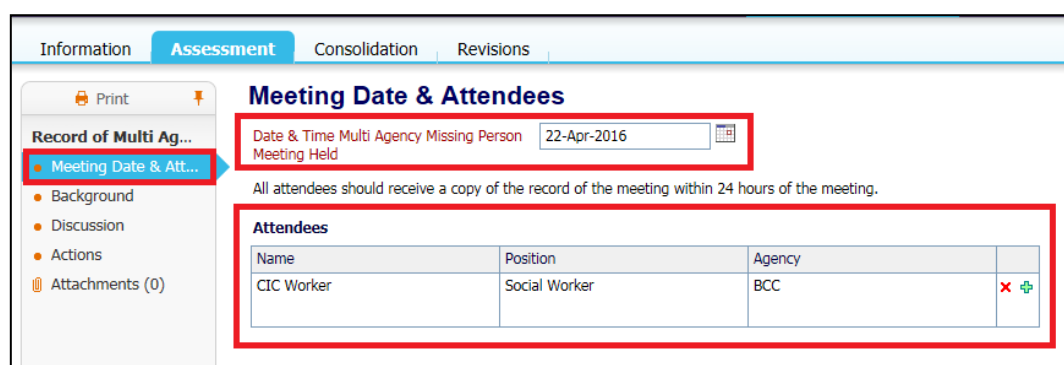


- On the next screen click the check box on any of the documents to copy information forward. Then click Copy Forward Selected
- If information does not need to be copied forward click Start Blank

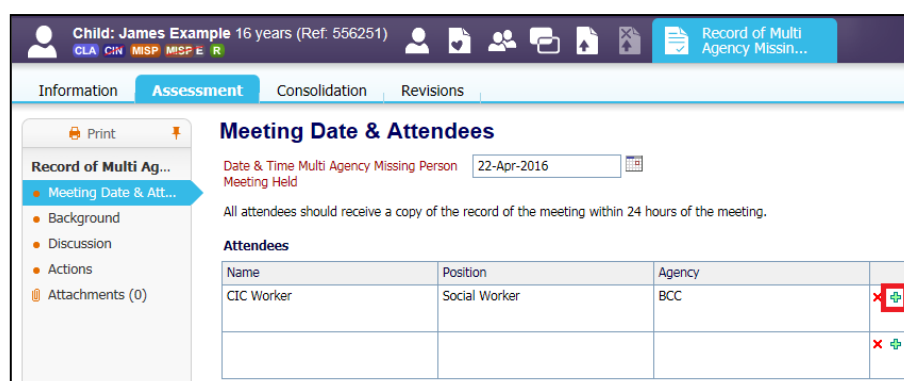


6.1. Meeting Date & Attendees

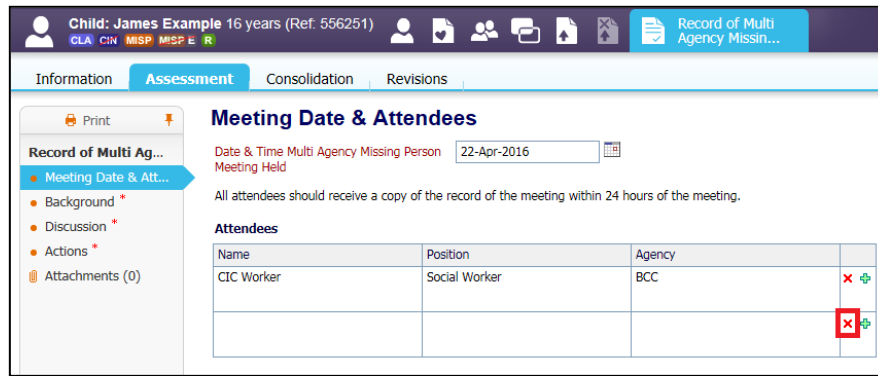
- Click on Meeting Date & Attendees
- Input in the Date & Time Multi Agency Missing Person Meeting Held when the meeting was held
- In the Attendees section click into the Name box and enter the name of the attendee.
- Click into the Role box and enter the person's role.
- Click into the Agency box and enter the agency the person works for.



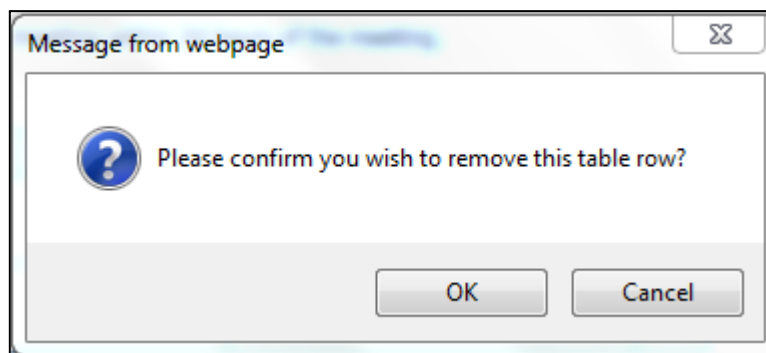
- To add another Attendee click the Green plus as highlighted below



- To remove a row click the red cross

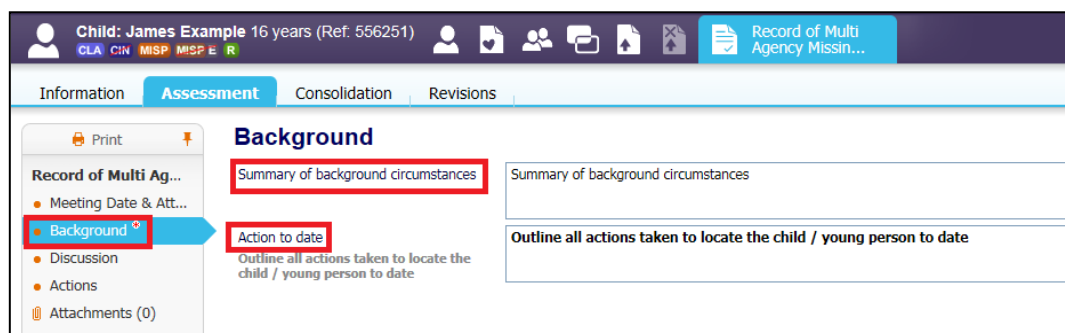


- Click OK in the pop up box



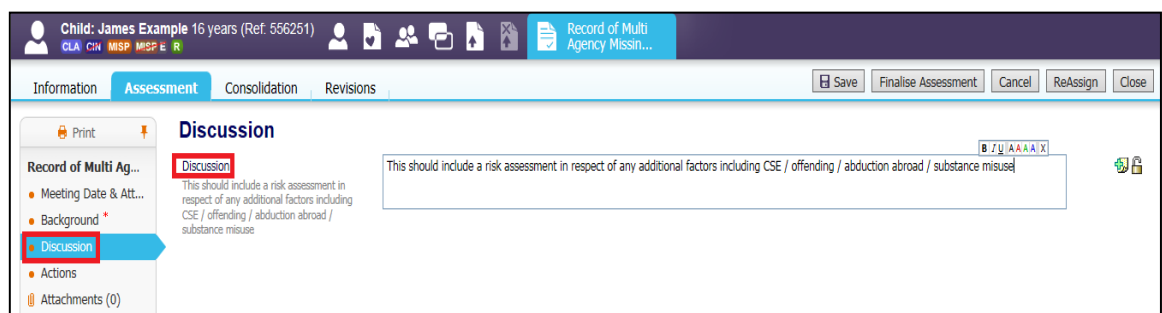
6.2. Background

- Click on the Background tab and fill out the Summary of background circumstances and Action to date.



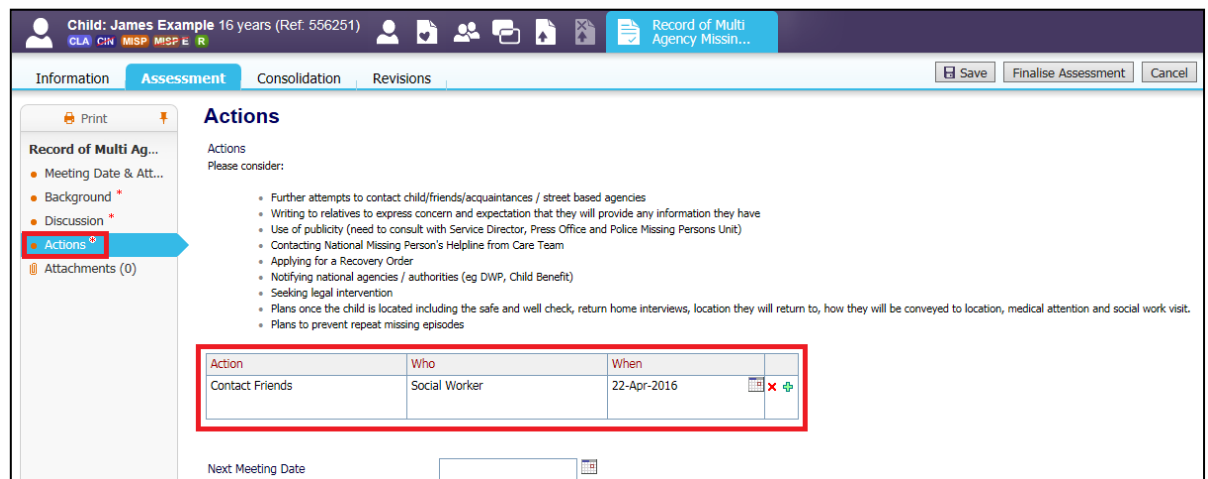
6.3. Discussion

- Click the Discussion tab and fill out the Discussion box

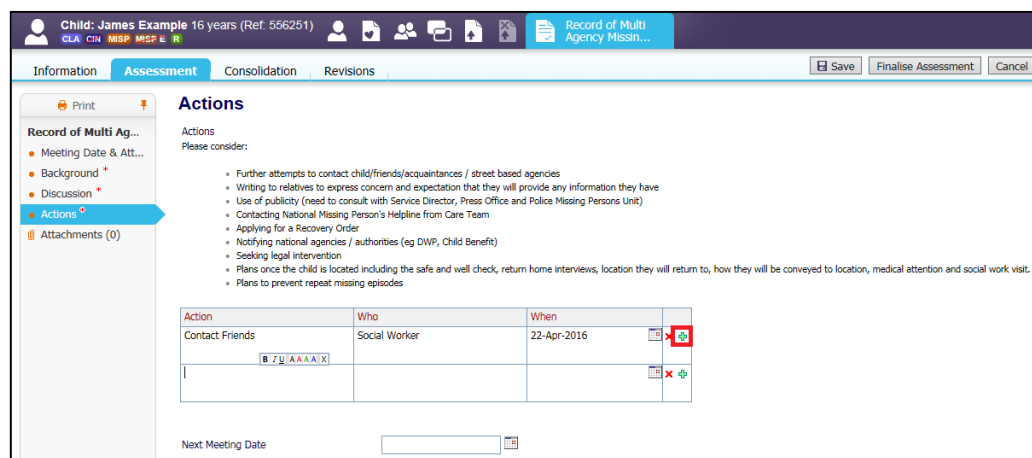


6.4. Actions

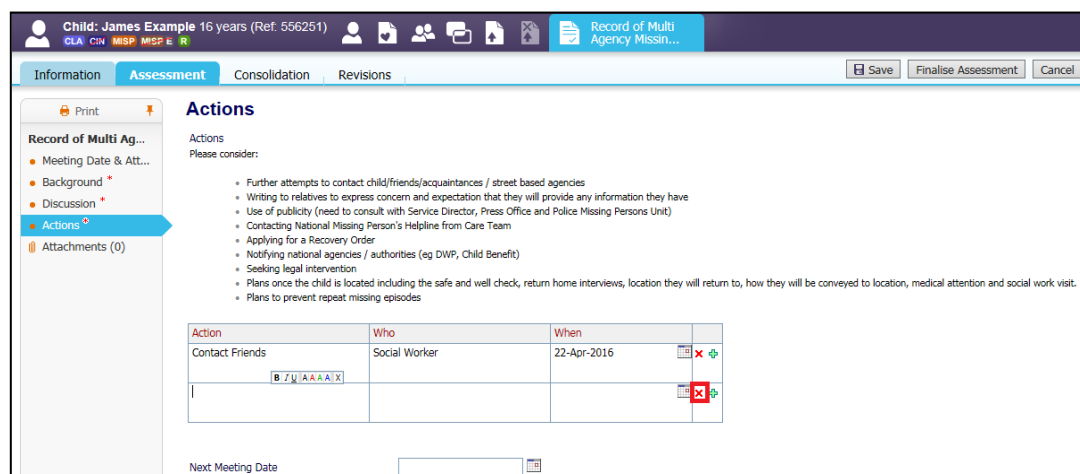
- Click the Actions tab
- Click into the Action box and enter the Action
- Click into the Who box and enter who will complete the Action
- Click into the When box and enter the date



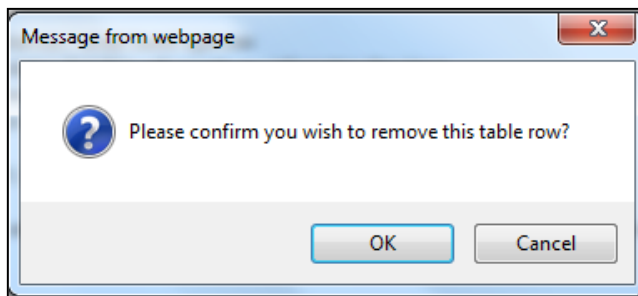
- To add another Action click the green plus and a new row will be inserted underneath



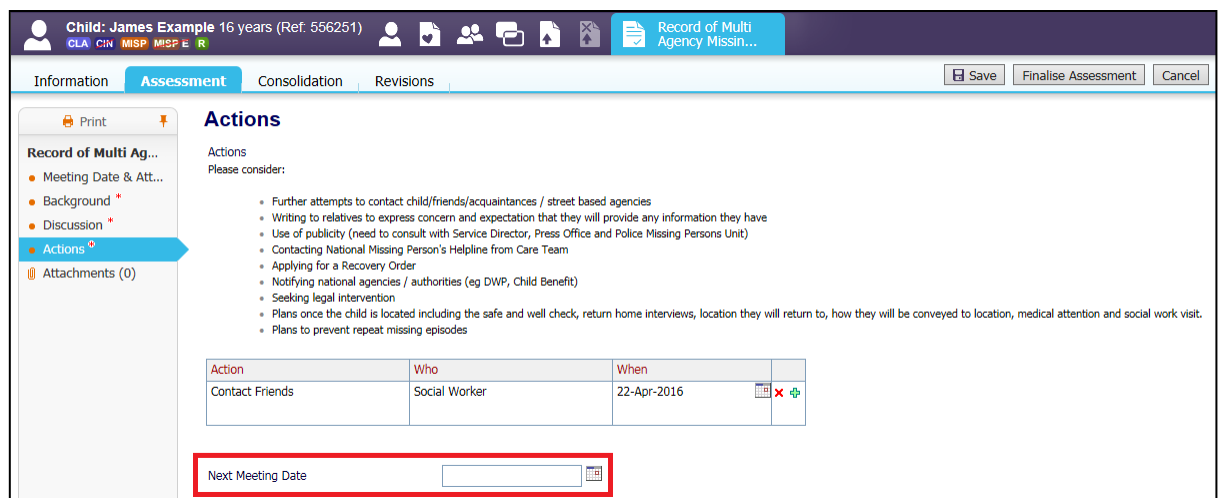
- To remove an Action/row click the red cross.



- Click OK in the pop box

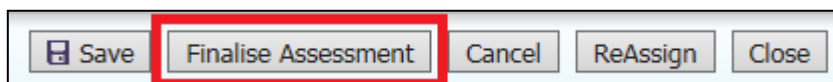


- If a date of another meeting has been agreed it should not be any more than 5 working days.
- Enter the date in the box highlighted below

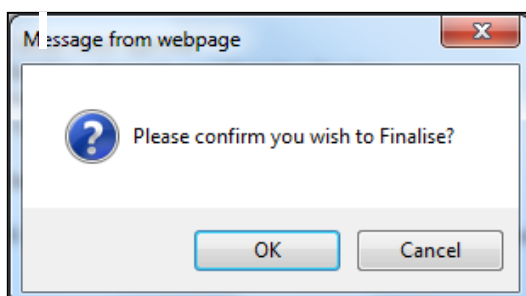


6.5. Finalising

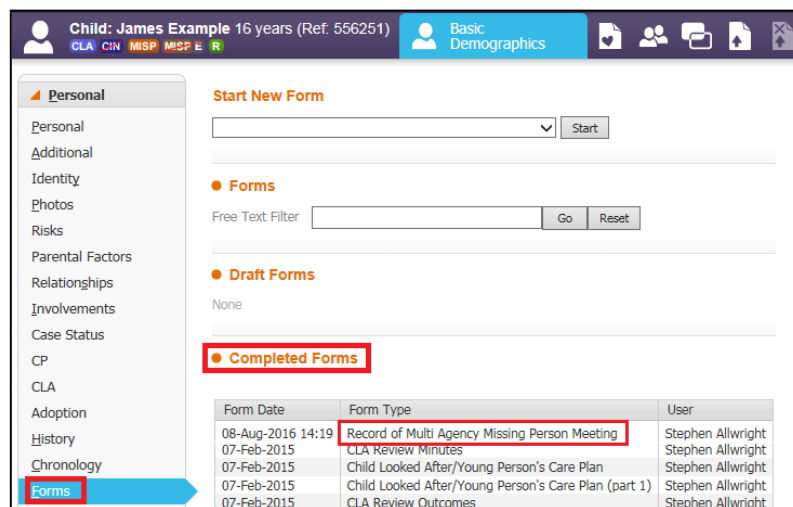
- Click Finalise Assessment



- Click OK in the pop up box



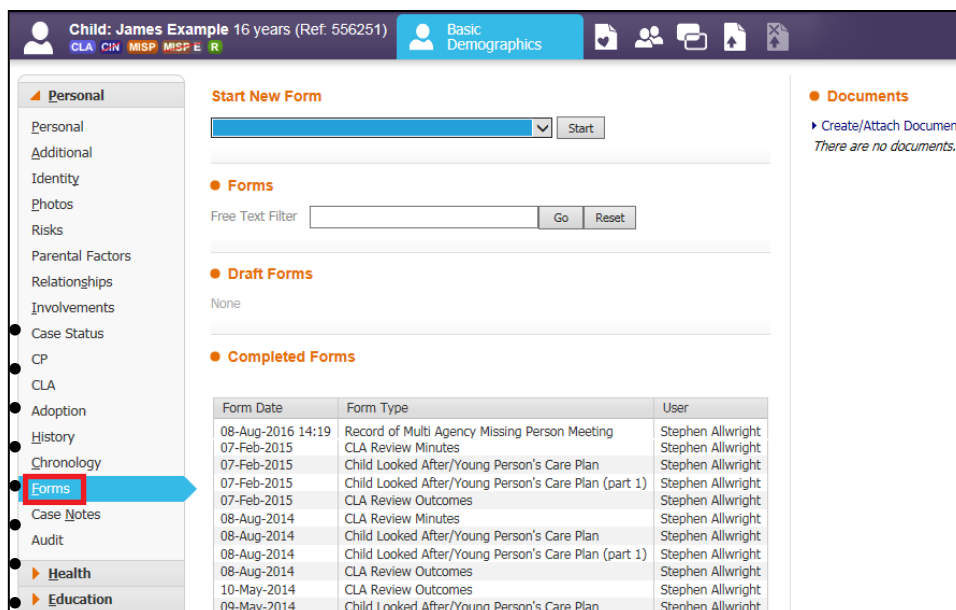
- The completed form will then appear in the Forms tab under Completed Forms.



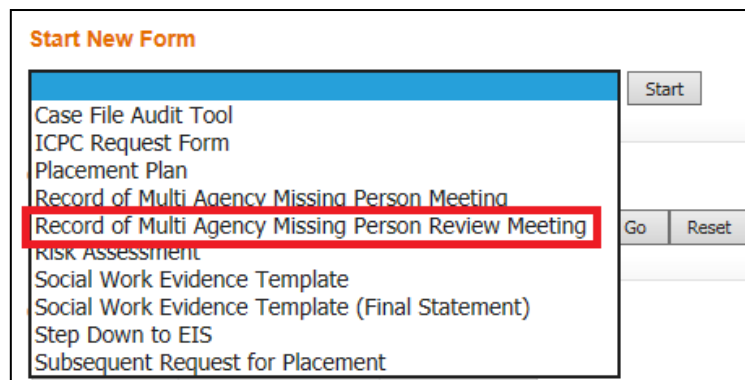
7. Review Multi Agency Missing Meeting

If a child/young person continues to be missing a Review Multi Agency Missing Meeting must be held every 5 working days until the child/young person is found.

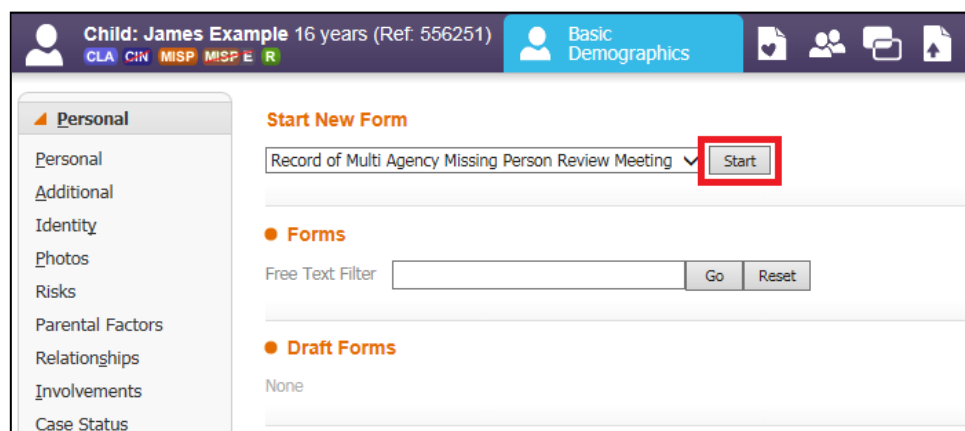
- Access the child's record and click on the Forms tab



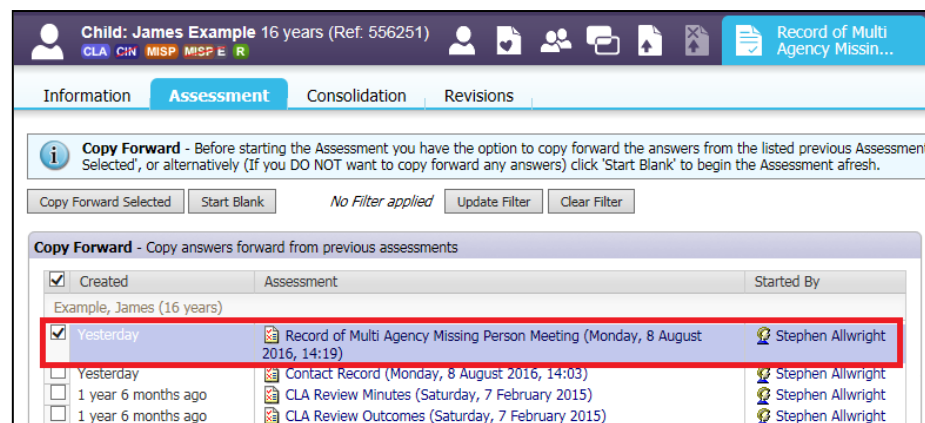
- Click in the drop down box under Start New Form
- Click on Record of Multi Agency Missing Person Review Meeting



- Click Start



- On the next screen if this is the first review meeting you must click the check box next to the Record of Multi Agency Missing Person Meeting



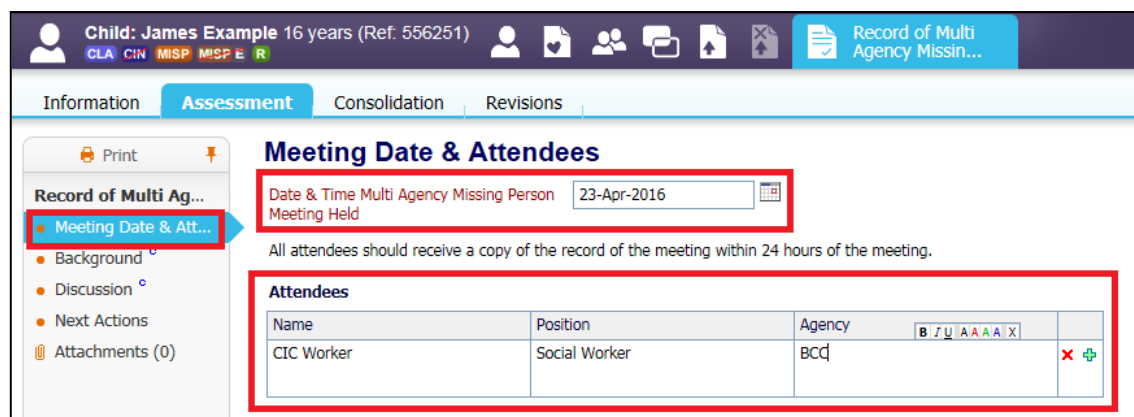
- As this is subsequent review meeting you will need to click the check box next to the last Review Record of Multi Agency Missing Person Meeting

- Click Copy Forward Selected

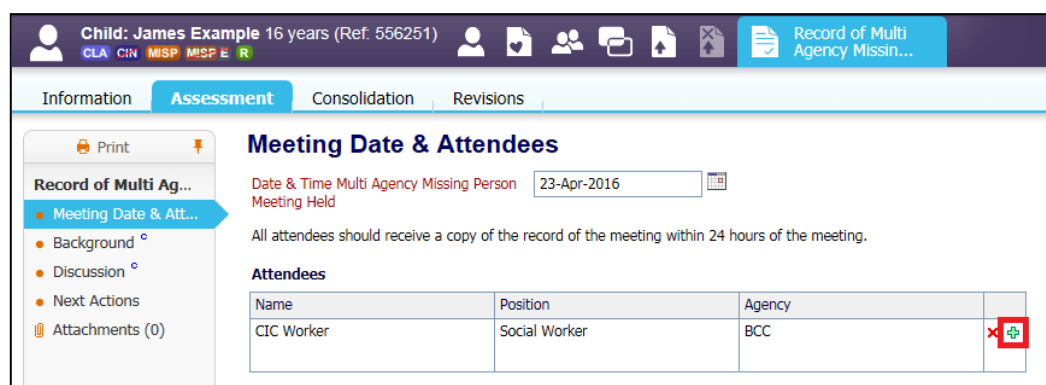


7.1. Meeting Date & Attendees

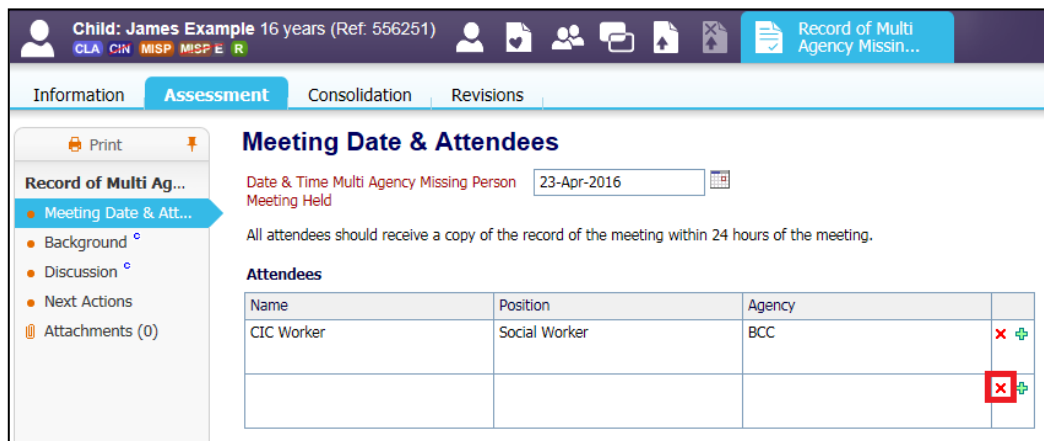
- Click on Meeting Date & Attendees
- Input in the Date & Time Multi Agency Missing Person Meeting Held when the meeting was held
- In the Attendees section click into the Name box and enter the name of the attendee.
- Click into the Role box and enter the person's role.
- Click into the Agency box and enter the agency the person works for.



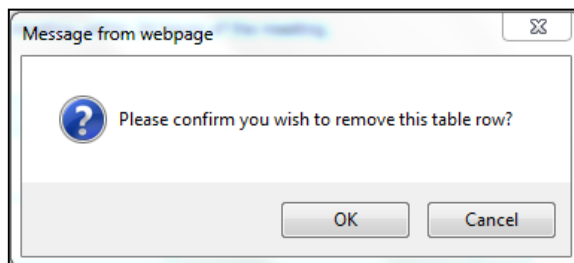
- To add another Attendee click the Green plus as highlighted below



- To remove a row click the red cross

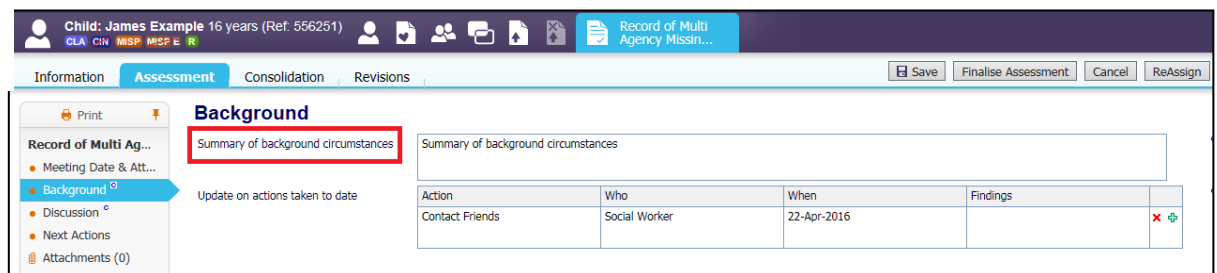


- Click OK in the pop box

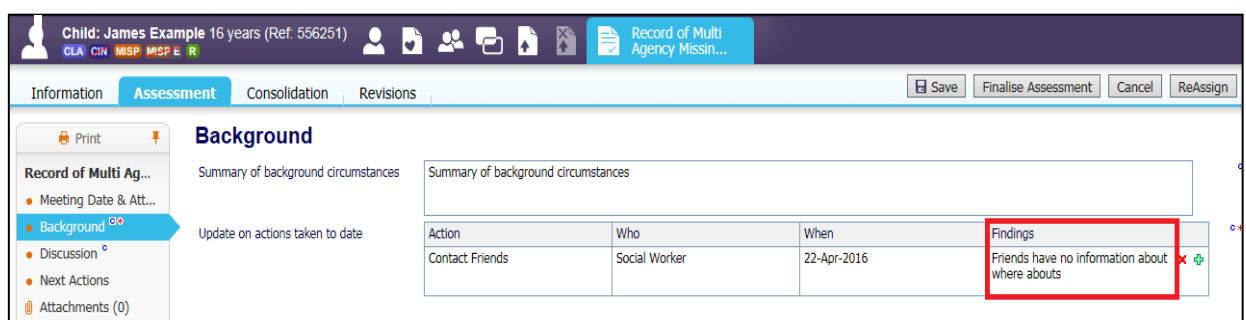


7.2. Background

- Click on the Background tab and fill out/amend the Summary of background circumstances.

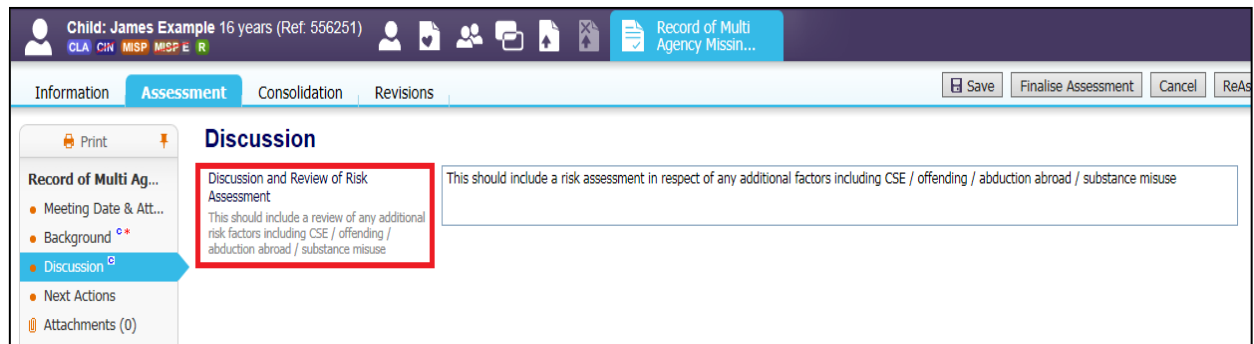


- In the Update on actions taken to date table the actions taken from the previous meeting have copied forward.
- Click the into the Findings column and input your findings of the actions that have been taken.



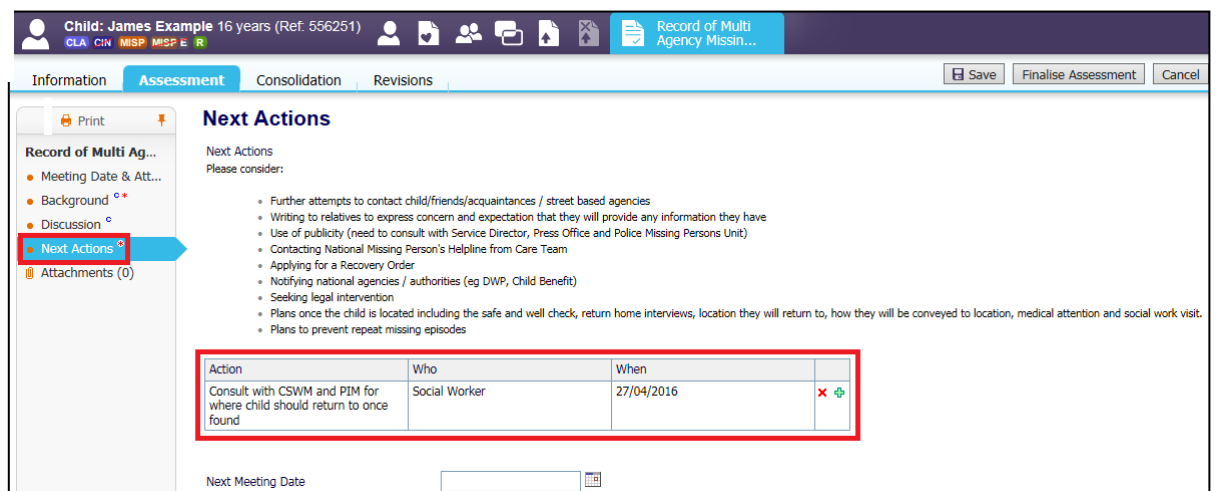
7.3. Discussion

- Click on the Discussion tab
- Click into the Discussion and Review of Risk Assessment box. This box should contain the Discussion that took place in the review and a Review of the Risk Assessment

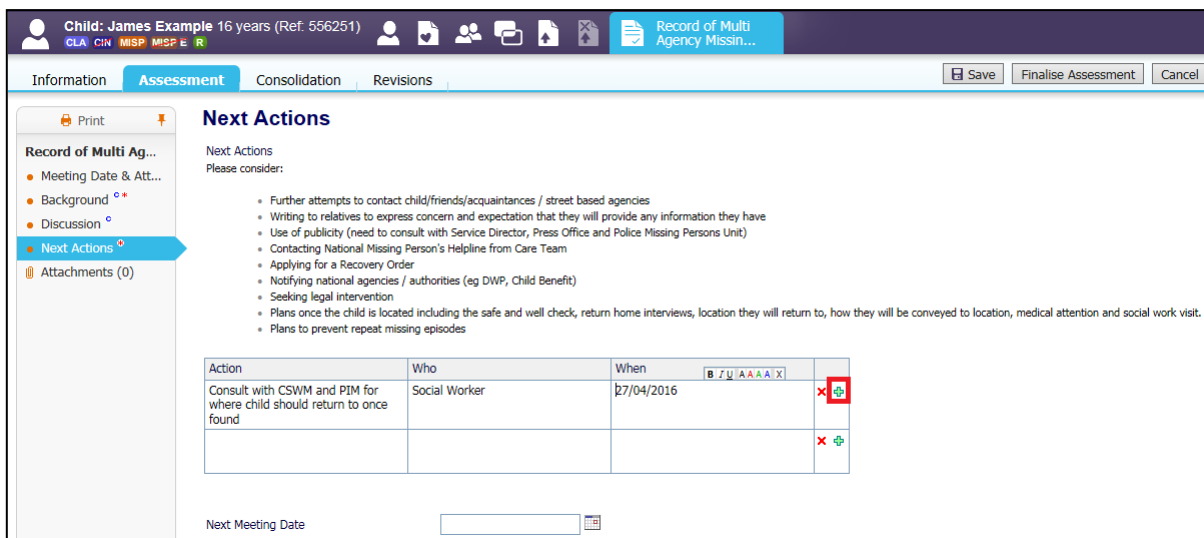


7.4. Next Actions

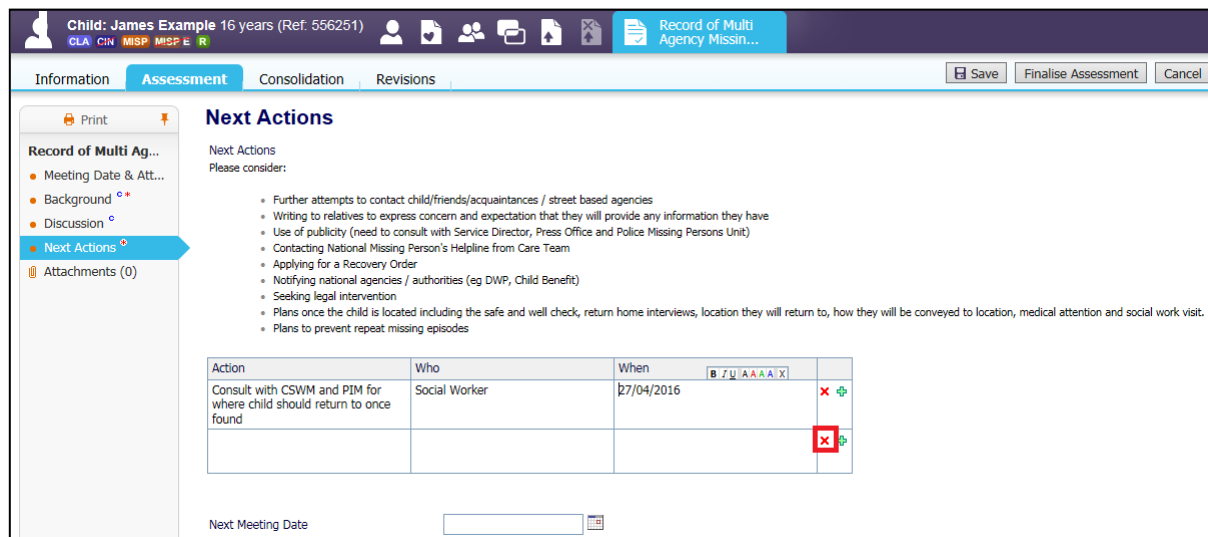
- Click the Next Actions tab
- Click into the Action box and enter the Action
- Click into the Who box and enter who will complete the Action
- Click into the When box and enter the date



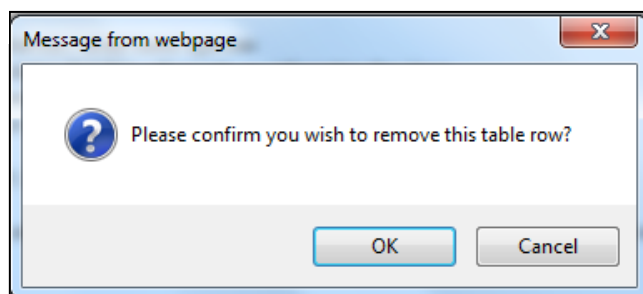
- To add another Action click the green plus and a new row will be inserted underneath



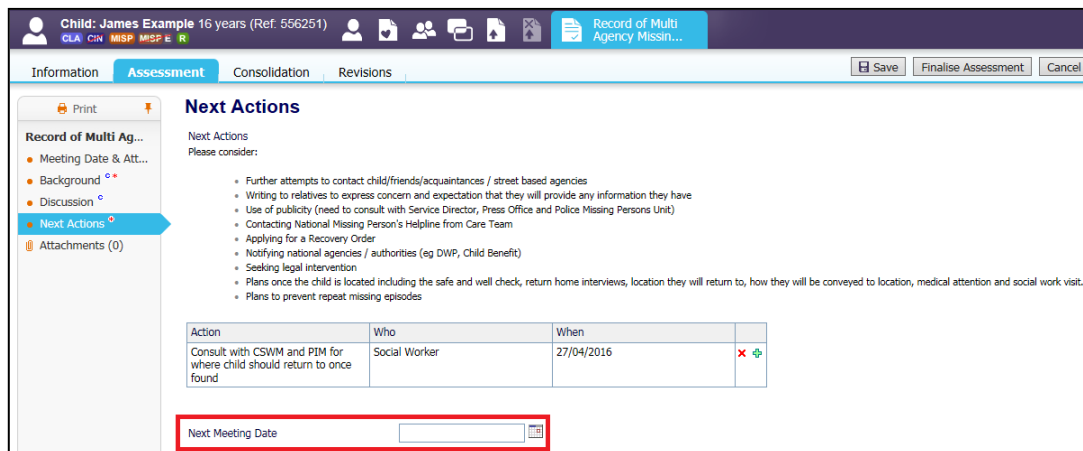
- To remove an Action/row click the red cross.



- Click OK in the pop up box

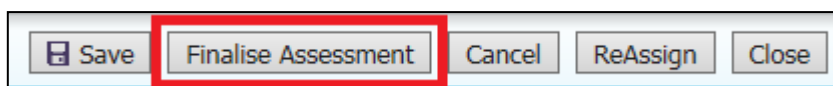


- If a date of another meeting has been agreed it should not be any more than 5 working days.
- Enter the date in the box highlighted below

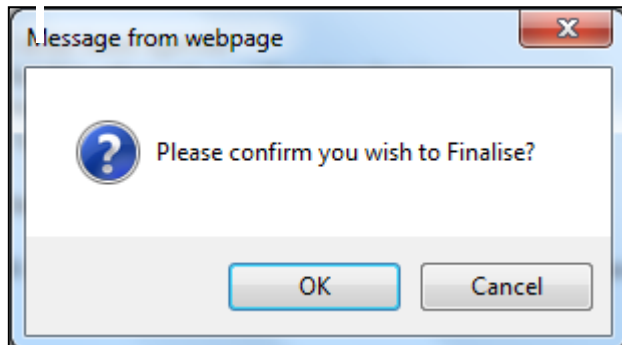


7.5. Finalising

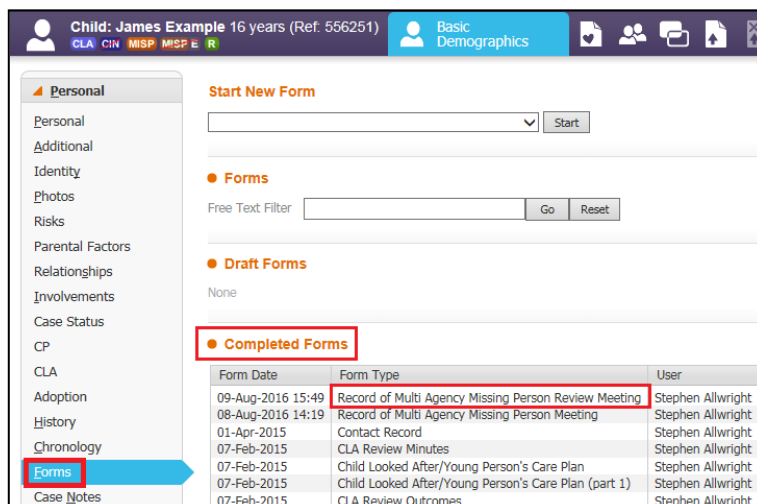
- Click Finalise Assessment



- Click OK in the pop up box

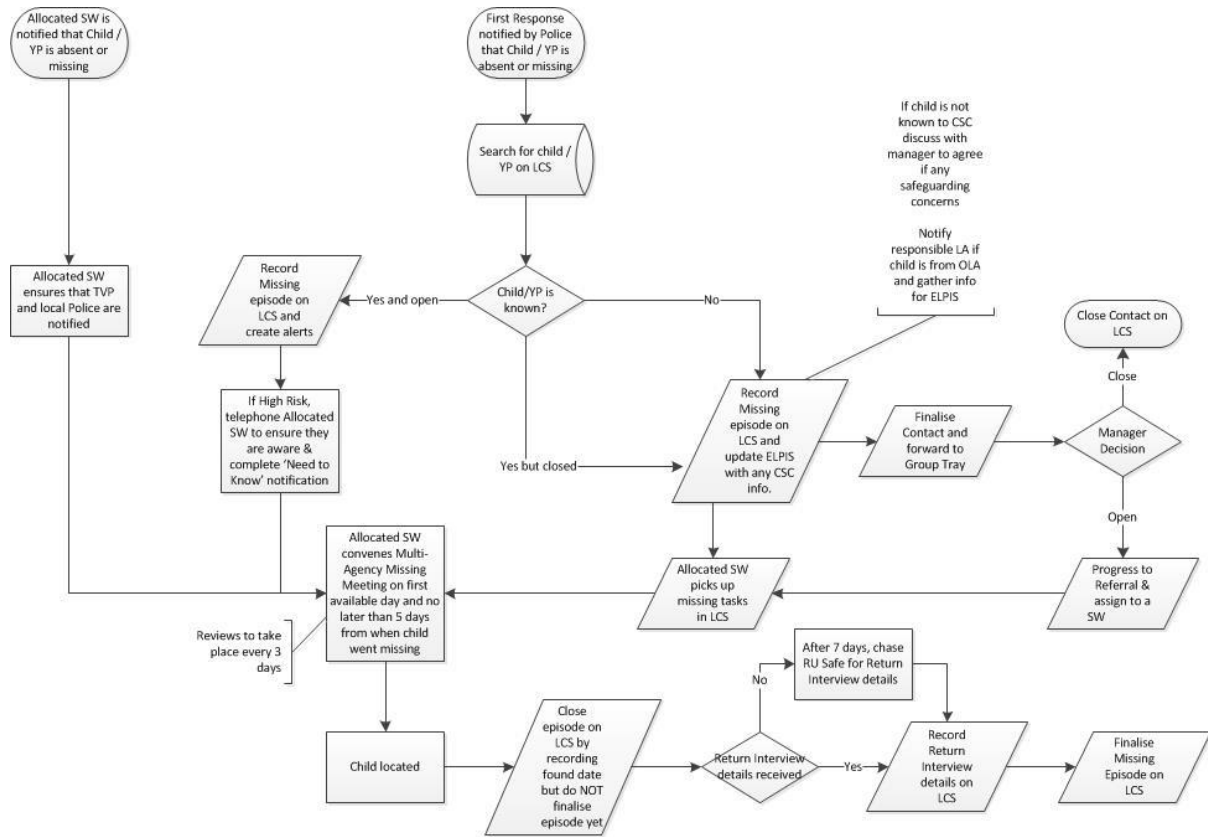


- The completed form will then appear in the Forms tab under Completed Forms.



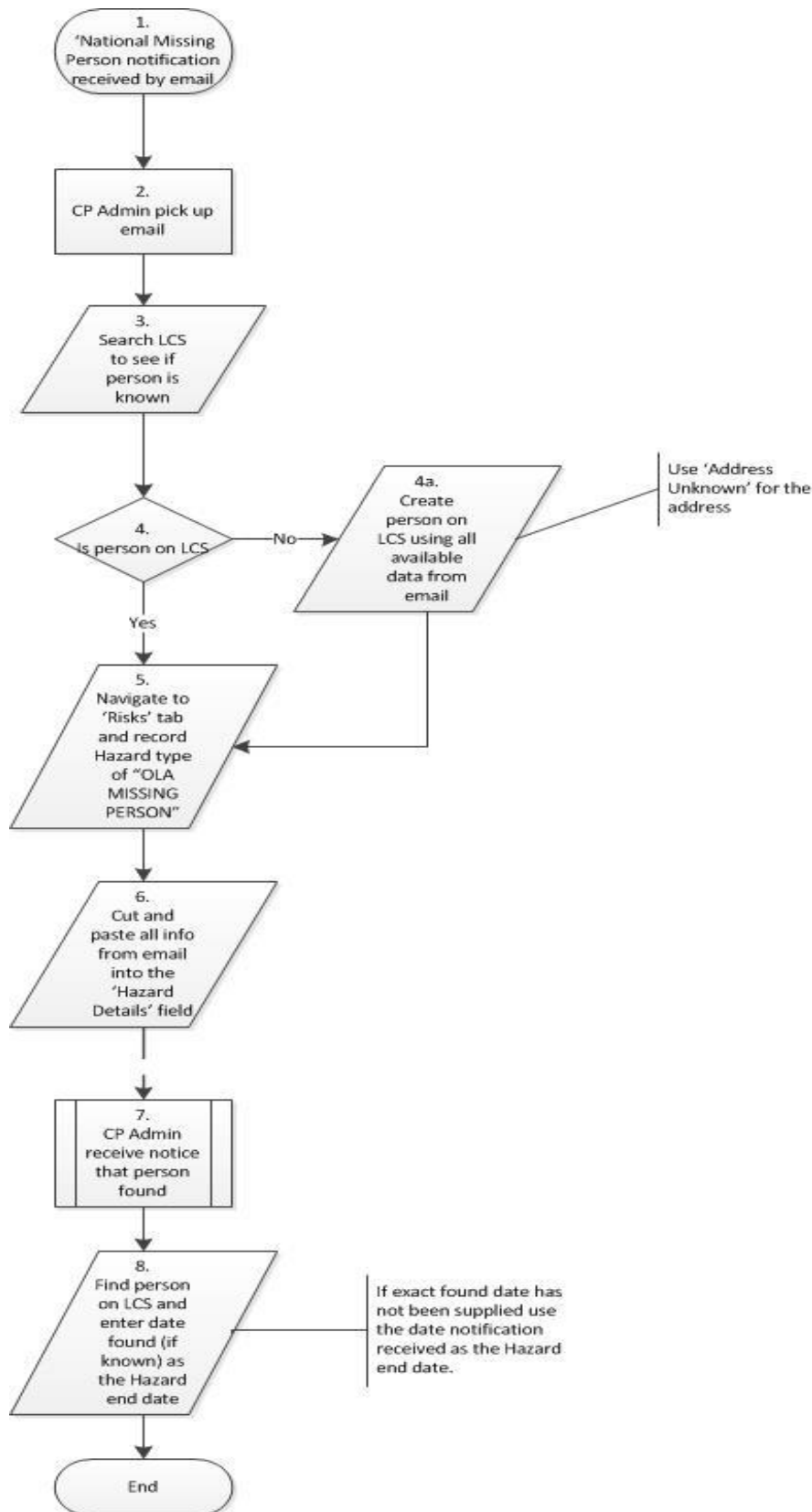
8. Missing Persons Process Flow Charts

8.1. Missing Person (Local Authority)



Please Right Click & select Save-As to save a Copy of the above.

8.2. Missing Person (Other Local Authority, CP Admin)



Please Right Click & select Save-As to save a Copy of the above.