

This document provides information on the force approach to managing missing person investigations from beginning to end, including all associated prevention and safeguarding procedures.

ABOUT THE PROCEDURE

TITLE	Missing Persons Investigation, Management & Recording
DEPARTMENT RESPONSIBLE	Safeguarding and Public Protection Command
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KEY SEARCH TERMS	Adults, APP, AWARE, BI, BCU MPT, BWV, CAWN, CCE, Child, Criminal Exploitation, CSE, Child Sexual Exploitation, Contacts, Control Works, Contextual, Early Help, Joint Responsibility, Low, MASH, Missing, Misper, Medium, High, Mental Health, MPAL, Niche, NYAS, Patrol Inspectors, PoISA, SPPD MPIT, Person Dossiers, Public Protection, Long Term, Reviews, Risk Assessments, PPN, Prevention, Professional Curiosity, Prevention Interviews, PSC, Return Home Interviews, Truancy, Voice, Victim Blaming, Whiteboards.

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KEY POINTS

South Wales Police adhere to the College of Policing definition of missing:

‘Anyone whose whereabouts cannot be established will be considered as missing until located, and their well-being or otherwise confirmed.’

All reports of missing people sit within a continuum of risk. South Wales Police currently record three categories of risk: Low, Medium, and High.

ALL missing children aged 11 years and under will be risk assessed as HIGH RISK. This includes children who are reported ‘truanting’ from school. Any deviation from this will be in breach of force policy.

The objective of this document is to provide officers and staff with guidance to effectively manage missing person investigations, ensuring all lines of enquiry are being progressed diligently with appropriate levels of supervisory oversight.

The use of terms such as ‘misper’, ‘absconder’, ‘streetwise’, ‘regular’, ‘risky behaviour’ and ‘problem’, when referring to missing children should cease. Officers and staff are reminded that missing children are vulnerable, and our language should reflect this.

People go missing for a wide variety of reasons. Many are vulnerable due to factors including their age, mental health or risk of abuse or neglect. The safeguarding of vulnerable people is paramount, and a missing person report should be recognised as an opportunity to identify and address risks. The reasons for a person deciding to go missing may be complex and linked to a variety of issues.

Three key factors should be considered in a missing person investigation:

- protecting those at risk of harm.
- minimising distress and ensuring high quality of service to the families and carers of missing persons.
- prosecuting those who perpetrate harm or pose a risk of harm when this is appropriate and supported by evidence.

This Policy document should be read in conjunction with the [College of Policing Missing Persons Authorised Professional Practice \(APP\)](#)

ROLES AND RESPONSIBILITIES

Chief Officer and Policy Lead:

The Chief Officer lead for this policy is the Assistant Chief Constable responsible for the Specialist Crime portfolio. This policy is owned by South Wales Police Detective Chief Superintendent, Head of the Safeguarding and Public Protection Command. It is regularly monitored and reviewed to ensure changes in legislation and policy are reflected.

BCU Commanders and Heads of Department(s) are to ensure:

- Compliance with procedures contained herein.
- Roles and responsibilities outlined below are allocated to appropriate Officers and Staff and complied with.

Department Supervisors/Inspector Rank and Police Staff Equivalents are to ensure they:

- Familiarise themselves with this procedure and adhere to role specific functions.

First Line Managers / Sergeants / PSC Supervisors are to ensure they:

- Familiarise themselves with this procedure and adhere to role specific functions.

Police Officers / Police Staff are to ensure they:

- Familiarise themselves with this procedure and adhere to role specific functions.

There will be certain circumstances where some level of responsibility will fall to the reporting person to manage the missing person. In such circumstances it is crucial they are made aware and understand this responsibility.

There are many people and departments within South Wales Police who play an active role in missing person investigations, some of which are outlined below.

Public Service Centre (PSC) / Station Enquiry Officers

The first point of contact determines the classification of incident and the appropriate level of response. On receipt of a missing person report, PSC staff will utilise the S-A-R recording method incorporating the 'THRIVE' approach to gather sufficient information to inform an initial grading and record of the incident.

PSC staff complete the Control Works (CW) Missing Person Pro forma which will assist in assessing the initial call grading. This is a deployment related risk grading and not a full missing person risk assessment.

It may not always be practical or appropriate for the PSC staff to complete a CW Missing Person Pro forma. This will depend on the circumstances and nature of incident.

Any incident risk assessed as high-risk will follow PSC Standard Operating Procedures and the immediate deployment of resources as per G1 Policy.

Adult missing person reports will follow existing procedures within the PSC Standard Operating Procedures (SOP's). Any adult reported missing will be brought to the attention of the BCU patrol inspector or their nominated deputy for an assessment of risk and the allocation and deployment of resources.

It is the responsibility of the PSC staff to notify the relevant PSC dispatch supervisor or Force Incident Manager (FIM) depending on the circumstances of all missing person reports received at the PSC.

It is the responsibility of the PSC staff member or PSC supervisor to notify the appropriate BCU patrol inspector or nominated deputy of all missing person incidents within their BCU or Sector as soon as possible.

It is then the responsibility of PSC staff to create a NICHE occurrence and missing person report for the missing person. They must also task PNC and link the missing person occurrence to the correct BCU Missing Persons Whiteboard.

If the report relates to a missing child, PSC Staff will tell the reporting person that the information provided will be reviewed and subject of a risk assessment but that they also have a duty of care for the child and are responsible for making enquiries to locate the child. The reporting person will be provided with information either verbally, via email or both, informing them of their responsibilities and a list of suggested actions. This must be recorded on the control works incident.

Station Enquiry Officers fall under the governance of the PSC. Where a missing person report is received at a police station, the PSC Standing Operating Procedures (SOP's) will be followed.

Please contact the PSC directly should you have any queries regarding the current PSC Standard Operating Procedures.

Strategic Public Protection Department Missing Persons Investigation Team

The Strategic Public Protection Department Missing Persons Investigation Team (SPPD MPIT) work from the Kingsway, Bridgend. The team are responsible for the completion of all initial low and medium risk assessments for children which must be completed in the Niche Missing Person's Report as soon as practicable and without delay.

Once the initial risk assessment has been completed by the SPPD MPIT, it will be ratified by the SPPD MPIT supervisor or BCU patrol inspector or their nominated deputy as soon as reasonably practicable.

Where the SPPD MPIT are at maximum capacity the incident must be passed to the BCU patrol inspector or their nominated deputy for them to conduct an initial assessment of risk:

- [Low Risk Flowchart – children aged 14-17](#)
- [Medium Risk Flowchart – children aged 12-17](#)
- [Flowchart for Missing Children](#)

Guidance on using the NICHE missing person report is available [here](#)

Patrol Inspector / Sergeant

The initial supervision, unless directed otherwise, should be by response sergeants and the patrol inspector. Their responsibilities include:

- Review and ratification of the assessment of risk in the NICHE Missing Person Report as soon as possible. In high-risk cases, supervision should be immediate.
- Allocation of resources to ensure the appropriate level of action is taken to locate the missing person.
- Ensure an investigatory action plan has been set detailing clear actions and lines of enquiries.

- Regular supervisory review of the missing person investigation to ensure a diligent response.
- For any investigation to succeed, it must have strong continuous ownership and day-to-day supervision. Where ownership lies with response/NPT officer, the investigation should be handed over at the end of every tour of duty during the first 28 days of the investigation. Officer's actions and progression of the investigation must be recorded on NICHE.

Where a dispute exists in relation to the ownership of a missing person investigation and it cannot be resolved by the patrol inspectors or their nominated deputy, the matter will be referred to the BCU commander or silver commander who will decide where ownership lies. Out of hours, this will defer to the duty silver and then gold commander. Such disputes should not impact the investigation.

Attending officers

The attending officer is responsible for progressing the initial actions to locate the missing person. The Niche Missing Person Report should be used to record details of the missing person.

It is important that the [Risk principles](#) and the [National Decision Model](#) are considered and applied to any missing person investigation. Detailed information is needed in all cases to inform the level of risk assessment and subsequent lines of enquiry.

Each missing person investigation will be unique, and investigative actions should be recorded on the Missing Person Action Log (MPAL). The pre-generated actions on the MPAL are not exhaustive and bespoke actions can be added. Officers should use their professional curiosity when conducting enquiries. It is vital that all possible information regarding the missing person is obtained in order to enable an effective and thorough investigation.

- First Officer to attend guidance: [CoP Missing Person Investigations – First Officer to attend](#)

BCU Missing Child and Exploitation Prevention Teams

Each BCU has a missing persons team who is responsible for supporting the BCU in conducting prevention focused engagement with partners. The aim of this is to reduce the numbers of people going missing (including repeat incidents) and to effectively safeguard vulnerable people. Each of these teams sit under the Public Protection & Safeguarding Command.

Missing persons co-ordinators

A missing person co-ordinator works within the Missing Child and Exploitation Prevention Team in each BCU. They will provide strategic oversight for current and historic missing person investigations and be the link to multi-agency safeguarding and prevention processes. Each BCU missing persons co-ordinator is responsible for monitoring long-term missing persons in their respective BCU. This is to ensure that the missing person is recorded on the correct 'whiteboard' and that investigations are subjected to the appropriate reviews (for example, the six-month independent review).

FULL PROCEDURE

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OBJECTIVE

South Wales Police understands that when a person is reported missing our primary responsibility is to safeguard the missing person. The police should seek to make people safe. A failure to investigate a report of a missing person properly may lead to:

- individuals being put at risk.
- the loss of opportunities to reduce potential harm.
- the force being vulnerable to a legal challenge under either the Human Rights Act 1998 or the civil law relating to negligence.
- reputational damage for the force.

When a person is reported missing to South Wales Police, we will record the incident and ensure that positive action is taken to risk-assess and safeguard the individual. Safeguarding actions may be undertaken by the force or others and must be clearly documented with the rationale. An initial risk assessment will provide the basis for an appropriate and proportionate response according to the level of risk to the individual and others.

It is also important to consider whether the person has a particular vulnerability that may increase their risk, such as:

- a disability or illness
- being a looked after child or at risk of exploitation
- having any other protected characteristic (defined by the Equality Act 2010) which may require a particular response or consideration.

A person may be vulnerable for a wide range of other reasons, these might for example relate to their immediate environment or mental wellbeing, difficulties within their life or challenges that they have that affect their behaviour or ability to communicate or seek help.

When conducting missing person investigations, officers will be mindful of the religious and cultural beliefs of the missing person and their family. Where the missing person identifies as a gender different to that of their birth, they may also prefer to go by a name different to that given to them at birth. Officers will be sensitive as to the name and gender used by the missing person and recognise that it may be different to the name and gender by which they are known to family members and friends.

TRUANCY

This section deals with children who are absent from compulsory schooling without the parents' knowledge or permission, commonly referred to as truanting.

Authorised Professional Practice (APP) states that truanting is not normally something that should be dealt with as a missing person investigation as it would place an impossible burden on the police service.

There is an expectation that educational establishments undertake reasonable actions to contact the parent/carer/guardian of the child concerned to discuss the circumstances of their absenteeism and ascertain if they consent to the child being reported to the police as missing. It will be the role of the SPPD MPIT to own truancy reports and conduct robust reviews of information, ensuring a clear rationale is recorded.

Police officers should consider the circumstances behind any report of a child missing from school to determine the level of investigation. Unauthorised absences could indicate that a child or young person may be at risk of, or currently being harmed and any concerns should be shared among partners and investigated where appropriate. Where this is the case, a child should be recorded as missing and not a truant and it is the role of the SPPD MPIT to determine this in a structured and consistent manner.

No child aged 11 years or under can be recorded as a truant.

- Truanting – [CoP Expectations - Truanting](#)
- [South Wales Police Truancy Process](#)

JOINT RESPONSIBILITY – MISSING CHILDREN

The police are entitled to expect parents and carers, including staff acting in a parenting role in care homes, to accept normal parenting responsibilities and undertake reasonable actions to try and establish the whereabouts of the individual. Children who are breaching parental discipline should not be dealt with by police unless there are other risks. For example, a child who is late home from a party should not be regarded as missing until the parent or carer has undertaken enquiries to locate the child. Once those enquiries have been completed, it may be appropriate to record the child as missing and take appropriate actions.

Parents or carers may need police support if they are distressed, incapacitated or otherwise unable to undertake enquiries. In such circumstances, it may be appropriate to make a referral to the local authority so that the standard of care for the missing person can be reviewed.

Individuals whose whereabouts are known will not be considered as missing but may require other police activity to ensure their welfare.

RISK ASSESSMENTS

All reports of missing people sit within a continuum of risk, each requiring differing levels of response. South Wales Police currently record three categories of risk: Low, Medium, and High.

ALL children aged 11 years and under will be risk assessed as high risk. This includes children who are reported 'truanting' from school. Any deviation from this will be in breach of force policy.

<u>CATEGORY</u>	<u>DEFINITION</u>	<u>REQUIRED ACTIONS</u>	<u>APPLICABLE TO</u>
Low Risk	The risk of harm to the subject or the public is assessed as possible but minimal.	Proportionate enquiries should be carried out to ensure that the individual has not come to harm.	Only children aged 14 – 17 years or any adult.
Medium Risk	The risk of harm to the subject or the public is assessed as likely but not serious.	This category requires an active and measured response by the police and other agencies in order to trace the missing person and support the person reporting.	Any child between the age of 12 and 17 years or any adult.
High Risk	The risk of serious harm to the subject or the public is assessed as very likely.	This category almost always requires the immediate deployment of police resources. Action may be delayed in exceptional circumstances, such as searching water or forested areas during hours of darkness.	Any child under the age of 18 years or any adult. Children 11 years and under will ALWAYS be categorised as high risk.

Children aged 13 years and under cannot be classed as low risk.

All children between the ages of 14 and 17 years inclusive can be considered in any of the risk categories above so long as a robust assessment of risk has been completed, rationalised, and endorsed within the NICHE Missing Person Report.

The above risk assessment table, amended from the College of Policing APP Missing Person Investigations, should be used as a **guide** to an appropriate level of police response based on initial and on-going risk assessment in each case. Risk assessment should be guided by the College of Policing [Risk Principles](#), the [National Decision Model](#) and Police [Code of Ethics](#).

COPIES AVAILABLE IN WELSH CONTACT POLICY UNIT PolicyUnit@south-wales.police.uk

In addition to this, the [Decision Making Guide](#) from the College of Policing (2009) has been updated by SPPD to reflect further considerations around vulnerability when risk assessing reports of missing people.

Risk of serious harm has been defined as (Home Office 2002 and OASys 2006):

‘A risk which is life threatening and/or traumatic, and from which recovery, whether physical or psychological, can be expected to be difficult or impossible’.

MISSING ADULT PROCEDURE

Missing adult reports are owned by the BCU patrol inspector once dispatched from the PSC.

The risk assessment should be recorded in the NICHE Missing Person Report. The risk assessment may be completed by constables, sergeants or the patrol inspector but must be ratified by a first line manager.

It is the responsibility of the patrol inspector or their nominated deputy to have oversight of all missing persons in their geographical area and undertake reviews of these incidents. They should also ensure each missing person has a risk assessment recorded in the NICHE missing person report, the risk assessment has been ratified by a supervisor, actions are listed, and resources deployed.

When a missing person is risk assessed as high, the incident must be brought to the immediate attention of a supervisor and managed as per G1 policy.

MISSING CHILDREN PROCEDURE

Where the report to police has been classified by PSC for consideration as a **low-risk** grading, the report will be risk assessed by the SPPD missing persons investigation team (MPIT) unless at maximum capacity. If the SPPD MPIT officer risk assesses the missing child as low risk, this decision will need to be ratified by the SPPD MPIT supervisor or BCU patrol inspector or their nominated deputy as soon as is reasonably practicable.

Once the low risk assessment is ratified, the SPPD MPIT will take ownership of the missing child and manage the report up until a period of 6 hours or until the child is located or returns home, or there is a change of circumstances that would necessitate a review of risk.

If the child is not located at 6 hours, the risk will be escalated to at least medium and the SPPD MPIT will conduct a new medium risk assessment on the NICHE missing person report which will require ratification by the SPPD MPIT supervisor or BCU patrol inspector or their nominated supervisor as soon as reasonably practicable. This medium report will then be allocated to the BCU patrol inspector who will take ownership.

A delay in the ratification of risk needs to be monitored by the SPPD MPIT to ensure a timely response to the missing child.

[Low Risk Flowchart – children aged 14-17](#)

Where the report to police has been classified by PSC for consideration as a **medium-risk** grading, the report will be risk assessed by the SPPD MPIT unless at maximum capacity. If the SPPD MPIT officer risk assesses the missing child as medium risk, this decision is to be ratified by the SPPD MPIT Supervisor or BCU patrol inspector or their nominated deputy as soon as is reasonably practicable. If the BCU patrol inspector or their nominated deputy are otherwise committed, it is important that they delegate their duty to ratify the risk to the most

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appropriate BCU supervisor.

Once the medium risk assessment is ratified, the incident will be allocated to the BCU patrol inspector to take ownership. Once the missing report has been designated as medium risk, at no time can this be re-assessed as low risk as the force has already accepted legal responsibility for the missing person under Common Law.

A delay in the ratification of risk needs to be monitored by the SPPD MPIT to ensure a timely response to the missing child.

[Medium Risk Flowchart – children aged 12-17](#)

Where the report to police has been classified by PSC for consideration as a **high-risk** grading, the report will be allocated to the BCU patrol inspector directly from the PSC.

Where the SPPD MPIT risk assess as high risk they notify PSC for the attention of FIM and the BCU PI immediately regarding the escalation of risk and request ratification of the risk assessment from the PI.

Ownership of high-risk missing children sits with the BCU patrol inspector whose responsibility is to ensure completion of the risk assessment within the NICHE missing person report, the allocation and deployment of resources and overall management of the missing investigation.

SPPD MPIT maximum capacity

There will be occasions when the SPPD MPIT is at maximum capacity and unable to complete the low or medium risk assessments for children. The responsibility then falls to the BCU patrol inspector or their nominated supervisor to ensure that the risk assessment is completed. It is the role of the PSC or SPPD MPIT to notify the PSC and the BCU patrol inspectors when the SPPD MPIT is at maximum capacity.

When the SPPD MPIT are no longer at maximum capacity they should make the PSC and the BCU patrol inspectors aware that they are now in a position to complete the low and medium child risk assessments. This will include reports where a missing child report is awaiting an assessment of risk – [MOU FOR BCU'S](#).

Disputes relating to Risk Assessments

In cases where the SPPD MPIT supervisor or BCU patrol inspector or their nominated supervisor disagrees with the risk assessment of the SPPD MPIT officer, a full rationale must be recorded in the NICHE missing person report. Where risk assessments for children are downgraded to low, the SPPD MPIT will manage for a period of up to 6 hours as detailed in the low-risk flow chart for children.

Any disputes in risk assessments may need to be escalated to the duty FIM or SMT. In such cases, this should not delay the allocation and deployment of resources or enquiries to be completed.

Return of Missing Person Prior to Completion of Risk Assessment

Where a missing person returns prior to the completion of a risk assessment, there is no requirement for completion of a retrospective risk assessment. A review template in the NICHE missing person report must be completed to reflect these circumstances where they arise and ensure accuracy of data quality in respect of risk assessment categories utilising the SPPD MPIT Codes (SPPDMPIT01 to SPPDMPIT04).

WANTED PERSONS REPORTED AS A MISSING PERSON

In certain circumstances, a person can be deemed both wanted as they are a suspect for a criminal offence and recorded as a missing person following a report by a family member or another concerned for their welfare and their whereabouts are unknown. This determination will be decided on a case-by-case basis taking account of the wider contextualised risk, the vulnerability of the individual and the views of the reporting person. However, if the individual being reported missing meets the definition of a missing person, they should be treated as being a missing person irrespective of any other status within other police reports.

Being wanted should not be a mitigating factor when risk assessing a report of a missing person, the vulnerability and the welfare of the individual must take priority.

In these cases, any decision to close a missing person report following its creation and prior to the person being sighted and their welfare confirmed should be authorised by at least the rank of Chief Inspector. The record should then be recorded with full rationale of the authorising officer recorded clearly documenting the reasons why the record is being closed and being progressed only as a wanted person.

NICHE MISSING PERSON REPORT

The NICHE missing person report is designed for the management, supervision, and oversight of missing person investigations. A Niche missing person occurrence (PS34) and associated missing person report will be generated by the PSC on receipt of a missing person incident as per PSC standard operating procedures. The PSC will link all relevant persons and add the missing person to the relevant BCU Niche Missing Person Whiteboard for onward management and supervision. The NICHE missing person report should be used to record all personal information relating to the missing person.

Risk assessments and reviews should be recorded in the NICHE missing person report as this correlates with the BI live missing person whiteboard, ensuring the appropriate level of oversight. Missing incidents can only be finalised once the return section of the missing person report has been completed and ratified by a supervisor.

Officers and staff should be mindful of the importance of obtaining and recording accurate information and protected characteristics. e.g. self-defined ethnicity, that relate to missing persons, victims of any identified crime and perpetrators.

Guidance on using NICHE missing person reports is available [here](#).

MISSING PERSON ACTION LOG SECTION (MPAL)

The Missing Persons Action Log (MPAL) is a tasking system used by South Wales Police to manage missing person actions in Niche. All officers and staff involved in a missing person investigation must use the action log to record and update all actions set to find the missing person. This process will remove the requirements to update the Niche OEL and the Control Works log, ensuring that the MPAL is the designated area to record missing person actions and updates.

This action log has been developed to provide a central location for all missing persons investigative actions which are stored in an easily accessible format. It will provide reviewing officers with an accurate view of the actions completed and those still outstanding, allowing for a more robust risk assessment process.

All users of the MPAL should abide by the following ground rules:

- Patrol inspectors or their nominated supervisor will create and manage the MPAL.
- Patrol inspectors or their nominated supervisor will be the only officers to close actions once a satisfactory update has been recorded.
- Patrol inspectors or their nominated supervisor will be responsible for closing all outstanding actions when the missing person investigation is complete.
- Action updates should be completed by the officer allocated to it. This is not rank specific. Once updates are put on the MPAL a supervising officer and/or patrol inspector should be updated.
- All action updates must be meaningful to provide insight for investigatory purposes. For example, the phrase, 'negative result' will not be acceptable as an update without further context being given or instruction as to what remains outstanding to complete the action.
- Once an action is completed, a patrol inspector or their nominated supervisor must consider whether a further action should be generated based on the content of the update.
- Those officers conducting enquiries are encouraged to use professional curiosity and complete further dynamic actions generated during the investigation which might not be on the MPAL at that time. These updates need to be passed to patrol inspectors and the MPAL updated accordingly.
- If an officer is unable to complete any action, this must be updated by the end of the shift.
- At the end of each shift a patrol inspector or their nominated supervisor should place a succinct situational update on the Niche OEL occurrence under the designated template, MP01 'Shift Handover'. This covers the following:
 - A brief summary of the incident.
 - The current risk level and whether this has changed over time.
 - Any urgent outstanding actions.
- At 28 days, or until a missing person investigation is owned by a specialist department, points 1 - 3 above will be relevant to a detective inspector or DCI rather than a patrol inspector or their nominated supervisor.

Dynamic High Risk Missing Reports

Where deployment and tasking are conducted dynamically by the PSC for a high-risk missing incident, updates should still be passed in real time by allocated officers for recording on Control Works. This will help FIM's monitor ongoing developments and ensure an accurate picture is being recorded whilst specialist resources are being sourced.

The patrol inspector should commence the building of the action log to include those actions already completed and listed as outstanding on Control Works. This 'hybrid' approach will be necessary until the patrol inspector takes control of all resourcing of the incident. Many of those urgent actions that are conducted will be the mandatory actions on the missing person action log and can be cross referenced once that is completed. Communications between patrol inspectors and FIM's will be critical to ensure effective management of the incident although the ownership of the missing person investigation lies with the patrol inspector once they are allocated. Queries by silver command should be directed to the patrol inspector where

possible.

For dynamic high-risk incidents, PoISA's will continue to update the control works incident in respect of any advice or action setting. Attending officers have been reminded of the need to pass real time updates over the air during such incidents to assist this process.

Good communication between the PoISA and the patrol inspector (who ultimately owns the investigation) will be critical to ensure that actions are both set and completed in the most efficient and effective manner possible.

Following discussion with the patrol inspector, the PoISA will be responsible for ensuring that any of the actions that the PoISA has already set are transferred to the MPAL. This is necessary so that nothing is lost in translation and that all actions are carried out as intended by the PoISA.

Further guidance on the [MPAL](#) can be found using this link.

Missing Response Group

Whilst predominantly used for children, the Missing Response Group (MRG) process can be used for all missing people. Further guidance can be found here:

[High Risk Missing Person Response Group Agenda](#)
[Guidance for silver and gold commanders](#)

The MRG is an investigative management tool that will bring different internal departments together to support and progress the investigative response to a high-risk missing person investigation. The decision to hold a MRG is a BCU SMT decision, and the group will also be chaired by a member of the SMT.

The meeting when held, should be conducted, and recorded on teams, so the recording can be saved and stored on a specific BCU share drive folder.

In addition to the agenda structure, a backstop of 48 hours is also considered best practice and should be implemented at that time if not previously held and the person is still classed as high risk missing.

OWNERSHIP

BCU commanders have operational responsibility for missing person investigations conducted in their area and will ensure active supervision of all such enquiries, facilitating the supply of resources and ensuring compliance with this policy. Ownership of the day-to-day investigation of missing persons initially lies with the patrol inspector unless the BCU commander or circumstances dictate otherwise. Where appropriate, cases should be reviewed at the BCU and force daily management meeting (DMM or TaC). These meetings provide a forum for determining the level of resources and supervision that cases require dependent on the level of risk.

A BCU detective inspector must be made aware of all high-risk missing persons where there is suspicion that a crime has taken place against that person as soon as possible. Out of

hours, the duty silver commander must be informed. They will decide whether to inform the on call BCU detective inspector. On being notified, the detective inspector will then carry out an initial review of the investigation to ensure appropriate lines of enquiry have been set.

A detective inspector should retain ownership of all high-risk missing person investigations where there is suspicion that a crime has taken place against the person.

Once a person has been missing for 28 days, ownership will usually be transferred to the BCU detective inspector investigations at the direction of the BCU commander or senior management team. The BCU detective inspector will appoint a case officer to run the day-to-day management of the investigation. In high-risk investigations the officer in the case must be a detective sergeant. For medium and low risk investigations the officer in the case will be a detective constable.

The 28-day hand-over process from patrol inspector to BCU investigations.

When ownership of the missing investigation is transferred from the patrol inspector to the BCU detective inspector investigations, there will be a hand-over process which must include completion of the following by the patrol inspector prior to the transfer:

- Occurrence Enquiry Log (OEL) entry covering the circumstances of the missing incident, an outline of the hypothesis (what you think has happened) and a brief summary of the main enquiries completed and those which remain outstanding.
- Missing Persons Action Log (MPAL) updated in the Niche Missing Person Report.
- Details of the next of kin (NOK) or family member to receive updates.
- Details of the of Family Contact Officer providing the police updates to the NOK or family member of the missing person.
- Name of the SIO (detective chief inspector/detective inspector) who will take ownership of the investigation moving forward.

It will then be the role of the SIO (detective chief inspector/detective inspector) taking ownership of the missing investigation to complete the following:

- Link themselves as the SIO on the Niche occurrence.
- Record an OEL entry accepting ownership of the investigation and details of the detective sergeant or detective constable supervising the management of the missing investigation.
- Record an OEL entry detailing that a review will be conducted to assess the level of risk and identify further lines of enquiries.
- Outline hypothesis.

SUPERVISION AND REVIEW PROCESS

The initial risk assessment to categorise the missing person should be completed and added to the NICHE missing person report as soon as possible. Following this initial review phase, the minimum requirement for reviews during the first 28 days of the investigation are as follows:

	Every Shift	48hrs	7 days after initial report (rolling)	28 days
Low	Patrol inspector handover	DS	DS	DI
Medium	Patrol inspector handover	DS	DI	DI
High	Patrol inspector handover	DI	DCI	DCI

To clarify, the above mentioned 48-hour review, which is conducted by either the detective sergeant or detective inspector, dependant on the category of risk, is not a rolling 48 hours. The minimum requirement for these specialist reviews is at 48 hours and then at day seven (7) and then every seven (7) days thereafter until day 28 is reached. However, that is not to say that further specialist reviews may not be required during these periods dependent on the circumstances of the investigation.

All risk assessments and reviews conducted throughout the missing investigation must be recorded in the Niche Missing Person Report from the outset.

Risk assessments and reviews must be conducted within a timely manner and any delay should be escalated to BCU SMT and reasons documented.

The purpose of the review process is as follows:

- Review and ratify the level of risk.
- Ensure appropriate actions are taken to locate the missing person.
- Ensure staffing levels are appropriate to the level of risk.
- Check for any outstanding and incomplete actions.
- Quality assure actions already taken.
- Set new actions and enquiries in order to bring the investigation to a successful conclusion.
- Make recommendations about the management and ownership of the investigation.
- Set future review date(s).

When a child is reported missing and there are concerns or repeat missing incidents, consideration should be given to requesting a strategy discussion or strategy meeting with the relevant local authority in line with the Wales Safeguarding Procedures.

Review and long-term case management – over 28 days missing

28 days to 6 months

At 28 days and up until six (6) months, ownership of a missing person investigation will sit with the following officers' dependant on the category of risk as detailed in the below table:

	Ownership of Investigation	Officer Conducting Reviews	Frequency of Reviews
Low	DI - Investigations	DI - Investigations	Monthly
Medium	DI - Investigations	DI - Investigations	Monthly
High	DCI - Investigations	DCI - Investigations	Monthly

After 28 days, and then monthly until the missing person has been missing for six (6) months, ownership and review of the missing person investigation will pass to the BCU detective inspector in charge of investigations for all **low or medium** risk missing people.

After 28 days, and then monthly until the missing person has been missing for six (6) months, ownership and review of the missing person investigation will pass to the BCU detective chief inspector in charge of investigations for all **high-risk** missing people.

Full monthly reviews should continue by the detective inspector for all low and medium cases and the detective chief inspector for all high-risk cases. These reviews will include the setting, allocation and monitoring of actions. Actions can be allocated to the most appropriate officer /

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department at the direction of the detective inspector or detective chief inspector. Allocated actions must be progressed in an expeditious and diligent manner, commensurate to the risk level posed by the missing person. In circumstances where actions require completion by response officers, an officer must be allocated at the commencement of the shift. All actions, existing or new, must be recorded, allocated and updated on the Niche Missing Person Action Log.

The six (6) month independent review

When a missing person investigation reaches six months in duration, it shall be considered 'long term'.

At six months, a review will be conducted by an officer of at least the rank of a PiP2 accredited Detective Inspector from a location other than the originating BCU. This is to enhance internal scrutiny of long-term missing person investigations. The co-ordination of the allocation of an independent Detective Inspector will be managed by SPPD.

This review will include liaison with the family of the missing person or other persons concerned for their welfare.

Once the above independent review has been completed, the missing person occurrence must be transferred onto the long-term missing person whiteboard. It will be the role of the Missing Person Co-ordinator based within the relevant BCU to move long-term missing persons onto the Long-Term Missing Persons Whiteboard.

Between 6 and 12 months

Once the six-month independent review has been completed, ownership of the missing person investigation returns to the originating BCU detective inspector in charge of investigations for all low and medium risk missing people to manage between 6 and 12 months.

For high-risk missing people, ownership of the missing person investigation returns to the originating BCU detective chief inspector in charge of investigations to manage between 6 and 12 months.

The detective inspector (low and medium risk) or detective chief inspector (high-risk) should continue to review the investigation at monthly intervals until the enquiry reaches 12 months as per the below table.

	Ownership of Investigation	Officer Conducting Reviews	Frequency of Reviews
Low	DI - Investigations	DI - Investigations	Monthly
Medium	DI - Investigations	DI - Investigations	Monthly
High	DCI - Investigations	DCI - Investigations	Monthly

For each month there must be an investigative review and re-assessment of the level of risk which will be recorded in the Niche Missing Person Report.

Actions can be allocated to the most appropriate officer / department at the direction of the detective inspector or detective chief inspector.

At 12 months and beyond

At 12 months, 'Proof of Life' checks must be carried out before the BCU DCI conducts a further review to establish whether the case can be finalised, or further reviews must continue. Should the investigation be eligible for finalisation, this must be authorised by the BCU detective

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superintendent as detailed in the below section. 'Proof of Life' enquiries should include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

These enquiries, whilst not exhaustive, may assist in establishing if the person has chosen to disappear or if harm has come to them. The extent to which these enquiries are pursued will vary, depending on the circumstances of the case. Enquiries should be proportionate, based on a realistic assessment of the circumstances of the disappearance.

Proof of life enquiries should be progressed by the BCU missing person co-ordinator at the direction of the BCU DCI.

After a minimal period of 12 months, the filing of a missing person investigation can be considered in certain circumstances.

FILING OF MISSING PERSON CASES POST 12 MONTHS

This section refers to the filing (finalisation) of a missing person investigation when the missing person has not been located.

In certain circumstances, a BCU detective superintendent can authorise a missing person investigation to be filed even if the missing person has not been located. There are three categories under which the investigation can be filed which are further elaborated on below:

- Risk factors are low, and the circumstances suggest the person has left home.
- All reasonable enquiries completed.
- Found deceased.

If the BCU detective superintendent decides to file an investigation when a long-term missing person has not been located, there are two options:

- **Case closed** - in this case the investigation will be filed completely and there will be no requirement for any further reviews. The person will remain circulated on PNC.
- **Case open subject to reviews** – in this case the person remains circulated on PNC and the investigation is reviewed at a minimum of every two years by a BCU DCI with consideration being given to further proof of life checks taking place. These cases will remain on the whiteboard.

Risk factors are low, and the circumstances suggest the person has left home

Adults who are capable of independent living without care needs have a right to leave home and go missing. Once the investigation has confirmed that the risk factors are low and

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indications are the person decided to leave home, it may no longer be justifiable and proportionate for the police to continue the investigation. It may arguably be a breach of the missing person's Article 8 Right to a Private Life for the police to continue the investigation.

In these cases, a BCU detective superintendent can authorise the missing person investigation to be filed under the option '*Risk factors are low, and the circumstances suggest the person has left home*'. This criterion can only be used where the following enquiries have been completed to confirm that:

- The missing person is aged 18 or over.
- The missing person is capable of independent living without care.
- There are no suspicious or concerning circumstances.
- There are no grounds to believe the missing person has suffered harm.

The rationale for this decision must be recorded in NICHE.

If the reporting person and the family agree there are no suspicious or concerning circumstances and accept the police decision to discontinue the investigation, the missing person occurrence must be filed under the option '**case closed**'. The missing person will remain circulated on PNC.

If the reporting person or the family of the missing person do not agree with the police decision to discontinue the investigation, the BCU detective superintendent can still file the investigation but must do under the option '**case open subject to reviews**'. The rationale for this being that some low risk missing adults do result in unexpected fatal outcomes. As the family know the missing person better than the police, their concerns should not be entirely dismissed.

All reasonable enquiries completed

In cases where a missing person has not been located, a BCU detective superintendent may authorise a missing person investigation to be filed under '*All reasonable enquiries completed*'.

The criteria for filing an investigation under that option are that:

- Considering the circumstances and risk assessment, all reasonable enquiries have been completed; and
- It is not justifiable to continue to commit significant resources to the investigation.

Where there is concern that the missing person may have been a victim of a serious crime or is deceased, the case must be discussed with the head of crime and criminal justice command and any recommendations of the SIO be completed prior to finalisation.

These cases will be 'open subject to reviews' and the missing person will remain circulated on PNC. It is the role of the BCU detective superintendent to decide on the period of review of the investigation which will depend on the circumstances of individual cases. As a minimum, 2 yearly reviews will be conducted where the proof of life enquiries will be repeated. These reviews and their findings should be recorded in NICHE with an appropriate date set for the next review. BCU missing person co-ordinators have responsibility for monitoring when appropriate reviews are due.

Where a family makes a presumption of death application, it is the responsibility of the police to ensure that all reasonable lines of enquiry are completed, and reviews are up to date.

The force should contact the **UK Missing Persons Unit (UKMPU)** to review the case, ensure that no unidentified bodies or remains have been located and provide reassurance to a court that the person subject to the application is no longer alive.

- [College of Policing - Presumption of Death - Managing Affairs](#)
- [Home Office Government - Declaration of Presumed Death](#)

Found Deceased

Where a missing person's body has been found and formally identified, the BCU detective superintendent must file the occurrence as 'found deceased' and 'case closed'. A report with confirmation that the body has been formally identified must be attached to the occurrence prior to finalisation and the PNC circulation must be cancelled.

Before filing any missing person investigations under one of the above three criteria, the BCU detective superintendent must endorse the Niche OEL with their decision and rationale. It is important that sufficient information is recorded on the OEL to demonstrate that the relevant criteria have been met so their decision making can withstand subsequent scrutiny.

SCENE PRESERVATION

At incidents where it is unclear whether a crime has been committed, all responders should consider the potential outcome of criminal activity. Decisions whether ‘golden hour’ measures are required, including the preservation of a crime scene, will need careful consideration. Such decisions will need an assessment of the certainty of support for a particular hypothesis. It is often the case that, at the earliest stages of an investigation, the hypothesis or hypotheses can change, and decision making must take account of this possibility. Once a decision is made not to seek or recover evidence, the opportunity is then lost forever.

[Redacted content]

Police Search Advisor (PoISA)

The SIO should seek advice as necessary from a PoISA when developing the search strategy.

There are several external influences outside the control of a PoISA that can influence the conduct of a search. These influences can be a distraction but can also provide vital assistance and support. Because the influences may be introduced to the enquiry specifically to ‘assist the search’, they must be managed appropriately as the overall responsibility for managing the search aspect of any missing person investigation remains with the Police. In many investigations, the management of these external influences maybe delegated to the PoISA.

The PoISA manual provides advice and guidance for those circumstances where external factors influence the conduct of a search, including:

ABOUT PROCEDURE	KEY POINTS	ROLES	FULL PROCEDURE	FURTHER INFO & FORMS	RISKS AND IMPACT	AUDIT	ABOUT
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- Psychics, mediums, and diviners.
- Other people wishing to influence a search.
- Involvement of criminals and third-party influence.
- The media.
- Community searchers.

For further information and guidance on searches:

- [College of Policing – Search Strategy](#)

Legal Powers to Search on Private Premises

Most missing person searches are conducted with the consent of the owner or occupier of the premises. Section 17 of the Police and Criminal Evidence Act 1984 (PACE) gives an officer the power to enter a private address to save life and limb and should be considered where relevant.

In all other circumstances, police officers will require a warrant to enter and search a private premises without permission.

OUT OF FORCE ENQUIRIES / TRANSFERRING MISSING INVESTIGATION TO ANOTHER FORCE

Tasking other Forces to Conduct Missing Person Enquiries (UK)

Difficulties arise when a missing person is reported in one force area yet enquiries are required in another. In these situations, safeguarding the missing person, protecting the public, and ensuring investigations are conducted efficiently and effectively are paramount.

The originating force should make the request for out of force enquiries, by sending the [NPCC Missing Person Tasking and Request to Transfer Form](#) to the control room of the receiving force. This should be accompanied by a telephone or video call to the receiving force to confirm the request has been received and discuss the level of risk and urgency of the enquiries. This is particularly important in high-risk cases.

Disagreements about the urgency of enquiries and level of risk should be promptly escalated to operational commanders of inspector rank to discuss and resolve. If the inspectors cannot reach an agreement, the matter should be escalated to officers of the rank of chief inspector or above whom have operational command responsibility that day.

The risk assessment is owned by the originating force. Unless there are very good reasons, the receiving force should accept the risk assessment because they do not 'own' the risk and will not be in possession of all the relevant information. The receiving force should prioritise enquiries in accordance with the level of risk and avoid delays.

There is an expectation that the receiving force will provide an update on the enquiries requested by the originating force within two hours. If it is known from the outset that it will not be possible to conduct these enquiries within this time period, the receiving force should provide the originating force with a realistic estimation of when the enquiries are likely to be completed. This should be recorded on the Control Works log.

Further guidance can be found below:

[NPCC Advice – Requesting Missing Person Enquiries in Another Force and Transfers of Investigations](#)

[NPCC Missing Person Tasking and Request to Transfer Form](#)

[NPCC Advice – Flow Charts – Requesting Missing Person Enquiries in Another Force and Transfer of Investigations](#)

Tasking other Forces in countries other than the UK to Conduct Missing Person Enquiries

Where it is believed that a missing person may have travelled outside of the UK and it is necessary to conduct enquiries with other countries, officers should not make direct contact with the police force in the relevant country. Most commonly police make enquiries utilising Interpol and Europol Policing channels.

Interpol - Once completed the Interpol Enquiry Form and Interpol Risk Assessment Form should be sent via internal email to FIB SWP or out of hours it can be sent directly to

[REDACTED]. Officers MUST copy in FIB SWP [REDACTED] when making an out of hours request as this will ensure a consistent correspondent throughout the missing person investigation. The PSC Intelligence officer may also be able to assist the requesting officer when making out of hours enquiries.

Once the enquiry is received by Interpol, they will respond by providing a reference number [REDACTED]. The reference number must be entered on the MPAL or Niche occurrence log to enable the request to be followed up without the need for submission of additional forms (the reference number can be placed in the subject heading of any future email correspondence).

Europol – the SIENA form can be directed to one of the member states and submitted via internal email to either SWP FIB or GM-TARIANGATEWAY. The request will then be sent via SIENA (Secure email system).

The above forms along with overseas contact guidance can be accessed via - [FIB International Desk](#).

Further out of hours support can be obtained via:

Joint International Crime Centre tel [REDACTED]

Interpol ([REDACTED])

Transferring Ownership of Missing Persons Investigations

The missing persons Authorised Professional Practice (APP) states '*when deciding where ownership of the investigation lies, the principal issue is to consider where the majority of the enquiries are and who has the greatest opportunity of locating the missing person*'. It is more efficient for the investigation if the police force where the majority of enquiries are being conducted takes responsibility for managing the investigation and tasking enquiries. It is also better for the family and friends of the missing person if they can liaise with the officers who are conducting the enquiries, rather than dealing with intermediaries.

When a request is received by South Wales Police for a transfer of ownership from another force which is agreed, South Wales Police will follow existing procedures which include:

- Creation of a PS34 Missing Person Occurrence.
- Creation of a NICHE Missing Person Report.
- Completion of risk assessments and subsequent reviews.
- Allocation of actions and deployment of resources.

In addition, a task **must** be sent to the PNC Bureau for the individual to be circulated as **COPIES AVAILABLE IN WELSH CONTACT POLICY UNIT** PolicyUnit@south-wales.police.uk

missing on PNC.

South Wales Police will own the investigation and the PNC Wanted Missing (WM) Marker.

There is an option on the PNC Missing Person Circulation Form to add information regarding the circumstances of the missing person report.

When South Wales Police transfer a missing person investigation to another force, it is crucial that the SWP PNC WM is not deleted until confirmation has been received from the receiving force that they have circulated the individual as missing.

In cases where the receiving force agrees to take ownership of an investigation, the originating force should continue to undertake enquiries until confirmation has been received that the receiving force has accepted ownership. This should include confirmation of the receiving force's incident log number or missing person case management number.

Further guidance can be found below:

[NPCC Advice – Requesting Missing Person Enquiries in Another Force and Transfers of Investigations](#)

[NPCC Advice – Flow Charts – Requesting Missing Person Enquiries in Another Force and Transfer of Investigations](#)

PROVIDING UPDATES TO THE REPORTING PERSON / FAMILY

From initial report up until 48 hours it will be the responsibility of the patrol inspector to ensure regular updates are provided to the reporting person / family member of the missing person, unless directed otherwise by the BCU SMT. The allocated officer will ensure good communication is maintained with the family and, upon each handover of shift, it will be the patrol inspector's responsibility to ensure a new officer is allocated to perform this role.

Once the person has been missing for 48 hours, this role will be transferred to the BCU based missing person team where a contact officer will be allocated, and a contact regime agreed with the family or reporting person. The name of the contact officer should be clearly recorded on the Niche OEL, and all contacts should be documented to include a summary of what information was given to the reporting person / family member.

MISSING CHILDREN AND EXPLOITATION

The reasons why children go missing are varied, complex and unique to individual children. South Wales Police recognise that children who go missing from home or care often report challenges of some kind at home or at a care setting where they may have been placed. They may also be encouraged or coerced to go missing by exploitative adults or by other children. When a child goes missing, they may be exposed to a range of emotional, physical, and sexual risks or they may engage in offending behaviour to survive or because they are being exploited by adults. Children with multiple missing episodes and those who go missing for prolonged periods are at higher risk of child sexual exploitation and / or criminal exploitation and may be trafficked while they are missing.

Each BCU has an exploitation safeguarding capability (usually found in a MASH or Referral Unit), working closely with the missing person teams and missing person co-ordinators to identify and support those children who are being exploited or are exposed to the risk of exploitation. Additionally, the force exploitation and disruption investigation team, has responsibility for investigation of exploitation offences and for disrupting perpetrators.

South Wales Police adhere to the All-Wales Practice Guides within the Wales Safeguarding Procedures in relation to safeguarding children from exploitation, and safeguarding children who go missing from home or care.

The Wales Safeguarding Procedures and Home Office Child Exploitation Disruption Toolkit are both useful resources for frontline staff. Further information can be accessed via the following links:

[Safeguarding Wales](#)

[Safeguarding Wales – All Wales Practice Guides](#)

[Gov.uk – Child Exploitation Disruption Toolkit](#)

[Child Protection and Safeguarding Children and Young People Policy](#)

[Modern Slavery and Human Trafficking \(MSHT\)](#)

[All Wales Protocol: reducing the criminalisation of care experienced children and young adults](#)

Contextual Harm and Safeguarding

Contextual safeguarding recognises the impact of social context on young people's lives, and consequently their safety. Contextual safeguarding seeks to identify and respond to harm and abuse posed to young people outside their home, either from adults or other young people. It is also referred to as extra-familial harm as opposed to intra-familial harm that occurs inside their home.

Child Abduction Warning Notice (CAWN)

A Child Abduction Warning Notice (CAWN) is a valuable tool in the safeguarding of children and young persons. CAWN's are a disruption tactic used by police to protect children from people that may place them at risk; to disrupt the activities of an individual who repeatedly associates with a young person under the age of 16 if living at home, or under the age of 18 if living in the care of a local authority.

The current NPCC guidance for CAWN's, published July 2022, should be referred to when considering the serving of a CAWN. Guidance can also be sought from the BCU public protection units, missing persons teams or exploitation investigation teams.

Whilst the NPCC Guidance does not stipulate the rank of the officer required to authorise the CAWN, South Wales Policy requires an officer the rank of inspector. Preferably this would be the detective inspector in charge of the exploitation investigation team, or out of hours, the duty patrol inspector.

[South Wales Police CAWN Guidance](#)

[NPCC CAWN GUIDANCE](#)

[Gov.uk – Child Exploitation Disruption Toolkit](#)

[Child Protection and Safeguarding Children and Young People Policy](#)

The National Referral Mechanism (NRM)

The National Referral Mechanism (NRM) is a framework for identifying and referring potential victims of modern slavery and ensuring they receive the appropriate support.

Modern slavery is a complex crime and may involve multiple forms of exploitation, which

include:

- human trafficking.
- slavery, servitude, and forced or compulsory labour.

Where a first responder believes they have encountered a person who has been a victim of modern slavery in England and Wales, whether that person is an adult or a child, the first responder should complete a referral via the new online process. The form is accessed using this link: [Report Modern Slavery](#).

Any police officer and/or staff member can be first responders where they identify offences of Modern Slavery and Human Trafficking (MSHT). When considering child victims of MSHT consent is not required for submission of the NRM form, whereas in cases of adults, it is.

Officers and staff should at the very least submit a PPN and if they believe or suspect that a child is/could be a victim of MSHT. Consideration of any immediate safeguarding concerns are essential, and action must be taken including the use of police powers of protection if appropriate.

Investigative strategies and considerations should be made as per the [National Decision Model](#) (NDM) and if in doubt practitioners should always seek advice from bronze inspectors, force incident managers (FIM), CID, supervisors and or specialist teams.

SWP officers and staff should adhere to the current guidance on the [Modern Slavery Page](#) on BOB or seek advice from their BCU Missing Child and Exploitation Prevention Team.

Further information:

- [Modern Slavery College of Policing Authorised Professional Practice \(APP\)](#)
- [Wales Safeguarding Procedures](#)
- [National Referral Mechanism \(NRM\)](#)

IMMIGRATION

When a person who is reported missing to the police, has entered, or stayed in the country without the appropriate authority, the decision on which authority should deal with the report will depend on the circumstances of disappearance and level of risk. Consideration should be given to whether:

- the individual is a victim of **modern slavery** or is being **exploited**.
- the person is intentionally missing and seeking to avoid immigration procedures or repatriation.
- there are any suspicious circumstances surrounding their disappearance.

The assessment of risk is important when deciding the status of the person. Officers should consider the extent to which the individual is vulnerable, whether they have been able to exercise consent, and whether there is any reason to suspect any degree of coercion or deceit.

Children must always be considered as vulnerable and not being able to consent to their own exploitation. Safeguarding issues must take priority, and this should be the responsibility of all agencies.

Adult Asylum Seekers, Undocumented Migrants and Visa Applicants who Abscond

The NPCC has produced guidance in the event of an agency or individual reporting asylum seekers, undocumented migrants, overstayers and visa applicants who go absent as missing and is a challenging issue for forces. The questions posed are:

- Are they missing people and the responsibility of policing?
- Are they absconders and the responsibility of immigration enforcement, asylum and support or UK visas and immigration (UKVI) to locate?
- Are they just 'out of contact' with immigration enforcement, asylum and support, or UKVI and no one needs to actively look for them?

These questions need to be considered before SWP agree to take ownership of missing person reports as per the NPCC Guidance. The below link is a helpful guide for reference should you find yourself managing such incidents.

[NPCC Advice on Adult Asylum Seekers and Undocumented Migrants who abscond](#)

International Missing Person Reports

There are cases where a missing person investigation extends beyond national borders. This means that procedures will need to be modified to conform to international law and processes.

See guidance: [CoP Specific Investigations – International Investigations](#)

Missing Ukrainian Nationals

The National Crime Agency and UK Missing Persons Unit have worked with partners to provide guidance for UK police forces to assist when enquiries are made by Ukrainian nationals residing in the UK who wish to report loved ones as missing. This guidance can be found using the following link: [Police Guidance – Recording of Ukrainian Nationals Missing in Ukraine](#)

For Ukrainian nationals reported as missing and believed to be in a conflict zone, please follow the Operational Flow Chart for Ukrainians on this link: [Operational flowchart – Missing Ukrainians](#)

When those relatives are missing in a known conflict zone, it is important that kinship DNA is obtained should it be required with future identification. Forces are advised to provide reporting family members with the I-Familia Consent form found using the following link: [I-Familia Consent Form - Ukraine](#)

For Ukrainian nationals reported as missing who are NOT believed to be in a conflict zone, please follow the standard missing abroad guidance: [CoP Specific Investigations – International Investigations](#)

[FAQ's that Ukrainian Nationals may ask](#)

Migrant Children

Incidents of migrant children (mainly unaccompanied asylum-seeking children) going missing from local authority care may be linked to serious crime such as modern slavery or exploitation. These children are extremely vulnerable and should be recorded as missing persons when their whereabouts are unknown.

Anyone under the age of 18 years (or who claims to be 18 years and who hasn't been age assessed) must be treated as a child and child protection issues must take priority. Further advice can be sought from the following links or the BCU MPIT.

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- [CoP Specific Investigations – Migrant Children](#)
- [Unaccompanied asylum-seeking children: guidance for professionals](#)
(GOV.WALES)
- [Safeguarding Wales – All Wales Practice Guide – Safeguarding Children who may be Trafficked](#)

MISSING ADULTS WITH VULNERABILITIES

Right Care Right Person (RCRP) aims to ensure vulnerable people get the right support from the right emergency services including calls for service:

- For individuals with whom there is a concern for their welfare.
- For individuals who walk out of health care facilities.
- After patients detained under the Mental Health Act 1983, become Absent Without Leave (AWOL).

Officers should be mindful of their powers in relation to detaining and returning missing people who were initially detained under the Mental Health Act.

The Right Care Right Person Overarching Policy ([rcrp-overarching-policy-version-11.pdf](#)) provides guidance to assist with decisions on whether to deploy police resources to specific categories of calls for service by members of the public, professionals and partner agencies, however if the location of the subject is unknown, either at the time of reporting or at any time during the incident, the subject must be treated as a Missing Person. The Concern for Welfare categorisation should NOT be used if the missing person criteria is met.

Further advice can be obtained from the force mental health advisor or BCU mental health liaison officers (MHLO) whose details are provided in the contacts section at bottom of policy.

Prevention interviews should also be completed for missing adults with vulnerabilities to assist in the safeguarding and prevention of potential future episodes.

Herbert Protocol

The Herbert Protocol is a national scheme which encourages family, friends, and carers to complete the Herbert Protocol Vulnerable Adult Missing Person Profile which captures useful information about a person at risk of going missing, specifically those with dementia. This key information includes their weekly routines and places frequented, previous home addresses, and any medical needs.

This scheme, together with the Keep Safe Cymru card, can greatly assist our response to finding vulnerable missing persons.

[Herbert Protocol – South Wales Police](#)

[Keep Safe Cymru Card Scheme | South Wales Police](#)

CHILDREN LOOKED AFTER

The Wales safeguarding procedures specify that each looked after child has a child information form (CIF) which should be completed for the individual child and be kept up to date with a recent photograph. Social Services should provide the form to the foster carer or placement provider for the child and ask that they amend the form following any change in information. The CIF should be shared with the police when the child is reported missing, and officers should request to see it. This will assist the police in risk assessing the missing episode so they can respond in an informed and timely way. Social Services should have a conversation with the child about the information recorded in the CIF and should explain the circumstances under which the CIF will be shared with the police and others.

[Safeguarding Wales – All Wales Practice Guide: Safeguarding children who go missing from home or care](#)

[Child Information Form \(Safeguarding Wales\)](#)

Officers and staff should also be aware of Recovery Orders which can be a very useful tool in cases relating to missing children. These orders apply to children who are subject of Care Orders, Emergency Protection Orders, or subject of Police Powers of Protection. These orders, when directed by the Court, provide the police with additional powers which includes the power to enter premises to search and remove the child as directed by the Court.

Further guidance can be found on the following link: [Childrens Act 1989: Section 50](#)

RETURN OF A MISSING PERSON

Prevention interviews and return home interviews (RHI's) provide an important opportunity to identify ongoing information and risk factors that may affect the likelihood of the individual going missing again. They should NOT be treated as an administrative procedure simply to close a missing person investigation.

Prevention Interviews

These are conducted by police officers, as soon as practicable, once the missing person has been located or returned home. They should be completed for both missing adults and children. The prevention interview is located in the Niche missing person report. Guidance on using the Niche missing person report is available:

- [How to complete the Returns Section of a Missing Person Report](#)
- [Prevention Interview Guidance document](#)

The officer conducting the prevention interview must ascertain and record the personal details of the returned person including protected characteristics such as self-defined ethnicity.

The AWARE principle is a guide and reporting structure which supports the development of officers' professional curiosity when completing prevention interviews. This principle can be used in any context and provides signs to look out for and be aware of to identify early intervention and safeguarding opportunities and supports both the voice of the child & voice of the victim.

As a guide to develop professional curiosity, officers are encouraged to establish an inquisitive mindset, intuition and 'gut instinct' if something does not feel right. The AWARE principle encompasses five key areas for information gathering based the acronym AWARE and should be used when completing prevention interviews.

Appearance – General appearance of the child including clothing, demeanour, marks or injuries.

Words – How are they engaging with you. Do words match body language and consider the language being used.

Activity – Establish what has happened at the location. Passivity to a volatile situation may suggest it is a usual occurrence.

Relationships & dynamics – How is the child interacting with other persons. Consider their demeanour and whether they appear nervous or scared.

Environment – Is the house/scene safe? Look for evidence of physical or emotional violence, i.e., locks on doors/damage in the premises. Any evidence of substance misuse?

Return Home Interviews

South Wales Police commission the National Youth Advocacy Service (NYAS) Cymru to conduct return home interviews with missing children. There are four NYAS Cymru project workers across the force, based in each of the BCU's working alongside the BCU Missing Children and Exploitation Prevention Team, Missing Person Co-ordinators and Exploitation Teams. Officers are encouraged to liaise with their BCU Missing Child and Exploitation Prevention Team if it is felt the child would benefit from a return home interview.

Voice of the Child

Where there is concern for a child, every effort must be made to see and speak to them to establish that they are unharmed and not at future risk of harm. Officers should be mindful to observe the child to determine their physical and emotional condition, including injuries, clothing, basic needs, and environmental dangers. This should be recorded for the purposes of any future investigation, child protection proceedings or for any other reasons pertaining to the child's welfare.

Professional Curiosity

Professional curiosity is the capacity to utilise communication skills to explore and challenge assumptions and understand the potentially complex dynamics of a situation, rather than taking it at face value. Officers and staff should utilise a wide range of sources to gather information relating to the missing person to identify potential risks and understand what is or may be happening in an individual's life.

Assumptions - Should not be used to mitigate risk or the need to undertake further enquiries.

Belief - Should not be used in place of seeking proof to mitigate risk.

Challenge - Checks should be made to corroborate information or accounts.

Document it - Appropriately record your actions and rationale to support future scrutiny.

Victim Blaming Language

Victim blaming is any language or action that implies, whether intentionally or unintentionally, that a person is partially or wholly responsible for the abuse that has happened to them. It is harmful and can wrongfully place responsibility, shame, or blame onto a victim, making them feel that they are complicit or responsible for the harm they have experienced.

Children can never be expected to predict, pre-empt, or protect themselves from abuse, and irrespective of the content or circumstance, the responsibility always lies with the person who abused the child or young person.

Guidance around victim blaming language and alternative wording can be found below:

- [Victim Blaming Language Guide](#)
- [Challenging victim blaming language and behaviours when dealing with the online experiences of children and young people](#)

CLOSURE OF A MISSING INVESTIGATION

In most cases, a missing person investigation will not be closed without the individual being

seen by the police or a relevant professional. A supervisor must satisfy themselves that a sufficient prevention interview has been conducted or attempted by whoever has seen that child and that the circumstances around the missing episode have either been ascertained or that an attempt to glean that information has been made.

There will be occasions where the missing person has been located, but it is impractical to see them owing to specific circumstances. For example, if they are abroad or deliberately making themselves unavailable to police. Such cases can be closed with the authorisation of at least chief inspector rank, and this must be recorded on NICHE.

Where the missing person becomes a long-term missing person and has not been found, please refer to the section of this policy titled 'Filing of missing person cases post 12 months.'

Safeguarding - Submission of PPN's & early help referrals

Missing persons reports will invariably have safeguarding concerns that will need addressing via the submittal of a PPN. Sometimes, there will be no safeguarding concerns, but wellbeing issues will be identified whereby the individual or family need additional support. In this instance, an early help referral should be made by the attending officer.

Submission of a PPN or early help referral should be considered in every report of a missing child. However, a PPN **must** be submitted for any report of a high-risk missing child or a missing child who is looked after by the local authority. This referral should be submitted before the end of the officers' tour of duty and provide full details of the information which is known at the time so the information can be shared with partners.

If the decision is made not to submit a PPN or Early Help Referral, the rationale must be documented on the NICHE OEL. Professional curiosity should be employed by all officers investigating missing person reports.

Where a PPN has been submitted and the missing person is later found, should there be no additional safeguarding concerns or further information to be shared, a second PPN is not required merely to tell the local authority that a person has been located. A second PPN is only required where additional safeguarding concerns are identified, or important information needs to be shared with partners.

Early Help information and guidance can be accessed via BOB – [Early Help](#)

[PPN Process map](#)

Information Sharing

It is important to acknowledge the General Data Protection Regulation (GDPR), Data Protection Act (DPA) 2018 and Human Rights legislation are in existence to provide a framework to ensure that personal information about living individuals is shared appropriately; but they are not barriers to justified information sharing.

Where possible professionals **should** share information with the agreement of the victim, however it should be explained (whilst being respectful to and of those who do not wish their information shared), that under the GDPR and DPA 2018 information may be shared in relation to an individual without agreement, if in your judgement, there is a lawful basis to do so (such as where safety may be at risk).

When information is shared, you are sharing or requesting personal information from someone, be clear of the basis upon which you are doing so. Where you do not have the agreement of the victim, be mindful that an individual might not expect information to be shared

so it is your responsibility to ensure they understand that this may be the case and why.

BE OPEN AND HONEST with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

CONSIDER SAFETY AND WELL-BEING: base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.

SEEK ADVICE from other practitioners, or your information governance lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.

NECESSARY, PROPORTIONATE, RELEVANT, ADEQUATE, ACCURATE, TIMELY AND SECURE: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely (see principles).

KEEP A RECORD of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

DISCLOSURE: officers should be mindful that the content of PPNs and occurrence logs can be disclosed as part of criminal investigations, civil proceedings such as Family Court, and as part of Freedom of Information requests.

When sharing information:

- » Identify how much information to share.
- » Distinguish fact from opinion.
- » Ensure that you are giving the right information to the right individual.
- » Ensure, where possible, you are sharing the information securely.
- » Inform the individual that the information has been shared if they were not aware of this as long as this would not create or increase risk of harm.

When sharing information, it is imperative to check all information shared is justified and that all documents are redacted where appropriate and necessary.

Please see below links for further guidance:

[dp008-information-sharing](#)

[dp009-data-minimisation](#)

Disclosure Guidance:

[Domestic Violence Disclosure Scheme DVDS-Home Office Guidance](#)

[Disclosure](#)

Niche/PNC flags and markers

Flags and markers are an effective tool in our response to protecting children and adults from harm. Officers and staff are reminded of the importance of reviewing flags and markers when responding to missing incidents to allow for a more accurate and proportionate assessment of

risk. If officers and staff believe an adult or child would benefit from a NICHE / PNC flag or marker they should send a task to the relevant PPU Team with their observations.

Body worn video (BWV)

Officers should consider use of their BWV when dealing with missing person investigations, particularly in circumstances where footage might support professional observation or would corroborate what would have been written in a police issue electronic pocket notebook and/or statement. Further guidance on the operational use and considerations of BWV can be found in force policy: [Body worn video](#).

Financial Enquiries

Financial enquiries are typically conducted where a missing person investigation has been graded as “high risk.” A sudden lack of financial activity can indicate that something serious has happened to the missing person (suicide, fatal outcome, victim of serious crime etc.) Suspicious or unusual financial activity may suggest that someone else is in control of the missing person’s bank account or that they are a victim of fraud or exploitation.

After 7 days in low and medium risk investigations enquiries can be made to establish whether there had been any suspicious or unusual financial activity on the missing person’s account as this may affect the risk assessment. Assistance in making this enquiry should be sought from the force Financial Investigators. Further guidance can be found here: [ECCU - Economic Crime Unit \(ECU\) - Fraud & Financial Investigations](#).

Media strategy and appeals

For advice and guidance on engaging with the media, officers and staff should liaise with their respective press officer.

Media appeals must be decided on a case-by-case basis and must be authorised by a FIM or patrol inspector, especially out of hours. A full rationale must be recorded on the Control Works incident or NICHE OEL.

Please see the following links for further guidance which are on the SPPD BOB Page:

- [CoP Missing person investigations - Media](#)
- [Missing People Publicity Guides](#)

Support

During a missing person investigation, consideration should be given on how to best support the family and friends of the missing person. Family members should be engaged in a professional and compassionate manner, with respect for their beliefs and customs, subject to the requirements of the investigation.

Consideration should also be given to the deployment of a Family Liaison Officer on a case-by-case basis.

Missing People Charity

The Missing People Charity is dedicated to reconnecting missing people and their loved ones. The charity offers support to families and people affected by a disappearance and also a number of other services including text safe, counselling and publicity appeals.

If you believe the services of the Missing People Charity can assist with a missing person

investigation, please liaise with the BCU Missing Person Coordinator or missing persons team for further advice.

Details of the Missing People Charity: [Missing People Charity](#)

National Crime Agency (NCA) – UK Missing Persons Unit (UKMPU)

The UK Missing Person Unit is part of the NCA. It is the UK national and international point of contact for all missing person and unidentified body cases. They provide support and advice to police forces to resolve missing person cases and assist in the identification of bodies and remains. They also maintain a central national database of missing persons and unidentified cases.

The range of services provided to police forces include:

- National and international cross-matching of outstanding missing individuals with unidentified people, bodies and remains.
- Co-ordination of enquiries with our network of partners.
- Procedural assistance around effective retrieval and retention of forensic material.
- Tactical advice and support to suspicious cases, such as suspected homicide and no body murders, and cold case reviews.
- Access to specialist advice from experts in a range of fields.

[National Crime Agency](#)

[UK Missing Persons Unit](#)

Care Inspectorate Wales (CIW)

Care Inspectorate Wales are the independent regulator of social care and childcare in Wales. They register, inspect, and take action to improve the quality and safety of services for the well-being of the people in Wales.

ADULT SERVICES: Care homes for adults, domiciliary support services, adult placement schemes and residential family centre services.

CHILDREN'S SERVICES: Care homes for children, fostering services, adoption services, advocacy services and secure accommodation services.

CHILDCARE & PLAY SERVICES: Child minders, crèches, full day care, sessional day care, out of school care and open access play provision.

CIW also review the performance of local authorities in delivery of social services functions. They carry this out through a combination of inspection and performance evaluation activity. Where concerns are identified relating to a social or childcare setting in Wales, these should be articulated through a PPN with clear reference for the information to be shared with the CIW.

The CIW play an important role in the prevention work being conducted throughout the force around regular missing persons. Officers are encouraged to liaise with colleagues from the BCU and SPPD Missing Persons Investigation Teams for guidance as to CIW collaboration.

[Home | Care Inspectorate Wales](#)

FURTHER INFORMATION AND FORMS

For:

- 'WANTED' vs MISSING PERSONS
- TRACING LOST RELATIVES
- CONCERN FOR WELFARE vs MISSING.
- CHILDREN ABSENT FROM SCHOOL / TRUANTING
- SUSPICIOUS MISSING PERSON INVESTIGATIONS
- FOUND REMAINS (See also I-Familia below)
- CROSS-BORDER CASES
- NOTIFYING BRITISH TRANSPORT POLICE
- IMMIGRATION CASES
- INTERNATIONAL INVESTIGATIONS
- NATIONAL SPECIALIST SUPPORT AND SERVICES

See the [College of Policing APP](#)

Implications for the UK leaving the European Union are currently under review – please see [APP on international investigation](#) for latest available detail on specific areas.

LEGISLATION AND REGULATION

- [Child Abduction Act 1984](#)
- [Criminal Attempts Act 1984](#)
- [Family Law Act 1996 as amended 2005](#)
- [Children Act 1989](#)
- [Offences Against the Person Act 1861](#)
- [Social Services and Wellbeing \(Wales\) Act 2014](#)
- [United Nations Convention on the Rights of the Child – Childrens Rights in Wales](#)
- [Wales Safeguarding Procedures](#)

FURTHER INFORMATION AND LINKS

- [Briefing Document Patrol Inspectors – Truancy Process](#)
- [I-Familia – Family DNA Matching \(Interpol\)](#) – see document 'I-Familia – Identifying missing persons globally through family DNA matching' in the Related Documents section towards the bottom of this web page.
- [Legal Duties to Investigate Missing Persons](#)
- [Religion & Belief App](#)

RELATED PROCEDURES OR SOPS

- [Child Abduction – Crimes in Action](#)
- [Child Protection and Safeguarding Children and Young People](#)
- [Child Rescue Alert](#)
- [Domestic Abuse](#)
- [Female Genital Mutilation](#)
- [So-called Honour Based Abuse and Forced Marriage](#)
- [Kidnap & Extortion – Crimes in Action](#)
- [Media Engagement](#)
- [Modern Slavery \(previously OICHTE\)](#)

- [Threats to Life](#)
- [Wanted and Suspected Persons Management](#)
- [Right Care Right Person Overarching](#)

CONTACTS

MISSING PERSON, CSE, AND EXPLOITATION AND DISRUPTION TEAMS

Cardiff and Vale BCU:

Missing Person Coordinator, Cardiff Bay Police Station

[REDACTED]

CSE Team - Cardiff Bay Police Station

[REDACTED]

Exploitation and Disruption Team - Cardiff Bay Police Station

[REDACTED]

Mid Glamorgan BCU:

Missing Person Coordinator, Pontypridd Police Station

[REDACTED]

CSE Officer- Pontypridd Police Station

[REDACTED]

Exploitation and Disruption Team - Pontypridd Police Station

[REDACTED]

CSE and Missing Children and Exploitation Prevention Team Raven's

Court, Bridgend [REDACTED]

Swansea, Neath Port Talbot BCU:

Missing Person Coordinator, Cockett Police Station

[REDACTED]

CSE Team - Cockett Police Station

[REDACTED]

Exploitation Team - Cockett Police Station

[REDACTED]

Strategic Public Protection Department Kingsway:

Missing Person SPOC SPPD

MISSING PERSONS

[REDACTED]

Force Strategic Exploitation Team Kingsway:

[REDACTED]

Mental Health Liaison officers

Force Strategic Mental Health Advisor

[REDACTED]

Cardiff and the Vale BCU Mental Health Liaison Officer

[REDACTED]

Mid Glamorgan BCU Mental Health Liaison Officer

[Redacted]

SNPT BCU Mental Health Liaison Officer

[Redacted]

Strategic Public Protection Department – SPPD MPIT - The Kingsway, Bridgend

[Redacted]

RISKS AND IMPACTS

EQUALITY IMPACT ASSESSMENT

[Missing Persons - EIA 2024](#)

DATA PROTECTION IMPACT ASSESSMENT

[Missing Persons - DPIA 2024](#)

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MISSING PERSONS

MISSING PERSONS

		1. Introduction The purpose of this document is to provide a comprehensive overview of the project's goals, objectives, and scope. It serves as a reference for all stakeholders involved in the project. 2. Project Scope										
Section 1	1	1.1 Project Objectives The primary objective of the project is to develop a new software application that meets the needs of our customers. This objective is supported by several key goals, including: Improve user experience and interface. Enhance system performance and scalability. Ensure data security and compliance with industry standards.		1.1.1 Goal 1: User Experience The goal is to create a user-friendly interface that is easy to navigate and use. This will be achieved through user research, prototyping, and iterative development.								
Section 1	1	1.2 Project Deliverables The project deliverables are the tangible outputs of the project, including: A fully functional software application. Comprehensive user documentation and training materials. Final project report and evaluation.		1.2.1 Deliverable 1: Software Application The software application will be developed using modern technologies and frameworks. It will be tested thoroughly to ensure it meets all requirements and is ready for deployment.								
Section 2	2	2.1 Project Organization The project organization defines the roles and responsibilities of the team members. It ensures that everyone is clear on their tasks and is accountable for their work. 2.2 Project Communication Effective communication is essential for the success of the project. This section outlines the communication channels, frequency, and format for project updates and reports.		2.1.1 Role 1: Project Manager The Project Manager is responsible for overall project management, including planning, execution, and monitoring. They ensure that the project stays on track and meets its deadlines.								
Section 2	2	2.3 Project Risks Identifying and managing project risks is a critical part of project management. This section discusses the potential risks to the project and the strategies to mitigate them. 2.4 Project Budget The project budget outlines the financial resources required for the project. It includes a detailed breakdown of costs and a plan for managing the budget effectively.		2.3.1 Risk 1: Resource Availability A potential risk is the availability of resources. To mitigate this risk, we will ensure that resources are allocated appropriately and that team members are trained and motivated.								
Section 3	3	3.1 Project Timeline The project timeline provides a clear view of the project schedule, including key milestones and deadlines. It helps in tracking progress and ensuring that the project is completed on time. 3.2 Project Evaluation Regular evaluation and feedback are essential for the success of the project. This section describes the methods and tools used to evaluate project performance and gather feedback from stakeholders.		3.1.1 Milestone 1: Project Kick-off The project kick-off meeting is the first formal meeting of the project team. It sets the stage for the project and ensures that everyone is aligned on the goals and objectives.								
Section 3	3	3.3 Project Conclusion The project conclusion summarizes the key findings and lessons learned from the project. It provides a final assessment of the project's success and identifies areas for improvement. 3.4 Project Appendix The project appendix contains additional information and documents that support the main body of the project report. It includes references, glossary, and other relevant materials.		3.3.1 Conclusion 1: Project Success The project was completed successfully, meeting all objectives and delivering a high-quality software application. The team's efforts and collaboration were instrumental in achieving this success.								
Section 4	4	4.1 Project Summary The project summary provides a concise overview of the project, highlighting the key points and findings. It serves as a quick reference for stakeholders. 4.2 Project Recommendations Based on the project findings, several recommendations are provided to improve future projects. These include: Enhance communication and collaboration among team members. Implement a more robust risk management process. Regularly update and maintain the project documentation.		4.1.1 Summary 1: Project Overview The project was initiated in January 2023 and was completed in December 2023. It involved the development of a new software application and the implementation of various project management processes.								
Section 4	4	4.3 Project Acknowledgments The project acknowledgments section expresses gratitude to all individuals and organizations that supported the project. It recognizes the contributions of the project team, sponsors, and other stakeholders. 4.4 Project References The project references list the sources of information used in the project report. These include books, articles, and other relevant documents.		4.3.1 Acknowledgment 1: Project Team The project team's dedication and hard work were crucial to the success of the project. We thank each team member for their contributions and efforts.								
Section 5	5	5.1 Project Glossary The project glossary defines the key terms and acronyms used in the project report. It ensures that everyone has a clear understanding of the project's terminology. 5.2 Project Index The project index provides a quick reference to the different sections of the project report. It helps in locating specific information and navigating through the document.		5.1.1 Glossary 1: Project Terms The following table defines the key terms used in the project report: <table><tr><th>Term</th><th>Definition</th></tr><tr><td>Project</td><td>A temporary endeavor undertaken to create a unique product, service, or result.</td></tr><tr><td>Task</td><td>A specific activity or action that needs to be completed.</td></tr><tr><td>Deliverable</td><td>A tangible output or result of a project.</td></tr></table>	Term	Definition	Project	A temporary endeavor undertaken to create a unique product, service, or result.	Task	A specific activity or action that needs to be completed.	Deliverable	A tangible output or result of a project.
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Section 5	5	5.3 Project Appendix A Appendix A contains additional information and documents related to the project. It includes a detailed project plan, a list of project stakeholders, and other relevant materials. 5.4 Project Appendix B Appendix B contains additional information and documents related to the project. It includes a detailed project budget, a list of project risks, and other relevant materials.		5.3.1 Appendix A 1: Project Plan The project plan is a detailed document that outlines the project's schedule, resources, and tasks. It serves as a roadmap for the project and helps in tracking progress.								
Section 5	5	5.5 Project Appendix C Appendix C contains additional information and documents related to the project. It includes a detailed project evaluation report, a list of project lessons learned, and other relevant materials. 5.6 Project Appendix D Appendix D contains additional information and documents related to the project. It includes a detailed project budget, a list of project risks, and other relevant materials.		5.5.1 Appendix C 1: Project Evaluation The project evaluation report provides a comprehensive assessment of the project's performance. It includes a detailed analysis of the project's strengths, weaknesses, and areas for improvement.								
Section 5	5	5.7 Project Appendix E Appendix E contains additional information and documents related to the project. It includes a detailed project budget, a list of project risks, and other relevant materials. 5.8 Project Appendix F Appendix F contains additional information and documents related to the project. It includes a detailed project budget, a list of project risks, and other relevant materials.		5.7.1 Appendix E 1: Project Budget The project budget is a detailed document that outlines the financial resources required for the project. It includes a breakdown of costs and a plan for managing the budget.								

ABOUT PROCEDURE

KEY POINTS

ROLES

FULL PROCEDURE

FURTHER INFO & FORMS

RISKS AND IMPACT

AUDIT

FAQs

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