Absent Standard Operating Procedure (SOP)

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Scope of SOP

The purpose of this SOP is to train and inform CLAL staff on how to effectively handle and manage missing, absent, or absconded service users in initial accommodation, and the proper procedure for communicating these situations through the appropriate channels.

Reasons for Reporting Absence

Trigger for Concern:

  - When a service user is not seen on the property for 24 hours or has not had their three meals for the day, staff should be concerned for the service user's well-being or safeguarding.

Contact Attempt:

  - Staff should try to contact the service user using the telephone contact details provided by the service user on the Live Register.

Incident Report:

  - If unable to reach the service user by phone, staff must raise an incident report sending it to your SG lead and copy Area Manager using the communications guidelines.

Notification to Barry House:

  - Send a separate email to Service Centre with the service user's name and port reference, confirming the service user is missing from the hotel on the 7th day.

Update Live Register:

  - Service Centre will authorize the removal of the service user's name from the Live Register and close their booking.

Handling Belongings:

  - The personal belongings of the service user must be removed and kept secure for up to two weeks.

  - Clean and prepare the room for the next occupant.

By following this SOP, CLAL staff can ensure that the absence of service users is handled efficiently and that all relevant parties are informed promptly and appropriately.