



Multi-agency Journey Mapping Workshops on missing adults from health care settings

Each session lasts up to 3 hours

**missing
people**

Registered charity in England and Wales (1020419)
and in Scotland (SC047419)



Why is journey mapping important?

- Each year nearly 85,000 adults are reported missing in over 110,000 incidents across England ¹.
- Those missing from health and care settings are considered most at risk of harm, with nearly 25,000 missing incidents being reported to police in 2020-21 ², placing demand on a myriad of statutory and voluntary services.

Journey mapping enables multi-agency professionals to be brought together to:

- Work collaboratively to focus on the most effective support for missing individuals, and spot vital gaps in local response to missing.
- Determine next steps to respond better during a crisis and also provide preventative measures to help reduce demand and resource on statutory services, thus saving time and cost.

¹ UK Missing Persons Unit Data Report 2018-19

² National Reporting and Learning System, NHS England and NHS Improvement

What is a Journey Mapping Session?

‘Development of local protocols should begin with mapping to understand the local picture...’³

These sessions are designed to focus on missing person personal profiles to able you to effectively achieve the following:

- Map the journey of the missing person from report through to support on return.
- Discuss and clarify local multi-agency roles, responsibilities, process, and procedure along the missing person’s journey, and to clarify process and procedure followed by partners when supporting the missing person and their family.
- Identify areas of good practice, growth and development including reviewing against processes in local protocols and procedures.
- Create an open space for suggestions, multi-agency discussion, information sharing and networking.

This should lead to the following outcomes:

- Clearer individual and partnership responsibility regarding ownership of missing person cases.
- Strengthened relationships with local partners in terms of problem solving.
- A full written report of findings from the workshop with a summary of both strengths and areas of improvement.

³ The multi-agency response for adults missing from health and care settings: A national framework for England

Our costs

Description	Time frame	Cost
Web-based journey mapping workshop for up to 25 professionals & report	This financial year	£1,350

*All delegates must be invited by the commissioner and face to face costs are dependent on location if required.

Our sessions are designed to host professionals from a wide-range of sectors including police, social services, NHS, Care Homes, and Education.

At an additional cost of **£1,150**, we are able to provide independent consultation with adults who have returned from missing to help identify issues and provide feedback based on experiences when missing and upon return. Please note this fee also includes service user expenses and incentives.

About the provider

Missing People are experts in delivering consultancy programmes for statutory services and third sector organisations to identify good practice and key areas of organisational improvement to safeguard missing people and their families.

We have 25 years' experience of working with the police and local authorities to find and safeguard missing people and we use our expertise from delivering services and campaigning at a national level to regularly train and consult with practitioners from multi-agency disciplines on how to effectively engage and debrief with a returned person. We apply our skills and expertise as specialists in supporting missing people and their families to deliver consultancy and training for a wide range of professionals.

Our experience of delivering consultancy and training services over 25 local authority areas and police forces has enabled us to glean a wide range of good practice and promising, innovative practice examples to draw on to ensure that we deliver tailored consultancy programmes which meet our partners needs, and embed change for missing children, adults and their families or carers.

Contact

If you would like to hear more about journey mapping in your area, or any of our other services including consultancy, training, and return services, please contact Jane Berry (Service Development and Projects Manager):

Email: jane.berry@missingpeople.org.uk



In 2021, Missing People:

- Helped 3,309 children, young people and adults whilst they were thinking about going missing, away from home, or returning from a missing episode.
- Supported 1,836 families with a missing loved one.
- 1,090 children, young people and adults who we searched for were found safe and well.