



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI377921117

Thank you for your request for information relating to return home interviews and post-missing support services.

You have requested the following information:

1. Which agencies currently deliver Return Home Interviews (RHIs) to children who have been missing from home or care in your local authority area by:

a. A team based in your authority

Yes.

- If yes: which team and/or what is the role of the professional delivering RHIs.

Return home interviews (RHI) are completed by Youth Workers from both the Horizon (Child Exploitation Team) and Early Help Service on a rota basis. For young people and placed out of Coventry, The RHI's are completed by the National Youth Advocacy Service (NYAS).

b. A third sector agency?

Yes.

- If yes, please tell us which agency?

National Youth Advocacy Service (NYAS).

- What is the total current value of the contract?

There is no set contract value as RHI are purchased on an occasional basis for children placed at a considerable distance from Coventry. Since April 2021 the value is £2,658.

- What is the contract length?

The contract is for three years plus an extension of one year and three months.

- When does the current contract end?

June 2022

c. Other

No

- If yes, please tell us which team/ organisation and/or the role of the professional

- What is the total current value of the contract?

- What is the contract length?

- When does the current contract end?

Not applicable, please refer to Question 1c.

2. In addition to your return home interview service, do you provide post-missing support to children who have been missing from home or care in your local authority area?

Yes. Post-missing support is often intensive, 121 support with a support worker which is used to further address and reduce the risks surrounding the missing child. This could include advocacy, safety planning and other emotional/practical support sessions.

3. If yes to question 2, who is your post-missing service in your local authority area delivered by?

a. A team based in your authority

Yes.

- If yes, please specify which team and/or what is the role of the professional delivering post-missing support.

When there is an identifiable need for post missing support, the Youth Worker who completed the RHI will provide recommendations including what services are required, which could include a referral to MASH, additional youth work support via Early Help or by a Youth Worker in the Horizon Team for children that are allocated to Social Workers within Children Services.

b. A third sector agency?

No.

- If yes, please tell us which agency?
- What is the total current value of the contract?
- What is the contract length?
- When does the current contract end?

Not applicable, please refer to Question 3b.

c. Other

No.

- If yes, please tell us which team/ organisation and/or the role of the professional
- What is the total current value of the contract?
- What is the contract length?
- When does the current contract end?

Not applicable, please refer to Question 3c.

4. How are Return Home Interviews (RHI's) and/or your post missing support service delivered in your local authority area?

- a) All face-to-face support
- b) All telephone support
- c) All digital support e.g. via teams, FaceTime, WhatsApp video
- d) A combination of face-to-face and telephone support
- e) A combination of telephone and digital support
- f) A combination of face-to-face, telephone and digital support -
- g) Other (please specify):

A combination of face-to-face, telephone and digital support are used.

5. Does your Return Home Interview or post-missing service offer children and young people access to a freephone telephone number for out of hours support?

Yes

6. If yes, who provides this freephone service?

There are a variety of services offered to young people who have been missing from home or care. These may include contact numbers for services to support with mental health issues, family breakdown, counselling and the Emergency Duty Team. As part of the RHI process, Youth Workers also offer advice on "mind of my own" app that Children Services use. Young people can download the application, create an account so they can express how they feel, what support they require and tell their worker about things that are important to them.

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re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance