


Network Rail / Fulbourn and Ida Darwin Hospital

Missing Service User Document

March 2022

A handwritten signature in black ink, appearing to be "Ian Martin", written over a horizontal line.

Ian Martin
Route Operations Manager - Network Rail

A handwritten signature in black ink, appearing to be "Andy Wade", written over a horizontal line.

Andy Wade
Route Crime Manager - Network Rail

A handwritten signature in black ink, appearing to be "Wendy Scott-Earl", written over a horizontal line.

Wendy Scott-Earl
General Manager –Adult and Specialist Directorate

Local Security Management Specialist Cambridgeshire and Peterborough Foundation Trust

Fulbourn Hospital / Network Rail

Report of missing person – Guidance

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Fulbourn and Ida Darwin Hospital ward contact details.

Useful contact details (Network Rail, British Transport Police, Fulbourn and Ida Darwin Hospital). In the instance that a person is reported missing from Fulbourn or Ida Darwin hospital the following needs to be implemented by CPFT, Network Rail and British Transport Police.

CPFT staff guidance when liaising with Network Rail

In order to assist Network Rail staff to make informed decisions around length of time trains need to be stopped / slowed following reports of AWOL service users from our wards or missing informal patients, the Nurse in Charge responsible for informing Signal Managers, should, report missing patients to the signal box. They will then be asked if the patient has made a direct threat to go to the tracks or has been seen trackside, this will promote a response from Network Rail.

Please Note: This process is an adjunct to our CPA risk assessment process, to assist Network Rail actions only. It does not replace CPFT policies, procedures and / or risk management plans already in situ

CPFT staff guidance for notifying Network Rail and British Transport Police of missing service user

On noticing AWOL patient or missing service user nurse in must charge must **Immediately**

1. Notify Signal Managers (03308525549) and inform them of the missing person and any threats to go on the railway
2. Contact British Transport Police on 0800 40 50 40 and detail where possible:
 - Confirm contact with Network Rail has been made and informed of category of missing person
 - Name of missing person
 - Date of Birth
 - Description – ethnicity, height, build, hair, clothing and any distinctive features
 - Location and time of last sighting
 - A phone number for the missing person if possible
3. Notify CPFT Duty practitioner (07983 338673)
4. Contact Cambridge police on 999/101
5. Follow policy as per AWOL / Missing Person policy
6. Dispatch hospital staff to search for missing patient

Network Rail / British Transport Police will implement caution and respond depending on the category of the missing service user (see page 4)

After 30 minutes of reporting AWOL patient/ missing service user

1. Update Signal Managers (03308525549)
2. Update CPFT Duty practitioner (07983 338673)

If service user returns at any time regardless of category:

CPFT Nurse in charge

Immediately

1. Notify Signal Managers (03308525549)
2. Notify British Transport Police (0800 40 50 40)
3. Notify CPFT nurse in charge (07983 338673)
4. Follow AWOL / Missing Person procedure for returns

Failure to contact Network Rail when a missing service user has returned will result in the Interim Chief Operating Officer carrying out an investigation

Network Rail guidance when receiving report of missing person from CPFT

The well being of patients from Fulbourn is the main priority of Network Rail and all reports of missing service users needs to be considered high priority.

On receiving a report from Fulbourn or Ida Darwin hospitals, the signaller will ask "HAS THE PERSON MADE A DIRECT THREAT TO GO ON THE TRACKS, IS LINESIDE OR IS LIKELY TO GO LINESIDE?". Network Rail is to then act accordingly to the table below:

Person confirmed trackside or made direct threat to go to railway
Implement 30 minute caution and make drivers aware
Check CCTV and stop trains if person is lineside
Dispatch Mobile Operations Manager immediately
Confirm that BTP has been informed
No direct threat to go on tracks - CCTV working
Caution 1 train
Contact drivers to make them aware of the situation
Check CCTV at both crossings and monitor
Confirm that BTP has been informed and dispatch MOM
No direct threat to go on tracks - CCTV not working
Implement 30 minute caution and make drivers aware
Dispatch Mobile Operations Manager and inform BTP

Once confirmation has been received that the service user has returned to the Fulbourn or Ida Darwin Hospital, Network Rail are to contact the MOM and train driver to make them aware and normal service is to be resume as soon as possible

British Transport Police guidance when receiving report of missing person from CPFT

Once all information has been received from CPFT regarding the missing service user, the British Transport Police will then grade the individual accordingly to the category given by CPFT and the likely threat of entering the railway.

BTP response will then be carried out as per their missing persons policy

IMPORTANT INFORMATION

At no point should anyone without a valid Network Rail PTS enter the railway. Failure to comply with this request will result in the individual being prosecuted under Section 55(1) of the British Transport Commission Act 1949 - Trespass.

Fulbourn & Ida Darwin Hospital contact details

Ward	Phone Number
Mulberry 1	01223 219589
Mulberry 2	01223 219614
Mulberry 3	01223 219506
Willow	01223 219500
Denbigh	01223 219571
Springbank	01223 219495
George Mackenzie House	01223 219555
Ida Darwin Centre for Young People	01223 534430
The Croft	01223 534500
The Phoenix centre	01223 534409
Duty Nursing Officer	07983 338673

Essential contact numbers:

Network Rail	-	Signal Managers 03308525549
British Transport Police	-	Freephone 0800 40 50 40
CPFT duty practitioner	-	Duty Nursing Officer 07983 338673

