

Checklist for Return Interviews

	Actions (some may not always apply)
1. Request from Duty Line to carry out return interview	<ul style="list-style-type: none"> • Make note of all details given by Duty Line, especially: name, date of birth, reference number, phone details of parent/carer/children's home, address, times and dates of period missing, whether there have been previous incidents • Check on map where address is/ how long journey may take
2. Ring contact number to arrange date and time of return interview	<ul style="list-style-type: none"> • Think through wording of how to introduce yourself and explain why you are ringing (e.g. 'Independent', 'Volunteer', part of what is now standard procedure so it doesn't sound optional, etc) • Try to find a time that suits you but when the young person is most likely to be available (remembering all visits must finish by 6pm) Ask the carer/parent to tell the young person in advance when you will be coming to see them and to explain the purpose, unless the carer/parent advises otherwise • Raise any query about getting to the address, if anything not clear • Repeat the time and your name to avoid any mistakes • If you want to give a contact number in case something changes between the call and the appointment (e.g. the young person goes missing again), give the Volunteer Duty Line number to the carer/parent
3. Notify Duty Line of the date and time arranged	
4. Prepare for the interview	<ul style="list-style-type: none"> • Gather together copy of the return interview form, including the privacy statement, plus spare paper and your Hampshire badge • Check where you are going/input

	<p>details into Satnav etc. Estimate time needed for journey, allowing for traffic, getting lost, finding the specific building, ringing Duty Line etc</p>
<p>5. Travel to venue for return interview. On arrival, ring Duty Line to say you are about to complete the return interview</p>	
<p>6. Carry out return interview</p>	<ul style="list-style-type: none"> • Think through how you will introduce yourself and any ways of encouraging the young person to talk to you if they are reluctant • Ensure you give the young person a copy of the privacy statement, probably also telling them in a couple of age-appropriate sentences what it says • Use questions on return interview form as guide to what you will cover, but not necessarily in the same order and letting questions flow from anything that the young person chooses to tell you • At the end, say goodbye to the carer/parent and possibly give them a copy of the privacy statement if they have not experienced previous return interviews
<p>7. Ring Duty Line to confirm that the return interview was carried out (or not, if the young person did not wish to speak to you)</p>	<ul style="list-style-type: none"> • Tell the Duty Line if there were any concerns or problems • Make any additional notes while things are fresh in your mind, if there was anything you were unable to record (or chose not to) during the interview
<p>8. Complete the Return Interview form</p>	<ul style="list-style-type: none"> • Form completed on-line via volunteer portal Details needed are the original information given by Duty Line, plus the responses of the young person during the return interview. Form to be submitted even if yp doesn't engage • Note that the form usually needs to be completed and submitted at one sitting. Otherwise, the information entered by you on the secure web-

	<p>site is likely to be lost and you have to start again.</p> <ul style="list-style-type: none">• Press 'Submit' and you will receive a reference number which is worth keeping a note of.
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