



Policy

Missing Young Person Protocol

Policy	Reviewed	By whom?
Missing Young Person Protocol	25/11/2025	Victoria Bacon / Daisy Upson

Next review date	25/11/2026
DSL	Victoria Bacon
Contact details	Victoria@pushforward.uk
	0330 8180186
	www.pushforward.uk

Please see process detailed on Page 2

Notes:

1. If the safeguarding chat is not available, use the WhatsApp back up chat, if that is not available keep a log of everything you are doing and when you do have service make contact to H/O by whatever means.
2. If you are out in public and need help – remember your ID badges have an emergency message on the back you can pass to someone to help you.
3. Not every situation is the same, you may have to deviate for safety reasons from a particular section – ensure however whatever action you take it is done so with safety in mind and that you log your actions and keep HQ updated.



SAFEGUARDING PROCESS ABSCOND - EYES ON

Only use safe word: Pippa if need member of staff with you
Only use safe word: Pippa Ford if you need Police

This process must be followed, however the SO/DSL will decide if any deviation is required based on individual circumstances.

Step 1 Staff Member

Contact Head Office either via phone (0330 8180186) or Poppy Chat.

Head Office:

- 1st Responder to be identified takes charge of situation and delegates jobs to do
- If message via Poppy Chat – put a message on to say H/O seen and dealing.
- Using the 3CX Incident Reporting chat group to keep all relevant parties (DSLs/DDSLs/Admin) up dated throughout.

Step 2 Staff Member

Continue to follow with eye's on at safe distance (explain to YP why you are doing this - if you can)

Head Office:

- 1st responder to reiterate to staff member that they should only follow if they feel safe to do so.
 - (if they do not, they need to let us know - as this will then trigger 'no' eyes on procedure)

Staff Member:

- If staff member not able to keep talking to message directly the 1st responder.

NOTE

1st Responder:

- To delegate tasks to other staff members to allow your lines of communication to be kept open with staff member – ensuring the incident Report 3CX chat is kept up dated regularly.

Step 3 Staff Member

Continue for approx ½ hour and try and re-engage with YP

Head Office:

- Establish closest staff member to go and support, where possible

Step 4 Staff Member

Staff member advise YP that should they not come back with them, we will have to implement Public Protection via Police (PPO)

Head Office:

- Call Parent/Carer to explain that it has been ½ hour they are refusing – can they collect if not we will need to implement Public Protection via Police (PPO)

Step 5 Staff Member

Tell the YP police are being notified if safe to do so - continue to stay with them with eye's on - as ideally you need to give location to police

Head Office:

- Call Police - await instruction and update staff member accordingly

Step 6 Staff Member

Staff member to complete SGICF before 5pm (or immediately thereafter if possible)

Head Office:

- 1st Responder to complete SG ICF with the details of their actions

1st Responder to keep 3CX Incident Reporting Chat updated at each stage.

NOTE

So that staff dealing with the situation can focus on this, please can other staff not involved not message on the chat group or call h/o office offering assistance - it is appreciated but we will call you if we need help. Thanks

Staff Welfare to contact Member(s) of staff involved to check in.

Reflection

Should the member(s) of staff involved in an incident need time off to decompress, time to write up paperwork they should contact Head Office.

Safeguarding team to de-brief incident - the process, what went well, what did not, what needs to be put in place moving forward



SAFEGUARDING PROCESS ABSCOND - NO EYES ON

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Step 1 Staff Member

Contact Head Office either via phone (0330 8180186) or Poppy Chat.

Head Office:

- 1st Responder to be identified takes charge of situation and delegates jobs to do
- If message via Poppy Chat – put a message on to say H/O seen and dealing.
- Update the 3CX Incident Report Chat Group (for DSLs/DDSLs/Admin)
- Advise Staff Member to try and find them in the car.
- Call Parent/Carer:
 - Explain situation ask them for YP mobile number
 - Ask parent/carer to call YP - explain if we don't have eye's on in next 25mins we will call the Police
 - Us to call YP if got mobile number - advise if you don't return we will have to call police
 - Ask Parent if they know the area
 - Update Professional Network.

Update H/O with full details - clothing - last known location / reason for them running away / any other relevant info to pass on to police

Step 2 Staff Member

Staff Member & 1st Responder To keep open lines of communication / updates

Head Office:

- If no eyes on after 25mins contact Police 101

Step 3 Staff Member

Staff member to complete SGICF before 5pm (or immediately thereafter if possible)

Head Office:

- 1st Responder to complete SG ICF with the details of their actions

1st Responder to keep 3CX Incident Reporting Chat updated at each stage.

NOTE

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