



Lost/ Vulnerable Persons/ Children Procedures

All lost/vulnerable persons are to be dealt a team of dedicated DBS checked professionals from the medical provider will be on duty.

The lost persons point will be located in the First Aid Room if available. There is an additional room at the rear of the Teesside International Stand that can be used.

Note: It is generally accepted that the lost children/person post is provided for persons aged 14 and under. However, discretion may be used regarding those over 14 years or those who may be particularly vulnerable.

Person(s) Reporting a Lost Child

“Missing Child”

1. If the report is made to a member of staff they should immediately contact the HUFC stewarding team stating location and remain stay with the reporting person.
2. If the child is already at the Lost Person Point, a steward will be instructed from the location closest to the reporting person to attend and escort the reporting person to the LP Point. The Medical Staff will complete the necessary documentation and on confirmation the reporting person is the parent/guardian of the child and adequate proof of identity (e.g. driving licence, family allowance book etc) has been seen, the child is ‘released’ to them. In the event of any uncertainty, Cleveland Police will be contacted.
3. If the child is not at the Lost Person Point, HUFC will instruct a steward from the location closest to the reporting person to attend and escort the reporting person to the LP Point. On arrival they will be asked to complete the ‘Missing Child’ form with details of the child’s name, age, description etc.
4. HUFC will then issue a message to stewards so that all personnel are made aware and can remain vigilant. In the event of a very young child (6 years and under) or particularly vulnerable child being missing this message should be broadcast as a matter of urgency.
5. Any steward finding the child should remain with the child and immediately contact HUFC, who will arrange for a 2-person escort from the Medical Provider (DBS

Checked) to take the child to the LP Point. All children found in this way must be escorted to the Lost Person Point to avoid them becoming 'lost' again.

6. Once details of the child have been taken, any person(s) reporting a missing child should be requested to remain at the Lost Person Point rather than going out to search for the child. It is unlikely that there is any way to contact these persons once they leave the Lost Person Point.
However, the Lost Person Staff do not have any powers to make any adult stay at the Lost Children Point if they do not wish to. In this case, the person(s) reporting the missing child should be asked to sign a disclaimer form stating that they left the area of their own accord/wish.
7. If the child is not found in the initial search the Safety Officer will liaise with the Cleveland Police regarding the next course of action.

Child Reporting that they have lost their Parent(s)/Guardian(s)

"Found Child"

1. If a child approaches or is brought to a member of staff and advises them that they have lost their parent(s)/guardian(s) the member of staff should immediately contact the HUFC stewarding team stating their location.
2. HUFC will then arrange a 2-person Medical Team (DBS checked) to attend the location and escort the child back to the LPP.
3. On arrival at the Lost Person Point the escort team will give details to the Medical Manager so a 'Found Child' form can be completed.
4. **At least 2 persons are to remain with the child at all times**, staff will try to keep the child as calm as possible and re-assure them that they will be back with their parent/guardian soon.
5. The Safety Officer and Medical Manager will then wait for the parent or guardian to make themselves known to a steward or member of staff.
6. Once the parent/guardian is located, a steward will be directed to escort the parent/guardian to the LPP.
7. On arrival of the parent(s)/guardian(s) they will be requested to show adequate proof of identity (e.g. driving licence, family allowance book etc) before the child will be 'released' to them. In the event of any uncertainty Cleveland Police will be contacted.
8. If the child remains in the LPP for more than 30 minutes, the Safety Officer will contact Cleveland Police to determine the next course of action.

Missing Child Report

Advise parents/carers that once a child has been reported missing, they should stay at Lost Person Point until the child is found. If they refuse, they should sign the following disclaimer

I have been asked to remain in Event Control but have declined:

Signed		Date	
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Time Now	
Child's Name	
Child's Age	
Address if known	
Clothing	
Distinguishing Marks	
Health Details Is child known to be taking medication?	
Any other information Parents location, who child last saw Names of parents/relatives/ carers	
Description of child on arrival Behaviour/emotional/ physical state	
Time Child Found	
Place Child Found	
Name of person who found child Signature of person who found child Contact Number	
Time of collection	
Name of person collecting child	
Relationship to Child	
Person Collecting Proof of ID	
Person Collecting Child's signature	
Person Authorising Child's Departure	

Found Child Report

Time Now	
Child's Name	
Child's Age	
Address if known	
Clothing	
Distinguishing Marks	
Health Details Is child known to be taking medication?	
Any other information Parents location, who child last saw Names of parents/relatives/ carers	
Description of child on arrival Behaviour/emotional/ physical state	
Time Child Found	
Place Child found	
Name of person who found child Signature of person who found child Contact Number	
Time of collection	
Name and Relationship to Child	
Person Collecting Proof of ID	
Person Collecting Child's signature	
Person authorising Childs Departure	