



STANDARD OPERATING PROCEDURE: LOST CHILDREN AND VULNERBALE ADULTS

Scope and objectives

Preston North End Football Club aims to create an enjoyable experience for everyone who visits. This document outlines the process to ensure a safe and secure repatriating process for lost and vulnerable adults.

The **Ground Safety Officer** has overall responsibility for the safety of all persons within the stadium.

Any member of staff may be notified that a person has become separated from their party. These individuals may be young children that have become separated from their parents/carer, or they could be vulnerable adults that too have become separated.

Linked documents:

PNEFC Children and Young People Safeguarding policy & PNEFC Adults at Risk Policy:

[PNEFC Children & Young People Safeguarding Policy.pdf](#)

[Policy & Guidance\PNEFC Safeguarding Adults at Risk Policy.pdf](#)

STEP-BY-STEP PROCEDURE

STEP	DESCRIPTION ACTION	RESPONSIBILITY
1.	A steward is notified that a child or vulnerable adult has become separated from their responsible adult. The steward must obtain as much information as possible from the person reporting the incident and this must include; name, age, gender, ethnicity, clothing, and any other identifiable feature, place and time last seen. Also establish seat location.	Safety Steward
2.	The steward must pass this information immediately to Control Room using a green emergency phone, or via their supervisor if in closer proximity. The radio controller will immediately circulate a description of the missing person and their last known location, also informing the ground safety officer and match day designated safeguarding officer. The loggist will commence a log of all actions and information.	Safety Steward Radio Controller Ground Safety Officer Designated Safeguarding Officer
3.	The safety steward must remain in the position where the child or vulnerable adult was last sighted for at least five minutes. They should ask the reporting person to wait with them, providing reassurance and explaining the action being taken.	Safety Steward
4.	The CCTV operators in the Control Room will conduct a search from place last seen.	CCTV Operator Radio Controller
5.	Under the direction of the stand manager, stewards will immediately start conducting a search for the lost person that will include exit gate/doors and pitch side gate. Staff will be asked if anyone has left the stadium or stand matching the description.	Stand Manager
6.	If the police are present at the stadium the ground safety officer will inform the police commander and will consider making a PA announcement. The police commander will support the initial investigation and may make further enquiries.	Ground Safety Officer Police Commander PA Announce
7.	If the child or vulnerable adult is reported missing during egress, or is likely to have left the stadium, the ground safety officer may deploy staff to search the local vicinity. This may include supporting the search away from the stadium footprint.	Ground Safety Officer
8.	When the missing person is found, two stewards must escort them back to their parent/carer.	Ground Safety Officer
9.	The stand manager must report to the Control Room if they believe there are any safeguarding concerns. If there are safeguarding concerns the safety officer will liaise with the police commander and match day designated safeguarding officer. A My Concern report detailing all information will be completed to include follow- up actions as required.	Stand Manager Ground Safety Officer Police Commander
10.	If the person is not located the investigation will be handed over to the police. All stewarding staff will work under the command of the investigating officer in liaison with the safety officer.	Police

STEP	DESCRIPTION ACTION	RESPONSIBILITY
1.	A steward locates a child/vulnerable adult who appear to have been separated from their parent/carer. The steward must summon a colleague immediately to ensure that two persons are present and they are not alone with the child/vulnerable adult. The safety steward will try and obtain the name of the found person. The steward should check if the vulnerable adult has PNEFC Accessibility Passport.	Safety Steward
2.	The safety steward must immediately inform Control Room via their supervisor or green emergency phone and ask for CCTV coverage of themselves (i.e. the steward). A supervisor must deploy to the found person.	Safety Steward CCTV Operator
3.	The radio controller will immediately inform all radio users of the person found also informing the safety officer and match day designated safeguarding officer. The loggist will commence a log of all actions and information.	Radio Controller
4.	The safety stewards/staff members must remain in the position (for at least a few minutes) and await further directions from the ground safety officer as the parent/carer may return to the area.	Ground Safety Officer
5.	<p>A range of options are available</p> <ul style="list-style-type: none"> • Take the found person along the stand pitch perimeter as the parent/carer may see this. • Make a PA announcement. • Make checks to identify where the found person seat is to try and locate the responsible adult. • If the child is not repatriated then await further directions from the ground safety offer. 	Ground Safety Officer PA Announcer
6.	If the child/vulnerable adult are not accompanied by a parent/carer they should be handed to the responsible adult of the accompanying group. Advice should be sought from the ground safety officer prior to handing over the child/vulnerable adult as to suitability. A child or vulnerable adult will not be handed over to a person who is intoxicated. In these circumstances, the advice of police will be sought by the ground safety officer. If there are any concerns about a parent/carer's ability to care for a child/vulnerable adult, the police and match day designated safeguarding officer will be informed. The match day designated safeguarding officer will ensure action is taken in line with the guidance contained within safeguarding policy and safeguarding referral procedures. The designated safeguarding officer may also wish to refer immediately to the senior safeguarding manager.	Ground Safety Officer Designated Safeguarding Officer
7.	In the unlikely circumstances where the child or vulnerable adult is not repatriated with a parent/carer and the event is concluded, the ground safety officer will hand the investigation over to the police. If the match is a police free event, the ground safety officer should contact and await the arrival of the local police.	Ground Safety Officer Designated Safeguarding Officer Police
8.	A My Concern report detailing all information will be completed with follow-up actions as required.	Ground Safety Officer Designated Safeguarding Officer