



LOST & FOUND CHILD/VULNERABLE PERSON PROCEDURE

Cambridge United is fully committed to creating an environment which allows children to flourish and enjoy themselves in safety and free from fear. We are also committed to protecting our staff from unfounded accusations, through processes and procedures, which ensures that they are not placed in a situation where they might be compromised. As part of our recruitment and monitoring processes and the nature of our operation it makes it highly unlikely that we would employ someone who might harm children or enable inappropriate behaviour to take place unnoticed.

Cambridge United's is to provide stewarding staff. In practice, where the care and supervision of young people is concerned, the Club usual role is in support of child protection policies and procedures put in place. Typically, this may include escorting lost children to facilities set up by the club to be re-united with their parents. These facilities will be staffed by one of our safeguarding team with the relevant DBS checks in place.

We are however committed to absolute vigilance in this regard and are committed to ensuring as a first priority that any child is removed from any potential risk and secondly that any suspicious behaviour or wrongdoing is reported to the Match Day Safety Officer (Control Room).

Should any other member of staff be allocated or considered for duties which involve the care of children specifically to their main duties, then consideration will need to be given to allocating staff to those roles, who have had enhanced DBS checks. This decision should be made in full consultation with the Control Room.

The other situation where special arrangements may be required by the club is when staff are conducting routine body searches as part of entry checks to the ground. These checks are always conducted in a public area, where there are other staff and members of the public close at hand. They should not require special personal checks of staff beyond holding DBS.

Principles

To reduce any potential risk to staff and children, the following rules are to be followed:

- In general, physical searching of minors (e.g., pat down) should be avoided.
- Stewards have no right to search anyone, therefore the consent of the person to be searched and their responsible adult should be sought before carrying out a search. Entry to the ground may however be denied to anyone declining to be searched and the Police informed of the refusal.
- When a child needs to be escorted somewhere (e.g., taking a lost child to the trust office South stand), the child is to be accompanied by two members of staff of which one must be a supervisor. In the case of a female minor, at least one of the accompanying officers is to be female.
- If a physical search is required of a minor for any reason, it should ideally be conducted in the presence of a responsible adult (preferably parents) known to the minor and always with two members of staff present.
- Only male staff may carry out a physical search of male minors and female staff of female minors.

Procedure

These procedures outline Cambridge United actions to be followed in the event of a lost/found child or Vulnerable Person.

Found Child

If any member of staff comes across a child/vulnerable person who is lost/confused at an event it is important that they follow the procedures in place as the child or vulnerable person may be in surroundings unfamiliar to them, so it is important that they contact control, then find the closest supervisor who will be able to assist them. Never put child/person's name over the radio.

Attempt to calm the situation down. If required, reassure the child/vulnerable person and always communicate at their level, i.e., bend/crouch down so your heads are at the same level so you can look eye to eye, **do not** lean over them as this can be very intimidating. Remember they are likely to be scared and frightened so speak to them softly in a lowered voice.

Once the Supervisor is with you try and establish the appropriate following information:

- The child/person's full name
- How old are they?
- What school they go to?
- The names of their parents/guardians or close relative who came with them.
- How did they get to the event? (Car, Bus, Taxi, Train or on Foot)?
- Do they know their home address?
- Do they know a phone number we can contact their parents/guardians or a close relative on?
- Was they told to go to a certain point if they got lost.

If you have a problem with communication (language) contact the control room for advice, we may have a member of staff who can speak this language.

Do not under any circumstances give children reassuring hugs or cuddles.

Do not escort the child yourself to the designated area, two people must escort the child (ideally one male and one female) one must be a supervisor.

The supervisor should radio the control room making sure they are aware that a child has been found, if the child is in obvious distress make the control room aware so that the police can be contacted immediately.

If a member of public approaches you to claim the child/person, make sure you are satisfied as to their identity, you may ask for identification.

If you are in any doubt, or if the child/person's behaviour or demeanour gives you any cause for doubt contact the Police for advice.

Make sure that the missing persons log in control room has been completed and put on file.

Lost Child

If any adult reports their child missing you must immediately contact control or your nearest supervisor. Never put the child/person's name over the radio.

Supervisor must inform the control room giving details of the missing child/persons.

Control room should output a message with child/person's description.

Control room should find out from police if a lockdown will take place.

If a lockdown is confirmed no one is allowed to leave the premises that have a juvenile until it is clear that this is not the missing child.

Any vehicle leaving must have their boots checked until a stand down has been given.

Supervisor to try and obtain the following information from the person reporting the missing child/vulnerable person.

- What is the name of the lost child / vulnerable person?
- What is the age, height, hair colour, style etc.?
- What are they wearing or carrying?
- Do they have a picture of the missing child / person?
- Where were they last seen?
- How did they arrive at the venue?
- Does a relative live nearby?
- Have they seen a relative, friend or neighbour at the event (make control immediately aware so that can decide if they want to put out a PA announcement to these persons with no personal detail.
- Ask if the child has any allergies or infirmities.
- Is the child taking any medication? When is the next medication due?
- What is the effect of not taking the medication on time?
- Is there any domestic dispute involving custody of the child?
- Was the child/person told to go to a certain point if got lost at the event?

When the child/person has been found the stand down must be given immediately to all the staff.

If the child/person is not collected or cannot be found control will liaise directly with the Police for assistance.

Make sure that the missing persons log in control room has been completed and put on file.

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