

Missing and Found Person Policy

Major Events
National Tennis Centre

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A. Major Events

1. Introduction

Sport plays a vital role in the growth and development of children and young people and adults at risk, and provides opportunities for them to take part in exciting, challenging and healthy activities.

. If a person is reported as missing this can be a very stressful and distressing time for the family, or person reporting the matter, as well as the Event Organiser. The purpose of this Policy is to support those planning major events to ensure they have processes and procedures for dealing with a missing person.

It is therefore important that you observe and follow this Policy to ensure you are well equipped to respond appropriately in the event that a person is reported as missing or a person is presented who has lost their parent, guardian or carer.

This policy is to be read in conjunction with the LTA's **Safeguarding Children and Young People Policy** and **Safeguarding Adults Policy**.

2. Definitions

Adult at Risk / AaR: 'People over 18 years of age who are or may be in need of community care services by reason of mental health, age or illness, and who are or may be unable to take care of themselves, or protect themselves against significant harm or exploitation. This term replaces 'vulnerable adults'.¹

Capacity: An adult who is deemed competent to make a decision at the time this is required.

Consent: An adult who uses all the information at the time available to make an informed decision.

Child: Anyone who has not reached their eighteenth birthday. Children and young people refer to all people under the age of 18 and therefore deemed vulnerable.

Designated Security Officer: A person who is responsible for responding to reports of a missing or found person.

Missing Person Officer: A person who is responsible for the care of the found person or family, persons in search for the missing person.

¹ Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse p.viii

Parent: A person who has parental responsibility and therefore legally responsible to provide care for a child or young person. This includes biological parents, foster parents, guardians and those assessed as Carers.

Safeguarding Adults: Includes preventative and protective work to help Adults at Risk stay safe from significant harm.

Welfare Officer: Person nominated and appointed by a tennis venue to take on the lead role and responsibility for ensuring the safety and well-being matters in relation to children, young people and adults at risk.

Young Person / YP: Anyone under the age of 18 deemed to be a child by law and refers specifically to those aged between 13 – 18 years of age.

3. Planning for a Major Event

When planning a major event, consideration should be given to a 'Missing and Found Persons' area, along with ensuring those taking on the role of a Designated Security Officer (DSO) have been appropriately recruited and have the skills required to undertake the role.

At your major event you are required to:

- Appoint a DSO responsible for responding to reports of a missing person, using the Welfare Officer Role Description to recruit. You may wish to use the Welfare Officer at your tennis venue / club or Club Chairman or Volunteer.
- Ensure the DSO has been approved by the LTA Safeguarding Team. (This vetting process includes the applicant undertaking an enhanced DBS disclosure and / or Barred List check along with obtaining references where required). Please see the **Safe Recruitment Policy** for more guidance.
- The DSO will be responsible for ensuring the safety and well-being of any child, young person or adult at risk who is found. The DSO should not leave any child, young person or adult at risk unattended at any time.
- Ensure the DSO and MPO are aware of the Missing Person Area. This may be a reception area, office or collection point but you should attempt to use an open space which is clearly visible to the public and well signposted.

4. Responding to a Found Person

Upon the arrival of a child, young person or adult at risk to the Missing People Area, the DSO is required to complete the **Monitoring Form, Part 1 – Arrival Details** (in duplicate, Appendix 1) which includes:

- Name

- Age
- Address
- Time of arrival or details of when person was last seen
- Details of who they arrived at the event with
- Written description of the child, young person or adult at risk
- Written description of the adult, guardian, carer
- Contact details (if known by the child)

The second part of the **Monitoring Form, Part 2 – Departure Details** will be completed when the missing person is reunited with their parent / guardian or carer.

5. Caring for a Found Person

- The DSO is to give a copy of Monitoring Form, Part 2 to Event Control as soon as possible following the reunification of Caring for a Found Person.
- Each area has a designated Missing Person Officer (MPO). Any lost child, young person or adult at risk at the event should be reported to the MPO by a steward who will take the necessary details.
- The MPO should take the child, young person or adult at risk to the DSO and offered reassurance that their parent / guardian / carer will be located as soon as possible.
- The DSO is required to complete the **Monitoring Form Part 1** and pass these details to the Security Event Coordinator as soon as possible so that they can begin looking for the parent, guardian or carer.
- The child, young person or adult at risk should not be allowed to leave the Missing People area until being reunited with their parent, guardian or carer.
- The DSO is to give a copy of **Monitoring Form Part 1** to Event Control as soon as possible following the reunification of the missing person.
- When the parent, guardian or carer arrives to collect the child, young person or adult at risk, the DSO is required to:
 - i) Ask for confirmation the name of the child, young person or adult at risk name along with some other details you might have collected from the child, young person or adult at risk.
 - ii) Ask them to confirm their relationship to the child, young person or adult at risk.
 - iii) Tell the child, young person or adult at risk that someone has come for them and ask them to confirm who the person is.

- If there is any doubt as to the validity of the parent, guardian or carer collecting the child, young person or adult at risk or if there is concern that they might be in danger or appear fearful to leave, do **not** let them go and contact the Security Event Coordinator immediately.
- Do not allow a child or young person to be reunited with anyone under the age 18 (ask to see identification).
- Do not give the child or young person or adult at risk anything to eat or drink, except water.

If the child is presented to the Missing Person Officer by any other person, or the Security Coordinator / Safety Officer employed, need to be informed immediately and details obtained the missing person.

6. Dealing with a Referral for a Missing Person

- Take the person immediately to Event Control where the DSO will follow the Designated Security Officer Procedure, record all information regarding the person and transmit to all stewards and security personnel.
- Explain it is better that they wait at the Missing People Area whilst stewards and security attempt to locate the missing person. Reassure them that all possible attempts are being made to locate the missing child, young person or adult at risk.
- If the child, young person or adult at risk presents to the Missing People Area, the DSO is required to follow the procedure outline in 1.2 Caring for a Missing Person.

7. Searching for a Missing Person

- The DSO will have all relevant details which are to be forwarded to the stewards, security personnel and those people covering entrances and exits, giving as full description as possible.
- If the person has not been found within 15 minutes, increase the search to include bathrooms, offices and private areas.
- If the search is complete or after 30 minutes the person has not been located, the DSO is required to contact the Police.

B. National Tennis Centre (NTC)

1. Responding to a Missing Child

Should a child be reported as missing or you notice a child is missing from your care, it is important to remain calm and initiate the following process for relocating the child:

1. Conduct a search of the whole NTC, in the rooms, communal areas, courts and outside:
 - Try to contact the child on their mobile if they have one; and
 - Ascertain if there are additional risks, such as a disability, cognitive impairment, was presenting as emotional.
2. Contact the NTC Operations Manager and advise of the situation and any additional risks; Complete the **Monitoring Form, Part 1** – Arrival Details with attention to **Section B**;
3. Agreed with the NTC Operations manager as to who should contact the parents and inform of the situation;
4. Operations Manager to Inform Incident Hub of Welfare Crisis by contacting the Safeguarding Manager;
5. Upon reunification with the child, please complete the **Monitoring Form, Part 2 – Departure Details** with attention to Section B.

Appendix 1

Monitoring Form, PART 1 – Arrival Details

Date	
Time of Arrival to Missing Person Area	
Name of attendant	
Attendants position	
Where was Missing Person Found?	
A. ON REPORT OF A FOUND PERSON - COMPLETE THIS SECTION	
Ask the Child, YP or AaR for details of their Parent, Guardian, Carer	Name (or name person responds to)
	Age
	Relationship to Child
	Description of Appearance
	Where did you last see your Parent/guardian/carer?
	Where were you found?
	Contact Details (If known)
	Does the Child, YP or AaR have a medical condition?

B. ON REPORT OF A MISSING PERSON - COMPLETE THIS SECTION		
Ask the reporting person for details of the Missing Person	Name (or name missing person responds to)	
	Age	
	Relationship to Missing Person	
	Description of Missing Person	
	Where did you last see the Child, YP or AaR?	
	Does the Missing Person have a medical condition or require medication?	
	Contact details (If applicable)	

Monitoring Form, PART 2 – Departure Details

Date		
Time of Departure		
A. ON RETURNING THE MISSING PERSON TO A PARENT, GUARDIAN, CARER COMPLETE THIS SECTION		
Name of Parent, Guardian Carer		
Age		
Relationship to Child YP, AAR		
Proof of Identification		
Did the Child, YP, AAR show any resistance?		
B. ON REUNIFICATION WITH THE MISSING PERSON COMPLETE THIS SECTION		
Name Confirmed		
Age Confirmed		
Relationship to Parent, Guardian, Carer confirmed		
Is medical assistance required?	If Yes please specify: <input type="checkbox"/> Cuts <input type="checkbox"/> Grazed	No

	<input type="checkbox"/> Required Water/food <input type="checkbox"/> Feeling faint <input type="checkbox"/> Other	
Did the Missing Person show any resistance to leaving with the Parent, Guardian, Carer?		

Designated Offer:

Print Name:

Sign:

.....

.....

Parent/Guardian/Carer:

Print Name:

Sign:

.....

.....

Event Control:

Print Name:

Sign:

.....

.....

Safeguarding Team Contact Details

T: 020 8487 7179

M: 07971 141 024 (24 Hours)

E: safeguarding@LTA.org.uk

You may find it useful to refresh your knowledge of the Safeguarding Children and Young People Policy and Safeguarding Adults Policy (as required) and guidance before the event. This can be found at www.lta.org.uk/safeguarding.

