



ST. GEORGE'S PARK

MISSING PERSON PROTOCOL



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1. **SAFEGUARDING STATEMENT**

The FA and St. George's Park are committed to delivering a safe and enjoyable experience for everyone who works at or visits St. George's Park. In particular, we have a responsibility to safeguard and promote the welfare of children and adults at risk. This means we need all our staff, partners and suppliers to apply safeguarding consistently and effectively.

Safeguarding and promoting the welfare of children and adults at risk is **everyone's** responsibility.

2. **PURPOSE OF PROTOCOL**

It is vital that everyone is aware of how to respond to and escalate an incident/report at St. George's Park that a child or adult is:

- unaccounted for and is missing or potentially lost while on site;
- is discovered by a member of staff, even where there hasn't been a report that someone is missing.

This document outlines the overarching approach taken by St. George's Park and requirements for our visitors and event organisers.



3.

ACTIVITY AND EVENTS AT ST. GEORGE'S PARK

All visiting organisations and internal FA teams organising and delivering activity at St. George's Park must be made aware of this protocol as part of the booking confirmation process. The protocol will be available via the **St. George's Park website**.

Those organising activity and events at St. George's Park are responsible for ensuring that their activities are safe and appropriate supervision and support is in place for those attending. FA Guidance for recommended adult : child ratios can be found **here**.

All activity and events at St. George's Park are required to have safeguarding policies, plans and risk assessments, which include protocols and practices to minimise the likelihood of an attendee becoming lost/missing. Those organising activity and events at St. George's Park must have procedures and protocols and procedures relating to lost/missing persons must be included in the safeguarding plan for the event along with incident management protocols.

4.

REPORTING A MISSING PERSON – GUIDANCE FOR VISITING ORGANISATIONS AND FA GROUPS

If you have an incident involving a lost/missing person – please follow these actions:

Step 1: Attempt to contact the missing person directly via their mobile (where applicable).

Step 2: If it is safe to do so (e.g., do not leave any remaining children unattended) ask other adults present to complete a search of the immediate area/facilities you are using and if present at the event: alert the nearest steward.

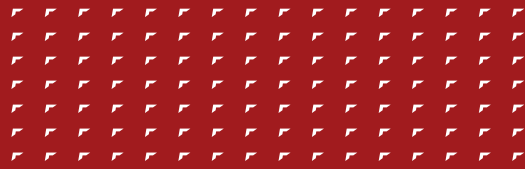
Step 3: If the person is still unaccounted for following the immediate search, **contact the SGP Incident Support Team via 01283 576222** as soon as possible. You will need to provide the Incident Support Team with the following information:

- A description of the missing person, including their;
 - Name.
 - Age (approx.).
 - Description of the missing person's appearance, including what they were wearing.
 - Place and time last seen - including details of what they were doing at that time.
 - Name and description of anyone they were with at the time they were last seen.
- Your name, role, contact number and current location.

Step 4: The Incident Support Team will guide you on the next steps and organise a search of the site. Please follow all instructions given to you by the Incident Support Team.

Step 5: If the missing person is not located within 30 minutes, then the Incident Support Team will contact the police. Please follow all instructions given to you by the Police and the Incident Support Team.

Step 6: If during the search the missing person reunites themselves with you or your group, please ensure that the Incident Support Team are updated immediately. You should remain with the person.



APPENDIX



APPENDIX 1.

INTERNAL PROCEDURE – ST. GEORGE'S PARK RESPONSE TO A REPORT OF A MISSING/ LOST PERSON

A report of a missing child/adult at risk may be received by any member of staff working at St. George's Park. We all need to understand the action to take should this occur.

Whoever receives the report, that person should ensure that a description of the missing person is taken, including:

- Name.
- Age (approx.)
- Description of the missing person, including what they were wearing.
- Place and time last seen, including details of what they were doing at that time.
- Name and description of anyone they were with at the time they were last seen.

The Incident Support Team will co-ordinate the response including:

- Establishing an Incident Control Hub.
- Directing relevant teams onsite to support the search.
- Co-ordinate the search area(s).
- Review and monitor CCTV.
- Determine whether the site's exit barrier should be closed.
- Liaison and escalation with senior managers, including safeguarding and communications.
- Maintaining communications with the group the missing person belonged to, including ensuring that parents/carers (if onsite) are being supported.

PROCEDURE – INITIAL RESPONSE

1. The member of staff receiving the report must inform the SGP Incident Support Team immediately via **01283 576222** (internal **7222**).
2. Incident Support to assemble an **Incident Control Hub**.
3. Incident Support to send an alert to:
 - SGP Operations (including any onsite stewarding teams);
 - SGP Grounds Team;
 - SGP Operations Manager;
 - Hilton Hotel;
 - Entry Barrier (when in operation).

An alert regarding a Missing Person must be prefaced (whether via text or voice):

****Missing Person****

Followed by a description of the missing person and last known whereabouts.

4. Incident Support to determine search areas and direct closest available to staff to search those areas. Incident Support Team to maintain contact with the search group.
5. Incident Support to check and monitor CCTV – a person should be identified to maintain monitoring on a continuously.
6. Determine whether the Entry Barrier should be closed

7. If the child is not found after 30 minutes (since they were last seen, not from the point they were reported missing):

- Contact the Police via **999**.
- Contact Clare Taylor (Senior Safeguarding Manager- England Teams and FA Venues) who will advise on next steps:

T: 07970 181250

E: Clare.Taylor@TheFA.com

If Clare Taylor is not contactable:

- Continue to take advice from the police.
- Ensure Clare Taylor is alerted as soon as possible (must be the same day).
- If Clare Taylor remains non-contactable, email the completed Report Form to **Safeguarding@TheFA.com** within 24 hours.

NOTE: If there is a report of an alleged abduction or there is significant concern that the missing person has potentially come to serious harm then the 30-minute wait time to contact the Police would not apply and the Police must be contacted immediately.

If a missing person is located, Incident Support must be informed immediately:

01283 576222 (internal 7222)

Discovery of a Missing Person

- Stay with the child or adult and remain in the area where they were discovered (where it is safe to do so).
- The Incident Support Team (and The Police if applicable) will attend and remain with the child/ adult until they are reunited with their parent/carers or handed over to the emergency services.

- Members of the Incident Support team to be informed, including Clare Taylor, who will advise on next steps.
- Incident Support to ensure all areas are advised to stand down from the search.
- All instructions from the Police must be followed.
- Ensure a **Missing Person Report Form** is completed and sent to the Incident Support Team and Clare Taylor.

GUIDANCE NOTE: PRE-DETERMINED SGP SEARCH AREAS FOR MISSING PEOPLE

• **National Football Centre:**

Covered by fire warden sweep zones.

• **Hilton:**

As per Hilton missing person protocol.

• **External:**

A comprehensive sweep of the external areas will be completed depending upon the resources available. We have devised three sweep routes which cover the main populated areas of the site (Appendices 3, 4 and 5).

It should be noted that the St. George's Park site is an ever-changing landscape. Temporary vehicles/ portacabins etc. may be in operation which should be considered by the search team when activating a search.

APPENDIX 2.

MISSING PERSON REPORT FORM

Date (DD/MMM/YYYY):

Reported time (use am/pm clock):

Name and age of person reported missing:

Description of incident:

Areas searched:

Action taken:

Location, missing person discovered:

Time found:

If not found the police are to be contacted:

Time Police contacted:

Time Police arrived onsite:

Details passed to Police by:

Adult/child (delete as applicable) handed over to the care of:

Name:

Signature:

Date:

Time:

Police contacted Y/N:

If yes: Include details of response and Incident Number:

Outcome:

Form completed by:

Name:

Role:

Date:

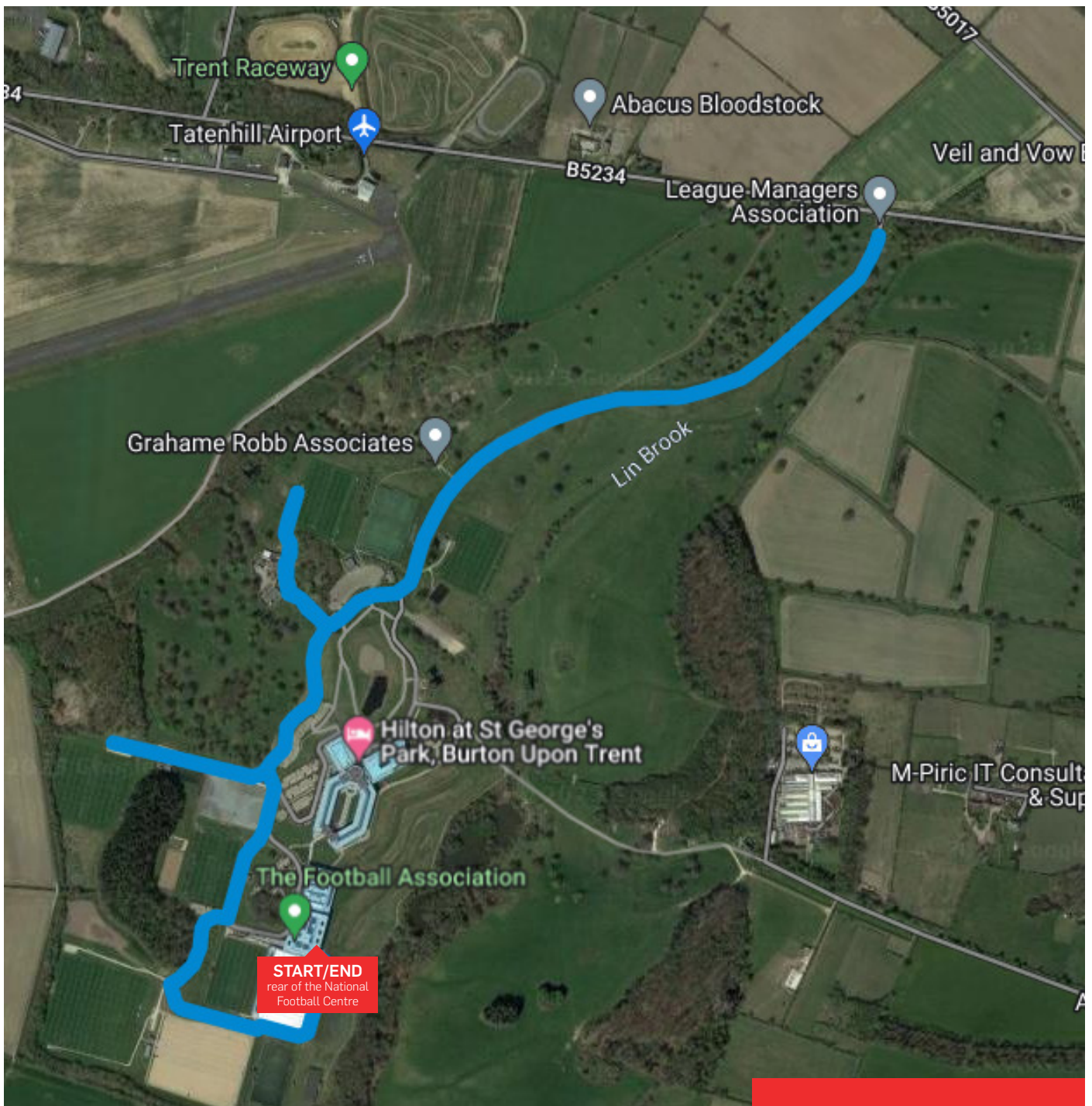
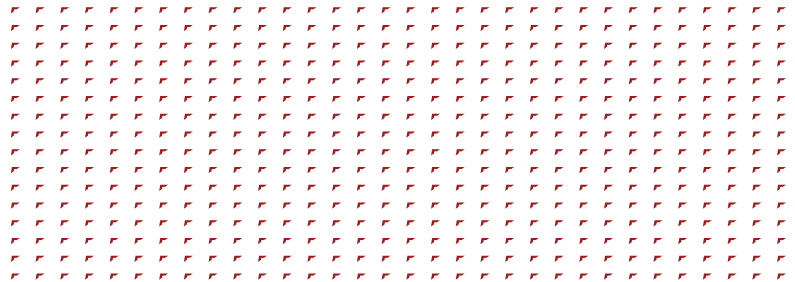
Form passed to Incident Support Team and Safeguarding Team on (DD/MMM/YYYY):

Date:

APPENDIX 3. EAST SWEEP ROUTE



APPENDIX 4. WEST SWEEP ROUTE



APPENDIX 5. CAR PARK SWEEP ROUTE

