**LOST AND FOUND CHILD / VULNERABLE PERSON POLICY**

**A lost or missing child / vulnerable person is someone who:-**

Has become separated from their parent/ guardian / carer

In all instances of a report of this nature being received stewards should;-

* Take details of the name and age of the person, as well as a description of them. This description should include details of the clothing they are wearing.
* Identify the time and location that the person was last seen.
* Remain at the location they were last seen for a short period of time, e.g. 5 or 10 minutes, or return there if not far away. Take the informant with them in case the lost or missing person is recognised or recognises their parent / guardian / carer.
* Identify any particular issues, concerns or difficulties specific to the lost / missing person.
* Keep the informant with them, or if this isn’t possible, ensure that they take the current mobile phone number for the informant.
* If the informant doesn’t remain with the steward, the informant should be asked to update the event if they find the person.
* Once details have been taken, the steward should ensure that the event control is advised of the lost or missing person.

On receipt of this information Event Control will;-

* Advise the Event Organiser
* Advise all stewards to ensure they are proactive in looking for the individual, especially in the area in which they were last seen.
* A log of the incident will be commenced, which will then be used to note any actions and decisions made.
* It may be appropriate for the Event Organiser to instruct an announcement at the event,
* emphasising the identification of stewards, in case visitors to the event need help or have
* become separated from their friends or family.
* Where there are specific issues, concerns or difficulties relating to an individual, the Event Organiser may contact Police. This may include where a child or vulnerable person remains lost for more than is deemed a safe period of time relative to the particular issues.

It is not good practice to put out announcements requesting the child/vulnerable person or their relative or carer attend a particular point as this merely identifies to people that there is a lost or missing person.

All radio conversation relating to a lost or missing person should take place with staff using earpieces. Code words are not good practice as most members of the public can understand them, which negates their reasons for being used.

**A found child / vulnerable person is one who;-**

Has become separated from their parent / guardian / carer AND has been brought to / found by stewards

In all instances where a person has been found, stewards should;-

* Ask the name of the person, and pass this information, along with a description of them, and their clothing to Event Control. If it is not possible to ascertain the name, age or other description from the person (due to age, language or other communication difficulties) the steward should give an estimate.
* Consider using whatsapp or other system to send a photo of the person to other staff and Event Control.
* Ascertain the time and location that they last saw their friends or family.
* Identify any particular issues, concerns or difficulties specific to them, or the family / friends from whom they have become separated.

Once these details have been taken and passed to Event Control, the steward should, if possible, remain in the area with the child / vulnerable person for a short period of time, e.g. 5 or 10 minutes. Most people who have become separated from their family or friends do not wander far from the area in which they realised that they have become separated.

Once the period of time has elapsed, the steward(s) should advise Event Control and ensure the child / vulnerable person is taken safely to the Safe area location.

It is not good practice to put out announcements requesting the child/vulnerable person or their relative or carer attend a particular point as this merely identifies to people that there is a lost or missing person.

All radio conversation relating to a lost or missing person should take place with staff using earpieces. Code words are not good practice as most members of the public can understand them, which negates their reasons for being used.

In general it will be appropriate for two stewards to accompany the child / vulnerable person to the location, however there will no doubt be circumstances when this is not possible.

It will be the decision of Event Control and / or the Safety Officer to how the child / vulnerable person and the steward(s) are safeguarded in this instance. Options available may include the support of the first aid provider, or allowing one steward to accompany the person and ensuring they are visible on CCTV systems, or remaining in the location for a longer period of time until a second steward is available.

Whatever solution is found it should be recorded on the event log along with the reasons for this decision.

Children under the age of 14 years will be kept at the Safe Area until collected by a parent, guardian or responsible adult. A responsible adult is one over the age of 18 years who the lost child or vulnerable person is comfortable with, and who demonstrates responsibility for the person/child and is not considered to pose an obvious threat to the person/child.

Children over the age of 14 years will be free to leave or remain at the Safe Area if they wish.

A Safe Area should be an area separate from all other event activities, where the child or vulnerable person may remain. The area should be quiet so as to accommodate people with health issues and should not be identifiable or signposted to the public.

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| **LOST OR MISSING CHILD / VULNERABLE PERSON FORM** | | | | | | |
| **In the event of a child / vulnerable person reported missing the following form must be completed** | | | | | | |
| **Date:** |  | | | | | |
| **Time of Report:** |  | | | | | |
| **Completed by:** |  | | **Signature:** |  | | |
| **DETAILS OF MISSING PERSON** | | | | | | |
| **First Name:** |  | | **Last Name:** | |  | |
| **Date of Birth & Age** |  | | **Gender** |  | | |
| **Description: Hair colour/length, clothes, footwear, distinctive features** | | | | | | |
|  | | | | | | |
| **Location last seen:** |  | | | | | |
| **Time Last seen:** |  | | | | | |
| **Last seen by:** |  | | | | | |
| **Additional information: e.g. medical conditions, local knowledge of venue, mobile phone** |  | | | | | |
| **CONTACT DETAILS OF PERSON REPORTING THE CHILD / VULNERABLE PERSON MISSING** | | | | | | |
| **First Name:** |  | | **Last Name:** |  | | |
| **Phone No.:** |  | | **E-mail:** |  | | |
| **Address:** |  | | | | | |
| **Relationship to missing person:** |  | | | | | |
| **RECORD OF ACTION TAKEN Yes/No + Details + Time** | | | | | | |
| **Description circulated:** |  | | | | | |
| **Event Safety Officer notified:** |  | | | | | |
| **Inform all staff:** |  | | | | | |
| **General PA announcement:** |  | | | | | |
| **Inform CCTV:** |  | | | | | |
| **Inform Police:** |  | | | | | |
| **Case handed over to Police:** |  | | | | | |
| **CHILD / VULNERABLE PERSON FOUND DETAILS** | | | | | | |
| **Time** |  | | | | | |
| **Location** |  | | | | | |
| **Details of who returned to and relationship:** |  | | | | | |
| **Details of staff member** | **Name:** |  | | | |

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| **FOUND CHILD / VULNERABLE PERSON FORM** | | | | | | | | | | | |
| **In the event of a child / vulnerable person being found the following form must be completed**  **DO NOT UNDER ANY CIRCUMSTANCES GIVE INFORMATION OUT OVER THE PA SYSTEM** | | | | | | | | | | | |
| **Date:** |  | | | | | | | | | | |
| **Time of Report:** |  | | | | | | | | | | |
| **Completed by:** |  | | **Signature:** | |  | | | | | | |
| **DETAILS OF FOUND PERSON** | | | | | | | | | | | |
| **First Name:** |  | | **Last Name:** | | |  | | | | | |
| **Date of Birth & Age** |  | | **Gender** | |  | | | | | | |
| **Description: Hair colour/length, clothes, footwear, distinctive features** | | | | | | | | | | | |
|  | | | | | | | | | | | |
| **Relevant information as appropriate:** | **Who with:** | | |  | | | | | | | |
| **Relationship to:** | | |  | | | | | | | |
| **How many in group:** | | |  | | | | | | | |
| **Where last seen:** | | |  | | | | | | | |
| **Travel details:** | | |  | | | | | | | |
| **Phone numbers (if known):** | | |  | | | | | | | |
| **Where Found:** |  | | | | | | | | | | |
| **When Found:** |  | | | | | | | | | | |
| **CONTACT DETAILS OF PERSON WHO FOUND CHILD / VUNERABLE PERSON (if applicable)** | | | | | | | | | | | |
| **First Name:** |  | | **Last Name:** | |  | | | | | | |
| **Phone No.:** |  | | **E-mail:** | |  | | | | | | |
| **Address:** |  | | | | | | | | | | |
| **Other information:** |  | | | | | | | | | | |
| **RECORD OF ACTION TAKEN Yes/No + Details + Time** | | | | | | | | | | | |
| **Description circulated:** |  | | | | | | | | | | |
| **Event Safety Officer notified:** |  | | | | | | | | | | |
| **Inform all staff:** |  | | | | | | | | | | |
| **General PA announcement:** |  | | | | | | | | | | |
| **Inform CCTV:** |  | | | | | | | | | | |
| **Inform Police:** |  | | | | | | | | | | |
| **Person handed over to Police:** |  | | | | | | | | | | |
| **CHILD/VULNERABLE PERSON RETURNED TO RESPONSIBLE PERSON DETAILS** | | | | | | | | | | | |
| **Time** |  | | | | | | | | | | |
| **Location** |  | | | | | | | | | | |
| **Responsible person to whom returned** | **Name:** |  | | | | | **Signature:** |  | | | |
| **Proof of Identity:** |  | | | | | **Photo Taken:** | | **YES** | **NO** | |
| **Relationship:** |  | | | | | | | | | |
| **Details of staff member** | **Name:** |  | | | | | **Signature:** |  | | |

**GENERAL BRIEFING INFORMATION FOR STEWARDS**

The Found child / vulnerable person collection point is

Stewards should not instruct parents / guardians / carers to attend there; they should instruct them to attend the Information Point situated on . This ensures the safeguarding aspect of children or vulnerable people.

If a PA announcement is to be made, **NEVER i**dentify that you have a found or lost / missing person or refer to the person specifically or include names, personal details or descriptions.

Always circulate descriptions to all staff. **N.B.** All stewards must wear earpieces to ensure that members of the public cannot hear these announcements.

Always update all stewards, agencies or friends and family involved in an incident with progress, especially when the person is found and safely returned to their parent / guardian / carer.

Found persons should **NOT** normally be left in the sole care of a single worker (there should be a minimum of two persons). Stewards are available who have been DBS checked.

Seek advice from event control if the found person has been out in the cold, wet, heat or sun for some time as they may need to be checked over by the emergency services.

Keep the found person out of view from the public to prevent any unauthorised persons being able to get a description of them.

Check the identity (ID – Driving licence/bank card etc) of the collecting persons and include this on the form.

The collecting parent’s or guardian’s signature should be obtained. (A form is available at the collection point for this).

All parts of the form should be completed including the time that the found person arrives and leaves the collection point.

If a found person is reluctant to leave with a collecting parent / guardian / carer ALWAYS inform event control.

Once the found person has been safely collected inform all parties who have been involved.

Stewards must log the incident and all updates, including times.