**Lost /Found Children & Vulnerable Adults Procedure**

**Name of Adult** is the designated Event Lead for Lost and Found Persons.

If a person comes to the lost/found area, which will be the **Location** to report a lost child/vulnerable person, the following procedure will be followed:

The member of staff will take full contact details from the person reporting the missing person and their relationship / position of responsibility to the missing child / vulnerable person and then a full description taken from the parent/guardian/carer of the missing person. To include:

1. Person Details: Name, Age, Sex, Address
2. Person Description: Hair colour, Clothing, identifiable features
3. Access to a mobile and contact numbers
4. Any known vulnerabilities
5. Incident Details: Location last seen, Time last seen.
6. Any instruction the missing person has been given if they become ’lost’.
* The person reporting should remain with the event staff however if they are insistent on leaving and searching themselves it is essential that they remain immediately contactable by some means.
* The member of staff will then send a radio message to all staff/stewards informing them of a lost person with their description, and to inform them immediately if they are approached or find the person.
* Stewards & CCTV on site entry / exits points should acknowledge this message, stay on point and be prepared to challenge subjects who match the description even if accompanied to confirm the child / vulnerable person is in rightful care.
* **The Police to be informed after 10 minutes by Name of Adult** (10 minutes is not set in stone - circumstances may dictate an earlier notification if there are suspicious circumstances surrounding the child/vulnerable person going missing alternatively a later notification could be justifiable in certain circumstances. Event designated lead to risk assess the situation)
* If attempts to locate the missing person prove negative, consideration should be given to making an announcement on the PA system. (Careful thought must to be given to the content of the message relayed as it may highlight vulnerability.)
* Once the person has been located, they will be taken to the lost / found area and this movement must be brought to the attention of the designated event lead. Ideally 2 members of staff should be present when moving the person to this location.
* Once the lost child/person lead locates and confirms that the parents /guardians / carers are bona fide, are fit to be in charge of a child (for example are not under the influence of alcohol) and that they have a child matching the description, they will be reunited with their child. Before a child is allowed to leave, their parent / guardian / carer should have to sign a form and provide some form of identification.
* An information message across each radio channel should then be made to inform that the search is over and police informed if not already aware.
* If the person is reluctant to go with the appropriate adult then the police will be called without delay.

## **Found Child/Vulnerable Person with absent parent procedure**

* The member of staff; who finds or receives the lost person must immediately make the event designated lost & found lead aware of this fact. The lead is **Name of Adult**
* If the child/vulnerable person is handed to staff by another member of the public, that individual should be asked to remain with the steward, if they refuse contact details should be obtained along with the circumstances of the ‘find’.
* The member of staff should be joined ASAP by another member of staff before moving the found person to the designated lost/found point pending being reunited. This is the **Location**
* The member of staff will then take full contact details of the child/vulnerable person with them and following that a full description of the person who is being sought (the parent/guardian/carer), to include:
1. Person Details: Name, Age, Sex, Address
2. Person Description: Hair colour, Clothing, identifiable features.
3. Access to a mobile and contact numbers, and Images of the parent/guardian/carer
4. Incident Details: Location last time adult seen where exactly the child/vulnerable person became lost.
* Ensure that there are more than two people around, and to only comfort the person as is necessary and in an appropriate manner according to their age and behaviour.
* The Event designated lead will then send a radio message to all channels informing them of the person being found and instruct staff to inform them immediately if they locate this person.
* Police are to be informed within 15 minutes. (Not such a priority as you will have to child/vulnerable person with you but this call may negate any concern if a 999 call has been received into Police control by the parent/guardian/carer).
* A PA announcement could be considered straight away requesting the named parents/guardians/carers report to a steward.
* Once the parent/guardian has been located, they will be taken to the lost/found area to undergo the reuniting procedure. This fact should be brought to the attention of the designated event lead.
* Once the lost child/person lead locates and confirms that the parents/guardians/carers are bona fide, are fit to be in charge of a child (for example are not under the influence of alcohol) and that they have a child matching the description, they will be reunited with their child. Before a child is allowed to leave, their parent/guardian/carer should have to sign a form and provide some form of identification.
* Once a person has been reunited with their parent/guardian/carer, all agencies that have been involved will be informed.
* If the person is reluctant to go with the appropriate adult then the police will be called without delay**.**