***EXAMPLE - amend this so that it is suitable and appropriate for your event***

**Lost And Found Child/vulnerable Person Policy**

**Lost or missing child/vulnerable person**

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.
  + The description should include details of the clothing they are wearing.
* Identify the time and location that the person was last seen.
* Identify any particular issues, concerns or difficulties specific to the lost / missing person.
* 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.
* 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 staff 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.
* Open a log of the incident which will then be used to note any actions and decisions made.
* ( if appropriate ) ask 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.
* Decide whether or not it is appropriate to contact the Police at this stage if there are specific issues, concerns or difficulties relating to an individual.
  + 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.

**Found Child/vulnerable Person**

A found child/vulnerable person is one who has become separated from their parent / guardian / carer **AND** has been brought to, or 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 /group 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 maybe 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.

**Safe Area**

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.

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.

**General Briefing Information For Stewards**

The found child/vulnerable person collection point is [ insert details ]

Stewards should not instruct parents / guardians / carers to attend there, but instead instruct them to attend the Information Point situated at [ insert details ]

This ensures the safeguarding aspect of children or vulnerable people. If a PA announcement is to be made, NEVER identify 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. 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 ( Disclosure and Barring Service ) 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 of 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 person(s) and make a note of this on the form. The collecting parent’s or guardian’s signature should be obtained on the “found person” report form. If you are unsure as to the identity of the collecting person, you should make further enquiries before returning the child to an adult. This might involve contacting the Police if there are no other means to ensure appropriate checks can be done.

If the 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.

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

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

**Lost or Missing Child/Vulnerable Person Report**

To be completed in the event of a child/vulnerable person is reported as lost or missing by a parent/guardian or member of the public.

|  |  |  |  |
| --- | --- | --- | --- |
| Event: |  | | |
| Date: | / / | Time Reported: |  |
| Completed by:  *( name )* |  | Signature: |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | | | | | | | |
| **About the missing person** | | | | | | | | | | | | | | |
| First Name: |  | | | | | Last Name: | | | |  | | | | |
| Age: |  | | | | | Date of Birth: | | | | / / | | | | |
|  |  | | | | | | | | | | | | | |
| Gender: | Male |  | Female | |  | | | | Other | |  | | Not known |  |
|  |  | | | | | | | | | | | | | |
| Hair colour: |  | | | | | | | | | | | | | |
| Length or style of hair: *( eg long hair in pony tail, crew cut )* |  | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | |
| Do they wear glasses? | Yes |  | No |  | | |  | | | | | | | |
|  |  | | | | | | | | | | | | | |
| Clothes: |  | | | | | | | | | | | | | |
| Footwear: |  | | | | | | | | | | | | | |
| Any distinctive features: |  | | | | | | | | | | | | | |
| Additional information: e.g.   * medical conditions, * level of knowledge of venue or local area * mobile phone | |  | | | | | | | | | | | | |
| Time last seen: |  | | | | | | | | | | | | | |
| Where last seen: |  | | | | | | | | | | | | | |
| Who were they with?  *If applicable* |  | | | | | | | | | | | | | |
| Last seen by:  *( name )* |  | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | |
| **Details of person reporting the child/vulnerable person as missing** | | | | | | | | | | | | | | |
| First Name: |  | | | | | | | Last Name: | | | |  | | |
| *Page 1 of 2* | | | | | | | | | | | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Phone number: | |  | |
| Home address: | |  | |
| Email address: | |  | |
| Relationship to missing person: | |  | |
| Only complete if the missing person is a child AND the person reporting is **not** the parent or guardian. | Parent’s / guardian’s first name: | |  |
| Parent’s / guardian’s last name: | |  |
| Home address: | |  |
| Email address: | |  |
| Phone number: | |  |
| Further information: | |  | |
|  | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action taken** | **Yes** |  | **Time** | **Details** |
| Description circulated: |  |  |  |  |
| Event Safety Officer notified: |  |  |  |  |
| Informed all staff: |  |  |  |  |
| General PA announcement: |  |  |  |  |
| Informed CCTV: |  |  |  |  |
| Informed Police: |  |  |  |  |
| Case handed over to Police: |  |  |  |  |

|  |  |
| --- | --- |
|  | |
| **To be completed when the person who was reported as missing has been found:** | |
| Time found: |  |
| Where found: |  |
| Found by:  *( if applicable )* |  |
| Time returned to adult/ parent/guardian: |  |
| Name of the adult to whom the found person was returned to: |  |
| Has the identity of the adult collecting the found person been proven? | Yes / no |
| Relationship to the person who has been found: |  |
| Name of event staff member involved: |  |
| *Page 2 of 2* | |

**Found Child/Vulnerable Person Report**

To be completed in the event that a child/vulnerable person is found by a member of event staff or general public.

**DO NOT UNDER ANY CIRCUMSTANCES GIVE INFORMATION OUT OVER THE PA SYSTEM**

|  |  |  |  |
| --- | --- | --- | --- |
| Event: |  | | |
| Date: | / / | Time Reported: |  |
| Completed by:  *( name )* |  | Signature: |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | | | | | | |
| **About the person who has been found** | | | | | | | | | | | | | |
| First Name: |  | | | | | | | | | | | | |
| Last Name: |  | | | | | | | | | | | | |
| Age: |  | | | | | | Date of Birth: | | | / / | | | |
|  |  | | | | | | | | | | | | |
| Gender: | Male | |  | Female | |  | | | Other | |  | Not known |  |
|  |  | | | | | | | | | | | | |
| Hair colour: |  | | | | | | | | | | | | |
| Length or style of hair:  *( eg long hair in pony tail, crew cut )* |  | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | |
| Are they wearing glasses? | Yes | |  | No |  | | |  | | | | | |
|  |  | | | | | | | | | | | | |
| Description of clothing: |  | | | | | | | | | | | | |
| Description of footwear: |  | | | | | | | | | | | | |
| Any distinctive features: |  | | | | | | | | | | | | |
| What possessions do they have with them? e.g. toy, purse/wallet, mobile phone | | |  | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| **Details of where and when the child/vulnerable person was found** | | | | | | | | | | | | | |
| Where found? | |  | | | | | | | | | | | |
| Time found: | |  | | | | | | | | | | | |
| Time brought to lost child point: | |  | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| **Details of who the child/vulnerable person was found by** | | | | | | | | | | | | | |
| First Name: |  | | | | | | | | | | | | |
| *Page 1 of 3* | | | | | | | | | | | | | |

|  |  |
| --- | --- |
| Last Name: |  |
| Phone number: |  |
| Email address: |  |
| Address: |  |
| Other information: |  |
|  | |
| **Details of whom the found child/vulnerable person was at the event with** | |
| Name(s) of whom they were with: |  |
| Relationship to that person(s): |  |
| Phone number:  *if known* |  |
| Address:  *if known* |  |
| How many people were in their group? |  |
| Where did the found person last see them? |  |
| When did the found person last see them? |  |
| How did they travel to the event?  *Eg walked, by car* |  |
|  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action taken** | **Yes** |  | **Time** | **Details** |
| Description circulated: |  |  |  |  |
| Event Safety Officer notified: |  |  |  |  |
| Informed all staff: |  |  |  |  |
| General PA announcement: |  |  |  |  |
| Informed CCTV: |  |  |  |  |
| Informed Police: |  |  |  |  |
| Person handed over to Police: |  |  |  |  |

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| --- | --- |
|  | |
| **To be completed when the child/vulnerable person is collected by a responsible person** | |
| Time collected: |  |
| Where collected from: |  |
| *Page 2 of 3* | |

|  |  |  |
| --- | --- | --- |
| Details of the responsible person that the child/vulnerable adult was returned to: | First name: |  |
| Last name: |  |
| Relationship to the child/vulnerable person who was found: |  |
| Signature of the responsible person who is collecting the found child/vulnerable person: |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | | | | |
| Photo taken of the person collecting? | Yes |  | No |  |  |
|  |  | | | | |

|  |  |
| --- | --- |
| What proof of their identify have you seen? |  |

|  |  |
| --- | --- |
| Name of event staff member involved: |  |
| Signature of event staff member involved: |  |
| *Page 3 of 3* | |