

Lost and Found Persons Protocol

All Parents who are bringing children into the event will be offered contact wristbands to write their details on and give to their child. This is to be heavily encouraged at the event (available at the **EVENT CONTROL CENTRE**).

A lost or found child will not be handed over to anyone other than the parent / guardian as identified by the child and where possible by means of formal identification such as a driving licence.

The Operations Manager should be informed BEFORE this hand over is undertaken so that they can ensure proper procedures are followed, the alert/search stood down and the **log entry completed**. A similar process may be followed for vulnerable adults such as those with learning difficulties or dementia sufferers.

Found Children/Lost Parents

The child should remain where found for a couple of minutes until the DBS checked staff arrive, and then be led to the **EVENT CONTROL CENTRE** where they will be encouraged to remain until they have been re-united with a parent or guardian.

The child should gently be asked for as much information as possible, including, their name, who they are with, their parents/ guardians/brother etc names, where they last saw them and a description of them. Additionally, if the child is brought over by another adult (stranger), as much information as possible should be gained from them.

The information will be given to stewards and staff **discreetly** via radio, who will then organise a search for the responsible adult, looking out for distressed parents etc.

If the parent/ guardian / name is known, an announcement will be made via any stages or local PA systems, "This is a public announcement, could .. (Name of **adult**) please come to the **EVENT CONTROL CENTRE** or make themselves known to a steward". If the name of the parent /guardian is not known the following announcement will be made via stage PA systems "This is a public announcement, please remember this is a busy event, if you have been separated from a family member, please go to the **EVENT CONTROL CENTRE**". **The PA announcement should not mention the name of the lost child.**

If a parent /guardian is not located within **20 minutes**, Event Managers will inform the police.

Lost Children/Found Parents Protocol

Reassure parent/ guardian informing you of a lost child, that a search will be organised.

Encourage the parent to go to the **EVENT CONTROL CENTRE** and deploy staff to the point the child was last seen. Once at the **EVENT CONTROL CENTRE**, they can give details. Ask them for the following details of the child/missing person–

name, age, sex, ethnic origin, hair colour, build, clothing, location last seen and who they were with.

Encourage the parent to regularly return to the **EVENT CONTROL CENTRE** if they decide to continue to search for the child. Ask them to return to the office to report in if they find the child themselves. Security and staff will conduct an initial search of the area where the child was last seen. If the child is not found the event management will organise a thorough sweep of the whole site including security and staff.

When the child is found, they will be led to the **EVENT CONTROL CENTRE** to be re-united with their parent. If a child is not found within 20 minutes Event Management will inform the police and staff at road closure points, bus drop off points etc. reminded to be vigilant to children matching the description.

Re-uniting Parent with Children

The adult should be asked for **proof of ID and their signature**. If necessary, the police may be advised on any problems or situations that may feel suspicious.

Once a child has been re-united with their collecting adult all stewards, staff and police will be informed immediately.