

Communications/Lost children Procedures
Lost children staff must be Enhanced DBS Checked

Person(s) Reporting a Lost Child
“Missing Child”

1. If the report is made to a steward they should immediately contact the Lost Children Point to ascertain if the child is already there.
2. If the child is at the Lost Children Point, direct the person(s) to that location where they will be required to complete the necessary documentation and show adequate proof of identity (e.g. driving licence, family allowance book etc) before the child is ‘released’ to them. In the event of any uncertainty, it will be the responsibility of the event officer to determine if the child should be allowed to go with the person who is ‘claiming’ them.
3. If the child is not at the Lost Children Point, following an initial search of the immediate vicinity the person should be directed to that area. There may be a requirement to escort them to the Lost Children Point if they are highly stressed or upset. On arrival they will be asked to complete the ‘Missing Child’ form with details of the child’s name, age, description etc.
4. Once the form has been completed outline details of the child should be passed to Event Control, usually via mobile phone or landline. In some cases a ‘runner’ could be employed to undertake this task. However, at no time should one person be left in sole charge of any lost child.
5. Event Control will then issue a message to stewards at the earliest opportunity so that all personnel are made aware and can remain vigilant. In the event of a very young child (6 years and under) or particularly vulnerable child being missing this message should be broadcast as a matter of urgency.
6. It should be noted that, in the interests of safety of the child, no details of any missing children should be broadcast over the public address system without the authorisation of the event officer in charge of the event.
7. The ‘Missing Child’ form will be handed to the Lost Children Collator, who will maintain the master list of those children reported lost, together with details of when they have been reunited.
8. Any steward finding the child should immediately contact the Lost Children Point (directly or via Event Control) to advise them that they are bringing the child in. All children found in this way must be escorted to the Lost Children Point to avoid them becoming ‘lost’ again. This escort is a priority and should be undertaken immediately – stewards must not retain the child any longer than is necessary.
9. Once details of the child have been taken, any person(s) reporting a missing child should be requested to remain at the Lost Children Point rather than going out to search for the child. It is unlikely that there is any way to contact these persons once they leave the Lost Children Point, and it is possible that the child could be brought in by a steward or report there themselves. However, the Lost Children staff, do not have any powers to make any adult stay at the Lost Children Point if they do not wish to. In this case, the person(s) reporting the missing child should be asked to sign a disclaimer form stating that they left the area of their own accord/wish.

10. If the child is not found in the initial search the Event Organiser will liaise with the Police regarding the next course of action.

Note: It is generally accepted that the Lost Children Point is provided for persons age 14 and under. However, discretion may be used regarding those over 14 years or those who may be particularly vulnerable.

Child Reporting that they have lost their Parent(s)/Guardian(s) “Found Child”

1. If a child approaches, or is brought to, a steward and advises them that they have lost their parent(s)/guardian(s) the steward should immediately contact the Lost Children Point to ascertain if the parent(s)/guardian(s) is/are already there and to advise them that they are bringing a lost child in.
2. After an initial search of the vicinity the steward must then immediately escort the child to the Lost Children Point – this escort is a priority and must be undertaken as soon as the initial search is complete. On no account should the stewards retain the child any longer than is necessary.
3. On arrival at the Lost Children Point the steward should wait whilst the ‘Found Child’ form is completed. Details of where the child was ‘found’, together with name of steward will be required.
4. Once the ‘Found Child’ form has been completed, outline details of the child should be passed to Event Control, usually via mobile phone or landline. In some cases a ‘runner’ could be employed to undertake this task. However, at no time should one person be left in sole charge of any lost child.
5. Event Control will then request that a message is issued over the public address system at the earliest opportunity. In the event of a very young child (6 years and under) or particularly vulnerable child being found this message should be broadcast as a matter of urgency.
6. It should be noted that, in the interests of the safety of the child, no details of any missing children should be broadcast over the public address system without the authorisation of the event officer in charge of the event.
7. Event Control will then ensure that these details are also broadcast to both police (if present) and stewards so that all personnel are made aware in the event of them being approached by a distraught parent/guardian.
8. The ‘Found Child’ form will then be handed to the Lost Children Collator, who will maintain the master list of ‘found’ children, together with details of when they have been reunited with their parent(s)/guardian(s).
9. On arrival of the parent(s)/guardian(s) they will be requested to show adequate proof of identity (e.g. driving licence, family allowance book etc) before the child will be ‘released’ to them. In the event of any uncertainty, it will be the responsibility of the organisers in liaison with the police if necessary to determine if the child should be allowed to go with the person who is ‘claiming’ them.

Note: It is generally accepted that the Lost Children Point is provided for persons age 14 and under. However, discretion may be used regarding those over 14 years or those who may be particularly vulnerable.

MISSING CHILD REPORT

To be completed by Lost Children Personnel (copy to Radio Room)

NAME			
ADDRESS			
POST CODE		TELEPHONE NO	
AGE OF CHILD		SEX	
DESCRIPTION			
AREA LOST			
TIME REPORTED MISSING		REPORTED BY	
		RELATIONSHIP	
		IDENTIFICATION	
TIME REUNITED		FOUND BY	
		NAME / RANK	

Advise parents/carers that once a child has been reported missing they should stay at Lost Children until the child is found. If they refuse they should sign the disclaimer below

Signed		Date	
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MISSING CHILD REPORT

To be completed by Lost Children Personnel (copy to Radio Room)

NAME			
ADDRESS			
POST CODE		TELEPHONE NO	
AGE OF CHILD		SEX	
DESCRIPTION			
AREA LOST			
TIME REPORTED MISSING		REPORTED BY	
		RELATIONSHIP	
		IDENTIFICATION	
TIME REUNITED		FOUND BY	
		NAME / RANK	

Advise parents/carers that once a child has been reported missing they should stay at Lost Children until the child is found. If they refuse they should sign the disclaimer below

Signed		Date	
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FOUND CHILD REPORT

To be completed by Lost Children Personnel (copy to Radio Room)

NAME			
ADDRESS			
POST CODE		TELEPHONE NO	
AGE OF CHILD		SEX	
DESCRIPTION			
AREA FOUND			
TIME REPORTED		FOUND BY	
		POSITION / RANK	
COLLECTED BY		TIME	
RELATIONSHIP TO CHILD		IDENTIFICATION SHOWN	

FOUND CHILD REPORT

To be completed by Lost Children Personnel (copy to Radio Room)

NAME			
ADDRESS			
POST CODE		TELEPHONE NO	
AGE OF CHILD		SEX	
DESCRIPTION			
AREA FOUND			
TIME REPORTED		FOUND BY	
		POSITION / RANK	
COLLECTED BY		TIME	
RELATIONSHIP TO CHILD		IDENTIFICATION SHOWN	