

## **LOST AND FOUND CHILDREN POLICY**

The goal of the Lost and Found Children Policy is to reunite each lost or found child with their parents or guardians. Please read this policy carefully –

The Lost and Found Children service will be provided throughout the event while ticket holders are onsite. All enquiries and dealings regarding lost and found children will be co-ordinated by the Lost Child Tent/Area and all staff onsite will be briefed about this.

Throughout this policy the term “parent” also includes “guardian”.

Please note that no use is to be made of any code words at the event other those that describe the fact that a child has been lost. This is to ensure that all terms used onsite are standardised.

### **Further procedures re Found Children:**

If onsite staff find a child that is under 16 unaccompanied onsite and showing signs of distress, 2 members of staff, will escort the child to the Lost Child Tent/area at all times.

As children enter the site with their parents, they are offered a wristband on which the parent’s mobile number can be written. Lost child tent staff will try to contact the child’s parent by using this mobile phone contact wristband. Given the size of the site we would expect that the vast majority of found children will be reunited with their parents while at the Lost Child Tent using the mobile phone wristband system in under 10 minutes. Control Tent should be alerted as soon as a child is presented at Lost Child Tent, in situations where 30 minutes has passed and the child has not been reunited with their parents West Mercia Police should be notified.

The staff at the Lost Child Area will have a current DBS check (Disclosure and Barring Service).

### **Lost Children**

If on-site staff are approached by a parent who has lost a child, they will escort the parent immediately to the Lost Child Tent/Area and will alert the staff. The Lost Child Tent/Area staff will collect and record the information regarding the description of the child and will then contact Control who will then co-ordinate information out to all security and stewards.

We understand that speed of communication is of paramount importance and the briefing of all on-site staff will be co-ordinated by the Control Tent/Area staff. If the child is still not reunited with their parents within a relatively short time after Security Personnel are alerted then consideration should be given to notifying West Mercia Police. (This will depend on the circumstances of the incident, age of child etc. *If there are suspicious circumstances or any doubt, the police should be called*).

If deemed necessary announcements can be made at the stage. These announcements will be treated as a priority and will be broadcast at the earliest opportunity. Announcements will not refer to the child specifically or give personal details, descriptions or names.

The Lost Child Staff will look after the parents / guardians and siblings of lost children; and all details will be recorded in writing.

### **Welfare**

Once the Lost Children service establishes that the parents or guardians 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 should have to sign a form and provide some form of identification. If a child is reluctant to go with a parent or guardian then a second opinion will be sought from West Mercia Police. Once a child has been reunited with their parent or guardian, all agencies that have been involved will be informed. The Lost Children policy will also extend to looking after the parents/ guardians and siblings of lost children.

**Lost & Found Children Procedure Flow Chart**

