

APPENDIX 6: SAMPLE PROCEDURE FOR CHILDREN AND VULNERABLE ADULTS WHO ARE LOST OR FOUND

Lost children/vulnerable adults

The loss of a child or vulnerable person should be classed as a priority incident, exceeded only by imminent threat to life. When a child or vulnerable person is reported missing the following procedure should apply:

- Steward to remain with parent or carer (if present) and record the following information:
 - Name and contact details of person reporting the child missing and their relationship to the child / vulnerable person
 - Name of child / vulnerable person
 - Age (or date of birth)
 - Physical description (sex, ethnicity, height, appearance, build, hair, clothing, distinguishing features)
 - Location last seen
 - Time last seen
 - Any other significant information.
- Steward to communicate above information to event control/Silver Command (if present) and Safeguarding Co ordinator.
- Safeguarding Co ordinator (Silver Command if present) to open an incident log
- Event control/Silver Command to communicate details of child/vulnerable person via radio and mobile phones to stewards in all zones/locations. (The name must not be passed by radio and must be communicated discretely if by phone)
- A member of staff should remain with the person reporting so that they are not distressed and are available to identify possible sightings of the child/missing person.

- **If the child/vulnerable adult remains missing after 10 minutes**, briefed stewards to be deployed to zone locations as set out in the risk management plan produced by the Safeguarding Co-ordinator in order to get visual containment of the area and monitoring people leaving the area. Staff at all access/egress points are to be notified and supplied with a description of the child/vulnerable adult. Staff to be briefed to be vigilant of people leaving the event and be prepared to challenge if in doubt. Supervisors should make their way to egress points as coordinated by event control/Silver Command.
- Police to be informed and search extended to peripheral/surrounding areas of the event
- Search to include pre-identified areas such as play areas, toilets, bushes, fairgrounds. If these prove negative event control/Silver Command must lead an extensive search.

- **When the child/vulnerable person is reunited with parent/carers**, steward to inform event control/silver command and Child Safeguarding Co-ordinator

- Enquiries must be made to establish where the child/vulnerable person has been and whether there is any further cause for concern/police intervention or any welfare needs.

- When the identity of the found child/vulnerable person has been confirmed, event staff to be notified and normal duties resumed
- Safeguarding Co ordinator (Silver Command if present) to update and close incident log.

Found children/vulnerable adults

- Steward to remain with the child/vulnerable adult at the location they are found for 5 minutes and notify the Safeguarding Coordinator and event control/Silver Command (if present) immediately to request assistance.
- Event control/Silver Command or the Safeguarding Co ordinator will arrange for a member of staff to pair with the steward so that 1:1 contact with the child/vulnerable adult is minimised (physical contact with the child/vulnerable person should be avoided where possible)
- Steward to pass details¹ of child/vulnerable person to event control/Silver Command and Safeguarding Co ordinator.
- Safeguarding Co ordinator (or event control/Silver Command if present) to open an incident log
- After 5 minutes child/vulnerable adult to be taken to the Lost People Point as designated in the safeguarding plan produced by Child Safeguarding Co ordinator
- Minimum of 2 briefed and suitable² staff to remain with the child at all times (for example lead safeguarders, see Appendix 3 of this guidance)
- Adults claiming the child/vulnerable person should be asked for ID unless it is clear that the child/vulnerable person recognises the adult.
- Prior to discharging the child/vulnerable person, ensure the parent/carer is fit (for example that they are not intoxicated, emotionally distressed, angry) and consult with event control/Silver Command if there is doubt. (Police intervention may be necessary if the parent/carer is unfit to care for the child/vulnerable person.)
- When the child/vulnerable person is reunited with parent/carer, steward to inform event control/silver command and Safeguarding Co-ordinator. Descriptions of the child/vulnerable person should not be circulated in public unless the child/vulnerable person is already secure.
- Safeguarding Co ordinator (Silver Command if present) to update and close incident log.

Young people and vulnerable adults who are not accompanied by a responsible adult

If a young person/vulnerable adult has attended the event without a responsible adult /carer and requires assistance a Protocol (for example at Appendix 2 of this guidance) should be followed.

- Steward to pass details³ of vulnerable person to event control/Silver Command and Safeguarding Co ordinator.

¹ As above

² vetted and gender appropriate

³ As above

- Safeguarding Co ordinator (Silver Command if present) to open an incident log.
- Young person/vulnerable adult to be invited to the Welfare Point as designated in the safeguarding plan produced by Safeguarding Co ordinator
- Minimum of 2 briefed and suitable⁴ staff to remain with the vulnerable person at all times (for example lead safeguarders, see Appendix 3 of this guidance)
- When the vulnerable person has been safely managed (for example by following the Protocol at Appendix 2 or 5 of this guidance), steward/safeguarding lead or officer to inform event control/silver command and Safeguarding Co-ordinator
- Safeguarding Co ordinator (Silver Command if present) to update and close incident log.

⁴ vetted and gender appropriate

SEARCH PLAN FOR LOST CHILDREN/VULNERABLE ADULTS

Where appropriate, all events will be demarcated into zones at the event planning stage.

When alerted to a lost/missing child/vulnerable adult (VA) the following procedures will apply:

1. Announcement via radio "Attention please, attention please: Will staff be aware of a missing child/VA in Zone or Area [specify].
2. A description of the child/VA will be passed via radio and also sent via mobile phones. If a photograph of the child/VA is available⁵ it will also be circulated via mobile phones.
3. Briefed staff will then be deployed to prearranged locations within the relevant zone(s) as set out in the plan produced by the Safeguarding Co-ordinator/event manager in consultation with relevant event personnel.
4. The last place sighted will be the starting point for stewards/officers to search.
5. These staff will stand in the locations and observe persons coming and going from the area and try to locate the lost/missing child/VA. Persons matching the description of the child/VA must be stopped and spoken to, including children who appear to be with an adult. This is to check that the child belongs to that adult.
6. Simultaneously other officers/stewards will conduct a sweep of other Zones to look for the missing person. The Zone supervisor will contact Silver Command/Event Control and the Safeguarding Co-ordinator via radio when the sweep is complete.
7. In addition to the above, if police are present, an officer or other suitable event staff will be tasked to speak to the person reporting the lost child/VA to obtain details. They will do background checks and liaise with Silver Command/the Safeguarding Co-ordinator to assist with further enquiries.
8. The officer/staff at (7) above will complete an incident report (this may include a copy of the Protocol at Appendix 2 of this guidance to ensure a written record of the incident is maintained as an audit trail. This record will be passed to the Safeguarding Co-ordinator/event control if present, to retain.

⁵ A photo if available will be circulated by appropriate staff / police officers and must be deleted when no longer required for the purpose of locating the child/vulnerable adult. All event staff must be briefed to adhere to this protocol.