

Lost child and vulnerable adults

Establish the location of the Lost Child and Vulnerable Adults Unit and responsible/trained team members.

1. All security officers / stewards or lost children and vulnerable adult officers who come into contact with, or are made aware of, a lost child or vulnerable adult must accept immediate responsibility and is to inform their **Head Security / Steward or Event Organiser** immediately. They should also inform other officers who are in the vicinity of the situation, including any Red Cross/St John's Ambulance staff and Police who are also in the vicinity.
2. Where possible the person finding the child or vulnerable adult, must remain in a safe place close to the location where the child or vulnerable adult was found to allow for immediate recovery by parents/guardians/carers. Make your position easily visible to aid parents/guardians/carers to find their child or vulnerable adult. If available, announcements to be made advising of lost child or vulnerable adult via event tannoy or PA system. **do not give the child's or vulnerable adult's name**, only state that a child or vulnerable adult has been found and where to collect them.
3. If the child or vulnerable adult is **not** picked up, the responsible person accompanied by the person finding the child or vulnerable adult will proceed to **the Lost Children and Vulnerable Adult's Point**.

The lost child or vulnerable adult will be handed over to the lost child and vulnerable events officer, who will take notes and gain information regarding the lost child and vulnerable adult. Information such as Name, Age, Address, phone details, what they are wearing location found. The parent/guardian/carer will be required to show proof of identity.

How to deal with parents/guardians/carers of a lost child or vulnerable adult

If a parent/guardian/carer approaches you about their lost child or vulnerable adult, act calmly. Locate your event's organiser. Ask for a detailed description of the child or vulnerable adult and where and when the child or vulnerable adult was last seen.

In the event of a lost child or vulnerable adult being reluctant to be handed over to an adult, you should request Police support. If for any reason there is concern that the parents/guardian/carer is not in a fit condition to resume care of the child the police should be contacted for advice.

If at the end of the event a child or vulnerable adult has not been reunited with parent/guardian/carer the Police should be contacted for advice.