Lost Children: Third Party

Content

This policy is for third party organisations who have engaged Nipperbout to provide Lost Child services at their event. Nipperbout operates a robust procedure for dealing with Lost Children. It is important all personnel working with Lost Children are clear about what action to take and ensure effective communication during the event. The following policy explains how Nipperbout work with third party organisations to reunite children and adults who have become separated.

1. Scope of care

1.1. Nipperbout's policy is to treat all persons under the age of 18 years as a Child.

1.2. Nipperbout also caters for Adults at Risk (aged 18 years and older, hereafter referred to as 'AR') who have become separated from their carer. Nipperbout follows the same Lost Children procedure for both children and Adults at Risk.

2. Prior to the event

2.1. Nipperbout will ensure the Production Team/Client is provided with this procedure and notified of the Glossary of Terms.

2.2. The Production Team/Client is responsible for ensuring this information is passed on to all other engaged parties are, such as Security Company or event volunteers (hereby referred to as 'Event Team').

3. Glossary of terms

3.1. **Child Found -** A child is in your care but the adult is missing

3.2. **Child Missing -** A child's whereabouts are unknown

3.3. **AR Found/Missing -** As above but referring to an Adult at Risk. The abbreviation 'AR' should be used when communicating over the radio.

3.4. **Child Reunited -** A child has been reunited with their adult or the police

3.5. **Seeking Adult/Child -** The adult/child reporting a child is missing

3.6. **Escorting Adult -** The adult who escorts the child to the Lost Child area

3.7. **Event Control -** The main point of contact at the event who is able to pass on information to all other personnel

4. Possible scenarios

4.1. **A child/AR is found –** a child/AR is found on their own or a child/AR approaches the Lost Child area or a member of staff identifying themselves as lost.

4.2. **An adult reports a child/AR missing –** an adult (18y+) notifies a member of staff or the Lost Child area that they are unable to locate their child/AR

4.3. **A child reports a child missing –** a person under the age or 18 years notifies a member of staff or the Lost Child area that they are unable to locate another child they are with.

5. A child/AR is found

5.1. If a child is found by the Event Team the team member should notify Event Control that they have a **'Child Found'** (or 'AR Found') and then immediately escort the child/AR to the Nipperbout Lost Child area.

5.2. Upon arrival at the Nipperbout Lost Child area., the Event Team member / Escorting Adult will be asked to complete some paperwork about where the child/AR was found and to give their contact details.

5.3. Nipperbout staff will notify Event Control and follow the Nipperbout Lost Child procedure.

5.4. If the Event Team member is intercepted by the child/AR's parent/carer prior to reaching the Nipperbout Lost Child area, they should ask the the parent/carer to come with them to the Nipperbout Lost Child area to complete Nipperbout's paperwork.

5.5. In the **likely** event the parent/carer does not wish to do this and/or the child/AR was only separated from them for a few moments, Nipperbout recommends that the Event Team member asks the child/AR & their parent/carer a Security Question. Ask the child/AR and parent/carer this question separately and see if their answers match.

5.6. **A Security Question could be** a teachers name or pet name or where they went on holiday last. In the event that child/AR does not speak, the child's nappy brand or sock colour would suffice.

5.7. In addition, Nipperbout recommends the Event Team member ask the parent/carer for a form of ID.

5.8. The aim is to check, to the best of your ability, that the child is safe to leave with the adult (e.g. that the adult really is this child's parent/carer).

6. A 'Missing Child/AR' is found

6.1. If a member of the Event Team finds a child/AR who has already been reported missing, they should notify the Event Control and immediately escort the child/AR to the Nipperbout Lost Child area

6.2. Be clear when reporting this over the radio, for example **'Child Missing is now Found, escorting to Lost Child area'**

6.3. Nipperbout Staff will then follow Nipperbout's Lost Child procedure for reuniting the child/AR with their parent/carer.

7. An adult reports a 'Child/AR Missing'

7.1. If an Event Team member is approached by a Seeking Adult, they should reassure the adult and notify Event Control that they have a **'Child Missing'**, (or 'AR Missing') before immediately escorting the Seeking Adult to the Nipperbout Lost Child area.

7.2. Nipperbout staff will then follow Nipperbout's Lost Child procedure

8. A child reports a 'Child Missing'

8.1. A child is anyone under the age of 18 years.

8.2. If an Event Team member is approached by a Seeking Child, they should notify Event Control that they have a **'Found Child seeking a Missing Child'** and escort the child immediately to the Nipperbout Lost Child area.

8.3. Nipperbout staff will treat the Seeking Child as a Child Found and follow the usual procedure.

8.4. Nipperbout staff will open a Child Missing case and follow the usual procedure.

8.5. Upon arrival at the Nipperbout Lost Child area the Event Team member / Escorting Adult will be asked to complete some paperwork about where the child was found and give their contact details.

9. Tips for reporting and making announcements

9.1. When reporting over the radio, or making an announcement over a PA system, **never** give the child's name.

9.2. When reporting over the radio, be clear about whether a child/AR is **Found** or **Missing**

9.3. When making an announcement over a PA system, avoid asking the adult to come to the Lost Child area. Instead ask them to come to the information desk / speak to a member of staff.

9.4. Avoid announcing over a *PA system* that a child is missing.

9.5. Regular general announcements, giving the location of the Lost Child area, can help adults/ children who have become separated know where to go for help.

10. Notes for Production/Client

10.1. Nipperbout staff will ensure Event Control is kept up to date with all Lost Child cases.

10.2. Nipperbout will ensure Event Control is notified when
- A child or AR is brought / comes to the Lost Child area
- An adult is brought / comes to the Lost Child area
- A Missing Child/AR is found
- A Found / Missing child/AR is reunited with their adult
- A referral is made to the police or social services
- A third party such as St John Ambulance / Social Services are engaged

10.3. Nipperbout keeps all Lost Child forms and will provide the Production Team/Client with a total number of Lost Child cases and general feedback at the end of the event.

10.4. Nipperbout will **not** make copies of or share the Lost Child forms and/or any other personal data gathered during the Lost Child process, unless required by the police or social services to assist with a legal investigation.

10.5. Forms will be stored for two years. Please see our website (www.nipperbout.com) for a copy of our **Privacy policy**

10.6. Nipperbout gives out wristbands when running a Lost Child point however we recommend event organisers provide blank wristbands at the point of entry for parents to write their telephone number on (no name) and put round their child's wrist/ankle. These can also be given out at information and welfare tents.