**Template: Lost/found child or person policy**

**If a lost child/person is found:**

The lost children/person point will be located in ………………………………………………………………….

There will be\_\_\_\_ volunteers on each shift and volunteers must work in pairs at all times.

If a lost child/person is reported to a member of staff, 2 volunteers should go together and wait with the child/person for 10 minutes where they are found in case their parents/ guardian come back. The other two volunteers must stay at the lost children point.

Try and find out the child’s/person’s name and age and check if they have a mobile phone with an emergency contact number. This information should be recorded on the log form you have been provided with along with how you were notified about the lost child/person, the time and the location on site.

After 10 minutes return with the child/person to the lost children/person point and contact\_\_\_\_ to make an announcement stating **only** that a lost child/person has been found, **not giving out any information such as names or descriptions** and that they can be collected from the lost children/person point.

When an adult comes to collect the child/person ask them the name and age of the child/person they have come to collect and make sure they are who they say they are. You may ask for identification and must get the parent/guardian to sign the log form.

You must ask for identification if you are not sure the person is who they say they are or the child’s/persons behaviour or attitude gives you any reason to doubt this.

When a child/person is successfully reunited with the responsible adult please inform everyone involved in the search.

If no one collects the child after \_\_\_\_ minutes, if the child/person is visibly upset about leaving with someone or if you have any concerns because the child is very young or the parent/ carer has been drinking alcohol and is unfit to look after the child/person then contact \_\_\_\_ and she/he will inform the police.

**If a parent/guardian reports a child/person missing:**

Fill in the front sheet of the log form being careful to get a clear description of the child/person and the circumstances under which they went missing.

If the child/person is not located after \_\_\_\_ minutes, if the child/person is visibly upset about leaving with someone or if you have any concerns because the child/person is very young or the parent/ carer has been drinking alcohol and is unfit to look after the child/person then\_\_\_\_ contact and she/he will inform the police.

**NB: If an incident is underway when a shift change is meant to occur, the volunteers who began the incident report should continue to handle the situation until it is resolved.**