



Adopted by: Full Council

Adoption Date:

Review Date: September 2027

Author: Community Engagement, Events & Projects Officer

Version: One

LOST AND FOUND CHILD AND VULNERABLE ADULTS POLICY AND PROCEDURE

1.0 Policy and Procedure Outline

1.1 This policy and procedure sets out how Kingswood Town Council manages a lost or found child and vulnerable adult situation at one of their events.

A **child** is anyone under the age of 18 years old.

A **vulnerable adult** is anyone over the age of 18 years old who may be unable to protect themselves from abuse, harm or exploitation. This may be because of illness, age, mental illness, disabilities or other forms of physical or mental impairment including those not immediately visible.

2.0 Policy and Procedure Purpose

2.1 The purpose of the lost and found child and vulnerable adults' policy and procedure is to ensure that Kingswood Town Council understand the actions that must be taken in the event of a lost or found child or vulnerable adult at an event or activity organised by Kingswood Town Council. The welfare of lost and found children and vulnerable adults is the responsibility of all Kingswood Town Council staff and representatives.

3.0 Review Statement

3.1 This policy and procedure has been prepared considering recognised good practise. It is Kingswood Town Council's responsibility to ensure that the copy of the policy and procedure being referred to is the most up-to-date version. This policy and procedure will be reviewed every three years.

4.0 Equality

4.1 In putting the procedure into practice, no aspect of the procedure will discriminate on the grounds of race, sex, sexual orientation, gender reassignment, age, religion, politics, marital status, disability, politics, caste and/or union membership or any other grounds likely to place any person at a disadvantage.

5.0 Procedure

At all Kingswood Town Council events, officers, councillors and volunteers should be clearly identifiable using ID, lanyards and hi-vis jackets. When escorting or looking after lost or found children and vulnerable adults there must be at least two members of Kingswood Town Council representatives present. If only one person is present, it is essential that another is present so that the individual is not alone with the child or vulnerable adult. In the absence of a second member of staff it is appropriate to ask a member of the public, who is an adult, to temporarily be present until a second representative can attend the situation. At large events, radios will be used so that Kingswood Town Council representatives can be in regular contact with each other and seek assistance in a timely manner.

5.1 Lost child/vulnerable adult procedure

1. If an adult approaches about a lost child/vulnerable adult, act calmly and reassure them. Immediately inform all Kingswood Town Council representatives, giving the lost child/vulnerable adult's first name only. Ask the reporting adult for a detailed description/photograph of the child/vulnerable adult and their name and relationship to child/vulnerable adult. The detailed description should then be communicated to Kingswood Town Council staff and representatives.
2. If all Kingswood Town Council staff and representatives provide confirmation of no sighting, contact the police by calling 999.
3. The reporting adult should return to the last place where they saw the lost child/vulnerable adult, accompanied by a member of Kingswood Town Council staff or representative. If the reporting adult wants to search for the child/vulnerable adult, they should request that they stay at this location. Explain that there are staff on the ground looking for the lost child/vulnerable adult and that it is important to get as much information as possible from them.
4. In the event of a child/vulnerable adult being found but appearing reluctant to be handed over to the reporting adult, police support should be requested, and the Kingswood Town Council staff or representatives should remain present until the police arrive.
5. If the child/vulnerable adult is not found after 30 minutes, police once present will then take over management of the incident.
6. Ensure a lost and found child/vulnerable adult [form](#) is completed for Kingswood Town Council's records.

5.2 Found child/vulnerable adult procedure

A found child/vulnerable adult is where a child/vulnerable adult is present but not the parent/carer/guardian (responsible adult). They may approach a member of Kingswood Town Council staff or representative, be identified to Kingswood Town Council staff or representative by a member of the public or be observed by a member of Kingswood Town Council staff or representative.

1. If a child/vulnerable adult is identified as lost they will often be too distressed or too young to give you clear details. Act calmly and try to reassure them. Immediately inform all Kingswood Town Council staff and representatives that you have a found child/vulnerable adult. If possible, ask the child/vulnerable adult their name and age and where they last saw the person that they were with and who that person was.
2. If the child/vulnerable adult wants to go and search for their responsible adult, please request that they stay with you. Explain that there are staff on the ground looking for their responsible adult and that it is important they stay where they are. In a large event scenario, staff must use the public address system (at 5-minute intervals) to invite the named adult to visit the Kingswood Town Council information point which will always be in a prominent and recognisable location.
3. In the event of a child/vulnerable adult being reunited with their responsible adult but appearing reluctant to be handed over to them, police support should be requested, and the Kingswood Town Council staff or representatives should remain present until the Police arrive.
4. If the responsible adult is not found after 30 minutes, Police must be contacted and once present will then take over management of the incident.
5. Ensure a lost and found child/vulnerable adult [form](#) is completed for Kingswood Town Council's records.