

## FOUND CHILDREN:

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1. If you find a lost child under the age of 16, they must be taken IN THE FIRST INSTANCE to Event Control. Event Control will call the parent if the child knows the parent's mobile number.
2. Event Control will record the child's details on the 'Missing Child ID Form' along with the details of the person handing the child in.
3. Event Control will notify the Child Safety Officer of all lost children placed in their care immediately. Event Control will retain the ONE MASTER list and will update the Child Safety Officer regularly.
4. When the PARENT/GUARDIAN makes themselves known; they must be taken DIRECT to Event Control.
5. Event Control must make all reasonable checks into the validity of the parent/guardian's identity. A record of their Driving License or other form of ID should be taken and, where possible, a PHOTOGRAPH (head/shoulders shot) should be taken of the parent/guardian with the child.

We reserve the right NOT to release the child until sufficient proof of ID has been submitted.

6. A tannoy message will NOT BE BROADCAST UNDER ANY CIRCUMSTANCES to locate any lost/found child unless in an emergency and authorised by a senior member of the ELT team. If permission is given, then no personal details of the child are to be broadcast, merely "All parents seeking lost children should go to the Event Control at the entrance to the event".

## LOST CHILDREN:

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1. If a child is reported missing to you, take a brief description and report it directly to the Child Safety Officer, BUT ONLY BY TELEPHONE FOR PRIVACY – DO NOT USE A RADIO.
2. Take the parent/guardian directly to Event Control where they must wait.
3. If the child is not found and it is felt to be at particular risk (ie: very young) then an ALLSTATIONS alert will be issued and all event staff should ensure that a child matching the description given is not taken past their post.
4. If you find a lost child and the parents make themselves known to you BEFORE you get the child to the Event Control, then you must STILL TAKE BOTH the parent and child to the Event Control in order to have their ID formally verified.

## CONTACT DETAILS:

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**Child Safety Officer:** Gaynor Nash

Contact details: [office@arenasportslive.com](mailto:office@arenasportslive.com)