**Procedures to be followed by all Museum Staff in Cases of Lost/Found Children**

1. **Parents reporting lost child**

If someone reports to you that a child is missing, inform FoH staff immediately. If reported directly to FoH staff, collect the following information:

* Name of child
* Age of child
* Physical description of child (height, colour of hair, clothing, etc.)
* Where child was last seen
* The time the child was last seen

One member of FoH staff checks around the building, whilst another stands by the doors to check that the child doesn’t leave unaccompanied, and to monitor other visitors leaving with children. FoH staff also to alert FoH staff in the PRM. If the child is not found when the public areas of both museums have been checked FoH staff will inform the Police and OU Security Services.

The member of staff who has had the report made to them should reassure the parent/guardian that action is being taken to locate the child and explain that contact will be maintained with them through a staff member on duty.

The staff member will maintain contact with the parent/guardian until the child is found by relaying messages by telephone or in person

Once the child has been located the bell will be rang to recall all searching staff.

1. **Child who has lost parents**

If a child who is lost comes to you follow this procedure:

Reassure the child and take the child immediately to the front desk and inform the Front of House staff. The FoH staff should try and ascertain;

* Name of child
* Age of child
* Physical description of parent/carer
* Where the child was found

If anyone else is with the child, ask them to remain with you until the parent/carer has been located.

If you are on your own with the child, ensure that you are in a public area where you can be seen and heard.

If the child is not claimed the Front of House staff will be responsible for contacting the local Police.

Every effort should be made to calm and reassure lost children while waiting for the responsible adult/police.

A written record will be kept by the Front of House staff and relevant personnel of lost or found children and procedures followed.

Best practice would be to verify with the child or young person that the parent/guardian is indeed who they say they are.

If a child is found in distress, whilst it would be appropriate to give verbal reassurances the member of staff should clarify that the child wishes to be helped.

Once the parent has been located the bell will be rang to recall all searching staff.

KB 02.2018

Review date: 02.2019