

# **NORWICH PHILHARMONIC SOCIETY**

## **Policy and procedure for dealing with lost children (with particular reference to Children's Concerts)**

- 1. A 'Lost Children' point to be identified to the audience via an announcement before the start of the concert.**
- 2. Any lost child will be escorted to the 'lost children point' (identified as per point 1 above) by a member of venue staff or by a member of the Philharmonic's Stewards (if no venue staff are available) and one other responsible adult.**
- 3. The lost child will be placed in the care of the Philharmonic's Front of House (FoH) Manager and a member of the Philharmonic Society (not performing) until the child has been re-united with a parent or guardian. (The Police will be notified if no suitable adult can be located.)**
- 4. The parent or guardian MUST provide an accurate description of the child and proof of their own identity before the child is made visible to them. The child must be willing to go with the person collecting them.**
- 5. Names, addresses and a contact telephone number of the child and parent or guardian must be recorded. The telephone number must be verified. If the FoH Manager or member of the Philharmonic Society has any concerns the matter must be referred to the Police immediately .**
- 6. All staff/Stewards will be briefed on the lost child procedure before the start of the concert.**

**Policy/procedure implemented 2024  
Review: September 2025**