



Brighthouse Charity Gala 2023

Management Plan

Contents

INTRODUCTION	2 & 3
BRIGHOUSE GALA EXECUTIVE COMMITTEE 2023	3
INSURANCE	4
RISK ASSESSMENT	4
GROUND PLAN	5
CROWD MANAGEMENT – STEWARDING	5
FIRST AID PROVISION	6
LOST CHILDREN/VULNERABLE ADULTS	6 & 7
MARQUEES / STAGING	7 & 8
ELECTRICAL SYSTEMS / GENERATORS	8
FIRE SAFETY (OUTDOOR EVENT)	8
POLICE	9
AMBULANCE	9
EVACUATION PROCEDURE	10 & 11
ALCOHOL ON SITE	11
TRAFFIC MANAGEMENT PLAN AND PROCESSION ARRANGEMENT	11
FAIRGROUND RIDES	12
PYROTECHNICS	12
BALLOON RACES	12
LITTER	12
TOILETS	12
COMPLAINTS PROCEDURE	12, 13 & 14
APPLICATION FORM	Separate document
TERMS AND CONDITIONS	Separate document
PROTECTIVE SECURITY ASSESSMENT (classified)	Separate document
MISSING/FOUND CHILD REPORT FORM	Appendix 1

Introduction

Brighouse Charity Gala is a town gala held on the last Saturday in June and organised by a voluntary committee. On Saturday 24th June 2023 it will be the **56th Brighouse Charity Gala**.

The main objectives of the Gala are:

- To provide entertainment for the local community
- To raise money to donate to local and national charities, local voluntary organisations, sports clubs and other worthy causes
- To provide the opportunity for charities and organisations to raise money by their own means through stalls and games etc

The Gala is held in Wellholme Park, Bradford Road, Brighouse.

The Gala Day consists of a procession through the town of Brighouse starting at the Recreation Park on Garden Road and proceeding through Brighouse to Wellholme Park via Bradford Road.

Management Plan

The procession consists of safety vehicles, floats, walking groups and marching bands.

In Wellholme Park there is a full programme of events in the arena from 12.00 to 17.00hrs. Attractions include bands, light-musical acts, Fun Fair, Donkey rides, stalls (commercial and charity), food outlets, ice cream vendors, licensed bar and various side shows
The funds to put on this Gala are raised through sponsors, business-advertising in a programme, pre-Gala ticket sales, a collection during the procession and entry fee at Gala field gates.

Distribution List -

- Calderdale Council (Peter Vardy)
- West Yorkshire Police
- * West Yorkshire Fire Service
- * West Yorkshire Ambulance Service
- 1st Plus Medical Solutions

(*Copy via Calderdale Council)

Brighouse Charity Gala 2023 Committee

Gala Management:

Chairman	Peter Charles
Vice-Chair	Louise bre
Secretary	Emma Weekes
Treasurer	Sue Brewster
Field Chairman	Emma Weeks
Procession Chairman	Pat Parker
Procession Co-ordinators	Tim & Carole Dale West Yorkshire 4x4 Group
Quartermaster	Scott Bower
Publicity	Duncan Armitage
Safety Co-ordinator/ Fire Office	Dilys Coop
Security Manager	Phil Poole
Gala Ambassador Management	Brighouse Ladies Circle
First Aid	1 st Plus Medical Solutions
Announcer:	Steve Lord

Insurance

Brighthouse Charity Gala has obtained an EVENT LIABILITY POLICY through Rotary IB&I. The policy is for £5m Public Liability/£10m Employer's Liability and the Insurance Company is Bartlett & Co. Ltd. Horsforth, Leeds LS18 4RS

PUBLIC LIABILITY: LIMIT OF INDEMNITY £10,000,000

EQUIPMENT INSURANCE

Equipment which is hired like generators are covered by the hirers own insurance against theft etc. In the case of portable communication equipment, these are difficult to insure for one day. Brighthouse Charity Gala Committee have decided to accept the responsibility for any loss of hand-held radio equipment and will reimburse the owners, from Gala funds, for any losses incurred.

CANCELLATION AND ABANDONMENT

Brighthouse Charity Gala Committee have discussed this in detail and have decided, that due to the cost involved in providing insurance cover and the amount of outlay for toilets, etc. the Executive Committee will cover the cost of cancellation from retained Gala funds, should it be necessary to cancel **outright**.

FAIRGROUND RIDES ETC

Brighthouse Charity Gala Committee will ensure that all Fairground operators and rides comply with the relevant Codes of Practice and will examine and submit insurance and test certificates before allowing the operators onto the park.

Risk Assessment

Brighthouse Charity Gala has a proud record of safety, but this can never be taken for granted.

Through devoting a special meeting to field layout including position of gazebos, arena, stalls, fairground, equipment used, access (pedestrians and vehicles), we hope we have alleviated many of the simple hazards which cause accidents.

In respect of the gazebos used by the public and the positioning of stalls, vehicles, etc we ensure that adequate distance (6 metres minimum) is maintained between the various items. This is in accordance with regulations set down by the Guide Association and the Boys' Brigade.

To this end Brighthouse Charity Gala Committee has received training from the Scouting movement.

All marquees and tents will be spaced a minimum of 6 metres apart.

No vehicles or trailers will be parked within 6 metres of any tent.

No smoking is allowed in any marquee which is run by Brighthouse Charity Gala Committee. No smoking signs and what to do in case of fire are displayed in all marquees. Each marquee has suitable fire extinguishers and sand buckets provided.

Before the Gala commences a qualified Health and Safety Officer from the executive Committee will visit the site to advise accordingly.

Before an Organisation is accepted on the Gala field, the Brighthouse Charity Gala Health and Safety form must be completed, including a "method statement" and any Safety Certificates, etc. Which **MUST** be approved by this H & S Officer.

Ground Plan

This will be published on the BCG website, Brighthouse Echo and in the 2023 Programme.

Crowd Management / Stewarding

STEWARDSHIP

a)	Procession parking	2
	Procession (Traffic Control)	10+
	Gates —	
	Thornhill Beck Lane	3
	Main Bridge	14
	Foot Bridge	2
	Oakhill Lane	2
	Ground stewards	5

All stewards will be wearing yellow tabards.

All procession marshals wear yellow, hi-vis jackets (police recommendation compliant).

In addition, in-park litter bins will be emptied by the stewards throughout the afternoon.

STEWARDS/FIRST AID FINAL BRIEFING — at Open Meeting Monday BEFORE Gala.

b) Emergency Service Plans as per Health & Safety Meeting.

- i. Escape action and evacuation, raising the alarm.
- ii. Prevention of fire spread.
- iii. Provision of firefighting equipment, numbers, type and position.
- iv. Site access for appliances and emergency vehicles.
- v. Need for Fire Service to attend the event.

Entry & Exit Point

1. Thornhill Beck Lane This gate is pedestrian and main vehicle access the gate steward will have a key to open in case of emergency or for vehicles.
2. Main Bridge This gate is pedestrian only except for emergency vehicles.
3. Foot Bridge This gate is pedestrian only.
4. Oak Hill Road This gate is a pedestrian entrance but the gate steward will have a key to open in case of emergency evacuation or for emergency service vehicles.

The nature of the whole park makes evacuation of pedestrians relatively easy and therefore, swift.

Event Organisers Control Point

This will be in front of the Secretary's Gazebo, immediately opposite the Main Bridge entrance.

Communication

A number of two-way radios will be available for communication between Procession Marshalls and the Park. The main control point on the park will be the Secretary's gazebo.

Public Address System

A public-address system is broadcast throughout the Park

Arena 2023

This will consist of ropes and pins in a rectangular formation.

First Aid

Is covered by a contracted "professional" organisation, namely **1st Plus Medical Solutions**, supported by staff with an on-field ambulance and can be found opposite the **main bridge entrance**.

Missing/Found Children and Vulnerable Adults

Found children/vulnerable adults procedure – The agreed collection point for missing children/vulnerable adults is the secretary's Marquee, which is located in the directly opposite the main bridge entrance to the park. All stewards will be identifiable by their Hi Vis Vest.

At all times 2 stewards will be present with the found child/vulnerable adult, 1 male and 1 female steward both of which will have current DBS checks.

- If a child/vulnerable adult appears to be separated they should be approached and asked if they know where their parents/guardians/carers are.
- If after a short wait the child/vulnerable adult still appears to be separated and no adult has come to the child they should be taken by a steward to the secretary's tent.
- The child/vulnerable adult should be asked for any information they may know (see checklist for questions) if they are brought to the secretary's tent by another adult as much information as possible should be taken from the adult.
- The information gained will be given to the Field Secretary who will liaise with the other stewards to start a search.
- The information will also be passed to the announcer, if the name of the parent/guardian/carer is known an announcement will be made for that specific person to attend the secretary's Tent. If the name is not known a general announcement will be made asking all public if they have been separated from a child/vulnerable adult please report to the secretary's tent or find the nearest steward who will advise of what to do. The message will be repeated after 10 minutes.
- The PA announcement will not give details of the child/vulnerable adult, such as their name or description of the child/vulnerable adult or their clothing.

Management Plan

- The radio code for a found child/vulnerable adult is classified and will be given to all stewards at the Ground committee meeting.
- The radio code for an adult reporting a child/vulnerable adult missing is classified and will be given to all stewards at the Ground committee meeting.
- If a parent, guardian or carer is not located within 30 Minutes the Field Secretary will inform the police.

Reporting of missing children/vulnerable procedure –

- Reassurance to be given to parent/guardian/carers that a search will be organised for the missing child/vulnerable adult.
- Ask the parent/guardian/carers to come to the secretary's marquee (if not already there) so they can give details of the missing child/vulnerable adult.
- If the parent/guardian/carers continues to search for the child/vulnerable adult themselves they will be asked to regularly return to the secretary's marquee in case the child/vulnerable adult is found by a steward or member of the public.
- The radio code for a reported missing child/vulnerable adult is classified and will be given to all stewards at the Ground committee meeting, this will be followed by the information given about the child/vulnerable adult.
- Stewards will then conduct an initial search of the area the child/vulnerable adult was last seen.
- If the child/vulnerable adult is not found on the initial search, the field secretary will organise a more thorough search of the whole Gala field.
- When the child/vulnerable adult is found they will be taken to the secretary's marquee to be reunited with their parent/guardian/carers.
- If the child/vulnerable adult is not found within 30 minutes the field secretary will inform the police.

Reuniting a child/vulnerable adult procedure –

- If a child/vulnerable adult is reluctant to go with the collecting adult, the collecting adult will be asked for proof of ID and signature. If necessary the police will be informed.
- Once a child/vulnerable adult has been reunited all stewards and police if necessary will be informed.

All lost children/vulnerable adult reports will be logged and filed.

Lost Property

Any property found on the Gala field will be handed in at the secretary's marquee. A message after the event will be posted on the gala website and social media pages stating lost property has been found and not collected, if anyone has lost anything they will need to provide a description of the item.

Marquees

All marquees used are the property of Brighthouse Charity Gala. They are in good condition and

Management Plan

erected by competent people under the supervision of the Executive committee who received tuition from the Scouts.

Tent Pegs and Guy Ropes which are in a prominent position will be clearly marked.

All marquees will be spaced a minimum of 6 metres apart and no vehicles or trailers will be parked within 6 metres of any marquee.

Staging

Brighthouse Charity Gala organisers use a portable platform within the arena..

Electrical Systems / Generators

There is **no** mains-supplied electricity source used at Brighthouse Charity Gala.

Should Brighthouse Charity Gala have the need to hire generators for Stage use, Entertainers and Announcer, said generators provided would be diesel Generators.

Consideration is given to the positioning of these generators with respect to storage of fuel, direction and quality of exhaust gases, protection from interference by and or members of the public coming into contact with hot/moving parts. Each generator will have an appropriate fire extinguisher in close proximity.

Fire Safety (Outdoor Event)

PROCEDURE IN THE EVENT OF A FIRE IN A MARQUEE OR GAZEBO:

- 1) The marquee steward will raise the alarm by sounding an air horn and proceed to evacuate the marquee/tent.
- 2) The marquee steward will inform the Safety Officer, who will ring the Fire Brigade (this phone will not be used for any other purpose and will remain at the treasure's marquee at all times the message given on the phone will be: -
 - i. a fire at Brighthouse Gala in Wellholme Park on the A643 Bradford Road
 - ii. you will be met by the assistant safety steward at the vehicle entrance on Thornhill Lane entrance.
- 3) An announcement will be made over the loud speaker system and all ground stewards will proceed to the site of the fire.
- 4) Ground stewards whilst maintaining their own safety, will supervise the evacuation of all stalls, tents, etc within a 30-metre radius. No other marquees, tents, stalls etc not within the 30-metre radius of the fire will not be evacuated at this point. The marquee stewards of the marquees not within the 30-metre radius of the fire will remain at their post in readiness to evacuate should the need arise.
- 5) The First Aid Team will also attend the site of the fire but still leaving their First Aid tent manned.

PROCEDURE IN THE EVENT OF A FIRE IN ANY OTHER AREA:

- 6) The nearest ground steward will raise the alarm by contacting the Chief Safety Officer.
- 7) Procedures 2 to 5 above will apply.
- 8) Access to the gala field is by the following

Management Plan

a) Thornhill Beck Lane, Main Bridge, Foot bridge and Oak Hill Lane

- 9) All GAZEBOS owned by Brighthouse Charity Gala Committee are equipped with the appropriate Fire Extinguishers and Fire Buckets. Notices “In the event of a fire” are displayed in the marquees.
- 10) All stallholders are informed on the booking form that it is their responsibility to provide their own firefighting equipment as appropriate. Spot Checks will be carried out by the Field Marshalls as the stall holders enter the gala field.
- 11) LPG – None of the Brighthouse Charity Gala Marquees uses LPG for heating water for tea/coffee.
- 12) Stewards – All stewards will be familiar with the use of Extinguishers and evacuation procedure stated above.
- 13) Disposal of Rubbish – This year skips (with lockable doors) will be provided by Biffa. Regular emptying of dustbins etc will be undertaken throughout the afternoon.
- 14) Attendance Numbers – There is no provision for controlling numbers attending Brighthouse Charity Gala, an average (based on previous year’s figures) is 9500.
- 15) Escape Routes and Access for emergency vehicles - Emphasis has been placed on the layout of the gala field in respect of positioning of marquees, distance between tented constructions, width of access areas etc to facilitate access to all parts of the gala field by emergency services.

Police

Brighthouse Charity Gala Committee will be in contact with the Police with regards to crowd control for the procession. Advisory “NO-PARKING” cones will be placed on Garden Road (Start point) and Bradford Road adjacent to Wellholme Park.

A police presence will be requested to be in effect on the Gala Field throughout the event.

Ambulance

Professional first-aid cover will be contracted to be in attendance at Wellholme Park with their mobile unit and a manned ambulance. West Yorkshire Ambulance and Fire Service are informed about the Gala. The procedure for calling the ambulance service will be similar to the fire service regarding messages to the whereabouts of the accident and the access to Wellholme Park on the afternoon of the Gala.

Traffic Arrangements

- Car Parking - Car parking is NOT provided by Brighthouse Charity Gala except for one car/vehicle per stall parked as instructed by the Field Marshalls. However, parking is allowed on the roads in Brighthouse. Wellholme Park has a public car park which is open to the public throughout the Gala.
- Road Closures – The road closures for Brighthouse Charity Gala, are described fully in the Traffic Management Plan but are effectively a simple “rolling road-block” supervised by the Tim and Carole Dale co-ordinating Brighthouse 4 x 4 Group.

Management Plan

- Vehicles on Site – From 12.00 hrs to 17.00 hrs vehicles are not allowed to move around Wellholme Park The procession arrives and enters at the entry-gate on the Bradford Road side of the park and therefore does not enter the main field.
- Site damage – Brighthouse Charity Gala Committee are conscious of the effects vehicles can have on the underlying ground. Depending on the weather and the condition of the ground on the preceding days, the final positions of some of the stallholders and fairground equipment may have to vary from the original However, the same principles apply with regards to the distances between the various stalls/marquees etc.

Evacuation Procedures

Depending on the specifics, risk assessments may have identified the need for control measures or contingencies, which if called for include partial or extensive evacuation, this may more likely be in respect of a 'burger van' or larger fire but could relate to another threat, some less likely than others, example: a loose animal, a stage/marquee/structure in danger of collapse, a 'suspicious package' being spotted or simply to make way for an ambulance, etc

Wellholme Park is bordered by Wellholme Beck and woods which can be entered by many points along the length of the gala-field in addition to the 4 entrance points mentioned previously. The field stewards will supervise any evacuation and keep the public clear of any potential danger by a distance of 50m.

All information will be recorded and whoever found the device will remain on-site to brief the police.

In the event of a suspect package (bomb) evacuation

Minimum safe distances: 100m for small objects such as briefcases, 200m for cars, and for anything bigger the recommended distance is 400m)."

Notes:

*Consideration will need to be given to the procedure for alerting Stewards. For example, if via radio that a Steward may be within 10m and if misunderstanding the situation may TRANSMIT a request for further information.

*It is good practice whether over a public-address system or via radio to use coded messages which while being clearly understood by event personnel who would then carry out a predetermined action, have no meaning to others and therefore do not cause anxiety. This can avoid uncontrolled crowd behaviour.

The Ground Safety Co-ordinator isPhil Poole

The assistant Ground Safety Co-ordinator isPeter Charles

The exit routes are:

1. Exit via main bridge onto Bradford Road side of Park.
2. Exit onto Thornhill Lane.
3. Exit via footbridge onto Bradford Road side of Park
4. Exit via Oakhill Road to Brighthouse.

If there is no suspicion of an explosive device, the Safety Co-ordinator will broadcast a radio message to all stewards. This will state:

Management Plan

An urgent message to all stewards, an urgent message to all stewards. Please maintain complete radio silence until otherwise instructed or you have information of an essential nature to pass to the Safety co-ordinator.

A very brief description of the nature of the incident will then follow and instruction on the precise method of evacuation will be given. That is, part or full evacuation and exits to be used. (as numbered above)

It is unlikely that an explosive device would be used due to the restriction of vehicles onto the field. In the event of a suspect package or vehicle radios will not be used, the park is only some 200 metres across and therefore their use could activate an explosion.

The announcer will broadcast a message over the loudspeakers using the following:

A message for all stewards, CODE (then giving the exit not to be used).

THIS WILL BE REPEATED SEVERAL TIMES.

Stewards should then start a controlled evacuation from the park by informing members of the public within earshot to leave the park by the nearest safe exit.

All entertainment including the fun fair should then cease and the announcer should make a request for all persons to leave the field immediately without giving the nature of the incident.

CHECK LIST

- Ground Safety Co-ordinator aware
- Assistant Ground Safety Co-ordinator aware
- Stewards aware
- Police aware
- Ambulance aware
- Fire and Rescue aware
- All persons evacuated from vicinity of incident
- No movement of vehicles on park
- Prevent bystanders causing a problem.

Alcohol on site *

This year it is NOT envisaged that any licensed bar area will operate on the Bradford Road side of the park.. NO ALCOHOLIC DRINKS WILL BE ALLOWED ON THE GALA-SIDE OF WELLHOLME PARK, WHATSOEVER!

Procession Organisation – Traffic Management Plan....all parade officials wearing grade2 or higher hi-visability clothing.

The procession assembles on the morning of the gala, at the Garden Road recreation ground. Larger articulated vehicles, used as floats in the procession, will be “dressed” on the morning of gala at Brow Mills on Halifax Road and driven down to join the procession starting at Garden Road. They will line-up in Lightcliffe Road outside St Andrews Junior School. After leaving Garden Road the procession

Management Plan

proceeds along Lightcliffe Road, Waterloo Road, Halifax Road (A644), Commercial Street, King Street, Lawson Road, Huddersfield Road (A641) and finally Bradford Road (A643) to Wellholme Park. It is anticipated that the procession will have completely left Garden Road by 12:20pm

Separate document attached.... *Brighouse Charity Gala Procession Traffic Management Plan*

Fairground Rides

Fairground operators are informed on the booking forms that:

- 1) Fairground operators must produce their Public Liability and Safety Certificates on the day of the Gala (HSG81 Fairground and Amusements, PM1976 Inflatables)
- 2) Goldfish are NOT allowed to be given as prizes.

All fairground operator's insurance and test certificates are examined before being allowed in.

Pyrotechnics

There are no bonfires or firework displays at Brighouse Charity Gala.

Balloon Races

There are no balloon races from Brighouse Charity Gala.

Litter

Brighouse Charity Gala Committee try to ensure that Wellholme Park is left clean and tidy after Gala day. Plenty of dustbins are around the field and are emptied at regular intervals into a lockable skip which is provided by Biffa. A final clean-up of the park is conducted on Sunday morning following the Gala.

Toilets

Ladies and Gents toilets are provided at Garden Road assembly point and portable toilets are provided on the Gala field. The latter are supplied and maintained by Shaw Services. They arrive on Friday night and will be taken away on Saturday evening.

Complaints Procedure

We aim to maintain high standards in all that we do but recognise that we can sometimes get things wrong, despite our best intentions. Brighouse Charity Gala Committee take seriously any complaint made and view a complaint as an opportunity to improve for the future, as well as a chance, to put things right for the person making the complaint. We will try to explore every reasonable option to

Management Plan

resolve complaints by working with the person making the complaint to agree an outcome which is satisfactory to them and Brighthouse Charity Gala Committee. Whether a complaint is justified or not, our reply will describe the action we have taken to investigate the complaint, conclusions we have reached as a result of the investigation, and any action we have taken or are taking as a result of your complaint. We will ensure that all information received and produced in connection with a complaint is treated as confidential and handled sensitively, that only those who need to know have access to that information, and that relevant data protection requirements are all met. All complaint information is passed promptly to the Chairperson of Brighthouse Charity Gala executive committee and he/she actions them and reports on them to our executive committee members the information below sets out our Complaints Procedure.

A 'complaint' in this Procedure means any expression of dissatisfaction in relation to Brighthouse Charity Gala that requires a response from the organisation. Where complaints may come from organisations taking part or members of the public or any other person or organisation who has a legitimate dissatisfaction against an activity at the gala. Whilst complainants are generally entitled to receive responses to a complaint and to challenge any responses received from Brighthouse Charity Gala Executive Committee, it will not deal with complaints or challenges where in the reasonable opinion of the Executive Committee Chairperson, they amount to persistent, habitual or vexatious complaints or challenges. Brighthouse Charity Gala expects any complainant to be polite and courteous. It will not tolerate aggressive, abusive or unreasonable behavior or demands.

As Brighthouse Charity Gala facilitates this fundraising day for Charitable organisations, each organisation will be responsible for complaints made against them regarding their activities and attitudes relating to their personnel

How to make a complaint First Stage If you have a complaint you can contact the Gala Secretary, in person, by phone, email, or letter. Emma Weekes 41 Dewhirst Road Brighthouse HD6 4BA, 07595 267448, brighthousecharitygala@yahoo.com To help us investigate and address all complaints, we ask you to provide us with as much information as possible –

- The nature of your complaint
- Your contact details
- The name(s) of anyone involved (if known) (name, address, daytime telephone number and/or email address)

Verbal complaints - You can make a complaint by telephone or by speaking to us in person. If your complaint is about any member of the committee or Gala steward / Marshal, you can phone us on, 07595 267448 They will either speak to you about the complaint or, if they are not the appropriate person to do so, they will arrange for the appropriate person to speak to you on the phone. Alternatively, you can speak (or arrange to speak) in person to the appropriate person about your complaint. If you do not feel that you can approach any of the above verbally for any reason, you can instead write to us as follows.

Complaints in writing If you would prefer to write to us, please send your complaint to us as follows: By letter addressed to the: - Secretary of Brighthouse Charity Gala 41 Dewhirst Road Brighthouse HD6 4BA or by email to him/her at brighthousecharitygala@yahoo.com. Once that person has initially received your complaint, we will normally deal with it as follows: The secretary will ensure the Executive Committee chair receives the complaint and they will agree who will investigate and action this complaint. A record sheet will be started to log all actions and communication

Timescales for all First Stage complaints made by phone, in person or by writing.

- By phone or in person, either immediately or on the same day if you phone us

Management Plan

- Within 24 hours if you contact us by email
- Within five working days if you contact us by letter

We will inform you of the name of the person dealing with your complaint. That person will then investigate and deal with it and then respond to you with their definitive reply. This may be the representative of the charity taking part in the gala and their response must be acceptable to the Gala committee as well as you. You should receive that definitive reply within four weeks, if this is not possible a progress report will be sent with an indication of when a full reply will be given.

Second stage If, for any reason, you are not happy with the resolution of your complaint, please reply to this by letter or email to the original contact and the Gala executive will listen to your dissatisfaction. Please address a letter to: Secretary of Brighouse Charity Gala 41 Dewhirst Road Brighouse HD6 4BA

Please set out clearly the details of the complaint, explaining why you were not satisfied with our response under the First Stage and what you would like us to do to put things right. We will send an acknowledgment within 5 working days and arrange for the Chairperson to investigate your complaint and respond with a definitive reply within a further 10 working days. The executive committee findings will be final.

Taking your complaint outside Brighouse Charity Gala Charity Commission If your complaint is about an organisation attending Brighouse gala, then the complaint rests with that organisation and the aspect of their charitable work, you may wish to contact the Charity Commission. However, we suggest that, before you do so, you consider whether it is appropriate to contact the Commission in the first instance rather than talk things through with ourselves first. The Commission has guidance on its website as to when to direct complaints to a charity and not to the Commission. Their contact details are: Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG Tel: 0845 300 0218 Website: www.charitycommission.gov.uk/publications/cc47.app

Appendix 1

MISSING or FOUND CHILD/VULNERABLE ADULT REPORT FORM

EVENT DETAILS	
Time & date reported lost/found	
Location Lost/found	
DETAILS OF LOST/FOUND CHILD/VULNERABLE ADULT	
Name:	
Alternate name (If any)	
Age:	
Sex:	Male / Female
Description: *delete as appropriate	<u>Ethnic Origin:</u> * White *Asian *Black *Chinese *Mixed background
	<u>Build:</u> *Fat *Stocky *Slim *Medium *Thin
	<u>Hair colour:</u>
	<u>Hair style:</u>
	<u>Eye colour:</u>
	<u>Glasses</u> *yes *no
	<u>Scars/marks:</u>
Clothing	<u>Outer clothing:</u>
	<u>Shirt/sweater:</u>
	<u>Trousers/skirt:</u>
	<u>Headwear</u>
	<u>Gloves:</u>

Appendix 1

	<u>Footwear:</u> <u>Other Personal Possessions: bag/toy etc.</u> <u>Jewellery</u>
DETAILS OF PERSON MAKING THE REPORT	
Name:	
Home address (or name of Organisation)	
Post code	
Contact Phone No:	
Relationship to missing child/vulnerable adult	
Other relevant information	
ACTION	
Details of action taken to find child/parent/guardian/carer:	
DETAILS OF PERSON FOUND MISSING CHILD/VULNERABLE ADULT	
Name:	
Home address (or name of Organisation)	

Appendix 1

Other relevant details	

DETAILS OF PERSON CLAIMING CHILD/VULNERABLE ADULT	
Name:	
Address:	
Post code	
Contact Phone No:	
Form of ID shown:	
Relationship	
Time reunited with parent/guardian/carer:	
Signature of person claiming child/vulnerable adult:	
Signature of representative:	
Time and Date:	