

Lost Person Procedure

Boxing Show – Bar Coast Annex B



Lockstock
Boxing Promotions

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1. Purpose

This procedure sets out the actions to be taken in the event that a person is reported missing, lost, or unable to locate their party during the event. It is designed to ensure a calm, proportionate, and coordinated response that prioritises welfare, safeguarding, and rapid resolution.

This procedure applies to:

- Vulnerable adults
- Any adult attendee reporting separation or distress

2. Definitions

- **Lost Person:** Any individual reported missing, separated from their group, or unable to account for their whereabouts.
- **Vulnerable Person:** an adult who may be at risk due to disability, intoxication, distress, or medical condition.
- **Reporting Person:** Any individual raising a concern that someone is lost or missing.

3. Roles and Responsibilities

3.1 Event Manager

- Overall coordination of the response
- Decision-making authority for escalation
- Liaison with emergency services if required

3.2 Safeguarding & Welfare Lead

- Primary lead for all lost person incidents
- Conducts welfare checks and information gathering
- Determines safeguarding risk and escalation

3.3 Security Lead

- Coordinates security staff searches
- Controls radio communications
- Manages perimeter and exit monitoring

3.4 All Staff and Stewards

- Immediately report concerns via radio
- Reassure reporting persons and follow instructions
- Remain alert to reports of lost persons

4. Initial Report and Immediate Actions

When a lost person is reported:

- Remain calm and reassuring, do not cause alarm or panic.
- Immediately notify Event Control via radio:
- Use plain language: “Lost Person reported”
- Do not use the person’s name over open radio.
- Escort the reporting person to: Welfare Point, or Event Control (if closer and appropriate)
- Safeguarding Lead takes control of the incident.

Information Gathering (Safeguarding Lead)

- The following information should be gathered and recorded:
- Name of missing person
- Age
- Gender
- Description (clothing, distinguishing features)
- Last known location and time seen
- Who they were with
- Any vulnerabilities (medical, disability, distress)

Important: Do not conduct interviews in public view. Maintain privacy and dignity

6. Search and Response Actions 6.1 Internal Search (Immediate)

- Toilets and welfare areas
- Seating areas
- Bar areas
- Ring-side and circulation routes

Exits are not locked, but:

- Security are positioned discreetly near exits
- Staff are briefed to be alert, not obstructive

6.2 Communication Control

- Event Control coordinates all actions
- Radio discipline maintained
- No public announcements unless authorised by the Event Manager

7. Involvement of Police and External Agencies

Only the Event Manager or Safeguarding Lead may:

7.1 Initial Actions

- Reassure the individual
- Escort them to the Welfare Point
- Conduct a welfare check

7.2 Reunification

- Verify identity before reunification
- Record the outcome and time

7.3 Recording

- Incident logged in the Event Log
- Any safeguarding concerns escalated appropriately

Escalation

The incident must be escalated to Code Amber if:

- A vulnerable adult is missing
- There are safeguarding concerns
- The person was last seen near an exit

The incident must be escalated to Code Red and emergency services contacted if:

- There is evidence of harm or abduction risk
- Medical vulnerability is identified
- Directed by police or safeguarding agencies
- Contact the police
- Share personal details externally

If police take control:

- Full cooperation will be given
- Event Control will support their investigation
- A formal handover will be recorded

10. Post-Incident Actions

- Incident reviewed by Event Manager and Safeguarding Lead
- Any learning points recorded
- Procedures updated if required
- Serious incidents reported to relevant authorities

11. Key Principles

- Welfare first
- Proportionate response
- Calm and controlled communication
- Privacy and dignity maintained
- Clear command and accountability

Status

This Lost Person Procedure forms part of the Event Management Plan and is briefed to all staff and security personnel prior to doors opening.