

Chamboree

MISSING PERSON PROCEDURE

Applies to: All participants, leaders, International Service Team (IST) members, contractors, visitors and external partners.

1. Purpose of This Procedure

This procedure sets out how Chamboree will respond if a young person or adult is believed to be missing from the event.

Its purpose is to:

- Ensure a swift, calm and proportionate response
- Prioritise safety and welfare
- Ensure appropriate safeguarding escalation
- Provide clear roles and responsibilities for leaders and staff

This procedure must be followed alongside the Safeguarding Policy, Event Governance & Roles Policy, and Night-Time Operations Policy.

2. Definitions

- **Missing Young Person:**
Any participant or Young IST (under 18) whose whereabouts are unknown and who cannot be located within a reasonable period.
- **Missing Adult:**
Any adult leader, IST member or contractor whose whereabouts are unknown and whose absence gives cause for concern.

3. Immediate Actions – Group Leaders (Young People)

As soon as a Group Leader becomes aware a young person may be missing, they must:

1. Remain calm and reassure the rest of the group.
2. Confirm the young person is genuinely missing by:
 - Checking tents, toilets, wash areas and immediate surroundings
 - Asking when and where the young person was last seen
3. Notify the Subcamp Team immediately.
4. Provide key information, including:
 - Name and age
 - Group and subcamp
 - Physical description and clothing
 - Medical needs (e.g. epilepsy, diabetes, allergies)
 - Known vulnerabilities (e.g. SEND, anxiety, safeguarding flags)
 - Last known location and time
5. Ensure the rest of the group remains supervised by another adult.

Group Leaders must not:

- Search alone
- Send young people to search.

4. Subcamp Team Initial Response (Young People)

Upon receiving a missing young person report, the Subcamp Team must:

- Begin a coordinated local search of:
 - Nearby tents and pitch areas
 - Toilets, wash areas and water points
 - Nearby activity queues or communal spaces
- Notify immediately:
 - Duty Manager
 - Safeguarding Team (for risk assessment)
- Ensure:
 - One adult remains with the Group Leader
 - Actions and times are recorded factually

Commented [HMI]: @Nick Hirst @Laura Livingstone I think this policy needs to have something specific around how missing people will be handled at Chester Zoo. This could be just a recognition that it will be the off-site team performing similar tasks to the subcamp team's initial response but should be specific to the off-site day.

If the young person is not located quickly, the incident must be escalated without delay.

4.a. Off-Site Activities (Chester Zoo)

For missing person incidents occurring during off-site activities, the designated off-site event team will fulfil the role normally undertaken by the Subcamp Team. The principles set out in this procedure continue to apply and incidents must be managed in accordance with this procedure, the Off-Site Activity Policy and any relevant venue procedures.

5. Escalation to Full Site Response (Young People)

The Duty Manager, in consultation with the Safeguarding Lead, will:

- Assume coordination of the incident
- Assess risk factors including:
 - Age
 - Medical or SEND needs
 - Emotional distress
 - Time of day (night-time is automatically higher risk)
 - Proximity to hazards or site boundaries
- Direct a controlled, adult-only search
- Apply movement controls where necessary (e.g. restricting area movement or gate access)
- Escalate significant or high-risk incidents to the Duty ELT Member
- Recommend when to:
 - Notify Scouts UK / Girlguiding HQ Safeguarding
 - Inform parents or carers
 - Contact Police (999)

A missing young person at night is always treated as high risk.

6. Missing Adult – Initial Assessment

If an adult is believed to be missing:

The person identifying the concern must:

- Confirm the adult is genuinely missing by checking:
 - Accommodation, work area and recent duty locations
 - Toilets, catering and communal spaces
 - Attempting contact through available communication routes e.g. mobile phone
 - Whether they informed anyone they were stepping away
- Gather key information:
 - Name and role
 - Team or group
 - Last known location and time
 - Known medical or wellbeing concerns
 - Whether fatigue, illness, stress or alcohol may be factors

If the adult cannot be located after reasonable checks, escalate immediately.

7. Missing Adult – Escalation

The Duty Manager will:

- Coordinate a controlled search by adults only
- Involve Welfare, Medical or Safeguarding where appropriate
- Escalate to Police where there is:
 - Risk to life or health
 - Safeguarding concern
 - Unexplained absence or site exit

Adults with responsibility for young people are treated as higher priority if missing.

8. When a Missing Person Is Found

When a missing person is located:

- The finder must:
 - Stay with them
 - Ensure immediate safety
 - Notify Subcamp Team or Duty Manager
- The person must not be reprimanded or questioned at that stage.

Welfare and Safeguarding will assess:

- Physical wellbeing
- Emotional state
- Whether safeguarding concerns exist
- Whether supervision arrangements were adequate

Parents/carers will be informed:

- Immediately for high-risk incidents
- After welfare checks for lower-risk incidents.

9. Recording, Review and Follow-Up

All missing person incidents must be:

- Logged centrally
- Recorded factually
- Reviewed by Safeguarding and Event Leadership
- Used to identify learning or preventative measures.

10. Prevention and Good Practice

To reduce the likelihood of missing person incidents:

- Groups must maintain clear routines and headcounts
- Young people must know where to go if lost
- Supervision ratios must be maintained
- Particular care must be taken for young people with SEND or vulnerabilities
- Leaders and IST must communicate movements clearly.

Document title	Issue number	Date issued	Authorised
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