



Lost Child & Vulnerable Persons Policy

Overview

The festival is committed to safeguarding children and vulnerable persons. A clear procedure will be in place for dealing with lost children, separated groups, or vulnerable individuals in distress. All staff, volunteers, and security will be briefed on this policy before the event.

Definitions

- Child: Any person under the age of 18.
 - Vulnerable Person: Any adult who, due to age, disability, illness, or circumstance, may be unable to protect themselves from harm or exploitation.
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Staffing & Training

- Safeguarding overseen by trained, DBS-checked lead. Safe Point located at Medical/Welfare tent. Safeguarding Lead – (Nickee Spence) will oversee lost child and vulnerable persons procedures.
 - All security and stewarding staff will be briefed on how to identify and respond to vulnerable persons.
 - Staff trained to remain calm, reassure the individual, and immediately alert Site Control.
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Identification & Wristbands

- All children will be given a wristband at entry for parents to write contact details.
 - Families encouraged to agree a meeting point in case of separation.
 - Wristbands and guidance available in admission policy.
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Reporting Procedure

- Any report of a lost child/vulnerable person is communicated immediately to Site Control.
- Description and location logged in the control log.

- All staff notified discreetly via radio — no names broadcast, only description.
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Care & Welfare

- The child/vulnerable person will be taken to a designated Safe Point (World Jungle Tent).
 - Staffed by DBS-checked personnel at all times.
 - No child will be left alone with a single staff member; at least two staff present at all times.
 - The individual will be kept safe, comfortable, and reassured until reunited.
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Reunification Procedure

- Parent/guardian/appropriate adult must provide proof of identity and complete a Reunion Log before the child is released.
 - Safeguarding overseen by trained, DBS-checked lead. Safe Point located at Medical/Welfare tent. Police and Local Safeguarding Team will be contacted.
 - All incidents logged, including time of report, actions taken, and time of reunion/closure.
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Vulnerable Persons (Adults)

- Individuals in distress (e.g. medical issue, confusion, intoxication, or exploitation risk) will be taken to St Johns ambulance point.
 - Where necessary, medical staff or safeguarding agencies will be involved.
 - Security will support if there are concerns of abuse, neglect, or exploitation.
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Communication & Signage

- Signage at main points: Lost Child & Vulnerable Persons Safe Point → First aid point.
 - Information about wristbands and meeting points included in pre-event communications.
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Documentation & Review

- Lost Child/Vulnerable Persons Log to be maintained for all incidents.
- Safeguarding overseen by trained, DBS-checked lead. Safe Point located at Medical/Welfare tent.
- Post-event review with council and safeguarding agencies.

