

# Safeguarding Policy & Plan

## Standon Calling 2026

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## **INTRODUCTION**

### **DEFINITION**

Safeguarding is a term used in the United Kingdom and Ireland to denote measures taken to protect the health, wellbeing and human rights of individuals, which allow people (especially children, young people and vulnerable adults) to live free from abuse, harm and neglect.

### **AIM OF THE POLICY AND PLAN**

Standon Calling has developed this policy and plan outlining our statement of intent towards children, young people and vulnerable adults, and to outline the strategies that we have in place to safeguard customers and staff from abuse, which includes harm and neglect. This document also details the responsibilities of the different agencies on site in order to achieve this aim.

We believe that no one should experience abuse of any kind, and that we have a duty of care to protect customers and staff as much as is practicable and proportionate. This is regardless of age, disability, gender, race, domestic situation, religion, belief, or sexual orientation.

## **POLICY OBJECTIVES**

1. This policy supports the requirement to comply with The Licensing Act 2003, to protect children from physical, psychological and moral harm. Potential risks to vulnerable people include:
  - vulnerability to sexual or criminal perpetrators
  - underage consumption of alcohol
  - children witnessing or being involved in substance misuse
  - anti-social behaviour
  - accidental harm
  - bullying
  - children who are unaccompanied/unsupervised
  - risks in relation to children involved in employment, entertainment or performance
  - children witnessing or being involved with inappropriate or dangerous adult behaviour
2. Standon Calling seeks to uphold The Principles of Safeguarding, as laid out in The Care Act 2014:
  - Empowerment – enabling people to acknowledge their own wishes and make their own choices
  - Prevention – preventing harm, abuse and neglect from taking place
  - Proportionality – proportionate and least intrusive response appropriate to the risk presented
  - Protection – shielding people from damage and support for those in greatest need
  - Partnership – working with agencies to deliver solutions and information
  - Accountability – logging, transparency in delivering services - did we do everything that we could?
3. Standon Calling aims to provide an environment where everyone is treated fairly. No one should be treated less favourably due to sex, race, disability, age, sexual orientation, or religion.

4. We will seek to keep children and vulnerable adults safe by recruiting and selecting staff safely, ensuring all necessary checks are made. We will ensure that staff/volunteers are clearly briefed on their roles, responsibilities, footprint, reporting structure, communication system and the safeguarding policy.

## **STAFF AND VOLUNTEERS CODE OF CONDUCT**

- No staff on site should smoke, drink, or use drugs when on duty.
- No staff on site should use threatening or abusive language when on duty.
- Workers are placed in a position of trust and are expected to work with honesty and integrity.

## **TERMS OF REFERENCE**

- Child: Any person under the age of 16 years old
- Young adult: Persons aged 16 - 18 years old
- Vulnerable adult: A person aged 18 years or over, who is in receipt of or may be in need of community care services, by reason of mental or other disability, age or illness, and who is or may be unable to take care of himself or herself or be unable to protect him or herself from significant harm. Consideration must also be given to the situational vulnerability that can occur when an adult undertakes unfamiliar experiences in unfamiliar locations.
- Safeguarding: policies and practices employed to keep children, young adults and vulnerable adults safe.
- Child protection: The activity undertaken to protect specific children who are suffering or likely to suffer significant harm.

## **AUDIENCE PROFILE**

Gender Split	50% Male / 50% Female
Age Range	Mostly between 18-50 years old
Group Makeup	50% family audience, with the remaining arriving in peer groups
Characteristics	Generally well behaved and calm
Alcohol use	Moderate - the primary intoxicant on site is alcohol
Drug use	Low - small numbers, casual usage
Compliance level	High
Level of vulnerability	Low

Potential for antagonism	Low
Potential for disorder	Low
Likelihood of opportunistic criminality	Low
Likelihood of organised criminality	Medium - Low

## **SAFEGUARDING ROLES AND RESPONSIBILITIES**

### **Event Organiser**

Responsible for overall festival organisation and operations. Within the organisation, the Event Organiser has undertaken a Level 2 Safeguarding training course, is DBS checked, and will act as Safeguarding Lead in advance of the event. During the live event, there will be an appointed Safeguarding Coordinator/Welfare Manager.

The Event Organiser In advance of the events will:

- Complete the safeguarding risk assessment
- Disseminate all relevant information regarding Safeguarding to relevant parties
- Ensure an audit trail is in place to track this information sharing and also any decision making
- Ensure that adequate systems are in place to minimize risks identified in the risk assessment
- Ensure all staff/stewards/enforcement officers/relevant partners involved with the planning/operation of the event are briefed so that they are aware of potential risk and understand their roles/responsibilities at the event. This includes reporting procedures.
- Ensure that the relevant persons are briefed so that age appropriate, family friendly language and material is used and that communications are responsible and do not encourage inappropriate or irresponsible behaviour.

### **Safeguarding Coordinator / Welfare Manager**

The Safeguarding Coordinator / Welfare Manager is trained to Level 2 Safeguarding by an Ofqual-recognized awarding body, and is DBS checked. They are responsible for the following duties during the live event:

- Ensure that adequate systems are in place to minimize risks identified in the assessment
- Ensure an audit trail is maintained in relation to incidents involving lost children or unaccompanied vulnerable young adults
- Efficiently co-ordinate input from any relevant parties in the case of a safeguarding issue and formulate a response based on agreed procedures.
- Manage onward referrals to relevant agencies and liaison with on-site services.
- Ensure the Safeguarding Checklist is undertaken, and raising any issues where relevant

### **Security contractors**

The security contractor(s) will have a number of DBS-checked-staff within their employment who are trained to Level 2 and 3 Safeguarding, and it is likely that, in most cases, their staff will be the first point of contact for any customer seeking assistance. With any safeguarding case, Security will involve the Safeguarding Coordinator / Welfare Manager if a risk of harm / neglect or abuse is suspected.

**Medical**

The Medical Contractor will have a number of DBS-checked and safeguarding trained staff on their team from Levels 2 to 4. They will be involved where any medical intervention or advice is required. With any safeguarding case, they will involve the Safeguarding Coordinator / Welfare Manager as soon as an issue arises. Medical staff may in certain circumstances be tasked with discussing details of a patient with parents or a social worker and will liaise with local NHS services off site if required.

**Welfare**

The Welfare contractor will have a number of DBS-checked and safeguarding trained staff on their team to Levels 2-4. They will work in close partnership with the medical team, ensuring customers needing care receive the most appropriate level. With any safeguarding cases, they will involve the Safeguarding Coordinator / Welfare Manager if a risk of harm / neglect or abuse is suspected.

**Stewards**

The Event will have a team of stewards undertaking multiple roles including ticket scanning and the provision of information to customers. Stewards come from a variety of backgrounds and experience, but all have basic training on event safety, customer care and communications.

**Carer or guardian**

The appropriate adult also has a responsibility to undertake their duties to the child, young adult or vulnerable person. This is promoted through our website and communications with customers.

**FACILITIES****Welfare Tent**

The general welfare tent will be open during operational hours and is staffed by experienced, accredited, and supportive staff. They offer confidential advice about drugs, alcohol, legal, and sexual health and offer support no matter the reason. They offer a monitored rest and recovery area for anyone that requires it, and they can arrange a place to sleep if needed. They also care for lost persons.

**Medical facilities on site**

Staff at the onsite medical centre will be fully qualified healthcare professionals who are experienced in working at events. The centre will be a fully equipped field hospital equipped to deal with everything from cuts and bruises, sexual assaults to major trauma and cardiac arrest.

Whenever it can be done safely, people are treated on site, with only very serious cases being transferred to hospital. As well as doctors and nurses, the medical team includes physiotherapists and a psychiatric team unit. Teams of first responders also patrol the arena, providing first aid and basic welfare advice.

Occasionally, despite the extensive medical facilities provided on site, a patient may choose to discharge themselves against medical advice. If this occurs the patient is requested to sign a medical disclaimer.

If the patient discharges themselves against medical advice, and the medical provider believes the person is either a danger to themselves or a danger to others, this will be escalated to the Safeguarding Coordinator / Welfare Manager. This will be done as soon as is reasonably practicable, and if possible, prior to the individual leaving medical care, with a view to arranging appropriate management that ensures their own / others' safety and, in relevant cases, assistance in getting

home or to a place of safety.

## **CHILDREN**

Anyone under 16 must always be accompanied by a ticket holder 18 or over. Standon Calling provide and recommends the use of child wristbands which are available at all entry points. These wristbands are used to write the accompanying adults contact number on, so that in the event the child is separated from the adult they can be reunited as quickly and easily as possible.

We advise parents to take a picture of their children every day on site. Therefore, in the case of a child going missing, it is very easy for the parent to describe exactly what their child was wearing.

## **ACCESSIBILITY TEAM**

Standon Calling will have an onsite Accessibility Team. The Accessibility Team create an Accessibility Guide which contains full details of the accessible facilities available on site.

## **MESSAGING**

Standon Calling have a Social Media Team onsite monitoring our feeds and responding where necessary. The Social Media Team are available to post safeguarding messaging where necessary and/or appropriate.

Information boards are provided in all zones with messaging relevant to the event, audience profile and external factors such as weather or travel.

Stage screens and LED signs can be used to project general well-being messages to customers.

A pre-event email is sent to all ticket buyers includes the 'Help Map', as well as other messaging around drugs, mental health, and safeguarding.

Promotion of welfare support and other help facilities on site will be included on the site map.

## **ALCOHOL AND DRUGS**

Summary of measures relating to under 18s and alcohol:

- ID checks in place on entry to prevent customers under 18 from bringing alcohol into the site
- Challenge 25 system in place across all bars, clearly communicated in advance and on-site
- Refusal logs kept by bar operator
- Bar staff alert to the potential of proxy drinking and challenging sales if needed
- Security staff carry out spot ID checks and can confiscate alcohol if the person is under 18
- Full alcohol management plan in place - please see EMP Appendix 2 for further details
- Recognition that a person under 18 is at higher risk and that the event organiser has a safeguarding responsibility

Should a member of staff come upon an under-18 who is ill from the influence of drugs or alcohol, they will be taken to the medical or welfare tent (dependent on the severity of their illness).

If they require hospitalisation, the medical team will try to contact their accompanying adult. In the case that this person cannot be reached, social care must be called.

If they do not require medical attention, they will be taken to the welfare tent.

No person under 18 who has been treated in medical will be released back into the festival without an accompanying adult.

If found with drugs on entry to the event, the person will be detained at the entrance until a parent or guardian can be contacted. If they cannot be contacted, then the person will be taken to welfare until the connection can be made.

If found with drugs within the event, a similar process will be followed with parents contacted, situation explained, and input taken on outcome.

## **ASK FOR ANGELA**

Standon Calling will operate the 'Ask for Angela' assistance scheme, and this will be included in all staff briefings. 'Ask for Angela' is a national assistance scheme, designed to help anyone who is feeling vulnerable on a night out – or, in this case, at an event - to get the support they need. It is used by bars and other venues to keep people safe when they are in danger or are in an uncomfortable situation: [Home - Ask For Angela](#)

## **ALLEGATION OF A SEXUAL ASSAULT**

Standon Calling will issue all staff with guidance on actions to be taken if there is a report of sexual assault.

## **MISSING AND FOUND PERSONS**

Full details of the Missing and Found Persons Procedure can be found in EMP Appendix 29, the Welfare Plan.

## **DAILY RECORDING / LOGGING / COMMUNICATIONS**

### **Recording**

Each agency will record all cases anonymously in a 'Case Log'. The recording of information can help to identify patterns and trends and ensure that they are picked up by agencies on site.

### **Communication**

To implement the Safeguarding Plan effectively, it is essential that a clear line of communication is established between all relevant organisations. The Safeguarding Coordinator / Welfare Manager will liaise with all appropriate agencies and provide advice and support.

The Safeguarding Coordinator/Welfare Manager/Welfare Manager will set up a Safeguarding red flag WhatsApp Group prior to opening. This allows quick and efficient communication and immediate action can be taken if needed and this is to be implemented at all sites. Information shared over the WhatsApp Group will not include any individual's personal data.

To assist each show with effective communications in advance, Standon Calling will:

- Ensure each partner has a copy of the Safeguarding Policy and Plan
- Arrange a phone conference to introduce all onsite partners and to discuss procedure and policy
- Safeguarding Coordinator / Welfare Manager will liaise with the relevant social care agencies and build relationships

To assist each show in effective on-site communications:

- Daily safeguarding meetings will be held to discuss learnings from previous day / re-briefing in the morning
- Teams reminded to immediately report anything that doesn't look right / feel right
- Encourage all agencies to share with the Safeguarding Coordinator / Welfare Manager any cases where harm/neglect or abuse is or could be taking place

## **YOUNG WORKERS**

Standon Calling do not employ any person or permit any contractor or service provider to employ persons under the age of 16 on site. If any 16–17-year-olds wish to work at an event then a Risk Assessment shall be undertaken, risks analysed and relevant mitigating controls implemented. Competent management and supervision shall always be provided.

## **CHILD PERFORMER CONSIDERATIONS**

A child performer is someone under the age of 16, on the last Friday in June in the school year in which they have their 16th birthday. If they are under this age and performing during the school term, they will need a licence.

### **Child Performance Licences:**

Child performance licence legislation sets out the arrangements that must be made to safeguard children when they take part in certain types of performances.

The person in charge of running the event must apply to the child's local council for a [child performance licence](#).

The application will be made to the Local Authority where the child lives, not the event council. This can take up to 21 days to process.

A licence is not needed if:

- The child is over the school leaving age.
- If the child's participation is not a performance and/or manipulated/controlled or directed for the purposes of entertainment.
- If a child has not performed on more than 3 days in the last 6 months, they will not need a licence for performance on a 4th day. This is an exemption to a child performance licence that will require written confirmation from the parent/guardian.



Notes:

- If the child is not with their parent, schoolteacher, or home tutor, they must be supervised by a licensed chaperone, approved by the council.
- Consent must be granted by the child, parent, legal guardian, or organisation with parental responsibility for the child in advance.
- Documented evidence of consent will be kept.

### **Chaperones**

Chaperones will be employed in a professional capacity to act “in loco parentis” ensuring the wellbeing of any child performing and to monitor compliance with the child performance licences. A parent can also accompany their own child, particularly if they are under 5 years of age, but parents will not be allowed to act as the child’s chaperone.

If a parent is licensed by their Local Authority as a chaperone, they may be employed to chaperone other children, but not their own.

Standon Calling does not have a BOPA, Body of Persons Approval, as we have very few child performers.

## **RECRUITMENT OF WELFARE STAFF AND STAFF WORKING WITH CHILDREN AND VULNERABLE ADULTS**

Standon Calling are fully committed to providing a safe and accessible environment for all children and vulnerable adults. As part of this commitment we require that all parties and staff working with children and vulnerable adults adhere to our safeguarding policy, have stringent recruitment practices in place, with correct certification, and appropriate training if deemed necessary.

It is a condition of contract that all staff working with children and vulnerable adults are individually responsible in preventing the physical, sexual, and psychological abuse or neglect of children / vulnerable persons in their care, and must report any abuse that may be suspected or discovered.

### **DBS VETTING CHECKS**

All party providers commit to practicing safe recruitment by checking the suitability of staff and volunteers to work with children and young people, via personal or work references, relevant work, or volunteering experience or via a current DBS check. Staff working in children’s areas must provide names, DOBs, addresses and contact number for all staff employed / used by them. All staff working will be over 18, or if 16-17 then always accompanied by an over 18.

## **ALLEGATIONS / SUSPICIONS REGARDING ANY MEMBER OF STAFF**

In the case of any allegations or suspicions of abuse against any member of staff, an investigation will take place. Depending on the severity of any claim this may be an internal investigation by

Standon Calling or it may be handed to the police to pursue.

Anyone that receives a report of an allegation or has reason to suspect a team member of abuse or neglect must at once inform the Area Zone Manager. The worker involved in the allegation will be immediately suspended from work and appropriate steps will be taken immediately to report the matter to the Safeguarding Coordinator / Welfare Manager, who will escalate the incident as required. The worker will not be allowed to leave the site until the matter has been reported and advice sought.

## **EVICTIOIN PROCEDURE**

Standon Calling events are produced for the enjoyment of all those persons who attend. The licence for each event is granted under strict conditions of attendance and public safety, prevention of disorder and prevention of public nuisance. Any person who disrupts an event under any of the below sections will leave themselves liable for eviction from the site. The decision as to the eviction will be at the discretion of the Eviction Team following advice from security staff and line managed by the Security Coordinator. Persons will be liable for eviction under the following circumstances:

- Entering or being onsite without a ticket or relevant pass/wristband
- Unacceptable, disruptive, or anti-social behaviour\*\*
- Having been arrested or cautioned in connection with a criminal offence, pending or post-hand-over to the Police

Unacceptable behaviour that can lead to eviction includes:

- illegal activity
- breaching the terms and conditions of entry
- failing to submit to a search upon entry to the site
- offensive behaviour
- throwing hard objects in the direction of people
- encouraging others to behave badly by incitement
- preventing our security or emergency services reacting to a situation
- committing a criminal offence but not arrested by the police
- in possession of unlawful drugs
- unofficially selling alcohol, tobacco, counterfeit, or any unauthorised goods
- ticket touting
- any other behaviour that leaves the Event Organiser open to prosecution or is not conducive to maintaining a safe event

All evictees will be processed via an onsite Eviction Team, and their wristbands will be removed to prevent them from re-entering the event.

All persons presented for eviction by security will be interviewed by the Eviction Team who are independent of security, and their details will be recorded in a database with their full personal details, a photograph, date and time and the reasons for eviction.

All evictees will be able to make a free telephone call if they do not have a mobile phone to contact members of their group and/or family.

Evictees will receive a letter detailing the eviction process and details of onward transportation.

Evictees are normally evicted from the site via the public transport hub/taxi rank. Evictees are liable to receive a lifetime ban from purchasing tickets or working/volunteering for any Standon Calling events.

## **NOMINATED PLACE OF SAFETY**

At every event we recognise the need for a 'Place of Safety'. This will be a quiet, secure, private space with road access.

In the event of a death on site, the 'Place of Safety' will be used to accommodate bereaved friends and families.

The 'Place of Safety' can also be used for the friends and families of victims of serious crimes.

The Safeguarding Coordinator / Welfare Manager will have access to this space.