

# WELFARE PLAN

## Standon Calling

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
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### INTRODUCTION

As in previous years, Standon Calling will contract the services of a professional event welfare service that specialises in the protection of children and youth.

The welfare service will provide support to customers who find themselves in distress and need a safe secure place to turn to. It may be as simple as helping someone who is upset after an argument with their partner or someone who has overindulged in alcohol or substances. The welfare providers offer support and a safe haven for event attendees.

A licensed event is tasked with the objective of “protecting children from harm” this means that the licensee is responsible for all children and youth under the age of 18 on site, especially if the parent is not immediately available to provide help or protection of that young person. The welfare provision will do this and will also care for vulnerable adults who may be over the age of 18 but due to diminished mental or learning capacity, are in need of a carer.

### GENERAL WELFARE POLICY - adults 18+

The Welfare Team will offer support to adults who are in need of assistance, in a stressful or traumatic situation or are vulnerable. Welfare will keep a supply of items to assist with attendees in need: spare clothing, blankets and toiletries, condoms, sanitary products, temporary shelter and so on.

The Welfare Unit will offer a safe place for anyone who is in distress for whatever reason. It offers a quiet area for people to sit, have a hot drink, and talk if they need to, or just rest. Welfare can support people who have received unfortunate news or people who have been abused on site and want a safe place to shelter.

At all times Welfare will work closely with on-site medics to provide a safe haven for those casualties or cases that need shelter and support in recovering from drink or drug induced states but no longer require medical attention. It is conducive for the welfare unit and medical unit to be in close proximity as they will often share people needing support or medical attention.

Welfare personnel are non-judgmental and discreet while maintaining a good sense of humour and pleasant atmosphere within their area. They are used to event surroundings and know what to expect from event crowds.

## **HARM REDUCTION TEAMWORK**

Welfare personnel will have received Drug Awareness Training and keep up with the latest information and trends in street or event drug use through forums of newsletters such as the one issued by the NEIU (National Event Intelligence Unit).

The Welfare team are experienced at working as part of an on-site harm reduction team and will keep an open line of communication with event security, medics, management and on-site police harm reduction teams to ensure they are part of an inter-agency approach to identifying any trends in drug use on site that may need to be addressed.

Should any Welfare Team member be handed drugs by a welfare visitor, they will contact Event Control to arrange for the substance to be logged, collected and if possible, identified.

## **VULNERABILITY**

The Home Office describes vulnerability as: “someone aged 18+ who is 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 him or herself, or unable to protect him or herself against significant harm or exploitation”

For the purposes of this event, the Event Management will assume duty of care in the absence of community care services with the security, medical and welfare teams on site being those services in the forefront of encountering and caring for event attendees who unable to take care of themselves or protect themselves. Within the context of an event, illness may mean someone who has imbibed alcohol, substances or both to the point of being lacking the capacity of protecting themselves from harm.

Should a member of the security, medical or welfare team or any member of staff come across a person who they feel may be in a potential position of harm or feel that something “is not quite right” they can make a dynamic assessment by asking:

- Does this person have the capacity to make a decision about their safety and wellbeing without assistance or treatment
- Do they need assistance or intervention to prevent them from entering into a situation where they may cause harm to themselves or others
- Has the person already caused harm to themselves or others and need intervention to prevent further harm
- Capacity: In looking at who does or does not have capacity we can say:

A person (Adult) has capacity - They can decline any assistance, treatment or contact. We can, however, try to persuade them to accept help.

A person does not have capacity - We must work in line with their best interests. Those without capacity often will not want any help but they do not have a right to refuse it if there is potential harm.

Scenarios - 'Vulnerable without capacity' – people within these scenarios may need more in-depth support from the Medics, Welfare and potentially Security working as a team.

- Intoxication from drink/drugs
- Acute Mental Health episode
- Exacerbation of chronic Mental Health episode

## **SEXUAL ASSAULT SUPPORT AND SAFE SPACE**

The event in general creates an atmosphere that welcomes all people, offers a friendly safe environment. It encourages event attendees to respect each other. Public will be encouraged to speak up and report behaviours that are harassing or intimidating towards any individual or group based on their gender or gender identity.

Sadly, it is possible that some people may experience sexual harassment or assault. What do we consider Sexual Harassment Vs Sexual Assault. Put simply, harassment is about sexual intimidation and assault includes physical contact though the lines between them can blur.

Examples of each:

- Unwanted and inappropriate sexual comments or “jokes”, particularly at a person’s expense
- Displaying photos or trying to take photos that are sexual in nature (dick pics, upskirting etc)
- Stalking someone, refusing to “leave them alone”
- Unwanted or inappropriate touching, particularly in areas considered sexual such as the breasts, buttocks or genital areas
- Someone exposing themselves
- Hands inside clothing, grabbing for sexual areas of the body
- Hands or objects inside clothing and penetrating the body
- Pressure to perform a sexual act
- Performing a sexual act without a person’s consent
- Sexual harassment and assault does not necessarily happen covertly or when someone is grabbed from behind and dragged into the bushes. It can happen in the open, in a crowd.

When someone has been intimidated by sexual harassment or been sexually assaulted, they need to feel they have a place to report this, where their fears, anger and concern are taken seriously. If they have been harassed or assaulted, they need to know that they will get the support they need and those perpetrating the assault will be dealt with. The medical, security and welfare teams must all work together to care for the victim. Event Management will have a procedure in place for trying to identify the perpetrators and dealing with them as appropriate

The welfare unit will have a secure “Safe Space” area where the victim may safely shelter. This will be a shelter or marquee behind the welfare/medical area away from all other event personnel and public where the victim may speak openly about their experience in a secure area. Personnel trained in supporting victims of sexual harassment and assault and will offer that support until such time as the matter may be handed over to police or local authorities, in the case of a criminal assault or until the victim feels they are secure enough to leave. In many instances, a victim of assault will want to have a neutral person present if they are to be questioned by police or authorities and Welfare

personnel will offer support for as long as the victim wishes to have them present.

### **Vulnerable Females:**

Though a person of any age or gender identity may become vulnerable on an event site, particularly once capacity is diminished through the use of alcohol and/or drugs, it is understood that the local authorities may be particularly concerned about females.

As with anyone, a female with diminished capacity to make decisions regarding personal safety and wellbeing may find themselves in a scenario that leads to harm. This harm could potentially manifest as:

- Enticement to take a substance that is unknown or unwanted that may lead to physical illness or mental/emotional disturbance
- Having a substance “spiked” into food or drink
- Becoming lost or isolated from their friends or falling in with strangers/unknown people who may exploit their vulnerable state
- Becoming unconscious or drunk/drugged to the point of being easily susceptible to theft or assault, including sexual assault

### **Reducing Vulnerable Female Scenarios:**

The organisers of the event can reduce potential vulnerable scenarios by including the following: Welfare, Medics and Security to work as a team in order to safeguard any female considered vulnerable - whether the person in question realises they need assistance, or not.

- Adequate lighting around the site so that there are as few dark, isolated corners as possible.
- Roaming security response teams, including female security.
- Ensure that there are female welfare team members present in the welfare unit at all times.
- Medics to ensure that there are female team members present in the medical unit.
- Victims of sexual assault will be cared for by female medic, welfare. Police should preferably provide a female officer trained and experienced in working with sexual assault victims should they also become involved.
- Welfare to provide a secure rest and sleeping space in the unit for any female considered vulnerable, until they are able to look after themselves and make a capable decision about looking after their own safety.

The above ways of helping maintain the safety of vulnerable females will have the benefit of reducing harm for all event attendees and ensure that all are being looked after

### **Mental Health Support**

There may be a number of people who may suffer from mental health issues such as anxiety, PTSD, agoraphobia or grief after loss as well as unexpected bouts of euphoria. In some cases people may have these feelings or health issues triggered during an event and may seek support or a safe place to express their anxieties

In addition, it is common within most large event crowds to find people who normally take medications to help with a mental health condition have stopped or forgotten to take their medications or they have combined the medication with alcohol or drugs, thus exacerbating their state of poor mental health. These people often end up with welfare or medics.

### **Record Keeping**

For all the issues requiring welfare support, Welfare will have accurate and thorough methods of

record keeping during the event. This allows Management to have full statistical information of how the welfare unit was used and support for any actions following on from welfare visitors. A post-event welfare report will be written to include a charted breakdown by gender, age, time and date as well as basic reason for welfare care. No names will be given in the report as this is confidential information.

## **SAFEGUARDING – CHILD, TEENS & VULNERABLE ADULTS SAFETY**

As well as being one of the licensing objectives, “To ensure the safety of children”, Standon Calling assumes both legal and moral responsibility for the welfare of all children on site. This includes older children or youths not yet 18. It also includes the protection of vulnerable adults.

“A vulnerable adult is defined as “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 him or herself, or unable to protect him or herself against significant harm”.

For the purpose of this document, all procedures for children will also apply to vulnerable adults

### **Incorrect ID / NO ID**

Some of the people with tickets may be “turned away” at the gate because they do not have correct ID to prove they are an adult. Or they may be underage people (under 18) trying to sneak in on an “adult” ticket and stuck on site with no transportation home. These are vulnerable young people and as such are the responsibility of the Event Management under Licensing Objective 4, until an adult can collect them from site.

The care of these young people shall be looked after by a qualified member of the event Welfare Team who will see that they are kept safe and assist in getting hold of the parent or responsible adult who will either collect the young person or deliver the required ID to prove the people age as 18+.

### **Safeguarding on the Radio System**

In the interest of child safety, a child’s name must never be mentioned on the radio as any member of the public is able to overhear radio messages.

### **Abuse Disclosure or Parental Neglect**

Should any child, teen or vulnerable adults disclose information to a member of event staff of having received abuse from a parent or any other adult then the Event will act responsibly. Likewise, if a child / youth / vulnerable adult is found to be neglected by the parent or guardian, the event will take action.

The child / youth / vulnerable adult will be minded by someone from the Welfare Unit if they feel they need protection or support. A call may be placed to the Hertfordshire Child Social Care 24-hour hotline for advice on how to proceed, and police shall be called if the incident warrants their involvement.

### **Child / Youth / Vulnerable Adult and Medical Treatment**

Any child under 16 needing medical treatment must be accompanied by their parent/ guardian to

the medics. If a life-threatening occurrence has taken place requiring immediate medical attention and no parent/guardian is around, then lifesaving becomes the priority and every effort will be made to contact the responsible adult. No child or teen under 16 being treated will be released back to the event without the presence of his or her parent or responsible adult.

### **Neuro-Diverse Children**

The term neuro-diverse is described as “neurologically atypical patterns of thought or behaviour” and is often used to describe people with ADHD, dyslexia autism. Event attendees on site with neuro-diverse children may need extra support from time to time if their child becomes over-stimulated by the event environment. Within the welfare unit, a parent with an overstimulated child or a child in “meltdown” may be offered the privacy of the Safe Space (if not in use otherwise) to allow the child a place to readjust and reach a calmer frame of mind.

The welfare team keep items such as fidget toys and weighted blankets that may be used to help the child focus.

### **Children/Youth/Vulnerable Adults and Social Disorder**

Any child or youth caught having committed a crime or causing a social disorder will have their parent or guardian notified. The child or youth will be held by Security with a Welfare Team member present until the parent or guardian is located. No child or teen will be released back into the event without the presence of their parent/ guardian.

## **PROCEDURES: MISSING & FOUND PEOPLE**

The term “lost child” is often used to describe a young person found without a parent / guardian or a young person reported as missing by the parent or guardian. For the purpose of this policy and where possible within our site conversations we will use the following terms:

**Found** – This is often what is meant when someone says they have discovered a “lost child”. This is a situation where a child, youth or vulnerable adults is found without their parent or guardian and needs to be safely looked after until the parent/guardian can be located.

**Missing** – This is where a parent/guardian cannot find their child, youth or vulnerable adults and have asked for help. This is a very serious situation as they may be in a position of danger and their safety compromised.

### **Found Child Procedure**

- Most public on site finding a child who is “lost” will take them to the nearest official looking person. This will often be an event steward in a Hi-Viz, or security person in uniform or any obvious member of event staff or crew.
- In being presented with a child, the best recourse for the steward, security or staff member is to stand still with them for approximately 5 minutes. Chances are the parents are nearby searching and will spot the nearest person in a Hi-Viz or uniform.
- If the steward/ security person is presented with a child and they have a radio, they should radio Event Control and say “I’m standing with a found person. I’ll get back to you soon.” This is to log the fact that one of the event’s members of staff is standing with a child.
- The person standing with the found child may ask them their name and also the name of the parent or guardian. This information can be used as back up information from the claiming adult. They may also call the number on the child’s wristband if there is one.

- If the parents see the young person standing there, they will come up and claim him or her. The event staff member with the young person should ask the parent their name as a “check” that they are the correct person. If this happens, the person standing with the found young person needs to radio Event Control and report that the found person is now reunited with their responsible adult.
- If after 5 minutes no parent has come forward, the young person is now the responsibility of the Event for keeping safe until the parent can be found. At this point, the member of staff will radio Event Control and say “I’m bringing the found person to the welfare unit”.
- The times when the radio calls are made will be logged to show that the member of staff has spent a recorded amount of time with the child.
- If the staff member with the child has no radio, they look about for another member of staff to stand with them so that no one person is left alone with a child. If there is no one else, they should walk directly to the nearest Security or Steward with a radio.
- If the found child is too young to speak, they should be taken directly and immediately to the Welfare Unit for minding rather than standing with them for 5 minutes
- Once the found child is taken to the Welfare Unit, one of the minders will take custody.
- On taking in the child, the minder will fill in a simple form with information: name, gender, age, where they were found etc.
- They will see if the child is wearing any identification with a phone number and will call that number. If the parent answers, they will be told where to come to identify their child.
- If the number is not answered or there is no number found, then the child will be kept safe and calm until the parent/guardian is located. There will be facilities in the Welfare Unit to keep the child comfortable and entertained while waiting. This includes the use of fidget toys and weighted blankets that may be used on found children who are perceived to be neuro diverse. NOTE: Children will never be mixed with those receiving welfare attention due to medical or social causes.
- No refreshments will be offered to the child other than water, as there is no information about allergies or special diets.
- The found young person will be out of view of the public. That way the claiming parent/guardian must identify the child and that identity match the person being held before the child is brought to view and released.
- The claiming parent/guardian must sign a release form for the child.
- Once the parent/ guardian has come to the Welfare Unit, the following will be observed
- If the child shows any fear or hesitation in going to the parent/ guardian, then they will not be released. The Welfare personnel will radio for Security Coordinator to attend and help assess the situation. The ID of the parent/ guardian will be asked for.
- Should a found child disclose information about having received abuse, the Event and Security Managers will be called and the local authority Child Social Care consulted
- Unclaimed Child:  
If the Welfare Unit has held the child for over an hour with no parent/ guardian coming forward, then the Event Control will be contacted. At this point, Management must decide how to re-unite the child with their parent. Some of the decisions may include:  
Making some stage announcements for “Mr or Mrs xx to contact the nearest Security person or go to the Welfare Unit”. The child’s name will not be broadcast nor will the stage message say “there is a lost child”  
Try to get a full description of the parent / guardian from the child and put out a search.  
In an extreme case scenario, if the child has been held for a lengthy time, the Event Management may have no recourse other than calling the police or the local Child Social Care regarding intervention.

## Missing Child Search Procedures

Security and stewards will be most active in the search for missing children as these teams are spread across the site in all areas. However, other event staff will be called in to keep an eye open for the child. This includes on-site medics, event site staff and all crew with radios.

Most parents/ guardians having realised that their child is missing will approach the nearest steward, security person, or obvious member of staff to find out what to do. The Event staff member shall direct the person to the Welfare Unit. If the security or steward has a radio, they will call Welfare and report: "We are sending someone to talk to you about a lost child".

At the Welfare Unit the person will be asked a few questions which will be logged onto a form: description of child, where last seen etc.

If they are minding a child of that description, they will reunite the child and parent. Parents will then sign the form to register that they have claimed their child.

If they are not minding a child of that description, then the event has a genuine missing child and the Welfare team will do the following:

- The information about the Missing Child will be called through to Event Control. They in turn will put out the message: "We have an urgent message regarding a lost child – please listen" they will then give a brief description of the child and where last seen.
- Event Control will put out a radio call to Security with a brief description of the child without giving a name (gender, ethnicity, clothing, hair & eye colour, last known location). Security and Stewards, particularly near the last known location will begin a search.
- Those assigned to a post that they cannot leave without jeopardising event safety will visually scour the area near them.
- Security and Stewards at gates into and out of the site will pay close attention to all children leaving with adults to ensure that no adult is trying to leave site with the missing child.
- Security and Steward Control has the option to assign mobile security people a particular area or patch of the site to search.
- Those on active, mobile search will methodically check their area, toilet areas and backstage/ no go areas where a child may have roamed.
- While Security and Steward Control have initiated their search Event Control shall radio other channels to begin a search:
- The Medical crew will be contacted in case a child of that description has been brought in ill or injured. Any foot patrols will be asked to keep an eye out for the child.
- Site crew and Production crew will be told as they will be on the ground in various areas of the site and can help with the search.
- When the child has been located, the person finding the child will radio Event Control to say they are going to the welfare tent with "the child we were looking for". Welfare will get in touch with the parents.
- The child will be clearly identified as the one that was reported missing.
- Once parents have made a positive identification and claimed their child, Welfare will contact the Event Control to say "all is OK, the child has been claimed". The controllers will put the message across to all teams.
- If the child has not been found after a thorough search, then Event Management will call an emergency meeting with the event's Emergency Liaison Team (ELT) and discuss the next step which may mean a lockdown on site, calling police for advice or help in searching for a missing person. Parents will be consulted during this decision process.



## **TEENS AND ALCOHOL OR DRUGS**

The outlets for alcohol sales on site are all managed by experienced staff that are aware of the necessity to sell alcohol responsibly. A "Challenge 25" system will be in place and bar staff will ask for photo ID for anyone looking under 25. Should security notice alcohol in the hands of someone who looks under 18 they will check their ID. If they are underage the drink shall be confiscated and poured. If they can identify where the alcohol came from and if it was a proxy purchase, the purchaser will be removed from site and their details logged with control.

Drugs are not tolerated at Standon Calling and security measures are in place to stop drugs from coming onto site or dealing with any drug holders that may be found.

Despite all efforts to monitor alcohol and drugs on site, there may be instances when a teen may have had access to drink or a drug and has indulged to the point of illness or socially disruptive behaviour.

Should Security, Stewards or any event staff be presented with a youth who is ill or incapacitated due to intoxication or possible drug use, they shall be taken to the medical tent as soon as possible either on foot (if able to walk) or a medical unit will be called to them if they are incapable.

The medics on site will be trained and experienced in working with the conditions presented and their medical treatment; particularly of life-threatening conditions will take priority. They will be able to ascertain the name of the young person

Once the teen is out of danger medically but still in need of being watched, they will be handed to Welfare: NOTE: The medics would not be allowed to release anyone under 16 back into the event without a parent / guardian – no matter what condition they are in. Welfare will support anyone under 16 that needs minding.

If the youth is so incapacitated that they cannot give a name or they give a false name or the responsible adult/ guardian cannot be located, then that teen's welfare is the responsibility of the Event Management under License Objective 4.

As long as the young person is being medically treated they are under the care of the medical personnel. If medical treatment requires the young person to be taken to the hospital and no guardian / responsible adult has been located, then police or local Social Care shall be consulted regarding assumed responsibility once the young person has left site in the ambulance. Efforts will continue to contact the guardian.

Should the medical personnel feel that the immediate treatment has been given, yet the youth is not yet ready to be released, the medics may call upon a member of the Welfare team to sit with the youth while they are recovering. If the youth has fully recovered and the medics feel they can be released and no name has been given or no guardian/ responsible adult has been located on site, then Welfare will try to persuade the young person to contact the parent/ guardian. They will mind the youth until the parent/guardian arrives or hand over to Police or local Social Care will be assume responsibility.

No youth under 16 having received medical attention shall be released back into the event unless released to their guardian/ responsible adult.

Should Security be alerted to a social disorder situation that involves a teen, then that teen shall be held, their name taken and as with a medical situation, Welfare will attempt to locate the guardian/ responsible adult who accompanied that teen.

If a false name has been given or the guardian/ responsible adult has not been located, then Welfare will consult with Event Management about informing police of the situation and Police then assume responsibility for the young person. Every effort will be made to continue to locate the guardian / responsible adult on site

No youth having been held by security shall be released back into the event unless released to their guardian / responsible adult.

## **VULNERABLE ADULTS**

Protection for the safety and welfare of young people may also be extended to vulnerable adults on site. A vulnerable adult is defined as “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 him or herself, or unable to protect him or herself against significant harm”.

### **Found or Missing vulnerable adult**

The most common safety/welfare issue for a vulnerable adult is separation from their family group or carer. It may be that a member of staff or crew have found a vulnerable adult in a state of distress because they cannot locate their carer, or a carer approaches a member of staff saying that they have lost sight of their charge.

The procedures to look after the found or search for the missing vulnerable adult will be the same as described above for found and missing children.

### **Identifying a vulnerable adult**

Often there is a problem in identifying a vulnerable adult who may appear to be as any other adult on site. The following points should be kept in mind, particularly by security, stewards, medics and welfare personnel:

- Learning Difficulties – whereas some vulnerable adult may be easy to identify with something like a Downs Syndrome, others with learning difficulties may be less so. People with a learning difficulty may talk slower, become easily distracted, become distressed easily or withdraw into silence if they are frightened. In some cases it may be easy to assume that that the person is drunk or on drugs. People with a learning disability are often warned about talking to strangers so may be hesitant to speak to those who are trying to help them.

Speak calmly and clearly to the person. Do not speak “simply” as if they were a child but show patience and understanding that they may be afraid. If the vulnerable adult does not want to move to a place of safety such as the Welfare Unit, then a stand with them on the spot. You may radio to Welfare to come and assist if necessary.

They may have details of their carer that they can share that will help Welfare personnel try

to locate them.

- **Neuro-Diverse / Autism** - An autistic adult may be hard to recognise. If they are in the company of a Carer and in a situation of distress such as losing sight of their Carer, they may be non-social, uncommunicative and may exhibit repetitive behaviours or even signs of aggression. They may be over stimulated by sights and sounds and want to hide in a quieter place. Again, it may be easy to assume at first that the person is drunk or drugged

Speak plainly and calmly. Do not talk down to them as if they were a child. Say that you are aware they are distressed and may want to go to a place that is quieter. Again, you may call the Welfare Unit to assist.

Once in a quieter place, the vulnerable adult may be able to communicate details of their carer and welfare can try to help locate them.

- **Mental Health Issues** – Some people may have a history of mental health issues that can be exacerbated by being in large event surroundings. The sounds, sights, unfamiliar people may all trigger off feelings of distress, especially if the person is usually on medication but has not taken it during the event. They may appear confused, disoriented, exhibit incoherent speech. As with above, it is easy to confuse the behaviour with someone who is drunk or drugged. Unlike people with a learning disability or autism, a person with a mental health problem may not necessarily have a carer or family member with them

When encountering a person distressed and exhibiting erratic behaviour and speech, it is worth asking if they are at the event with a friend and if so, have they lost their friend. In which case, they can be taken to Welfare to be cared for until the friend/carers is found

If the person is incoherent and cannot answer basic questions, they should be taken to the medical unit initially when the medics can determine if the person has a physical cause for the erratic behaviour. Medics may be able to question more in depth about the person and the medications they are on.

If it is established that the person has MH issues, Welfare personnel can step in and either mind the person until their friend/carers is located or try to establish a best method for getting the person home where they will be less distressed.

If the medics assess that the person is having a psychotic episode and may be harmful to themselves or others and there is no other friend or carer about, then the local NHS may be contacted for advice and admitting the patient

- **Elderly or Physically Disabled Adults** - Some people attending the event may be vulnerable due to advanced age or a physical condition that requires them to have a carer present. Vulnerable adults in this group do not tend to separate from the carer or family as much. However, they do have needs that present themselves in terms of safety and welfare. These people may be allowed to come into the welfare unit for rest and care if they are in distress and unable to immediately get to their home or other secure place.

## **RECORD KEEPING**

Event Control, security, medics and welfare teams will all have accurate and thorough methods of

record keeping during the event so that management will have full statistical information of any issues that occurred involving children, youth or vulnerable adults.