

## LATITUDE FESTIVAL 2017

### SAFEGUARDING POLICY v5

This policy has been compiled by Festival Republic to provide practical guidance regarding the protection of children and vulnerable adults, lost children, as well as the policy relating to child workers and performers under the age of 16.

It follows Home Office and Department of Health recommendations. It is noted that the protocols provided offer safe practice for the care of both children and vulnerable adults.

Any queries should be directed to the Licensing Office for further information.

### 1.0 LOST & FOUND CHILDREN/YOUNG ADULTS / VULNERABLE ADULTS – REPORTING PROCEDURES

The following procedures shall apply to security, stewards etc.:

#### WHEN A CHILD/YOUNG ADULT/VULNERABLE ADULT HAS BEEN LOST

(to be referred to throughout the rest of this document as “the individual” or “the child”):

#### Definitions: -

We have 2 definitions in use at Latitude Festival.

1) **“Missing” or “Lost”** – this is for individuals who are not where they ought to be / or are expected to be including individuals thought to be at risk of harm or crime. For example, they have a history of wrongdoing or vulnerability. The Security Co-ordinator or Silver will make this assessment.

2) **“Found”** – this is for individuals who have been found by a member of staff but whose parents / guardians are lost, or not where they ought to be / or are expected to be.

#### Reporting procedures - general: -

Notification of lost / found children and vulnerable adults is **sensitive information**, when a discussion is taking place over the radio please be mindful of who is around you when sharing the appropriate details to security guards and stewards.

#### Reporting procedures for Missing or Lost

As soon as the issue becomes apparent, by means of an individual notifying staff of the missing person, that member of staff will notify their immediate line manager of the issue. They will also liaise with their Zone Manager or Area Manager, to ensure all staff are aware while also preventing duplication of calls to the Security Co-ordinator.

1. Their line manager will notify the Security Co-ordinator.
2. The Security Co-ordinator will notify the Welfare Team from Open Road immediately.
3. Either the Security Co-ordinator or the Welfare Team will make the log depending on who receives the information first.
4. The Security Co-ordinator is then responsible for disseminating information across all appropriate and necessary site teams to include circulating information on the description of the missing person - liaising first with the exit gates from the campsites into the car parks.

5. Any parent/guardian/friend of the individual who has reported them missing may require support, and the member of staff who has dealt with the initial issue should offer to escort them (or direct them if they prefer) to the Welfare Tent in the Village.
6. The Security Co-ordinator will liaise with the Police as appropriate
7. The Security Co-ordinator and Welfare Team will continue to liaise to ensure co-ordination and will share logs as appropriate.

### **Reporting Procedures for Found Children**

1. The mobile phone wristband system operates at Latitude (where all parents are offered a wristband for their child on entry that they can write their mobile phone number on). Therefore the member of staff that finds the individual will first try and contact their parent or guardian by phone in order to reunite them at the scene.
2. If 1) does not work then the individual will be escorted directly to the Welfare Outpost run by Open Road inside the Kids' Area during its hours of opening (9am – 10pm Friday, Saturday, Sunday) by the Lost Children's Patrol. If the Lost Children's Patrol is not available then the found child should be accompanied by **two members of staff**, one male, one female and ideally one of whom must hold an SIA licence.
3. The Welfare Outpost team should be notified prior to arrival that staff are bringing someone with them.
4. If the child is not reunited with their parent within 30 minutes of arriving at the Kids' Area, the Welfare Team member at the Kids' Area should log the fact and, if appropriate, arrange for the child to be transferred to the Welfare Tent run by Open Road in the village area where they can receive more long term care. The Lost Children's Patrol may be available to escort them there. However, it may be in the best interests of the child to remain at the Kids' Area even after 30 minutes have passed and this is at the discretion of the Welfare Team.

The timings are as follows:

**9am – 10pm Friday to Sunday:** Found children to be escorted to Welfare team member in Kid's Area

**All other times:** Found children to be escorted to Welfare Tent in Village

5. Should the found child remain for a long period of time with the Welfare Team then it may be appropriate for the Security Co-ordinator to liaise with the Police and / or Social Services.

### **2.0 COMMUNICATION AND LOGGING**

The radio code word "DISNEY" will be in use for found / missing children. This is the ONLY code word to be used.

When a found individual is with the Welfare Outpost in the Kids Area, then detailed notes will be made and retained if they are not reunited with their parent or guardian within 30 minutes.

When a found individual attends the Welfare Team in the village directly, then detailed notes will be made and retained.

When this individual is suspected not to be medically fit, by report or observation, then medical services will be contacted.

Any report to the Welfare Team of a missing child / individual will be passed immediately to the Security Co-ordinator in order that they can put out the alert to all relevant staff and that the gate staff can be contacted and the search for the individual can begin.

To recap, the Welfare Team are normally responsible for logging the full details. The Security Co-ordinator is responsible for the dissemination of information site wide and the search for the missing individual.

### **3.0 PROCEDURES**

While in the care of the Welfare Team every effort will be made to ensure the comfort, safety and well-being of the individual in a manner which does not violate their human rights and follows the recommended guidance. Efforts will be made to re-unite the individual with their parent or guardian, as appropriate, or referral made to statutory agencies as appropriate.

It is to be noted here that the Welfare Team have no right to detain ANY person – including a child - against his or her wishes. Efforts will be made to negotiate the best course of action for that individual at that time and the Security Co-ordinator will be advised.

Should an individual in our care choose to leave the service then it may be appropriate to involve the Police at that point and *always* if the child is under 10 years of age (or is known to be under 16 and to have no “authorised unaccompanied wristband”). It may be that local Social Services need to be contacted. The Security Co-ordinator may be requested to organise monitoring of the child’s movements while the Police or Social Services are being contacted.

In addition should there be other factors such as alcohol or drug misuse or concerns about other people that the individual is associating with, then it may be appropriate for the Security Co-ordinator to involve the Police and / or Social Services.

### **4.0 PARENTS OF LOST CHILDREN**

Any parent/guardian of a child / individual who reports them missing may be considerably distressed. Other event staff should keep details minimal as the Welfare Team will take a full report. This lessens the chance of duplicate or conflicting details.

When an individual is reunited with their parent or guardian then ID should be requested and noted. Only in extreme circumstances should the individual be allowed to leave without the parent providing some form of ID. Should the individual seem afraid or unwilling to accompany the parent or guardian then assistance / advice from the Police should be sought by the Welfare Team via the Security Co-ordinator. Equally, should the parent or guardian seem in any way unfit to care for that child then assistance / advice from the Police may be sought by the Welfare Team via the Security Co-ordinator. Further, if the Welfare Team has good reason to suspect the abuse or neglect of a child in their care (in the immediate term or over a longer period) then the Police and local Social Services **MUST** be contacted. 'Neglect' might in this instance be considered to be the refusal of an on-site guardian to maintain appropriate care of the child (such as refusing to attend to collect a child, or appearing unfit or incapable to care for the child).

The Security Co-ordinator will be advised when that individual leaves in the care of their parent or guardian. Notes will be kept in accordance with the Data Protection Act for a period of one year, after which point they will be destroyed, unless an ongoing investigation is pending.

## **5.0 RECRUITMENT AND TRAINING OF THE LOST CHILDREN'S PATROL AND THE OPEN ROAD WELFARE TEAM**

It is the responsibility of every member of the Lost Children's Patrol and the Open Road Welfare Team to prevent the physical, sexual and psychological abuse or neglect of individuals in their care and to report any such abuse that may be suspected or discovered.

In order to ensure the safety of individuals the following actions will be undertaken by Open Road:

1. They will plan their work so as to minimise situations where abuse or neglect may occur.
2. They will apply agreed procedures for protecting individuals to all team members.
3. They will give volunteers clear roles.
4. They will use supervision as a means of protecting individuals.
5. They will only use volunteers with enhanced DBS status to care directly for individuals.
6. They will inform all staff on the signs, symptoms and prevention of abuse and neglect.

Because of the nature of the work, the staff that run the service are not exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and are not therefore entitled to withhold information about any convictions including those which for other purposes are "spent" under the provisions of the act and they must disclose any convictions when applying for the position. Written references will also be taken up before each appointment.

All staff that work directly with children or vulnerable adults in a position of direct care must have enhanced clearance documentation from the Disclosure and Barring Service and for those in supervisory positions, enhanced clearance is mandatory. Staff working will be recruited from a variety of backgrounds such as social workers, childcare workers, psychologists, nurses and probation officers etc.

Staff in the Lost Children's Patrol and the Welfare Team will be trained in the potential problems relating to the inappropriate handling or touching of children / vulnerable adults and staff will be conversant with procedures for discipline and dealing with uncooperative children / vulnerable adults or their parents. Practices that threaten, frighten or humiliate children / vulnerable adults will not be used under any circumstances. Individuals will be accompanied at all times while they are under the care of the Welfare Team.

## **6.0 ALLEGATIONS/SUSPICIONS REGARDING ANY MEMBER OF THE LOST CHILDREN'S PATROL OR THE WELFARE TEAM**

It is important that an independent element be included as part of the investigation into allegations or suspicions of abuse against any member of the Lost Children's Patrol or the Welfare Team. Any member of these teams who receives a report of an allegation or who has serious reason to suspect a team member of abuse or neglect must at once inform his or her line 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 Social Services and/or the Police. The worker should not be allowed to leave the Festival site until the matter has been reported to Social Services and /or the Police and advice sought.

## **7.0 RECRUITMENT AND TRAINING OF 3<sup>RD</sup> PARTY PROVIDERS WORKING WITH CHILDREN**

Latitude Festival works with a number of 3<sup>rd</sup> party providers to offer activities and entertainment within the Kids' Area, Inbetweeners Teen Area and Family campsite. Many of these are charities or organisations that work with children and young people throughout the year.

Latitude Festival will make it a condition of contract with 3<sup>rd</sup> party providers that they check the DBS status of all staff, and that information can and will be made available upon request to Latitude Festival.

The 3<sup>rd</sup> party provider will be required to provide a named list of staff who do or do not hold current DBS checks. Staff with DBS clearance will be issued a "DBS wristband" issued by Latitude Festival. The wristband will illustrate clearly that the 3<sup>rd</sup> party provider has confirmed that this individual has DBS clearance and offers us a visual aid to ensure that we can monitor this live. Audit spot checks will be carried out on this system by the Kids Area Zone Manager.

Where no DBS check is in place this does not discount people from working within the area, but 3<sup>rd</sup> party providers must commit to practising safe recruitment by checking the suitability of staff and volunteers to work with children and young people, via personal or work references, or relevant work or volunteering experience.

Latitude Festival will issue 3<sup>rd</sup> party providers working in the Kids Area, Teen Area and Family Campsite with a Code of Conduct for them to share with their staff and volunteers, which will set out our expectations regarding behaviour, working without prejudice, reporting processes and our commitment to delivering safe accessible activities for children and young people.

The Code of Conduct will also remind the head of each 3<sup>rd</sup> party provider group that they must follow reporting procedures if an allegation is made against a member of staff or volunteer in their group. We will state that all staff working with children must work in teams of 2 or more, they must know the name of the designated senior person responsible for child protection in their working area, and that they understand their responsibilities in being alert to the signs of abuse, and referring any concerns to the designated senior person responsible for child protection in their area.

In addition to the 3<sup>rd</sup> party providers associated with the Kids Area, Teen Area and Family Campsite, Festival Pastors patrol the site and during the course of their patrols may help escort found children or vulnerable people. It will be a condition of contract with the Festival Pastors that they verify that only DBS cleared volunteers work on these patrols.

## **8.0 SCHOOLS DAY**

Schools Day takes place on Friday 14<sup>th</sup> July 2017. Schools book in advance to bring students on an organised school trip to the event, and participate in a special programme of events and activities that they have chosen for their students. Each school will have an agreed timetable and work closely with the Kids Area booker and assistant both pre-event and on-site to ensure a smooth running, safe and enjoyable day.

Latitude Festival delivers Schools Day in partnership with Culture Works East (CWE) a youth arts organisation who have a track record for delivering safe, accessible activities for children and young adults, particularly those considered hard to reach.

CWE recognise that the welfare of children, young people and vulnerable adults is paramount and that they have a duty of care and legal obligation. They are a member of SAFE (a safeguarding scheme created and run jointly by Suffolk and Norfolk CC) and have been awarded their LoTC award by Play UK. CWE are committed to doing everything reasonable to provide a safe, creative and caring environment by having safeguarding policies and procedures with designated qualified senior persons and deputies including practicing safe recruitment by checking the suitability of staff and volunteers to work with children and young adults, by ensuring all staff undertake regular SAFE child protection training, by ensuring they are equipped with the knowledge and skills needed to keep children and young adults safe and by having particular experience working with young children and young people in non-traditional settings such as festivals

Latitude Festival will contract a team of helpers from CWE to give information about the Schools Day on Friday 14<sup>th</sup> July 2017. They will act as a team of information assistants for teachers; they can help direct them to facilities, workshops, and areas of the festival; they can discuss programming and content within the Kids Area and in the wider festival; and they can help teachers plan their group's free time. They are not allocated to a specific school or group.

CWE will provide 20 staff to fulfil this role. They will confirm to Latitude Festival by letter that those recruited have completed Safer Recruitment procedures and that following these CWE are happy to confirm the individual's suitability for the role and that they understand what is expected of them. CWE has a formal process for recruiting staff. Where the staff member comes into contact with children, young people or vulnerable adults the process is rigorous, and the lead or deputy Designated Officer is involved in the selection process, including volunteers. All staff are required to:

- Complete a Creative Team Registration form
- Provide evidence of their identity and details of previous work with young people or vulnerable adults
- Provide two references
- Be interviewed by CWE staff
- If the person is thought to be suitable for the role they will be asked to complete a self-disclosure form and provide an enhanced DBS disclosure

form no more than 2 years old or complete a DBS application form. Their identity will be checked and references taken up.

- Complete a self-disclosure form

In addition to the above Schools Day Assistants will also:

- Be willing and able to take part in further Hotbox/CAT and Access Awareness training on site
- Be identifiable by a pre-agreed uniform

## **9.0 CHILD PERFORMERS**

In the event that there are child performers in any of the performances at the festival ,

- Venue – the backstage facilities will be large enough to accommodate safely the number of children taking part in any performance.
- Care of Children – Festival stages are places of work and can contain a lot of potentially dangerous equipment. It is therefore a requirement that children performing at the festival are kept under adult supervision at all times. Chaperones will be appointed and will take responsibility for the supervision of children at all times and shall ensure that children are accounted for at all times.
- Fire Safety – all chaperones will receive instruction on the fire procedures applicable to the festival.
- Special effects – It may be inappropriate to use certain special effects, including smoke, dry ice, rapid pulsating or flashing lights which can trigger adverse reactions especially in children. If any child performers are due to attend, this will be checked.

## **10.0 CHILD WORKERS**

Latitude Festival will not employ any person, or permit any contractor or service provider to employ persons under the age of 16 on site. Should any 16-18 year old wish to work at the Festival, then a risk assessment will be undertaken and the specific risk factors to the young person arising from this work will be analysed and controls implemented.

Competent management and supervision will be provided at all times. Historically, the number of 16-18's working on site has been very low, and to date no accidents or incidents involving young people at work have been recorded.

## **11.0 EVICTION OF JUVENILES**

Please see separate policy

## **12.0 ENTERTAINMENT**

Clear information will be included in the programme and via signage and verbal messages onsite about the fact that many acts may not be suitable for children.

The vast majority of films shown in the Film and Music Arena will either be classified as U or 18 meaning they are either suitable for families or not. This clear classification will help simplify the procedures in terms of preventing access to underage children as there will be a simple brief that entry will be restricted for children for all films shown, other than U certificate films.

The vast majority of films will be classified as an 18. It may be that a film that we would show would be a 12, but we will still classify it as an 18 onsite. This will remove the opportunity for confusion over what age group is allowed in at any one time, as children under 18 will not be let in at any time other than when a U is showing. SIA badged security will restrict entry for children and will be present on each door into the Film and Music Arena throughout the period that the tent is showing films.

Clear and strong signage will additionally be installed at the arena entrances. In addition there will be disclaimers printed on the tickets. Parents will be informed that many of the live acts, cabaret, comedy, and theatrical performances will not be suitable for children but due to the nature of live performance, it is not possible for us to classify them or sign them as such.

The Kids' Area in the arena will offer a variety of entertainment facilities for children. However, it will not operate a crèche facility and parents will be advised to accompany their children during the activities.

There is also a Teen Area in the arena, which will offer a variety of activities and workshops for young people aged 12 years and over. This area is programmed and run by youth arts charity Culture Works East, and international charity Greenpeace. Greenpeace provide a number of full time staff and these Event Managers are present at all times, and in radio contact. They also train a number of stewards who control and operate a queuing system, communicate rules whilst using the features and ensure safety procedures are followed. Stewards are carefully selected from national support groups; all are known to Greenpeace who provide a named list to Festival Republic of all staff and stewards working at the festival who are DBS checked, these staff wears DBS wristbands issued by the festival. As well as this they are all fully briefed in the Latitude Child Protection Policy.

There is also an activity area in the Family Campsite called The Enchanted Garden. Access to this area is limited to those with family camping access Kids and Teen Area wristbands. Parents or guardians with children under 12 years who are not camping in this area can request a wristband to access the activities only. This wristband does not permit camping and sweeps of the campsite will take place after the activity area closes, from 7pm onwards.

### **13.0 SITE LAYOUT AND ACTIVITIES**

The family campsite will have controlled access and therefore will only be accessed by family groups including a child of under 16. These gates will be staffed by stewards and checks will be rigorous. The family campsite will have facilities such as showers, toilets, a tuck shop, water points and café.

Early morning activities will be provided for children in the family campsite. The Kids' Area in the arena is planned to open at 09.00 each day prior to the main arena opening at 10.00. Additional security will ensure that no access is permitted from the Kids' Area to other parts of the arena that are not yet open in between 09.00 and 10.00.