

SECTION 4

DON'T PANIC FESTIVAL

Lost Child & Safeguarding Procedure

The DON'T PANIC Festival is a family-friendly event, and the safety and wellbeing of children and vulnerable people is a top priority.

All volunteers receive basic safeguarding awareness training prior to the event.

If a Child is Found Lost

1. Stay Calm and Reassuring
Speak gently to the child.
Do not leave them alone.
2. Contact Event Control
Inform the Safeguarding Lead or nearest Steward.
Provide location and description.
3. Escort to the Designated Safe Point
The child should be accompanied by two volunteers where possible.
4. Record Basic Information
Child's name
Parent/guardian name (if known)
Description of parent/guardian
5. Safeguarding Lead Manages the Process
Announcements may be made if appropriate.
Reunification will take place at the Information Point or Safe Point.
6. Documentation
All incidents logged in the Event Incident Log.

If a Parent Reports a Missing Child

1. Inform Event Control immediately.
2. Gather information:
Child's name
age
clothing
last known location
3. Stewards begin discreet site search.
4. Safeguarding Lead coordinates response.

Important Safeguarding Rules

Volunteers must never:

- take a child off site
- be alone with a child in a private space
- promise secrecy

Always involve the Safeguarding Lead.

Steward Radio Communication Protocol

Clear communication helps prevent confusion and keeps everyone safe.

Radio Etiquette when using radios:

- Speak clearly and calmly
- Keep messages short and factual
- Wait for acknowledgement

Example: “Event Control from Steward 3.”

Basic Radio Structure

1. Call who you need
2. State who you are
3. Deliver message

Example: “Event Control from Parking Team. Car park nearly full.”

Radio Codes (Simple System)

Avoid complicated codes. Plain language works best.

Common messages:

Request assistance - “Event Control, steward assistance required near stage.”

Medical issue - “Event Control, first aid required at food stalls.”

Safeguarding concern - “Event Control, safeguarding assistance requested at Information Point.”

Radio Priority - If there is an emergency, say: “Priority message.”

Everyone else should stop transmitting.

One-Page Volunteer Briefing Sheet

Welcome Volunteers

Thank you for helping make the DON'T PANIC Festival happen.

This event celebrates creativity, community, and the wonderfully absurd imagination of Douglas Adams.

Your help makes the day safe, welcoming and fun.

Key Principles

Be:

- friendly
- calm
- approachable
- observant

Remember the festival motto:

DON'T PANIC

Key Locations

Volunteers should know the location of:

- Information Point
- First Aid
- Event Control
- Volunteer Hub
- Main Stage
- Toilets
- Recycling Stations

If Something Goes Wrong

Do not try to deal with everything alone.

Contact:

- Event Control
- Safety Lead
- Safeguarding Lead

Safeguarding

If you encounter:

- a lost child
- vulnerable person needing support

Stay with them and contact Event Control immediately.

Environmental Commitment

Help us keep the festival low-impact:

- encourage recycling
- support litter reduction
- remind visitors to use reusable cups