



## VOLUNTEERS HANDBOOK



**Thank you for volunteering to work with us; the festival couldn't run without your help and support!**

**This is a guide to help you in your role within Chippenham Folk Festival.**

**It outlines the procedures in place across the festival and outlines core duties and responsibilities whilst volunteering for the festival.**

A copy of this Handbook will be at each venue in the venue book, and in the Stewards Tent on Island Park.

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# Welcome to Chippenham 2024!

## Introduction

Thank you for choosing to volunteer with us this year. For those of you who have been with us before, we are so pleased to have you back with us. For those of you who are new, welcome to the team!

We have created this handbook as a guide to help ensure your safety and the safety of others over the course of the festival. Please make sure you take the time to read through sections relevant to your role. A handy copy will be in your venue packs for you to refer to over the weekend.

Should you have any questions regarding this information please contact your relevant Manager via email or phone.

Returning volunteers: Please be aware that we review all policies and procedures annually. Do not assume you have read them all before.

To show our appreciation for your hard-work, we are offering all official volunteers a 20% discount off any personal purchases from our new larger merch shop stall, where we will have a much wider range of items for sale this year.

To make it easy for the shop team to identify you as a volunteer and give the discount, you will be given a printed "Volunteer" wristband which will also be your weekend ticket.

We look forward to seeing you soon!

## Meet the Team

Chippenham Folk Festival is completely volunteer run from all of you who help keep the festival running smoothly over the weekend to the management team and the executive team who oversee it all.

Below is a guide to the festival management team and their area of responsibility:

<b>General Enquiries</b>	-	<a href="mailto:Contactus@chippfolk.co.uk">Contactus@chippfolk.co.uk</a>
<b>Tickets</b>	Jan Field	<a href="mailto:tickets@chippfolk.co.uk">tickets@chippfolk.co.uk</a>
<b>Bookkeeper</b>	Andy Stafford	<a href="mailto:bookkeeper@chippfolk.co.uk">bookkeeper@chippfolk.co.uk</a>
<b>CFF Association Memberships</b>	Paul Gilman	<a href="mailto:membership@chippfolk.co.uk">membership@chippfolk.co.uk</a>
<b>Concerts &amp; Music</b>	Debra Hannis	<a href="mailto:concerts@chippfolk.co.uk">concerts@chippfolk.co.uk</a>
<b>Ceilidhs</b>	Rhianwen Davies	<a href="mailto:ceilidh@chippfolk.co.uk">ceilidh@chippfolk.co.uk</a>
<b>Folk Dance</b>	Alan Brunier	<a href="mailto:folk.dance@chippfolk.co.uk">folk.dance@chippfolk.co.uk</a>

<b>Displays</b>	Laura Southcoat	<a href="mailto:displays@chippfolk.co.uk">displays@chippfolk.co.uk</a>
<b>Family and Community Stewards</b>	Cat Murphy & Lyndsey Robinson Georgie Hooper, Laura Field & Prue Reilly	<a href="mailto:family.festival@chippfolk.co.uk">family.festival@chippfolk.co.uk</a> <a href="mailto:stewarding@chippfolk.co.uk">stewarding@chippfolk.co.uk</a>
<b>Task Force - Personnel</b>	Nicki Sarfas & Kayleigh Gillard	<a href="mailto:taskforce@chippfolk.co.uk">taskforce@chippfolk.co.uk</a>
<b>Task Force - Site</b>	Martin Field, Mark Excell and Richard Sarfas	<a href="mailto:taskforce@chippfolk.co.uk">taskforce@chippfolk.co.uk</a>
<b>Communications</b>	Kieran Mason	<a href="mailto:Chipfolk-Comms@outlook.com">Chipfolk-Comms@outlook.com</a>
<b>Schools Day</b>	Lucy Whitfield	<a href="mailto:Schools@chippfolk.co.uk">Schools@chippfolk.co.uk</a>
<b>Craft &amp; Music Stalls</b>	Laura Southcoat, Richard Proctor	<a href="mailto:Trade@chippfolk.co.uk">Trade@chippfolk.co.uk</a>
<b>Artists Accommodation</b>	Tracey Smith	<a href="mailto:artaccom@chippfolk.co.uk">artaccom@chippfolk.co.uk</a>
<b>Box office team enquiries</b>	Sasha Berry	<a href="mailto:sashaberry@live.co.uk">sashaberry@live.co.uk</a>
<b>Artist Reception</b>	Jane Sycelmoore	
<b>Website</b>	Richard Proctor	<a href="mailto:Richard@wavwebs.com">Richard@wavwebs.com</a>

*Key contacts for the weekend*

**Please save these numbers on your mobile phone**

Steward Managers: 07756980178

Event Control: 07495876591

Designated Safeguarding Manager: Dave Webber

Deputy Safeguarding Manager: Cat Murphy

These managers can also be contacted via Event Control.

*Venue Managers*

Each Venue has two/three Venue Managers who are responsible for the overall running of the Events over the course of the weekend. They are also there to help you understand your duties at that specific location and answer any queries or problems that you may have. We will try to keep you working at the same Venue/with the same managers throughout the festival.

<b>Stewards Hub</b> (Steward Managers)	Laura Field	Georgie Hooper	Deputy - Prue Reilly	
<b>The Cause</b> Hall and Auditorium	Ron Jackson	Richard Beswick		
<b>The Olympiad</b> Sports Hall and Riverside Room	Ian Walker-Smith	Josh Catlin	Dawn Maycock	Peter Rowstone

<b>St Andrews</b>	Ronnie Williamson	Sally Argent		
<b>Town Hall and Neeld Hall</b>	Sheila Thackwray	Amanda Collicutt	Deputy - Kat Deuchars	
<b>Other Town Venues - Angel Hotel, St Paul's Church</b>	Liz Ellison	Chris Osbourne		
<b>Island Park, Family and Community Events</b>	Cat Murphy	Lyndsey Robinson		
<b>Task Force</b>	Nicky Sarfas Kayleigh Gillard	Martin Field	Mark Excell	

## Arrival

When you arrive, you can show your email confirmation to access the campsite you will be staying at, Westmead Playing Fields or Monkton Park. Campsites will be open from 10am on **Friday 24<sup>th</sup> May**. Campsite locations and facilities etc, can be found in the General Information section at the end of this handbook.

All volunteer wrist bands and identification badges will be available for collection from **The Stewards Hub** located on Island Park.

Opening hours are: **Friday - 10:30 - 20:00, Saturday, Sunday and Monday - 8:00 - 20:00**

**The Box Office tent** can be found as you enter Island Park from the Town bridge. Opening hours are: **Friday - 10:00 – 22:00, Saturday, Sunday and Monday – 09:00 – 21:00**

**Artist's Reception** can be found as you enter Island Park from the Town bridge. Opening hours are: **Friday - 12:00 to 22:00 and Saturday, Sunday, and Monday 09:00 to 21:00**

**Family and Community** - Look out for the Community Stage facing you, as you enter the park from the Town Bridge, and as well as a number of marquee venues around the park. Family and community events are open to the public on a donation basis. **The stage opens from 12:00 to 18:30 pm Friday and 09:30 to 18:30 Saturday, Sunday and Monday.**

**Task Force** - Located on Island Park by the bridge towards the Olympiad. Task Force can be contacted via the radio. **Available for contact from 9am - midnight.**

## Team Briefings

Each team manager will contact you directly to organise when and where you will be expected to attend a briefing. However many times you have volunteered with us, please don't assume you don't need to attend. Every year we look to improve upon our policies and procedures, alongside changing venue use. The briefing will be a vital opportunity to tell you what you need to know, specific to your role. If you haven't heard anything before you collect your tickets, check in with your Manager once you've arrived.

## General Guidance and Expectations

### *Volunteer Etiquette*

We have made the following guidance to assist you in your volunteer roles. These help the festival comply with current legislation and ensure you and the public remain as safe as possible. All policies and procedures mentioned below are documented in this handbook for you to read.

1. Read the key areas of this handbook in relation to your role. It contains all the important information on festival policies and procedures which will help you in performing your duties and keep you and members of the public safe.
2. Attend a briefing session with your manager.
3. Always arrive on time for your shift to ensure you get a handover and others can be released on time.
4. NEVER arrive on duty under the influence of alcohol or drugs and do not drink whilst on shift.
5. Work together as a team. If you wish to change shifts, then please do it in agreement with another steward and your Venue Manager. We have no 'spare' stewards and so any last-minute changes MUST be agreed locally with your Venue Manager.
6. Let the Steward Managers know as early as possible if you have a problem with any of your shifts or cannot attend the festival at all.
7. Always ensure that you do not leave your post unmanned unless told to do so (even if it is an empty venue).
8. **DO NOT try to resolve a serious incident on your own. Escalate serious issues/concerns to the Steward Managers/Venue Managers so all relevant parties can be made aware. If you cannot reach your area manager please contact Event Control.**
9. **If at any point you feel unsafe in your role, whether it is because of a member of the public or another member of the team, please talk to your Venue Manager. In the case that you do not feel comfortable talking to the Venue Manager/s, please escalate to the Steward Managers or the wider festival management team.**
10. Know how to use the radio and what channels to use in case of emergencies.
11. Know the alarm points and how to raise the alarm at your Venue in case of emergencies.

12. Know the location of Fire extinguishers, emergency exits and where the fire assembly point is for your specific venue.
13. Know how to contact a First Aider if required.
14. Understand what to do in the event of a lost child or safeguarding issue.
15. When on duty wear your badge and high-visibility jacket at all times.
16. Failure to arrive for your shift, arrival in an inebriated state or inappropriate conduct, WILL result in your removal from the festival.

*Don't be afraid to ask if you are unsure of anything. We are here to help!*

## FAQs

There is an FAQ page on the website at [www.chippfolk.org.uk](http://www.chippfolk.org.uk). Here you will also find a full interactive map of the town and venues that will provide you, or festival goers asking your advice, directions to venues around town. Also, on the website, you can find an interactive programme that can be filtered by genre, venue or time.

## Shifts

You will receive your shifts from your venue manager. Please only request swaps if absolutely necessary. If you would like to pick up any additional shifts, during your time at the festival, to help out, please visit the Stewards Hub to let the steward managers know.

## Starting and finishing your shift

At the start of each duty please ensure you report to your allocated Venue ontime; this will allow Venue Managers to ensure that working stewards are relieved in line with the shift rota. This will also allow for a handover with the Stewards before you and for any important information to be relayed.

## Venue Books

Each Venue has a Venue Book allocated to it; this will provide you with all the details you may need about the venue and the festival.

## Cash Floats

There will be no on the door purchase of event tickets this year so no cash floats will be available. All event ticket requests should be directed to the box office.

## Event Types

Each event at Chippenham Folk festival will be one of the following. For each one there is a different procedure. Please familiarise yourself with the type of events happening in the venues to which you are assigned.

**Season Tickets Only:** Only those with appropriate wristbands or badges will be permitted to enter those events. Check everyone entering and challenge anyone without an appropriate wristband or ticket. Direct them to the Box Office or contact your Venue Manager for assistance

**Collections:** Although the event is free, donations are encouraged to help and support the festival. You will have a collection tin to use on the door for these donations as people enter.

**OPEN (free event):** This event is completely free to attend for everyone. Your main responsibility is to ensure that people are coming and going from the Venue in a safe manner and are enjoying themselves!

**Event Ticket:** This event is open to anyone to attend as long as they have the appropriate wristbands or event specific ticket. Make sure you check everyone entering and challenge anyone without an appropriate wristband or ticket. You can direct them to the Box Office to sell them a ticket if they do not have one.

### *Welfare*

**Ensure that you are never left alone at a venue during late-night events. If you find yourself in this situation please contact Event Control.**

It is not your responsibility to put yourself in harm's way when Stewarding an Event and we would never request that you do so.

If you have an irate or violent member of the public or ticket holder DO NOT put yourself in a position where you may get hurt. Contact the Venue Manager or Security who will be able to assist in removing the person from the Venue or taking them to a quiet area to calm down. Please see 'Hostile and Abusive Behaviour' for more guidance

### *Lost Property*

If unattended property is found, and is deemed not to be a threat (please read the Threat Awareness section), and its owner is not immediately obvious the item should be logged on the lost and found sheet and as soon as possible moved to the Box Office for further logging and safe keeping until the owner is found. Anybody reporting to you that they have lost something should be directed to the Box Office on Island Park.

### *Comments, Complaints, Compliments and Feedback*

Anyone approaching you with complaints, which cannot be resolved locally, should be directed to Event Control. For smaller complaints, which can be dealt with locally, follow the quick guide to dealing with difficult people and situations (located in this handbook.) A copy can also be found in the Event book.

We LOVE to hear good news stories, or get positive feedback, so please write down any compliments or comments received and report back to the Venue Manager/Steward's



Manager at the end of your shift. However small, compliments really do make it all worthwhile!

We are continuously looking at ways we can improve things for the next festival so please come and give us any feedback you have during the course of the weekend at the Stewards Information Point.

### *A quick guide to dealing with difficult people and situations*

Never put yourself or others in danger. We have trained security who are available to all venues throughout the festival. Only use the following guidelines if it is safe to do so.

Try to defuse the situation using tact, and where appropriate, humour.

Listen to the complaint patiently and politely – empathy goes a long way to helping someone calm down if they are irritated.

Admit if you do not know the answer and refer them to the Steward Managers/Venue Managers.

Take a note of their details and issues. Make sure you ask them what resolution/response they would like ideally. This procedure quite often calms things down and is helpful to all concerned in solving the problem.

If the person is aggressive, threatening, or violent in behaviour ask them politely to leave the premises or the Manager/Security will be called. If they refuse to do so, follow the hostile or abusive behaviour guidance. DO NOT confront them.

Do not attempt to touch or move the person unless you are attacked, in which case look to protect yourself from harm first and foremost (by using blocks) and only use 'reasonable' force to help protect you and others only as a last resort.

Extract yourself from confrontation as soon as possible and contact the Manager (if not already alerted), Security and, if the situation persists, the Police.

Make a written note, as soon as possible, of any details of the person and the circumstances surrounding the incident. This will help Authorities in any inquiry. Note names, descriptions of face, clothes, hair, eyes, sequence of events plus any details of witnesses.

## Policies And Procedures

### *Radio Etiquette*

Please do not broadcast information over the radio which may endanger a person's security or safety unless you have been advised to move to a secure channel. This information includes, but is not limited to, anything that breaches GDPR, money transfer or safeguarding.

Chippenham Folk Festival uses radios throughout the festival from set up through to take down. If you have been asked to use a radio, please make sure you understand how the radio works and follow procedures below when speaking on them.

- When you first receive a radio can you please make sure it has been signed out to you on the sheet in Comms, or with Task force Control. When you return it you must sign it back in. The radio is your responsibility once you have signed it out until you sign it back in.
- To use the radio, turn the switch on the top of the radio so it clicks on, and a number shows on the screen or says out loud which channel you are on where there is no screen.
- To change channels there is another dial at the top of the radio with numbered notches, these are your speech channels. You will be told which channel you need for the job/role you are using it for. There may be times you will be told to move to a different channel during the shift and you do this using this dial.
- On the side of the radio is a large button, this is the button you press and hold when you talk. You must release this to hear any other calls. Do not press this when someone is talking as it will block all signals. Also please ensure you are not knocking this button repeatedly as this can reset the radio meaning you will need to go back to comms for a new radio so the old one can be reprogrammed.
- If, when you press the button, the radio beeps, the battery needs to be replaced. Please report to comms/Task Force Control to get a new battery.

If you are provided with a radio whilst on duty, please adhere to the following rules and advice:

1. Please ensure you are on the correct channel. This will be identified to you upon receipt.
2. Always speak clearly and accurately. Be concise and brief.
3. Do not use inappropriate or offensive language.
4. Please only use radio's when relaying information regarding work or giving important updates.
5. Please check that no one else is using the channel before commencing.
6. The radio channels are monitored so please behave appropriately.
7. If you have a problem with the radio, please report it to the comm's Office immediately.

8. Please do not broadcast the following information over the radio which may endanger a person's security or safety: name & description of missing child or person, location of money etc. If you need to broadcast this information contact Event Control with a request for a secure line. See lost child/person section for further info.

**If you have any questions about the use of the radios do not hesitate to ask the team at Communications and Event Control.**

## **Lost Child/Person Procedure**

### **Introduction**

Chippenham Folk Festival (CFF) occurs within multiple venues across town and within busy public areas. Occasionally children or vulnerable adults go missing. This procedure describes what you must do if you are made aware of a missing child/person or if you find one.

The procedure applies to all areas of the festival (including venues, public areas, campsites etc), at all times of the day or night, and to all volunteers and workers.

Event Control (EC) is responsible for overseeing decision making and communication during the festival. In the event of a missing or found child/person, EC and the Duty Manager will assist with the situation as soon as you make them aware.

### **If you become aware of a missing child/person or someone reports such to you -**

1. Contact EC using your radio (or someone else's radio), or by telephone.
2. ONLY when on a secure direct line to EC, provide EC with a detailed description of the child/person, their last known location and any other relevant information you have.
3. EC will radio all stewards and security using the Mickey (missing boy) and Minnie (missing girl) call signs followed by the channel to be used to receive a description to enable a search to begin.
4. Discreetly check the immediate area and await further instructions.
5. When the child/person is found, the finder is to radio or telephone EC with the details.
6. EC will determine the process to reunite the individual with their parent/guardian.
7. EC will get back in contact with you to provide any instructions or ask you to stand down.

If a missing child or vulnerable person is not found within a maximum 20 minutes, EC will contact the police. If the person making the report of a missing child/person wishes to contact the police at any point, let them.

### **If you find a lost child/person -**

1. Discreetly check that the parent or responsible adult is not in the area.
2. Contact EC using your radio (or someone else's radio), or by telephone.
3. Provide EC with a detailed description of the child/person, their location and any other relevant information including any phone number on their wristband if present.
4. Wait with child/person at the location found. Be reassuring to the child/person but also protect yourself and avoid being alone with them if possible. Ask another adult festival volunteer to assist you if available.
5. EC will determine the process to reunite the individual with their parent/guardian.

6. EC will get back in contact with you to provide instructions.
7. If after 30 minutes, it has not been possible to find the parents/guardian, the Duty Manager will come to you, for you both to take the child/person to the Information Point. Ideally a DBS checked person is sought to assist.
8. EC will contact the Police and take their advice on next steps.

EC will complete a missing child/person report form.

Event Control Telephone Number: 07495 876 591

Please save this number on your mobile phone

### *Safeguarding Procedure*

This procedure applies to all staff and volunteers participating in the delivery of Chippenham Folk Festival (CFF). In this procedure, “volunteer” means and includes anyone undertaking activities for or on behalf of CFF and “staff” means and includes any worker, paid or unpaid.

This procedure, and the supporting Chippenham Folk Festival Safeguarding Policy, must be read by all staff and volunteers before they report for duty and collect their wristband.

### **Commitment to Safeguarding**

CFF aims to provide a safe environment for all staff, volunteers and festival participants, including children and vulnerable adults.

Participants may be at risk due to age, illness or disability. CFF is committed to working in their interests, to promote their welfare, and to put in place safeguards and measures to protect them. In providing activities for Participants, CFF will endeavour at all times to minimise risk to them and to ensure that they are as safe as the Company can make them.

CFF aims to protect all of its Participants from any act or behaviour of any member of staff or volunteer which, whether deliberately or unknowingly on the part of that member of staff or volunteer, gives rise to harm or ill treatment.

Such harm or ill treatment includes abuse (physical, sexual, emotional, discriminatory, institutional or organisational, financial or material), neglect, or impairment of the health or development of the Company’s Participants.

CFF recognises that it has a duty to act on reports or suspicions of abuse or neglect. It adopts a “zero-tolerance” policy of abuse within the Company.

### **Responsibilities**

All volunteers and workers involved in the festival and its organisation are expected to treat everyone with respect and dignity, and to be as inclusive as possible. You are also expected to recognise potential safeguarding issues and raise any safeguarding concerns so they can be appropriately dealt with.

## Recognising Safeguarding Issues

Whilst CFF does not expect a safeguarding disclosure or incident to take place, it is important that we all react appropriately if an incident occurs or anyone discloses abuse, ill-treatment or harm. There are four different groups of abuse: -

**Physical** - Actual or likely physical injury or failure to prevent injury.

**Sexual** – Actual or likely sexual exploitation.

**Emotional** – Actual or likely severe adverse effect on the emotional and behavioural development caused by persistent and severe emotional treatment or rejection.

**Neglect** – The persistent or severe neglect of an adult or child or the failure to protect an adult or child from exposure to danger, cold or starvation, or resulting in an impairment of health or development.

### *Responding to Concerns*

It is important to remember that most people will never experience the disclosure or discovery of abuse, ill-treatment or harm. However, you must understand what to do, if the occasion arises, so you can deal with the situation efficiently.

1. If you are told of, or have concerns about a child, festival participant, member of staff or volunteer, you should report this to your line manager who will liaise with the Safeguarding Officer or their Deputy.
2. If your line manager is not available or you'd prefer not to report them, you can speak with any member of the festival management team. This does not prevent you from making a report or referral in your own right as a private individual, to the statutory agencies such as social services or the police if you so wish.
3. If anyone is in immediate danger, contact 999. The NSPCC Child Protection Helpline is also available (0808 800 5000) for advice and guidance relating to children.

It is important not to jump to conclusions, but all concerns regarding abuse must be taken seriously no matter how vague they may seem.

Also remember that you are not to investigate abuse, ill-treatment or harm, only to report it.

### **Responding to disclosures**

It is possible that someone who has suffered abuse may confide in you. If this happens you should: -

- Remain calm. Really listen to what the person is saying. Reassure them that they have done the right thing by telling you.
- Not ask any questions other than for clarification. Allow the person time to speak, recognising how difficult these things are to say. Do not look shocked, disgusted or angry, as the person and in particular a child may feel guilty at upsetting you.
- Not promise to keep information secret. Be honest about who you have to tell and why.

- Inform your line manager, or any other member of the festival management team who will liaise with the Safeguarding Officer. Do not hesitate to contact 999 if someone is in immediate danger.
- As soon as possible, make detailed notes giving date, time, place, names mentioned and including any quotes that you can remember. Sign and date your notes and keep them in a safe place.

Do not notify any alleged abuser and do not discuss confidential information with anyone outside of the situation.

### *Violence, Disorder and Drug use*

Stewards, and other members of staff, are advised that if they witness actual or potential disorder, they should not put themselves at risk. They will notify the Event Control of their location and the severity of the incident. They will then clear the area of vulnerable bystanders and potential weapons and await assistance from security.

The festival will not condone or tolerate the use of illegal drugs, we will use our communication channels and on-site activity to minimise and isolate this activity should it occur.

Drug taking by any member of staff or contractor will not be tolerated and will result immediate expulsion from the site, together with a full report being made to the police with a view to possible prosecution

### *Hazards and Safety Risks*

Our Festival is generally very safe across all venues. Everyone has a responsibility to do all they can to ensure that this remains the case. If you spot any risks report it to your Venue Manager. If safe and simple to do so, remove or tidy the hazard to eliminate the risk.

Do not put yourself in danger to achieve this and NEVER attempt to repair an electrical fault – report the fault and cordon off the area. We have a qualified electrician on site at all times who will deal with the problem.

Be aware of your own safety at all times and don't do anything that would put yourself at any risk. Be aware of the risks of manual handling and make sure you don't lift heavy items without assistance.

### *Hostile or Abusive Behaviour*

This is not usually a problem associated with our Festival (most Folkies tend to be a happy bunch). However, if you are confronted by anyone who is hostile and/or abusive, the first rule is to avoid putting yourself in danger.

Talk calmly and rationally no matter how irrationally the other person behaves. Try to defuse the situation and avoid confrontation. If you feel in any danger just walk away, keeping your hands by your side and back off. When it is safe to do so, make a discreet call to your Venue

Manager. Managers and Event Control are on hand if support is needed and we have security on-site in the evenings and overnight.

### *Threat Awareness (Discovering a suspicious package)*

The nature of the event and the generally peaceful attitude of those attending are not thought to present a risk of this type. However, should you or another staff member discover, or be advised of, a suspicious package or suspicious behaviour you must:

- Alert the Event Control by the quickest possible means. This should be done without causing undue alarm. If calling by radio or mobile phone, the call should be made out of earshot of any member of the public (if possible) and at least 25 metres from the Package. On no account should anyone try to open or tamper with the package.
- The Event Control will immediately advise the Police. You will be given further instructions at this point.

Please Note: There may be many items that are left and lost by visitors so it is not feasible to treat each one as an Improvised Explosive Device (IED). In order to raise suspicion, there must be more than just, for example, an unattended bag. It should be checked (without touching) for the presence of wires, an aerial, batteries or other signs that would not be usual in a regular visitor bag.

Contact Event Control for more guidance on assessing an IED. One person at the scene should keep a watch (from a safe distance) and the public should also be kept away. Hazard tape is available at the Event Control. Any other available staff will assist with this operation.

The police will take control of the situation as soon as they arrive on the scene. Staff should assist the Police and carry out any instructions given. Once the incident has been dealt with and the site declared safe by the Fire and Rescue Service/Police. Event Control will issue a 'Stand Down' call.

### *First Aid /Medical Emergency Procedure*

This procedure describes what you must do if you find someone in need of first aid assistance or suffering with a medical emergency. The festival employs a professional First Aid Team to assist with accidents, injuries and medical emergencies.

Remember, in an emergency, assess the situation but do not put yourself in danger. Make the area safe, assess the casualties and attend to those with the greatest need for help first. Quickly send for help.

The First Aid Point is located in Island Park.

#### **If someone requires First Aid -**

- If the person is able to make their own way, direct them to the First Aid Point.

- If the person requires assistance, and you can provide, take them to the First Aid Point.
- If the person is unable to make their way to the First Aid point, contact Event Control, provide your location and the details of the incident. Event Control will request the assistance of the First Aid Team.
- Wait with the person until the First Aid Team arrives.
- Hand over the person to the First Aid Team.
- The First Aid Team will complete an incident/accident report form.

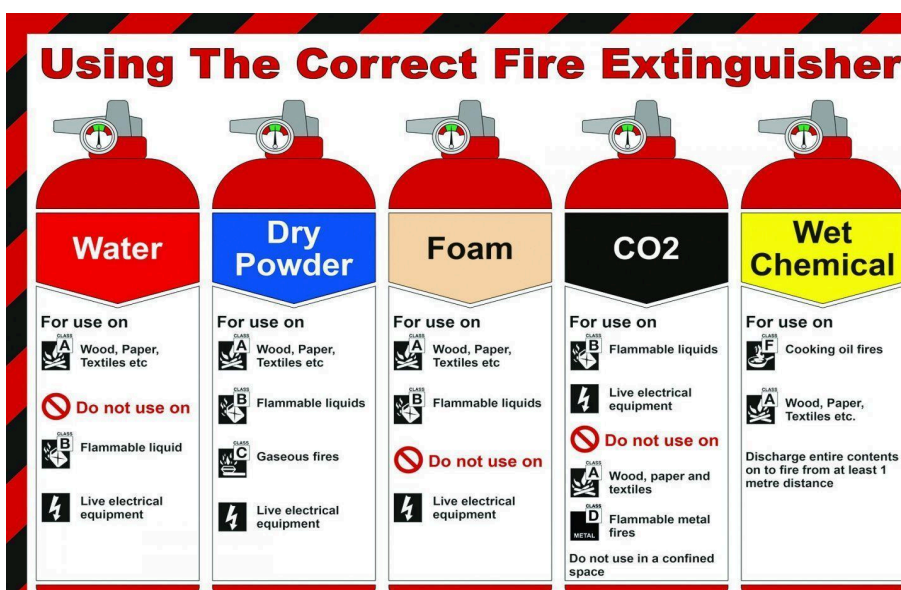
**If someone is seriously ill or injured -**

- Contact Event Control using a radio or by telephone.
- State that you require 999 assistance and provide Event Control with your location and the details of the situation.
- Event Control will call 999 and request the assistance of the onsite First Aid Team. Event Control will then liaise with the Duty Manager, Stewards and Task Force to muster any resources required.
- Stay with the individual until the First Aid Team arrives who will take control of the situation until the Emergency Services arrive.
- The First Aid Team will complete an incident/accident report form.

If a child requires first aid or suffers a medical emergency, ensure the parent or responsible adult remains present at all times.

*Fire Procedures*

Fire is unlikely at our Venues however the below guidance is designed to keep you as safe as possible should the worst occur.



Most Venues will have a Venue Owner/Staff on hand to assist with Evacuations. If this is the case you MUST follow their instructions and ensure that all members of the public/ticket holders are directed to the nearest available exit.

If there is no Owner/Team on-site follow the simple procedure below and do not put yourself in any personal



danger. Fighting a fire should always be secondary to the safety of yourself and others.

If a fire does break out first and foremost STAY CALM. Encourage everyone to leave in a calm and orderly manner.

1. Use the radio to contact Event Control immediately, identify yourself, the site of the fire, and the severity of the fire – Event Control will contact the Fire Service.
2. Double check that there are no obstructions to the fire exits (fire exits all have the 'running green man' emergency lights over them).
3. At the direction of the MC or Venue Manager (who will announce the evacuation to the public), assist in the evacuation of the Event.
4. If anyone is trapped or is unable to leave DO NOT attempt to rescue them yourself if this puts you in harm's way. Notify the Venue Manager/Fire Brigade when they arrive and give them the location of the person(s) still inside the venue.
5. Usher the public to the fire evacuation meeting point and once all out exit and wait with them.
6. Ensure that if you have any wheelchair users, or members of the public who need assistance with evacuating the venue, that these members of the public leave once everyone else is out. Have a member of the steward team stay with them in a safe waiting point during the evacuation and then assist them leaving once everyone is outside. This is so there are no obstructions. (Most venues will have a safe waiting point for Wheelchair users in case of emergencies)
7. Only when you are sure that the public and yourself are not in danger, and as a very last resort should you consider using a fire extinguisher to tackle the fire yourself and ONLY if it is necessary for your exit.
8. When Control or the incident supervisor gives the all-clear instruction, you may assist the public in re-entering the Venue. The all-clear will be given in person via the Venue/Steward Manager.

### *Photography and filming*

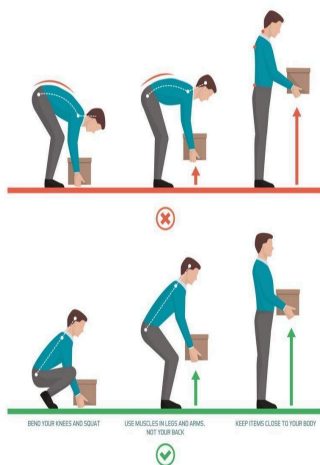
In accordance with our Safeguarding policy, Chippenham Folk Festival will take all reasonable steps to ensure participants are aware festival photographers may be present and ensure these images are used solely for the purposes for which they are intended. Any photographs taken by the festival team or provided to us by participants for the purpose of festival promotion during the festival and for future festivals will be taken in such a way as to ensure participating children's faces are not in view. Where a video or other image of young people engaging in our activities are provided to us by families, where a child is recognisable, written consent for use will be obtained and stored.

If you take images or videos where young people under 16 years of age are present, please ensure the Photography and Filming consent form is completed. You will find this in your

venue pack. Please label the form and file with a corresponding name to enable us to match these. For example the date, venue and session.. Please save and share the image with family.festival@Chippfolk.co.uk

## Manual Handling

In some instances, you will be required to assist in moving equipment etc in venues. It is important that you pay attention to the following guidance whilst participating in any manual handling tasks.



**Remember:** Don't lift or handle more than you can easily manage. *There is a difference between what people can lift and what they can safely lift.* If in doubt, seek advice or get help

**Think before lifting/handling.** Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.

**Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make

this difficult.

**Get a good hold.** Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

**Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

**Don't flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.

**Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.

**Avoid twisting the back or leaning sideways, especially while the back is bent.** Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

**Keep your head up when handling.** Look ahead, not down at the load, once it has been held securely.

**Move smoothly.** The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

**Put down, then adjust.** If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

*Please check notices in Task Force Control for more details*

### **Useful What 3 Word Locations**

Below is a list of Useful What 3 Word Locations for key access points throughout the festival. These will be useful in the event that emergency Services are required to attend the festival site.

High street By Iceland: ///zebra.wiser.could

High Street By WH Smiths: ///pleaser.wisdom.wimp

Island Park entry point: ///Reject.Relishes.advising Alternatively the Postcode for Island park is SN15 3EY

Olympiad/Monkton Park Caravan West Entry Point: ///Juggler.Decades.thundered

Also tell them they need to go down the steep hill to the side of the Olympiad. This entry point can also be used for Monkton Park Campsite depending on what side the incident is.

Monkton Park Caravan Site East Entry Point: ///Staple.encloses.weeded

Westmead Camp Site Entry Point: ///oval.thigh.bossy

The Cause: ///resort.tapes.unity

The Consti: ///twins.inefficient.plausible

Neeld/Town Hall: ///magnitude.relishes.adjust

The Angel: Front ///meant.supply.dairy Rear: ///moss.jazz.verse

The Old Road Tavern: ///crouching.agreeable.taxi

St Andrews Church: ///ashes.blend.list

Yelde Hall: ///cheeks.trendy.rabble

(For incidents anywhere on the festival sites please attempt to get a What3Word location from the reporting party of exactly where the incident is. We can use this to establish best entry points and to help guide the emergency crews to the incident.)