



Task Force Crew Volunteer Handbook 2026



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 core duties and responsibilities whilst volunteering for the festival, as well as where to get more information for both you and the festival attendees.



A copy of this Handbook will be at each venue in the venue book, and in the Stewards Hub on Island Park. A more detailed version of this handbook can be found at www.chippfolk.org.uk.



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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!



Should you have any questions regarding this information please contact your relevant Manager via email or phone. More information can also be found on the chippfolk.co.uk website.

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.

Just show your festival wristband along with your volunteer badge



Meet the Team

From stewards on the weekend to the to the management team and executive board, who oversee it all, The Chippenham Folk Festival is entirely run by volunteers.

Key contacts for the weekend:

Task Force Managers:

Personel- Nicki Sarfas and Kayleigh Gillard

Site - Martin Field and Mark Excell

Island park Site Manager- Richard Sarfas

Event Control: 07301 721498

Duty Manager: 07312013316

TaskForce Volunteers will be split between 2 teams.

- One team led by Martin Field with his deputy Sam Sarfas.
- The second led by Mark Excell with his deputy Joe Hitchins.

taskforce@chippfolk.co.uk

Designated Safeguarding Manager: Dave Webber - 07312013316

Deputy Safeguarding Manager: Cat Murphy - 07951476407

These managers can also be contacted via Event Control.

General Enquiries : Contactus@chippfolk.co.uk





Arrival and life in the crew

As a crew, We generally camp together from the Monday morning in a fenced off area designated “crew camp”. This year this will be on Monkton Park.

Please find this on arrival and report to one of the team to make yourself known so we can help place your tent/van in the correct place and confirm timings and shifts etc.

Please note this “crew camp is a family area so please keep it tidy and show respect to all fellow campers (they might be the one holding your ladder the next morning)

Taskforce has its own WhatsApp group which we use for information about jobs, roles and more about the festival.

If you would like to be added to the WhatsApp group, please let us know.

We have a team member who offers to cook meals during the week for a small fee (price to be confirmed) more information on this will be put up on the WhatsApp group. Or can be requested by email if you do not wish to be on the WhatsApp chat



Schedule

The general layout of the festival running for task force is put into 3 sections:

- **Set up**- which starts on Monday 18th May until Friday 22nd.
- **Festival weekend**- which is Friday 22nd until Monday 25th.
- **Take down**- which is Monday 25th until Tuesday 26th.



Set-up - The team starts around 8.30am and finishes around 5pm, though this is subject to change on the day.

Festival weekend - The shifts are:

Saturday morning team 8am- 3pm, Afternoon/evening team or 1.15pm until 9pm unless otherwise stated.

Sunday morning 8am-2.30pm. Afternoon/evening team 2.30pm until 9pm.

(On Saturday and Monday there will be a parade through the high street that goes onto island park which we support.)

Monday is slightly different due to take down starting late afternoon.

The general shift pattern will be 8am-3pm and 1.15pm until end of day.

Monday Take down - The team from the morning will usually be asked to return for the later part of evening to support the take down. Tuesday will be finishing off the take down with a lunch provided by the festival directors at the Cause Hall.

We do ask for everyone who is available to help with the take down.



Vehical Movement on Island park

All vehical movement on Island Park must be escorted
by someone in high vis.

Vehical managment is restricted within:
9:30 to 19:00

There must be no vehical movement within these times



If any one requests vehicle
movement direct them to coms

Need to contact security or First aid and dont have a radio?... use the QR code below:

If within a venue ALWAYS COMMUNICATE VIA THE VM



CHIPPENHAM
Folk Festival



GY6 – SERVICES 4 FESTIVALS
& FIRST AID

CONTACT SECURITY AND FIRST AID HOTLINE

Scan the QR code to join the WhatsApp group for real-time security support

SCAN > JOIN > GET HELP



- ✓ 24/7 Security & First Aid Support
- ✓ Report Issues & Incidents
- ✓ Quick Response

YOUR SAFETY • OUR PRIORITY • ENJOY THE FESTIVAL

Radios: User Information

Only sign a radio out if asked to by one of the management team

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 when using on them. You are responsible for your radio at all times. There is a £300 fee, charged to the festival, for loss or damages.

When you first receive a radio; please make sure it has been signed out to you on the sheet with Event 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.

ALL RADIOS MUST BE SIGNED BACK IN AT THE END OF EACH DAY. You will be told if you are an exception to this rule. Authorized Radio users will be required to provide their mobile number the first time they sign a radio out so that we can contact you should the radio not be returned.

Radio Users **MUST NOT** swap radios with any other radio user, **YOU** are responsible for the radio you sign out.

Radio Use

- To use the radio, turn the switch on the top of the radio so it clicks on.
- A number will show on a screen, or be read out loud, to indicate the channel you are on.
- To change channel, 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 in. 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 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.
- Please ensure you are not knocking this button repeatedly as this will cause issues for all radio users and could stop vital lifesaving comms getting through to event control.
- If, when you press the button, it beeps at you, your battery needs to be replaced, please report to Event Control to get a new battery.
- If you have any questions about the use of the radios, do not hesitate to ask the team at the Event Control Tent between 8am and 9pm every day.

Details to NEVER Broadcast!

1. Phone Numbers
2. Movement of Cash
3. Description of Missing Children. (You will be given a private channel to switch to for this information to be passed)

If you become aware of a missing child/vulnerable person:

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.

Safeguarding Procedure



For all staff and volunteers involved in delivering the Chippenham Folk Festival (CFF), this procedure, alongside the CFF Safeguarding Policy, is a must-read before you collect your wristband and commence your duties. A more detailed policy is available at chippfolk.co.uk.

Whether you're a paid worker or a volunteer, it's vital we're all aware of how to respond should any safeguarding concerns arise. While we sincerely hope such incidents are rare, we must be prepared to act appropriately if abuse, ill-treatment, or harm is disclosed or suspected.

These can take various forms: physical injury or neglect, sexual exploitation, emotional maltreatment impacting development, or failure to protect someone from danger. **Should you be told of or have any worries about a child, participant, staff member, or volunteer, your first port of call is your venue manager, who will liaise with the Safeguarding Officer(s).** If they're unavailable or you'd prefer an alternative, any member of the festival management team can be approached.

This doesn't prevent you from contacting social services or the police independently. In immediate danger, dial 999. **Remember, take all concerns seriously, no matter how vague, but your role is to report, not investigate.**

If someone confides in you, remain calm, listen attentively, and reassure them they've done the right thing. Ask only clarifying questions, avoid showing shock or making promises of secrecy, and be honest about the need to inform others.

Afterwards, make detailed, dated, and signed notes, keeping them secure. Crucially, do not inform any alleged abuser or discuss confidential details with anyone outside of the designated channels.

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.

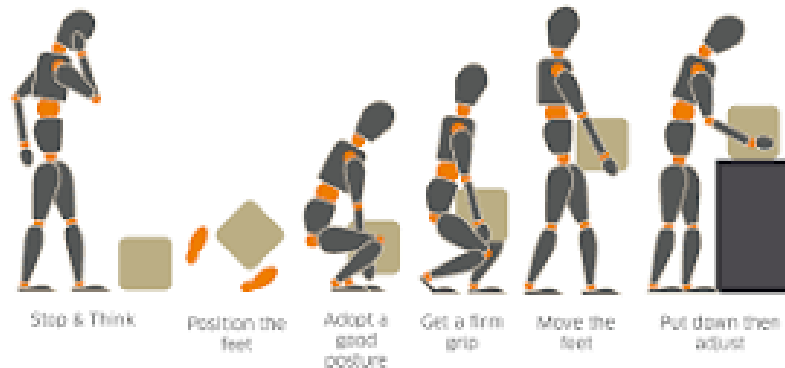
Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.

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.



Fire Procedures

Evacuation of Venues

Venue managers will make you aware of the evacuation plan for each venue. Each venue may be different, be sure you know what applies to the venue you are in and stick to that plan.

Local Evacuation of a Park / Campsite or Outside Space.

In the event of an emergency such as crushing/fire/suspicious package/structural failure in a specific location, a local evacuation of the affected area will be initiated.

Once the incident has been dealt with and the site declared safe by the Fire and Rescue Service and/or the Police, the Festival Organiser will issue a 'stand down' call.

Full Evacuation

Owing to the size of the licensed site and the number of people accommodated within it, instituting a full evacuation would be complicated and hazardous. It would certainly only be considered as part of a major incident response.

It is noted that site-wide evacuation would inevitably cause significant problems within the locality which may affect the ability of emergency services to respond to the initiating incident.

In such circumstances however, Event Control shall be instructed to broadcast via the PA system the following announcement:

‘This is an urgent announcement’ – It has become necessary to evacuate the site. Please follow a steward who will be wearing a hi Viz jacket to the designated safe area as quickly and quietly as possible. Do not run or push, we shall advise you of further details as soon as possible.”

Should the PA system be unavailable then a loud hailer will be used.

FAQs

There is an FAQ page on the website at 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.



Starting and finishing your shift

Please always arrive at Task Force Control based at Crew Camp on Monkton Park 10 minutes ahead of your scheduled shift.

Safety

Please ensure sure you have steel toe cap footwear.
Please ensure you are wearing high vis while on shift.

When you are working you will need to wear a hi vis waistcoat which we can supply or you can bring your own high viz waistcoat or jacket.

PPE such as hard hats we have a small selection of protective gloves if needed for manual handling jobs etc but feel free to bring your own so you know they fit.



Useful What 3 Word Locations

High Street By WHSmiths	pleaser.wisdom.wimp
High street By Iceland	zebra.wiser.could
Island Park entry point	Reject.Relishes.advising
Olympiad/Monkton Park Caravan West Entry Point:	Juggler.Decades.thundered
Masonic Hall	pylon.impresses.prettiest
Monkton Park Caravan Site East Entry Point	Staple.encloses.weeded
Westmead Camp Site Entry Point	oval.thigh.bossy
The Cause	resort.tapes.unity
Neeld/Town Hall	magnitude.relishes.adjust

(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.)



Useful What 3 Word Locations

The Angel: Front	meant.supply.dairy
The Angel : Rear	moss.jazz.verse
St Andrews Church	ashes.blend.list
Yelde Hall	cheeks.trendy.rabble
The Old Road Tavern	crouching.agreeable.taxi
The Ruse	easygoing.toasters.showrooms
Cousin Normans	rushed.player.proudest
The Rose and Crown Dance Spot	paths.critic.safe
The 3 Crowns	rent.paints.frozen

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