



Volunteer Handbook 2025



Photo provided by Ben Potton.



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.



Photo provided by Ben Potton.

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.

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.



Photo provided by Ben Potton.

Meet the Team

The Chippenham Folk Festival thrives because of the dedication and effort of its volunteer team, including the management team and the executive board, who oversee it all.



Photo provided by Ben Potton.

Key contacts for the weekend:

Their numbers will be available from the website handbook closer to the festival.

Steward Managers: Laura Field, Georgie Hooper & Prue Reilly – 07495857264

Event Control: Kieran Mason – 07487860624

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
Tickets	Jan Field	tickets@chippfolk.co.uk
Bookkeeper	Andy Stafford	bookkeeper@chippfolk.co.uk
CFF Association Memberships	Paul Gilman	membership@chippfolk.co.uk
Concerts & Music	Debra Hannis	concerts@chippfolk.co.uk
Ceilidhs	Rhianwen Davies	ceilidh@chippfolk.co.uk
Folk Dance	Alan Brunier	folk.dance@chippfolk.co.uk
Displays	Laura Southcoat	displays@chippfolk.co.uk
Family and Community	Cat Murphy	family.festival@chippfolk.co.uk
Stewards	Georgie Hooper, Laura Field & Prue Reilly	stewarding@chippfolk.co.uk
Task Force – Personnel	Nicki Sarfas & Kayleigh Gillard	taskforce@chippfolk.co.uk
Task Force – Site	Martin Field, Mark Excell and Richard Sarfas	taskforce@chippfolk.co.uk
Communications	Kieran Mason	Chipfolk-Comms@outlook.com
Schools Day	Lucy Whitfield	Schools@chippfolk.co.uk
Craft & Music Stalls	Laura Southcoat, Richard Proctor	Trade@chippfolk.co.uk
Artists Accommodation	Tracey Smith	artaccom@chippfolk.co.uk
Box office team enquiries	Sasha Berry	sashaberry@live.co.uk
Artist Reception	Jane Sycelmoore	
Website	Richard Proctor	Richard@wavwebs.com

Festival Managers



Stewards Hub (Steward Managers)	Laura Field	Georgie Hooper	Prue Reilly		
The Cause Hall and Auditorium	Ron Jackson				
The Olympiad Sports Hall and Riverside Room	Ian Walker-Smith	Josh Catlin	Dawn Maycock	Peter Rowllstone	Deputy - Ambar Herrera
St Andrews	Ronnie Williamson	Sally Argent			
Town Hall and Neeld Hall	Sheila Thackwray	Amanda Collicutt	Deputy - Kat Deuchars		
Other Town Venues - Angel Hotel, St Paul's Church, Masonic Hall	Liz Ellison	Chris Osbourne			
Island Park, Family and Community Events	Cat Murphy				
Task Force	Nicky Sarfas	Martin Field	Mark Excell	Kayleigh Gillard	

Arrival



- **When you arrive, 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 23rd 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 – 12:00 – 21:00, Saturday and Sunday – 09:00 – 18:00, and Monday – 09:00–16:00.**
- The Box Office tent can be found as you enter Island Park from the Town bridge. Opening hours are: **Friday – 10:00 – 21:00, Saturday, Sunday and Monday – 09:00 – 20:00.**
- **Artist's Reception** can be found as you enter Island Park from the Town bridge. Opening hours are: **Friday – 10:00 – 21:00 and Saturday, Sunday, and Monday 09:00 – 20:00.**
- **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 – 18:30 pm Friday and 09:30 – 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.



Photo provided by Cat Murphy.



Volunteer Etiquette



Photo provided by Josh Catlin.

- Attend a briefing session with your manager.
- Always arrive on time for your shift.
- NEVER arrive on duty under the influence of alcohol or drugs and do not drink whilst on shift.
- Work together as a team. If you wish to change shifts, then please do it in agreement with another steward and your Venue Manager.
- 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.
- Always ensure that you do not leave your post unmanned unless told to do so (even if it is an empty venue).
- DO NOT try to resolve a serious incident on your own.
- If at any point you feel unsafe in your role 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.

- Know how to use the radio and what channels to use in case of emergencies.
- Know the alarm points and how to raise the alarm at your Venue in case of emergencies.
- Know the location of Fire extinguishers, emergency exits and where the fire assembly point is for your specific venue.
- Know how to contact a First Aider if required.
- Understand what to do in the event of a lost child or safeguarding issue.
- When on duty wear your badge and high-visibility jacket at all times.

Failure to arrive for your shift, arrival in an inebriated state or inappropriate conduct, WILL result in your removal from the festival.



Radios: User Information

**CHANGE FOR 2025: ALL RADIOS MUST BE SIGNED BACK
IN AT THE END OF EACH DAY**

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 (More details in the Handbook online):

- 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.



Safe Guarding 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 lending a hand, 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.

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. 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.

Accessibility

For more information on accessibility at Chippenham Folk Festival 2025, please see www.chippfolk.org.uk. For immediate enquiries please email stewarding@chippfolk.co.uk.

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. Contact the Venue Manager, Steward Managers or Security if you require assistance.

Lost Property

If unattended property is found, and is deemed not to be a threat 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.



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.

Comments, Complaints, Compliments and Feedback

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!

Anyone approaching you with complaints, which cannot be resolved locally, should be directed to Event Control. For dealing with difficult people follow this quick guide.



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
- 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 (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.

Useful What 3 Word Locations

- 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`
- 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`
- 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.)