

## THE ROLE OF STEWARDS

The role of stewards is very important and includes all aspects of public safety. They should be **readily identifiable** through the use of **conspicuous clothing**, visible under all lighting conditions, together with a **badge**. Clothing and badges will be provided.

There should be a ratio of **1:150 or 1:200** members of the public. However, these ratios may be increased where specific risks have been identified requiring a greater number of stewards.

There will be an identified Lead Safety Officer and Lead Steward at any time (see above) also identifiable by high visibility clothing and badges. All stewards will report to the Lead Steward in the Control Tent at the beginning and end of each shift. The Lead Steward will allocate duties and inform stewards of any potential hazards/risks that may occur during their shift, and the correct procedures to manage these.

All stewards will be provided with a handheld two way radio. During a steward's shift they can report into the Lead Steward for advice and guidance about any concerns that they may have. In addition a steward can call in for back up, which the Lead Steward will then organise. The Lead Steward can liaise with the Lead Safety Officer at any time for advice and guidance.

When an alarm is raised or a call for back up is required, stewards will alert, in the first instance, the Lead Steward or, if the Lead Steward is already involved in a separate

incident, the Lead Safety Officer, by a message stating what the incident is.

If direct reference to the type of incident is likely to cause upset or distress to bystanders, the steward may use a message that is coded as follows:

- Red – where there is immediate risk to health or safety or potential serious injury
- Amber – where there is a very urgent need for assistance or guidance but not involving a serious risk to health and safety
- Green – where there is a need for assistance but no risk of harm or injury to a member of the public or other participants

If the incident can be reported freely there is no need to use these codes.

### **Steward's duties include:**

1) **Fire safety and prevention:** Stewards will be instructed on the method and use of available fire-fighting equipment (see Appendix A of Fire Safety Policy).

- In the event of a fire the stewards must inform the Lead Steward of the location/cause of the fire.
- The stewards will be responsible for the safe evacuation/prevention of re-entry of/into the marquees in an emergency.
- The Lead Steward is responsible for calling the emergency services.
- In the unlikely circumstances of any bomb threat, a pre-agreed security word will be used and appropriate

evacuation of the site/contact with emergency services made.

2) **First Aid:** Stewards should be made aware of the first aid provision in the form of two first responders based in the control tent.

- They will be responsible for assisting the public to access this service.
- In an emergency the steward will contact the Lead Steward who will contact the emergency services.

3) **General safety of the site:** Stewards will be responsible for ensuring the general safety of the public whilst at the Family Festival. They will:

- Be aware of the layout of the site and be able to assist the public by giving information about the facilities (see map).
- Be vigilant in relation to the prevention of fire. They will enforce the no smoking policy within the marquees.
- Monitor the entrance/exit of the marquees to prevent overcrowding and to maintain a clear gangway.
- Patrol the perimeter of the site to prevent the public straying into the roadways
- Discourage irresponsible parking around the site.
- Follow the guidance laid out in the child protection policy (see Child Protection Arrangements)

**INFORMATION FOR STEWARDS**  
**Fen Edge Festival 2017**

- Report to the Lead Steward at the Control Tent on the Village Green at the start of your shift
- You will be provided with a high visibility jacket and a two-way radio – instructions on use will be provided by the Lead Steward
- The Lead Steward will assign duties – however, duties may change during the shift depending on need
- There will be a changeover period of 15 minutes between one shift and another – this provides an opportunity for volunteers to ask any questions that they might have and for the Lead Steward to highlight any specific issues to be aware of
- Volunteers who have not been able to attend one of the training sessions will be asked to sign a document to confirm that they have read this Safety Briefing Document.
- Key safety aspects will be discussed during the training session on Thursday 15<sup>th</sup> June (CVC, 7.30 pm, Tony Cooper Suite). A Safety Briefing Document will also be provided.
  
- For all legal, health and safety, policies, please go to the FEF website:  
<http://www.fenedgefestival.co.uk>

## General

- Be aware of the **layout of the site** and assist visitors by giving information about the facilities (see map) and handing out event guides.
- Be aware of **fire safety** measures\* including:
  - Fire prevention measures
  - What to do in the event of a fire
  - Use of fire extinguishers
- Be aware of the **first aid** provision\*
- Be aware of the **Child Protection\*** Policy and the **Untoward Incident\*** Procedure\*
- Hand out **wristbands** for small children so parents/carers can write mobile numbers on them. However, do not impose this as a strict requirement. Some parent prefer not to do this.
- Respond to calls for back up from other stewards, the Lead Steward and the Lead Safety Officer.
- Assist with movements of vehicles on and off the Green during setting up and taking down

## Marquees

- Monitor the entrance/exit of the marquees to prevent overcrowding and to maintain a clear gangway.
- Numbers in main marquee not to exceed 499 including stewards, helpers and performers.
- Be vigilant regarding fire prevention measures. Please help enforce the no smoking policy within and around the marquees.
- Assist in setting up seating as required.

- Be aware of where **alcohol sales** are taking place during the event and that alcohol from sales or alcohol prizes from raffles may only be given to people aged 18 or over.
- Be aware of the Age 25 alcohol policy\*
- Patrol the perimeter of the site to prevent the public straying into the roadways.
- Discourage irresponsible parking around the site.
- Check and empty waste bins when necessary.
- Pick up litter when necessary (gloves and litter pickers available in the Control Tent).
- Collect donations from members of the public (evening events)

## Toilets

- Monitor the cleanliness of the toilets
- Replenish stock of toilet rolls/soap etc.
- Volunteers will occasionally be asked to clean the toilets during their shift.

## Animal Petting

- Be aware of the Animal Petting Safety Plan
- Help with setting up animal pens and one-way walkway
- Ensure that visitors adhere to notices about not smoking, eating or drinking during the visit
- Ensure that visitors keep to the one-way walkway
- Encourage all visitors to wash their hands and after the visit.

- Assist in changeovers between activities.
- Be vigilant to help ensure that equipment such as generators, electrical equipment is not being tampered with.

### **Vehicles including steam, military and vintage**

- Assist people on and off transport
- Discourage behaviour that might cause damage or injury
- Ensure that no child rides alone

### **CVC and Road Crossing**

- Encourage people to use the pedestrian crossing between the Green and the Village College
- Help out on the crossing.
- Advise drivers that car-parking is available on Histon Road.

### **Parking Attendant**

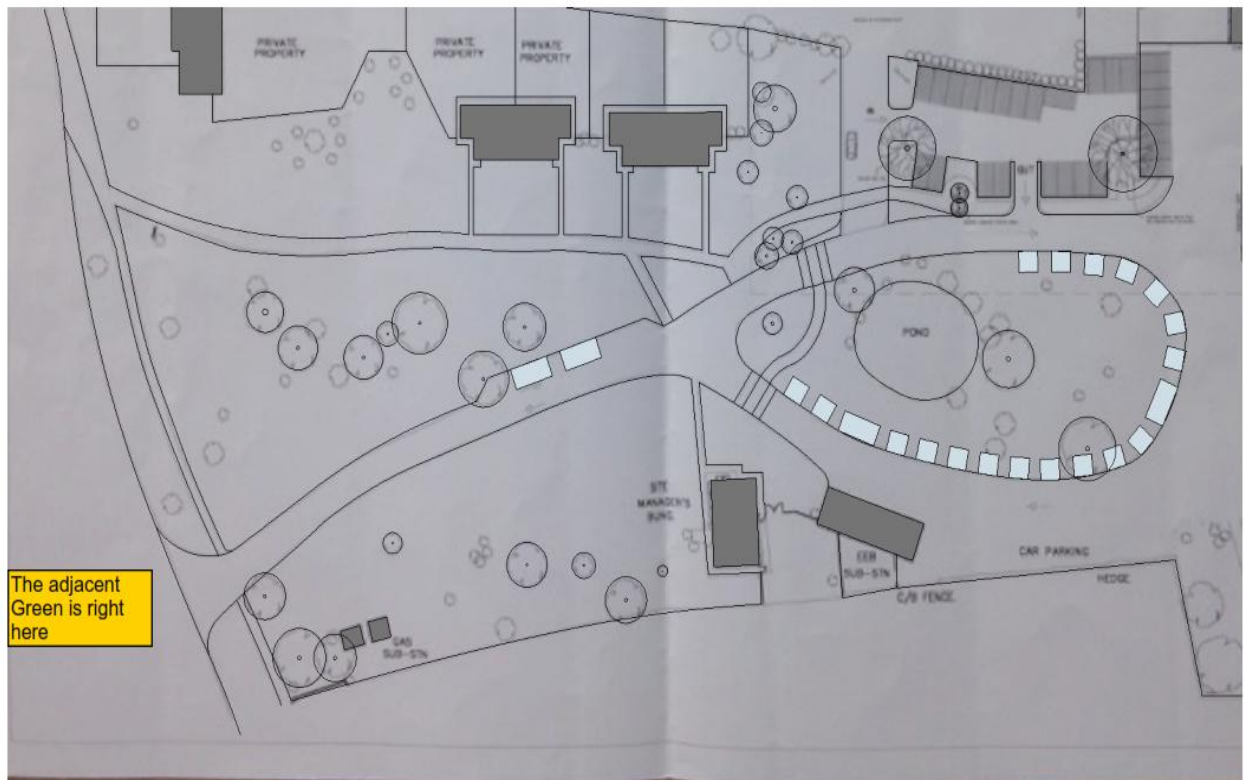
- Ensure that drivers access and leave the site safely
- Assist drivers to locate a parking space
- Close the car park when full
- Advise drivers to park on residential roads when Histon Road car park is full.

For a Plan of Cottenham Village Green and Cottenham Village College, please see the Festival Programme.

Here is a general layout of the Green:

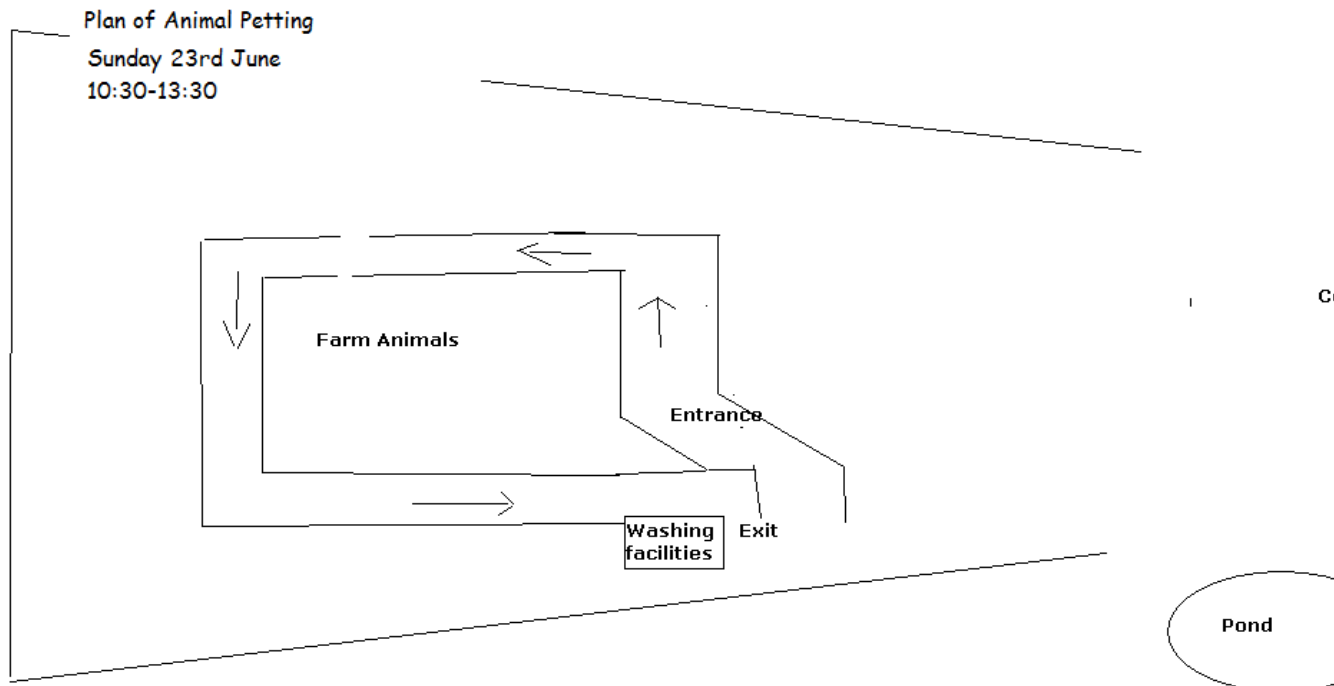


Here is a general layout of the College:





**Here is a plan for the petting / handwashing area**



## **Festival parking**

### **Festival Parking**

There is some on-street parking available in Cottenham but these spaces will be under severe pressure during the Festival. We are making two car parks available for the weekend. Both will be well signposted and both will involve a short walk to the Village Green. We will have a restricted number of parking spaces for Blue Badge holders along the road closure by the Village Green.

### **Car park Histon Road**

If you are arriving from the direction of Cambridge or Histon, car parking will be available in a field on the approach to Cottenham on the left-hand side of Histon Road (B1049). If you are going out of Cottenham towards Cambridge, it will be on the right-hand side.

### **Car park Recreation Ground, Lambs Lane**

Car parking will also be available at the Recreation Ground in Lambs Lane. Note: Limited spaces on paved area – Grass area should not to be used in wet conditions.

### **Please DO NOT park.....**

.....in Denmark Road on the side of the road running from the Chequers Public House to Telegraph Street (West side). If cars are parked on both sides, the bus cannot get through. There will be traffic cones indicating the zone in question.

.....in Rampton Road along the side of the Village Green. Parking in this area causes congestion and stops the flow of traffic. Again, cones will be placed in the area.