



GREENBELT

26-29 AUGUST 2016

BOUGHTON HOUSE

SILENT * STARS

Volunteer Handbook



WELCOME

This year, Greenbelt Festival will once again be at Boughton Estate, about three miles north of Kettering in Northamptonshire. This Volunteer Handbook contains all the key information you need to know to stay safe and keep those around you safe while you are at the Festival, as well as lots of useful tips.

As a Greenbelt Volunteer you are responsible for reading this handbook.

When you register on site you will have to sign to confirm that you have read and understood the handbook.

Please read it carefully before you arrive to save time when registering.

We're really pleased that you can join us in **the Silent Stars** and we're looking forward to welcoming you to Boughton Estate.

Have a great festival!

VOLUNTEER PARKING

If you are coming to the festival with a car you will need to request a **car parking pass**.

If you are coming to the festival with a caravan (motor home, trailer tent or camper van) you will need to request a **'live-in vehicle' parking pass**

Thank you if you've done this already. If you haven't, please could you do it NOW!

The passes are free of charge and all the details you need are on pages 2 to 3 of your handbook.

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FESTIVAL GUIDES

Festival Guides can be purchased from the Volunteers' Lounge from Wednesday. This has details of everything on the programme for the weekend. You can use the discount voucher that the Volunteer Reception team will give to you when you check in. This will save you £2 on the price of your Guide.

TRAVELLING TO GREENBELT

How you travel to and from the festival is the biggest contributing factor to our carbon footprint. Public transport is the greenest option.

If you arrive by train, we're providing a shuttle bus which will take you from Kettering Station straight to Greenbelt. The shuttle will be operating a limited service of a few trips per day from Wednesday 24th. Please check the timetable and ensure that you get a train timed to coincide with this service: www.greenbelt.org.uk/wp-content/uploads/2016/08/Bus-Schedule-2016-VOLUNTEER.pdf

There are a number of entry points to Boughton Estate and not all of them are accessible to Greenbelters. Please follow the event-specific yellow signs to 'Greenbelt Festival'. If you are using a SatNav you can use the postcode: NN14 3AG until you see the 'Greenbelt Festival' signs, then please follow them and not the SatNav.

(Please note that there are also official brown tourist 'local attraction' signs to Boughton House. Do not follow these signs as they will take you to a different area of the estate, where there is no access to the festival.)

If you are going on and off site please also use these designated routes and don't travel through the neighbouring villages.

ENTRY TO THE FESTIVAL

Boughton House Estate is private property. The area of the estate being used by Greenbelt will be accessible to volunteers via Volunteers' Reception only.

The campsite and Festival Village will be vehicle free, giving us a safer, quieter and generally nicer space to be in for the weekend.

There are two camping areas at Greenbelt:

- 1. Festival Camping** area (for tents only) - including volunteer camping, general camping, pre-booked deaf and disabled camping, early curfew, youth, glamping and Tangerine Fields (pre-erected hire tents).
- 2. Caravan** area (for caravans, motorhomes, camper vans and trailer tents only) - including volunteer caravan area and pre-booked access caravan spaces.

Due to restrictions on space in areas accessible to vehicles, we are unable to mix caravans, camper vans, motor homes and trailer tents with ordinary tents.

There is a designated volunteers area within both the main camping and the caravan areas. Space is allocated on a first come first served basis. There is also a general camping area and Early Curfew camping area which volunteers are welcome to use if they prefer.

There will also be a camping area for disabled people. Space can be booked by contacting the Access team: www.greenbelt.org.uk/info/access

On arrival, make your way to Volunteers' Registration in the **Weekend** car park. Vehicles towing caravans or trailer tents will be permitted into the caravan area for pitching only and must be moved to the designated car park immediately afterwards.

If you need help getting your belongings to the campsite, we're providing large capacity canvas barrows for a £10 refundable deposit. These can be collected from the car park and will be available from Wednesday 25 August.

If you are towing a trailer which is not a trailer tent, this must be parked and unloaded in the car park.

CAR PARKING PASS

If you are travelling to the festival by car, you will need a car parking pass – whether you are camping onsite or staying offsite and coming in each day. So, please ensure that you have printed out your parking and live-in vehicle passes before leaving home. To request a car parking pass, go to: <https://greenbelt.cloudvenue.co.uk/weekendparking> and enter a '1' in the Weekend parking total box and click on the box identified as 'Add to basket'. At the top of the next screen enter the promotion code **GBSSVOL** in the box in the top right hand corner of the screen and click 'Go'.

Your order should now be £ zero.

Place a tick in the small Terms and Conditions box at the bottom of the

screen and then click 'Pay' to go to the next screen. There you will need to add your details and email address to complete the order.

After completion, you will receive a confirmation email with an attached parking voucher. Please print out and enter the registration number of your vehicle on your pass and display it in the windscreen of your car.

VEHICLE UNLOADING PASS

If you need to unload stock or equipment to a venue (for instance the Tank, Children's venues, etc) you will need a vehicle unloading pass, which your Team Leader will have requested for you. You can collect this from Volunteers' Reception when you arrive together with access instructions.

If you have family or friends with you, you will need to go to the campsite car park to drop them off / set up on the campsite **first** before unloading equipment to your venue. Please ensure any children are supervised in the campsite while you are unloading.

'LIVE-IN VEHICLE' PARKING PASSES

There will be a designated area for caravans, campervans, motor homes and trailer tents. If you are bringing any of these to Greenbelt you will need a 'Live-in' vehicle pass.

Pitches for volunteers will be free of charge, but again you will need to request a permit in advance from the online Box Office, so we know how much space to allocate for you.

You'll be directed to the caravan area of the campsite where you can position your caravan. You will then need to move your car promptly to the car park.

A 'Live-in vehicle' pass includes space for a 'pup' tent or awning next to the caravan or campervan – the pup tent should be no bigger than a 2-3 person tent. If your caravan or campervan is longer than 9m, we may have to allocate two spaces. Please indicate this when you make your booking.

Power should be drawn from a separate battery and not your car battery, as your vehicle will not be permitted next to your caravan or trailer tent. There are no electrical hook-ups available onsite.

Portable toilets will be available in the caravan area, along with Elsan points.

To request a 'Live-in Vehicle' pass, please go to <https://greenbelt.cloudvenue.co.uk/liveinvehicle> Please then follow the same instructions, as above, for a car parking pass using the promotion code **GBSSVOL**. Whether you request a car or a Live-in vehicle pass, the total to pay at checkout will display as zero.

HIRE TENTS

There will also be also pre-erected tents available from Tangerine Fields



for hire www.greenbelt.org.uk/info/accommodation/#tangerine-fields

WHEN TO ARRIVE

The festival opens to the public on Friday 26 August. Most of our volunteers will need to be onsite during the two days before then to attend briefing sessions. Your Team Leader will let you know when to arrive and they'll tell us when to expect you. This is the day you need to be available for your volunteering role (**generally not before Wednesday afternoon**) or the afternoon/evening before to pitch camp – **please check with your Team Leader if you're unsure. Both the Festival Village and the campsite are still under construction, so please don't arrive earlier than we are expecting you – for safety reasons you will not be allowed in and may be turned away until the time agreed with your Team Leader.**

Please aim to arrive when the Volunteers' Reception is open.

VOLUNTEERS' RECEPTION

The Volunteers' Reception is based in the Weekend Car Park (see map at end) and will be open:

Wed 24: 12 noon to 9.00pm

Thu 25: 9.00am to 9.00pm

Fri 26: 9.00am to 8.00pm.

Please arrange to arrive within these times.

The Volunteer Reception team will be ready to welcome you:

- ensure that you have read the Volunteer Handbook,
- ensure that you read the information regarding onsite safety and security,
- then, sign you in, give you a

temporary paper wristband & a hi-viz tabard, without which you will not be able to access the Festival Village. This should be returned to your Team Leader once the festival is open. If you have your own hi-vis jacket, please bring it with you.

Your temporary wristband will allow you access to the Festival Village and the campsite. This is valid until Friday 26 August. Your Team Leader will issue you a Festivalmaker wristband for the weekend when you attend your briefing session.

If you need confirmation of the time and venue of your team briefing or directions to the campsite or the venue where your team is based onsite, the Volunteers' Reception team can help you with that too.

The Festival Village (where the programming, venues, caterers and traders are located) is separate from the Campsite and will open to festivalgoers at around 4.30pm on Friday 26 August. The Programme will then begin at 5.00pm

At the end of the festival, the Festival Village will not be accessible to festivalgoers on the morning of



Tuesday 30 August. The Campsite will then close at 12 noon, on Tuesday 30 August.

The Festival Village will be closed each night. After the last programmed venue has closed and the area has gradually been cleared, the Jesus Arms will close at around 2.00am.

EARLIER ARRIVALS DURING BUILD WEEK

Some of our volunteer teams need to be onsite and operational earlier in the week (Monday 22 until the morning of Wednesday 24 August).

If you have been authorised by your Team Leader to arrive before midday on Wednesday, you will be sent specific instructions in the post, along with additional ID that you need to show in order to be allowed on to site.

There are additional safety and security procedures to follow. You will need to read safety instructions and sign to say that you have understood and will adhere to them.

Please note that facilities on the campsite – toilets, signage, running water, rubbish collection – are also more limited earlier in the week.

Volunteers who arrive earlier than we are expecting them compromise safety and security arrangements and will be asked to leave site immediately.

Please note Children, family and friends who really need to travel to site with you will be given a campsite wristband and will only be granted access to the campsite (**not the Festival Village**) before Friday 26 August. The entrances to the Festival Village will be stewarded.

CAMPSITE SAFETY

Routeways for authorised emergency and service vehicles are denoted by striped marker tape. **Please do not camp in these areas, as you will be required to move.**

FIRE SAFETY

We permit: Camping stoves and household candles – please place in suitable containers with an extinguisher or water close by.

We do not permit: Personal generators, open fires, disposable barbecues or sky lanterns.

Please do not change any gas cylinders in your tent, or where there is another stove or naked light in use nearby. Always check the new cylinder is securely fitted before using. Please ensure a reasonable distance (at least 60cm) between stove and windbreak and never leave any apparatus unattended.

If you are involved in a tent fire, get yourself and all other members of your party out as quickly as possible. Only tackle the fire if you feel safe doing so. You must summon assistance from the onsite emergency services, no matter how small the incident is, or even if it has already been dealt with. If you require any further fire safety advice



at the festival, or if you are unsure about any of the above, don't hesitate to ask one of the Fire Team patrolling the campsites or at the Campsite Information Point.

In the event of fire or a medical emergency:

- Raise the alarm
- Make contact with a steward (wearing yellow hi-visibility jackets) and make sure you can describe the location of the fire or emergency.

OTHER CAMPSITE INFORMATION

UTILITIES

Cold water standpipes are situated throughout the campsite area. This water is safe to drink. There will also be sink units for hand washing. Toilets and sinks are also located throughout the Festival Village.

RUBBISH

Please bring your own rubbish bags for all waste and place it in the designated bins provided. Recycled waste will be separated off-site after the festival.

SECURITY

The campsite is a public space, so security of your tent cannot be guaranteed. Please leave any valuables at home and report any suspicious activities immediately to stewards.

Get to know your neighbours on the campsite and look out for each other.

THE CAMPSITE HUB

This is situated between the campsite and the Festival Village. You'll find showers, the 24-hour Kindred Café, the Parent Support Venue and a General Store for all your basic food and camping requirements.

SHOWERS

There are free showers for volunteers, which will be available from Friday. These are in the campsite hub and run for us by volunteers from the YMCA. Pop along when you're not on duty, show them your festivalmaker wristband and ID and enjoy! Please try to stick to the allocated 15 minute slot so others don't have to queue for too long. Showers are likely to be less busy in the afternoons. And please remember the team are unpaid Volunteers like you!

Baby-bathing is available in the Parent Support Venue from Friday.

LEAVE NO TRACE

As Greenbelt campers, please help to ensure you leave no trace of your visit. Please continue to be particularly vigilant about small items such as tent pegs, which can be a hazardous to animals after we have left.

INFORMATION

During the festival you can find out all the latest general information at our Info Booths, which are at the Campsite Office and near First Aid

MOBILE PHONES

Mobile phone charging is available in the Volunteers' Lounge, but please note that Boughton Estate is in a rural location where mobile phone signal is patchy and where there will be limited coverage across all networks.

ALCOHOL

There is a designated Beer Tent (the Jesus Arms) and Wine Bar (the Blue Nun) within the Festival Village where alcohol may be purchased and consumed. Alcohol may be consumed in the campsite, but you will not be

able to bring your own alcohol into the Festival Village from the campsite. Greenbelt operates a Challenge 25 policy, so if you're lucky enough to look under 25, please bring appropriate ID, as an adult wristband does not prove your age.

PETS

Animals are not permitted anywhere in the camping areas or Festival Village. Only assistance dogs registered with organisations recognised by Assistance Dogs UK are permitted.

VOLUNTEERING AT GREENBELT

Volunteers are really important to us. Every volunteer represents Greenbelt to around 10,000 festivalgoers, welcoming them and helping them to have a great weekend. We want you to feel proud to be part of a team making Greenbelt happen on our new site. So, whatever your role – you are important to us! thank you for what you're doing and we hope you'll feel appreciated.



WHAT YOU CAN EXPECT FROM GREENBELT:

To support you in your role Greenbelt offers a package including food vouchers to cover a meal or snack while you are on duty, discount vouchers for the Festival Guide, beer voucher, free showers, a limited edition Greenbelt 2016 Volunteer t-shirt, training and briefing and support for your role and – of course – entry to the festival.

As well as all of that, you'll be able to develop new skills, make new friends, face a fresh challenge, make your own contribution as part of a team – and hopefully have fun too.

We work hard to make volunteering opportunities open to everyone and try to match people to the roles which will suit them best. We listen to your feedback and make improvements wherever we can. We aim to provide a positive and friendly atmosphere in each team, so that you'll enjoy your weekend as much as you can. Greenbelt wouldn't happen without you.

WHAT GREENBELT EXPECTS OF ALL VOLUNTEERS:

- That you are enthusiastic, positive, reliable, punctual, flexible, considerate and courteous.
- That you appreciate and respect your Team Leader, other volunteers, artists, contractors and Greenbelt staff.
That you don't discriminate against others.
- That you have specific skills that your role / team requires, common sense, the ability to listen, share and communicate well, to follow and act on instructions, to take responsibility

for yourself and recognise your own limitations.

- That you tell us if something isn't working out, share your concerns and ask for help if you need it
- That you commit to an average of 7 hours per day of the festival, attend necessary training and briefing, adhere to safety and safeguarding policies and respect confidentiality.
- That you believe in the ethos of Greenbelt.

WHAT GREENBELT EXPECTS OF TEAM LEADERS:

- That you are fair, ethical, encouraging, confident and decisive.
- That you are able to see and achieve the 'big picture', to delegate and inspire, to communicate up, down and sideways and value people at all times.
- That you recruit, manage and care for a team and ensure a good succession plan by appointing and training Deputy Team Leaders and Shift Leaders and that you maintain up to date contact details of all members of your team and store these securely.



- That you keep up to date with Greenbelt policies and procedures and attend Team Leader days.

LET US KNOW

Your team is relying on you. Please let your Team Leader know if your circumstances change and you're not able to volunteer. We will then have time to try to find a replacement. If you're unwell during the weekend, or there are other issues that prevent you from turning up for your shift, please let your Team Leader know. If you need to go home unexpectedly before the festival has finished, please tell us this too.

FEEDBACK

Let us know how volunteering at Greenbelt was for you. Pick up a feedback form in the Volunteers' Lounge and let us know what was good – and not so good. This will help us to improve the volunteering experience for future Festivals. We'll also be emailing you a link to an online survey in September.



WHAT TO BRING WITH YOU

Please be prepared for all kinds of weather!

Most of our volunteers camp onsite. Here's a checklist of what you might find useful to bring with you:

tent, sleeping bag, warm clothing, cooking equipment, some food, mug, water bottle, strong shoes or wellies, waterproof coat, insect repellent, sun cream, hat, loo roll, wet wipes, toiletries (including deodorant), alarm clock, ear plugs, phone charger.

Don't forget your torch as the whole site will be dark at night.

Remember to pack all your kit so it's easy to move from the car park or drop off point to the campsite. Now's the time to borrow your Granny's shopping trolley!

Please leave at home your pets, electrical equipment and valuables.



SETTLING IN AND GETTING STARTED

BRIEFING / TRAINING SESSIONS

Please make sure that you attend the briefing session for your team, as you'll be given key information about this year's festival, safety guidelines and instructions about your role. Your Team Leader will let you know when and where this will be taking place. If you need confirmation of the details or need help finding the venue please call in at Volunteers' Reception or the information point in the Volunteers' Lounge.

VOLUNTEERS' WELCOME SESSION

Thursday 25 August, 18.00 at the Glade Stage.

Before you get caught up with everything that your volunteering role involves, there's an opportunity to meet up with the whole Greenbelt Volunteer community – to stop for half an hour, take a breather and think about the weekend ahead, the part you're about to play in making a great festival happen and the chance to be inspired by a couple of our contributors.

MORE FOR THURSDAY

On Thursday evening the Jesus Arms will be open for volunteers. If you have family and friends with you who are not volunteers, the Kindred 24 Hour Café in the campsite hub will be open on Thursday evening too.

VOLUNTEERS' LOUNGE

The Volunteers' Lounge is in the area behind the Glade Stage, next to the walled garden. Access is for volunteers only. Take a break and grab a drink and meet up with other volunteers.

Ruth and her team will keep you topped up with hot and cold drinks, biscuits, fruit and maybe even a cake or two. Do bring your own mug if you can.

If you've got a question or need contact details or directions the Volunteers' Lounge has a Volunteer Information desk. Wendy and her team will help you with anything you need to find out. There will be notice boards here with important information and updates. You can also get your phone charged here too.

VOLUNTEER SUPPORT

If you have a problem you'd like to chat about – big or small, personal or practical, if you're feeling a bit lost, over tired or overwhelmed – we have a team to help you out. The Volunteer Pastoral Support Team will call into your venue during the weekend to find out how you're getting on or you can contact them via the Volunteers' Lounge info desk.

FIRST AID

St Johns Ambulance provide the Greenbelt First Aid service. Facilities



and treatment are available from the First Aid Centre next to the BBC Bus. In the event of a medical emergency, please contact Event Control via the radio in your venue or find a steward with a radio.

There are pharmacies within a couple of miles of the festival site.

ID AND ACCESS

Everyone attending the festival will be issued with a wristband. These will be checked throughout the weekend by stewards. Your festivalmaker wristband along with your volunteer ID will give you access to the Volunteers' Lounge and volunteer showers.

If you still have an old Greenbelt lanyard, then please bring it along. Otherwise, your Team Leader will issue you with your weekend wristband, and a lanyard to hold your ID card (either with the name of your team, or if needed, your name and photo).

PERSONAL PROTECTIVE EQUIPMENT (PPE)

If you need Personal Protective Equipment for your volunteer role (ear defenders, hi-visibility jacket, hard hat etc) – you will be issued with these by your Team Leader. For your own safety, please make sure you use what you've been issued with and follow any instructions given.

LOST PROPERTY

If you have items of lost property in your venue please take these to the Information Booth alongside the walled garden. The team will also collect items from venues around site and from the campsite information point on a daily basis. Items are logged, recording where and when they were found. If lost property has

not been reclaimed by the end of the festival weekend, it will be available from the Greenbelt office until the end of September.

INSURANCE

All volunteers are covered by Greenbelt's liability insurance. Unfortunately Greenbelt is unable to insure any personal items you bring with you to site, unless agreed in advance with the Festival Manager through your Team Leader. There are no lockers provided at the Festival. Please make sure your own insurance policy covers any items you decide to bring with you.

USE OF VEHICLES

If you are required to use your own vehicle as part of your volunteering role, you should hold a full clean driving licence, your vehicle should have a valid MOT certificate and you must inform your Insurance Company that the vehicle is being used for voluntary purposes. This should not incur any additional premium payments

ONSITE BANK

There will be an onsite cashpoint. There is a small charge for cash transactions.



ACCESS

FESTIVALGOERS WITH ACCESS REQUIREMENTS

Every year Greenbelt seeks to improve access to the festival for people with disabilities – including people with physical impairments, visual impairments, deaf people and those who are hard of hearing, people with hidden impairments, learning disabilities and mental health issues. We provide viewing platforms at the Glade Stage, wheelchair spaces in venues, accessible toilets including a Changing Places unit, showers and camping areas, charging for mobility scooters, large print copies of the Festival Guide and Daily Diary, access for assistance dogs, signing for the deaf, induction loops, free tickets for carers, quiet meeting area (called the Haven) and an Access team to provide assistance. Charging for hired mobility scooters is available in the Fair Mobility truck. There is also scooter charging available in the Haven and on the campsite.

All festival venues at Boughton are temporary structures put up on grass. The site is largely flat and dry. The ground is firm with excellent drainage, and short grass.

Tracking will be provided in the Festival Village for areas where access would otherwise be difficult. Please make sure you're aware of provisions in your own venue and that you're able to direct people with additional needs to the right place – for example:

- do you know where the nearest disabled toilet to your venue is?
- what is the route to the car park?
- is there a chair available if a queue is long?

It does no harm to ask festivalgoers politely if they would like help. It shows that you're being conscientious and aware. If they don't need help they can tell you. If they do need help, ask 'What is the best way to assist you?'. You can then be guided by them.

VOLUNTEERS WITH ACCESS REQUIREMENTS

Greenbelt has an Access team to support festivalgoers and volunteers of all ages with additional needs. We aim to make volunteering opportunities available and accessible in teams wherever possible.

There is a designated camping area for people with disabilities and their groups. This area is near to adapted showers and toilets. There is an online application form for advanced booking of camping and parking space.

www.greenbelt.org.uk/info/access

You can find out more at the Information Booth or visit the Access team in the Haven.



COMMUNICATION

Boughton is a large site and while the festival is in full swing it will be very busy. It's important for you to know who you need to communicate with and how you can get hold of them.

As you won't be able to rely on mobile phones for communication please ask the radio holder in your venue or a nearby steward to report an incident or emergency.

EVENT CONTROL

The Control Room is the 24 hour communication hub of the festival. The team coordinates information about emergencies and incidents, as well as changes in programmed items and venues. They pass on information and request action of other teams as necessary.

INCIDENTS

Please make sure you report the following:

- incidents of injury or loss – to people or to estate property
- theft – one incident may be a sign of a more widespread problem



- lost / found children – the Control Room Team will tell you what to do
- manageable incidents which are escalating to something more serious or have further implications – eg something causing an obstruction to walkways or exits, drunkenness, disturbances, fighting, noise, non-emergency incidents which may need to be reported to another team – eg Fire, Event Safety, Access, First Aid, Stewards, Noise, Detached Youth, Safeguarding
- incidents which may have implications for the Festival's reputation – eg complaints from local residents
- incidents which will prevent items of programming happening.

FRONT DESK / PRODUCTION OFFICE

Front Desk is the reception for the Production Office and can also be reached via the Control Room. Front Desk is NOT the place to send festivalgoers.

Please direct any queries relating to site infrastructure, including venues, technical equipment, power, water etc to production via Front Desk, which is near to the Volunteers' Lounge behind the Glade Stage.

If you visit Front Desk please be prepared to let the team know whether or not your request is urgent – eg if programmed items will not happen without some immediate action / if you need a light bulb in your venue changed before it gets dark.

The Front Desk team has a cleaning kit / dustpan and brush if you need to borrow it for your venue.

The Festival Reception team helps with any comments or complaints from

festivalgoers and local residents. The team will call contact staff members and/or Duty Manager as necessary.

The Information Booth has general local information (eg. late night chemists, camping gas, supermarkets, petrol stations etc) local bus and train timetables, a list of onsite caterers providing for specialist diets and weather forecasts!

They also have updated details of any changes to programming and venues.

Any feedback about the festival from festivalgoers should be directed to the Festival Reception or Information Booth. There is a form to complete. There is also an Information point in the Campsite office.

PRESS

You may be asked to comment on items on the programme, particularly about contributors who may be speaking on topics which could be controversial. However innocent this may appear, you may be speaking to a journalist who may take your comments as being made on



Greenbelt's behalf. Please direct any requests of this kind to Vicky Ackrill, who can be reached through Control.

HANDLING COMPLAINTS

All volunteers represent Greenbelt, so in the course of your duties you may encounter an unhappy festivalgoer, or one who has a complaint to make. Listen carefully to what is being said, getting as many details as you can. Remain polite, respectful and sympathetic, offering practical solutions to help and apologise if appropriate. Don't get angry, offer excuses or make promises you are not able to keep.

Refer complaints to your Team Leader or supervisor or direct to the Festival Reception team via Event Control.



CHILDREN, YOUNG PEOPLE AND FAMILIES

Our Children's team will be on hand in the Children's venues to help you to make the most of the festival with your family.

PARENT SUPPORT VENUE

For parents of babies and young children there are facilities for changing and bathing babies, a comfortable area for feeding, microwaves for heating food and a separate indoor play area. This is in the campsite hub and is open from 06.00 until midnight.

YOUR CHILDREN AND OTHER DEPENDENTS

The volunteering role you have been allocated is your priority while you are on duty. If you have children or other dependents with you during the festival weekend, please ensure that you allocate another adult to be responsible for them while you are volunteering. For safety reasons children and dependents are not permitted to accompany you (or the designated carer) in your venue while you are volunteering.

Families and friends of volunteers will be restricted to the campsite and not permitted entry to the Festival Village before it is open to the public on Friday 26th August.

All children at the festival remain the responsibility of their parent or designated carer at all times. Children under 8 must be accompanied at all times by an adult (over the age of 21). Under 16s must be accompanied and supervised onsite by an adult. Young people aged 16 and 17 must have the written consent and permission

of an adult if attending the festival, and must carry this with them. This should include the contact details of an adult who is either onsite with them or contactable and available to collect them in an emergency.

SAFEGUARDING

We take the safeguarding of children, young people and vulnerable adults at the festival very seriously. We have a designated Safeguarding team who train and guide staff and volunteers in all areas of safeguarding and child protection and are available onsite to respond to any issues. You can contact the Safeguarding team via the Control Room or Volunteers' Lounge Information Desk.

FOUND CHILDREN

If you encounter a child who has lost their parent or carer or is distressed during the Festival:

- approach the child and ask if you can help, give verbal reassurances
- ask their name and any other details necessary, contact details of parent or carer
- find a steward with a radio and get



- them to call the Event Control Room
- Control will advise you what to do. This may involve taking the child to a place of safety (the Parent Support Venue, or Found Children Point opposite the Playhouse, near the walled garden)
- don't attempt to deal with the issue without radioing in
- when instructed, leave the child in the care of the Found Children Point volunteers on duty, as advised by Control, and let them know all information and any concerns you may have regarding the situation
- do not leave the child alone
- always ensure another volunteer is with you
- always follow guidelines contained in the Code of Practice below.
- if you encounter the parents or guardians of the child while dealing with the situation, the child should be reunited with them. It is important to verify the identity of the parent or guardian first and to let Control know the details of whom the child was handed over to.
- if there is any doubt concerning the



identity of the parent/guardian then ask them to accompany you, plus another volunteer and the child, to the Found Children Point or Parent Support Venue, where further checks can be made.

LOST CHILDREN

If you encounter a parent or carer who has lost a child, this should be reported via Control immediately. A parent should stay with you and as much detail recorded via a secure radio channel or telephone as soon as possible. Control or the Found Children Point volunteers will help you with this.

REPORTING CONCERNS FOR UNDER-18S OR VULNERABLE PEOPLE

If you have any worries about possible abuse of children, young people, or vulnerable adults; or you are concerned about the safety or wellbeing of a child, a young person or a vulnerable adult, please report this to the Greenbelt Safeguarding Duty Officer. Your Team Leader can contact them via Control.

- when raising concerns please do not give personal details on the radio, or to anyone outside the Safeguarding Team. The Safeguarding Team will make decisions on necessary action to be taken and who is to be informed.
 - if a child wants to talk to you about abuse never promise to keep the information secret. Explain that you have to pass on information.
- When discussing abuse, with under-18s:
- listen, keep listening, clarify, but do not investigate
 - show acceptance of what is being said, keep calm, be sincere
 - tell them that you will need to let

someone else know

- assure them they are not to blame for the abuse, they were right to tell
- let them know what you will do next and that they will be told what happens
- write down what has been shared without delay
- report this to your Team Leader, or directly to the Duty Safeguarding Officer for the event
- only pass this information to those who need to know

GUIDELINES FOR WORK WITH UNDER 18S AND VULNERABLE ADULTS – A CODE OF PRACTICE

STAFF AND VOLUNTEERS SHOULD ALWAYS:

- treat everyone with respect
- respect a young person or vulnerable adult’s right to privacy and personal boundaries
- plan activities / actions so that at least two members of staff or volunteers are present
- respond to all concerns raised by children or vulnerable adults promptly, including concerns about harm, with sensitivity and due care.



Staff and volunteers must not:

- spend time alone with young people away from others or in secret
- contact young people outside the activity or the festival in which they meet them
- take pictures or video without the subject’s permission or that of their parents (if under 16)
- engage in rough physical or sexually provocative games
- allow or engage in inappropriate touching of any form
- allow young people or other staff and volunteers to use inappropriate language
- make sexually suggestive comments about or to a child, young person or vulnerable adult
- show favouritism
- make private or secret communications with children, young people or vulnerable adults by electronic media such as email, messaging, on social media or text.

GREENBELT STAFF TEAM

Paul Northup	Creative Director
Mary Corfield	Event Director
Derek Hill	Operations Director
Katherine Goodenough	Programme Manager
Sarah	Programme Administrator
Remy	Administrator
Peter King	Festival Administrator

POLICIES

Greenbelt has operational policies to help with the smooth-running of the festival. You can get full details from your Team Leader, or at the information desk in the Volunteers’ Lounge. Here’s a run-down of what’s covered:

Age Greenbelt aims to make all volunteering opportunities available to everyone over the age of 18. There are also opportunities for 16 and 17 year old volunteers in the Stewarding, Children’s, Box Office, Shop and Tank teams. There is no upper age limit for volunteers.

Equal Opportunities Greenbelt does not tolerate discrimination in relation to opportunities for volunteers, staff and associates.

Diversity Greenbelt seeks to ensure that the Festival is accessible to all.

Confidentiality Any information you may have access to in your volunteer role – about other volunteers, artists and festivalgoers – must be treated confidentially.

Data Protection Personal data about festivalgoers and volunteers is subject to the principles of the Data Protection Act. Information should be processed for the purposes for which it was requested, should be accurate and kept up to date, should not be kept for longer than necessary and should be securely stored.

Email The laws regarding libelous, defamatory, offensive and obscene remarks apply equally to email communication

Alcohol and Drugs Alcohol may be consumed on the campsite, but you may not take your own to the Festival Village (where alcohol may be purchased and consumed in the Jesus Arms or Wine Bar). After 7pm alcohol bought in the Jesus Arms or Wine Bar can be taken to other venues.

Anyone incapacitated by alcohol will be asked to return to their accommodation – and if causing a disturbance to others will be asked to leave the site. Volunteers should comply with these guidelines and be alcohol-free particularly when working in positions of responsibility, dealing with the public and operating equipment which may cause accidental damage or injury. Illegal drug use on site will be reported firstly to the Event Control Room who will contact the police.

Grievance procedure, harassment, complaints, issues and concerns If you have concerns about practicalities, policies or treatment from others at, or in preparation for, the festival, please speak first to your Team Leader or Line Manager. If your issue cannot be resolved quickly it will be referred to a member of staff in accordance with the grievance procedure.

Health and Safety Your Venue Manager will be briefed on Health and Safety in the venue in which you’re volunteering and will have completed a risk assessment for the venue on site. Much of what you need to know is common sense and if something looks unsafe to you, please raise this with your Team Leader or Venue Manager who will contact the Safety Team.

LOCAL INFORMATION

SUPERMARKETS

Cooperative, 1-5 Grange Place, Kettering NN16 0NT. 01536 515576
Tesco Extra (24 hrs) Kettering Business Park, Carina Rd, Kettering, NN15 6XB. 03456 779389
Asda (24 hrs) Northfield Avenue, Kettering, NN16 9HU. 01536 311510
Sainsburys 1-3 Rockingham Rd, Kettering NN16 8JY. 01536 411224
Morrisons Lower St, Kettering, NN16 8AN. 01536 525753

TAXIS

KLM 01536 310123
Premier Taxis 01536 417858
Arrow Taxis 01536 414140

PHARMACY

Co-Operative Pharmacy, 17 Stamford Road Kettering NN16 8YH. 01536 513524
Prospect Pharmacy, 121 Lower St, Kettering NN16 8DN. 01536 312136
Asda Pharmacy, Northfield Avenue, Kettering NN16 9HU. 01536 311510

PETROL STATIONS

Esso, Windmill Avenue, Kettering NN16 0RD
Shell, Crysler Garage, Bayes Street, Kettering NN16 8HR

LAUNDERETTE

Monarch Launderette, Grange Place NN16 0NT. 01536 310025

CAMPING GAZ

H & B Howes Ltd, Gold Street, Wellingborough, NN8 4EQ. 01933 314642



Email volunteers@greenbelt.org.uk

Silent Stars Thank you and enjoy the festival.

Greenbelt Festivals
1b Snow Hill Court
London EC1A 2EJ

Office 020 7329 0038 ext201
info@greenbelt.org.uk
www.greenbelt.org.uk

Registered charity no 289372
A company incorporated in England
Limited by guarantee no 1812893



Site map

KEY

- General camping
- Campsite Hub:
[Fair mobility/24hr Cafe
General Store/
Parent Support Venue]
- Deaf & disabled
camping
- Early curfew
- Volunteer camping
- Glamping /
Tangerine Fields
- Caravans, trailer ten
motorhomes
- Showers
- Long stay
car parking
- Day car parking
- Festival village
- Glade Big Top
- Playhouse
- Canopy
- Taxi/flatbed routes
& stops
- Festoon walkway

**Festoon walkways:
well-lit, shorter
routes linking
festival, camping
& car parks**

**festival
reception,
box office
& wristband
exchange
(sat-mon)**

**wristband
exchange
(friday)**

**volunteer
reception
(wed/thu/fri)**

**There
is a speed
limit of 5 mph
on all festival
site approach
roads.**



Please read the whole of this essential information leaflet for further details about camping at the festival.



Please do not camp outside of the designated areas. There are two camping areas at Greenbelt:

Festival Camping areas (for tents only) - including general camping, pre-booked deaf and disabled camping, early curfew, youth, glamping and Tangerine Fields (pre-erected hire tents).

Caravan area (for caravans, motorhomes, camper vans and trailer tents) - including pre-booked deaf and disabled caravan spaces.

Vehicles are **NOT** permitted into the Festival Camping areas. On arrival, please park your car in the appropriate designated car parking area as directed by the stewards and make your way to the campsite.

Please note: Access to **deaf & disabled** camping must be booked in advance. See: greenbelt.org.uk/info/access