



Charity no. 1123266

# The Big EVENT

Sunday 20th June 2010



# Volunteer & Participant Handbook

# Welcome to the Big Event!

This handbook is for everyone taking part in the Big Event, either as a volunteer or as a participant. The first thing to say is a big thank you for joining us. We hope that not only do our attendees have a great day out but you do too. Most of what happens at the event is as a result of the fantastic efforts of our volunteers and participants. The information contained here is to help you understand the whys and wherefores of what is happening on the day and should be read in conjunction with the Event Program.

Page 3: is the event Code of Conduct based on that in our Application (to participate) Pack.

Page 4: is the Site Map as appears in the Event Program, reproduced here for convenience.

Page 5: explains the various features of the map and takes you on a tour of the site.

Page 6: explains the SCHP policy for making the event free and for everyone.

Page 7: contains information specifically for VOLUNTEERS.

Page 8: contains information specifically for PARTICIPANTS.

Unless you arrive very early, you will be greeted at the main gate by one of our volunteers and will be directed regarding parking and toward the Information Marquee, where you will need to register. Note that the Information Marquee will be the centre of our operations for the day. Give your name and organisation (if applicable) and state briefly the reason for attending. Hopefully, those manning the information desk will have you on our “expected” list together with notes on where to direct you next, etc., and they may hand you some materials.

After registering, you will be directed where to go next and there will be volunteers on hand to help you set up. If you are not on our list, just explain your position and we will accommodate you as best we can. I will be “roaming” the site from start to finish and will be in radio contact with the information desk and stewards throughout the day. You may wish to unload from your vehicle (if you have one) but as soon as you have done so you need to park in the designated area as directed by the car parking stewards.

We would urge all participants to enter into the spirit of the event by engaging with the many diverse organisations taking part and by being ready to welcome and help visitors. We have found people supporting each other as and when needed on the day, especially when they come from very different sections of our community, is what enables the event to run smoothly and leads to such a fantastic experience for all. While we try to take every step to ensure the event runs smoothly, we do realise there will be times during the day where there may be “bottlenecks” and unforeseen events, so your understanding and cooperation will be most appreciated. We intend to take photos on the day. Please advise us if you have any objection to being photographed. Note that if the weather is wet, we will implement our contingency plan, making additional use of marquees.

Finally, we hope you will enjoy the day and make the most of the unique opportunity the Big Event gives to engage with the widely diverse community of Southend, thus helping us to achieve our aspirations for a better, more cohesive community. Do let us know what you think and please let us have your thoughts using the attendee survey forms (which can be handed to those looking after surveys or posted in the box in the Information Marquee).

**John Barber**  
**SCHP Big Event Coordinator**

# Event Rules and Code of Conduct

The Southend Community-in-Harmony Partnership (SCHP) organises annual events for the benefit of the whole community and values the cooperation and support of its partners in doing so. With the attendance of so many people representing different aspects of our diverse community we do recognise that, without wishing to curtail individual freedom and enjoyment of the event, participants need to conform to our Event Rules and Code of Conduct. Based on the experience gained from previous events, the following Event Rules and Code of Conduct have been drawn up by the organising committee:

All persons / organisations partaking in the event (including volunteers) must:

- behave appropriately throughout the day, taking particular note of the ethos of the event
  - take responsibility for their own health and safety and cooperate with event organisers to protect the health and safety of those attending the event
  - follow signs and instructions given out on the day, including those given by event organisers and stewards and over the PA system.
  - report in at the reception area (situated in the Information Marquee) on arrival and in good time for what you need to do and follow instructions regarding 'setting up'
  - retain or place litter in the appropriate receptacles
  - not block reasonable access to the site, run, make excessive noise or damage the ground
  - (if using vehicles) keep to a 5 mph speed limit and park only in designated areas
  - maintain a calm, courteous and restrained manner when dealing with the public
  - not receive money or charge for services (other than under a pre-agreed arrangement with the organisers e.g. in providing food or refreshments)
  - operate lawfully as an individual and, where applicable, as an organisation in the case of stallholders (whether or not in one of our marquees), register between 10.00 and 12.00pm (early is best) and maintain a presence at your stall between 12.30 - 5.30pm unless exemption is agreed beforehand.
  - in the case of all other participants, including those performing, register and set up at least an hour before you are expected to perform / begin operations
  - in the case of volunteers, report for duty and be ready to start by the time agreed
- abide by the strict no smoking policy that applies for whole site

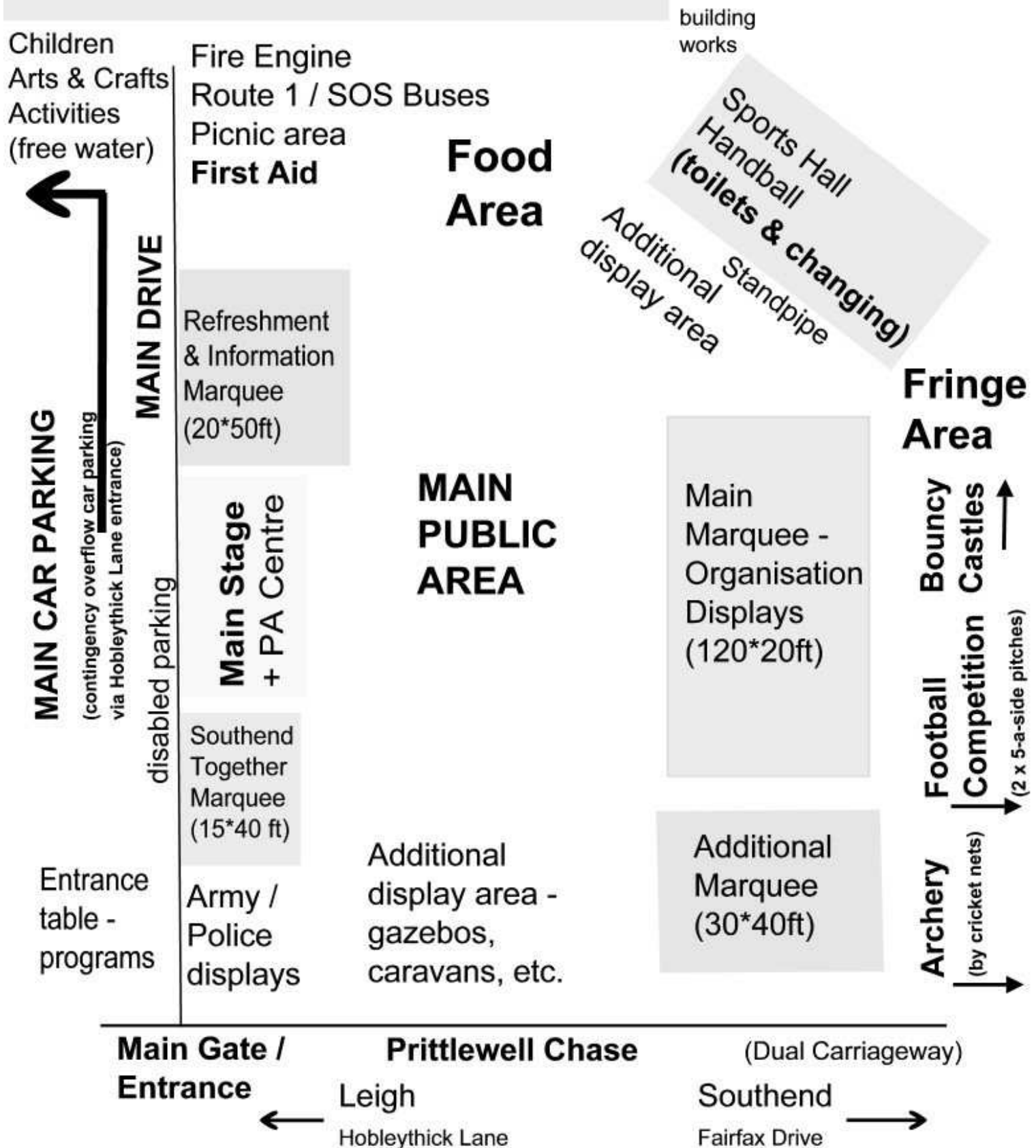
Given that participating organisations come from all sections of our diverse Southend-on-Sea community and represent a variety of values, interests and beliefs, some of which conflict with one another (indeed, our own membership reflects this diversity), we request that while exercising freedom to present those values, interests and beliefs that:

- respect is to be shown to those who hold conflicting values, interests and beliefs
- you do not proselytise or ridicule those holding contrary values, interests and beliefs
- no campaigning is undertaken other than as an indirect consequence of presenting the values, interests and beliefs of the organisation you represent

Decisions made by the event organisers on the day are final and must be observed. Failure to comply with any of the Event Rules and principles of the Code of Conduct may result in individuals or organisations being required to leave. The event organisers are grateful to the staff and governors of Southend High School for Boys for allowing SCHP free use of their site and for their cooperation in holding the event. We especially value the help of the school caretaking staff. We are keen to maintain a good relationship with the school and to vacate the premises in the same condition as we found it and value your support in order to do so.

# The SCHP Big Event - Site Plan (2010)

Southend High School for Boys, SS0 0RG - Main Building  
(not open to the public - other than toilets in the east wing)



*The plan is designed to help you get your bearings - it is not drawn to scale.*

# Site Map Explained

Let me take you on a “virtual” tour of the site, referring to the map opposite ...

When you arrive at the Prittlewell Chase gate), you will be greeted by stewards / volunteers who will give you a program, pass on some basic information (note the signs), answer your questions and direct you to where to go next. The car parking stewards will direct you where to park (to the left of the main drive). (Please note there is further parking via the Hobbeythick Lane entrance, which will be mostly used for overflow). If you need to unload, you can access the rest of site via the clear space bordering the Prittlewell Chase fence or further down by the main school building (be sure to re-park in the designated area as soon as possible, and you must do so by 12.30). If you are disabled, and have indicated you need a disabled space, then limited parking will be available either side of the main drive.

As you proceed along the drive, you will see most of the site to the right. First will be an additional display area extending to the larger marquee area, where there will be some interesting contributions from the police and army and where most of non-food gazebos and ‘activity’ trailers and vans will set up. Moving on toward the main school door, there will be the Southend Together marquee, where some of the ST partners will be based. Then there is the main stage, PA centre and power station. There will be a full main stage music and dance program throughout the afternoon, around which an audience will gather as well as opening and closing ceremonies and public announcements. Just before the end of the drive is the Information and Refreshment Marquee, where you register and access further information.

At the end of the drive there is a roundabout with a flagpole in the middle. Around the roundabout there will be two double decker buses (one, “SOS”, will also serve as our first aid station) and a fire engine. The main drive forks off to the left and right. You must follow the left path in order to park - although there is further parking via the Hobbeythick Lane entrance. To the right and left and on the roundabout there are green areas where there will be activities involving children as well as arts activities, a “blind obstacle course”, picnic area, and a water station, where free cool water will be served from 10am and throughout the day.

Turning right at the roundabout and to your right as you go toward the Sports Hall there will be a row of food and refreshment stalls and gazebos and some further displays as you turn right and face the Sports Hall. At the end of that path you will see some building works that are fenced off but you can turn left to enter the school (open for ladies toilets only, after 1pm - note that Southend Vineyard will be using the school for their Sunday services up to then) and also right toward the Sports Hall, where there are men’s and disabled toilets (ladies first floor) as well as changing facilities for those who need them. For the first time, we will be using the sports playing area inside the Hall for a handball display and coaching. People can just turn up and try their hand at a new sport, under expert supervision.

At the end of the Sports Hall there is an area open to three sides but under cover, which we have designated as the Fringe area. Because we have a surplus of talent and in order to provide further alternatives in a more informal setting, we will be providing a full program of entertainment, all of who will also be performing on the main stage. To complete our circular tour, there is a large and a medium marquee, where will be situated the various organisational displays. If you continue to the fence adjoining the main road and turn right you will come back to the main gate, passing the additional display area on the right.

Note that on the other side of the two marquees there will be several bouncy castles (by the Sports Hall), two five-a-side football pitches, where tournaments will be taking place throughout the afternoon and, for the first time, an archery set up (by the cricket nets), where members of the public can try their hand at archery, under expert supervision. Finally, as space is tight we will be creative in fitting everyone in and making all activities accessible.

# The SCHP Big Event is for FREE and is for EVERYONE

The issue of the free and inclusive nature of our event often crops up and we are often asked questions - so here are some of our thoughts on the matter ...

Since the Southend Community-in-Harmony Partnership (SCHP) began hosting its annual Big Event, it has sought to offer not only a great day out for all the family but also, what seems to be a rarity these days, provide something that is genuinely free - with no hidden agenda or strings attached. Besides wanting to make our event attractive to all, we are keen to encourage those, with limited means, to come. We have been able to do so because of the generosity of sponsors who believe in what we do. Costs are currently a little over £10000. We carry no fear or favour with any particular sector of the community and value all equally.

The nature of our partnership is such that we embrace a plethora of political, religious and ideological views and a very wide cross section of the Southend community. We aim not to favour any one belief or faith above any other and have the primary objective of bringing together all sections of our society in a spirit of fun, friendship and understanding - and of course harmony. The main thing we ask of people who attend our events is that they respect the differing beliefs and sensibilities of others who will be attending, but we also understand that this does not mean that they have to unduly compromise their own.

We encourage everyone to join with us in embracing the diversity that is on show at our events and enter into the spirit that is intended. For that reason we encourage participants to be welcoming to the public and to help each other and, if they are free, to help where needed setting and clearing up the site etc. We insist that participants arrive and set up in good time before their start time and not to “slip away” before the end (except by prior agreement).

Over the years there have been exceptions to our “everything is free” policy, most notably in the provision of food and refreshments that is consumed on the site, which of course is an important part of what takes place on the day and meets a practical need. Although we would ideally like to offer this for free as well, especially as the large range of foods enjoyed by our attendees adds to the diverse nature of the event, we recognise it would not be financially feasible. However, we do stipulate that all food is sold at a reasonable price and that a percentage of the takings is donated back to supporting the cost of the Event.

We do appreciate that stallholders and providers of services often do incur expenses and that a considerable amount of time is given by volunteers, and we much appreciate those vital contributions. In return we do our best to support those taking part to do so effectively. We do in exceptional circumstances pay expenses for costs incurred on the day (please enquire if you are part of an organisation that would like to be reimbursed).

Regarding the taking of money, there have been other exceptions in the past involving those who have sold goods or provided services. After discussion, **we have decided this year not to allow the taking of money from the public for goods, services or donations, the only exceptions being in the case of food and refreshments consumed on site. Participants can advertise, on the day, goods and services that can be purchased elsewhere and not at the event.** As an organisation, SCHP will not be taking money on the day as we want to lead by example. We really hope and believe everyone who attends will have a great day out and do so in the assurance that what is on offer is genuinely free.

# Volunteer Briefing

The following explains the specific volunteer jobs needed for the day, as identified in the Volunteer Position document. You will have been / will be allocated one of these jobs when you arrive and you will be briefed then and during the day. We want to be as flexible as possible and adjust to changing needs and expect volunteers to be committed to doing allocated tasks during the times agreed. We also welcome casual volunteers who help as and when available. Besides carrying out duties, you will share responsibility for the health and safety of attendees (including your own), and observe our code of conduct and ensure as far as is practicable that things run smoothly so that attendees have an enjoyable day out. A flexible and friendly approach is needed along with a desire to serve and work as part of a team, using your initiative when needed. You should also expect to take instructions from me or one of the organising team (SCHP badge holders) in addition to those detailed below.

**checking / staking out the site / parking** - the first thing to do when we arrive in the morning is to check out the site and stake out where things are to go etc., taping off & securing areas as needed.

**putting up gazebos, move chairs & tables** - these need to be set out (as directed) - to be used later

**car park and general stewarding** - this service is provided by SUFC stewards and those assisting them, whose main job is to direct people coming in, especially parking and general steward duties.

**man info stall (main point of contact) - radio link** - this is the main contact centre for what takes place during the day. All participants and volunteers receive their directions from this point.

**man program table by main entrance** - besides giving programs and general directions to people coming into the school, point out important info re. photos and anything else conveyed to you.

**check Hobblythick Lane entrance and back of school** - while most of the public enter via the main gate, some will enter here. As well as doing the job above, show people where to park.

**attendee survey forms (for all attendees)** - we are keen to distribute and receive back completed forms from participants, public and volunteers.

**direct operations to ensure participants set up** - allocating tables in the marquee for organisations, showing where to set up otherwise (instructions on the day)

**liaise with & assist main stage and fringe operations** - we have a full program both on the main stage and fringe - help John Watson and his team and performers to enable this to run smoothly

**stall / activity support, litter pick, check toilets m/f** - while the event is open to the public a number of practical jobs need doing, helping where needed (further instructions on the day)

**VIP party entertain / host** - there will be a number of specially invited guests e.g. Mayor - you will be helping Ahmad and Sandra to look after our guests

**PA to event coordinator inc. volunteer coordinate** - while I direct operations, there will often be several things happening at once. My PA will help me do this, including briefing other volunteers.

**clear site - including litter pick** - ensure the site is clear of rubbish etc. and help to clear up.

**take down gazebos, put back chairs and tables** - this is the reverse of the morning's activity - put gazebos, tables, chairs etc. back in their proper place.

# Participant Briefing

It would be reasonable to assume that everyone taking part at our event will know why they are participating and what is expected of them on the day, as in every instance there should have been previous conversations (email, telephone, face to face) taking place, but here are some helpful additional notes to supplement what is explained elsewhere. In all cases, if you need help setting up or knowing what to do or where to go, please ask and we will try to help.

**Organisational stallholder (marquee):** You will have a table (in a few cases: two - if this has been agreed beforehand), and typically two chairs, in either the large or medium marquee (or one of the two smaller marquees, if agreed beforehand). We try to allocate spaces beforehand and according to individual requirement but there will be inevitably be some adjustments on the day. Organisations involved will represent a wide cross section of our Southend community and putting such diverse groups near each other is one way to help achieve our community-in-harmony ideal. In a few cases, power will be available (again if agreed beforehand). Note: in cases where a backdrop is needed (i.e. wall of a marquee) to hang displays etc., please make that need known. You can arrange your stall as you wish (within the rules and constraints of the event). We recommend you be creative try to make “your stall” attractive to visitors. We find that by offering activities that engage with the public (especially children) it does attract them.

**Organisational stallholder (non-marquee):** As above, except you are not in a marquee but will be bringing your own gazebo, van, trailer etc. A space on the site (ref. the site plan but a more detailed one) will have been allocated for you. In a few cases, where this is agreed beforehand, we may provide you with your own gazebo. We will supply tables, chairs and electricity if agreed. Typically, this arrangement is for those who need more space to move and/or are providing an activity for the benefit of the visitors to the event and/or have their own tent.

**Food stall:** Except with the burger van, ice cream van and a tea and cake stall in the info / refreshment marquee and some light snacks served from some organisation stalls, “ethnic” food and refreshment will be served from an area covered by a gazebo (usually provided by us) situated in the food and refreshment area (as marked on the map). We will supply tables and chairs and electricity. There is a standpipe from which you can obtain drinking water by one side of the Sports Hall (see map). You will be responsible for preparing, serving and selling food (according to the arrangement agreed beforehand) and for food safety and hygiene. Free drinking water will be available from 10am. Some stalls will also be providing drinks.

**Entertainer:** Besides Salvo the Clown, who will wander the site and entertain children with balloons etc., entertainment will be provided by musicians, singers and dancers, who will perform on the main stage and/or fringe area. The program for both main stage and fringe performances are included in the event program, although there may be some last minute changes. Typically, when you arrive you will be linked to main stage and fringe organisers. You will need to make your own needs known, which will normally have been discussed beforehand, and you will be told what you need to do and what time to perform.

**Other:** Throughout the late morning and afternoon a young persons’ football tournament will be taking place under the control of Trinity FC. Teams will have already been identified and briefed. The manager of football teams taking part need to register at the Information Marquee and then make their way to the playing area. Several bouncy castles are available for children to play, under the control of Extreme Bounce. Michael Kufa will be facilitating a handball demonstration and training in the Sports Hall. Finally, we are delighted to welcome for the first time, Chase Bowman, who will provide the public with a chance to fire arrows at targets.