



# Frome Carnival Marshals' and Stewards' Handbook.

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## Introduction

Thank you for supporting Frome Carnival, without you this event could not take place.

You are an important part of this event, helping to ensure everyone has a safe and enjoyable carnival.

This booklet has been put together so that whether it's your first time marshalling or stewarding, or you're an old pro you'll have all the information you need about this event.

The safety of all those watching and involved in the carnival is our top priority so please take the time to read this booklet and keep it on your person for reference.

Thank you and enjoy the carnival.



## Roles and Responsibilities

### What to expect

- You will be on your feet for most of the day, so make sure you wear appropriate footwear.
- Prepare for the rain and the cold, so bring waterproofs and layer up.
- Be prepared to interact with the crowd in a positive way.
- Your primary role is crowd safety, so you may not get to see all of the parade.
- You may need to use a radio so please read the guide, How to Use a Radio (Available at [www.fromecarnival.org.uk](http://www.fromecarnival.org.uk))

### Do's and Don'ts

- Please don't smoke while on duty, it creates the wrong impression and prevents you responding effectively to incidents.
- Do not consume alcohol while on duty.
- Smile, be polite and enjoy yourself.

### Marshals

Marshals are responsible for managing road closures and carrying out duties as directed by the Lead Marshal/ chief Marshal and;

1. Ensuring road closure signage has been deployed;
2. Removing signage once the road has been reopened.
3. Responding to questions from motorists.
4. Removing signage for emergency services.
5. Observing the crowd conditions and communicating any concerns to the Lead Marshal or Silver Control.

### Stewards (Crowd Marshals)

The primary role of a steward is to minimise the risk of injury to the public by ensuring that they are a safe distance from the procession route. Stewards are also responsible for;

1. Carrying out tasks as directed by the Lead Marshal.
2. Communicating issues to the Lead Marshal.

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3. Providing general and emergency information to Silver Control and the Lead Marshal.
4. Directing the public to the most appropriate viewing areas.
5. Provide information to the public.
6. Observing the crowd conditions and communicate any concerns to the Lead Marshal or Silver Control.
7. Responding to emergencies as directed by the Lead Marshal and Silver control.
8. Stewards must not interfere with the flow of live traffic outside of the road closure.

## Silver Control

Silver Control is located at the Frome Fire Station.

The event is co-ordinated and controlled from Silver Control (Event Control). The Chief Marshal (Frome Carnival), along with representatives from the police, St John's Ambulance, South West Ambulance Service, and Avon Fire and Rescue Service are located in Silver Control.

All communications go through Silver Control.

## Kit, Equipment, and Clothing

### What we provide

- High-vis tabard
- Handheld radio
- Ear Piece
- Map of the route

### What you must bring

- Warm water proof clothing and footwear.
- A flask of hot drink.

## Food and Drink

You will be provided with food and hot drinks at St Catharine Church Hall, Park Road before the evening procession.



## Briefing

You will be given a briefing before your shift. Here you will be given details of where you will be deployed in addition to details about any specific tasks. Briefings normally take place at St Catharine Church Hall, Park Road. You will be provided with times prior to the event.

## Dealing with Crowds and The Public

First off speak to the crowd, but if you feel you can't manage seek assistance from other marshals. If you require further assistance contact Silver Control with your location.

- Be friendly, polite and firm where needed.
- Exercise positive action.
- Let people know why you're there.
- Keep the crowds to the pavements and the crowd lines.
- Be aware of children and where they are as they may run into the road.
- Watch out for overcrowding and encourage spectators to move to other locations.

## Fire

In the event of a fire call Silver Control with your location and information about the fire. You should do your best to keep people back from the fire. But do not put yourself in danger or attempt to fight the fire. You may also need to clear a route for the emergency services.

## Suspect packages

If you see an item out of place ask yourself is it;

H – Hidden? Has it been concealed or hidden from view? Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.

O – Obvious? Does it have wires, circuit boards, batteries, tape or putty-like substances? Do you think the item poses an immediate threat to life?

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T- Typical? Is the item typical of what you would expect to find in this location? Most lost property is found in locations where people congregate.

If you have any concerns contact Silver Control from a desecrate location so as not to cause alarm and at least 50 metres away from the package.

## Lost/ Missing children

- If you find a lost child Contact Silver Control straightaway.
- Introduce yourself to the child and stay where you are for at least 15 minutes in case the child's parents are nearby.
- If the child cannot be reunited with his/her parents quickly the child will be taken to St Johns Ambulance Cadet Hall (Bath Street) during the evening event and during the afternoon parade the Victoria Park control point.
- A lost child must always be chaperoned by two Frome Carnival stewards/marshals at all times.
- Once at either control point/ Cadet Hall the child will not be taken elsewhere, the parent/ guardian will have to collect the child.

### **Missing child**

If a parent approaches help look for the child in the immediate area and inform Silver Control providing the following information;

- Childs Name
- Description, age, hair colour, clothing.
- And last known location

## First Aid

First aid is provided by St John Ambulance (SJA) and controlled from Silver Control. SJA operate throughout the route and have an ambulance on standby.

In the event of a medical emergency contact Silver Control,

State

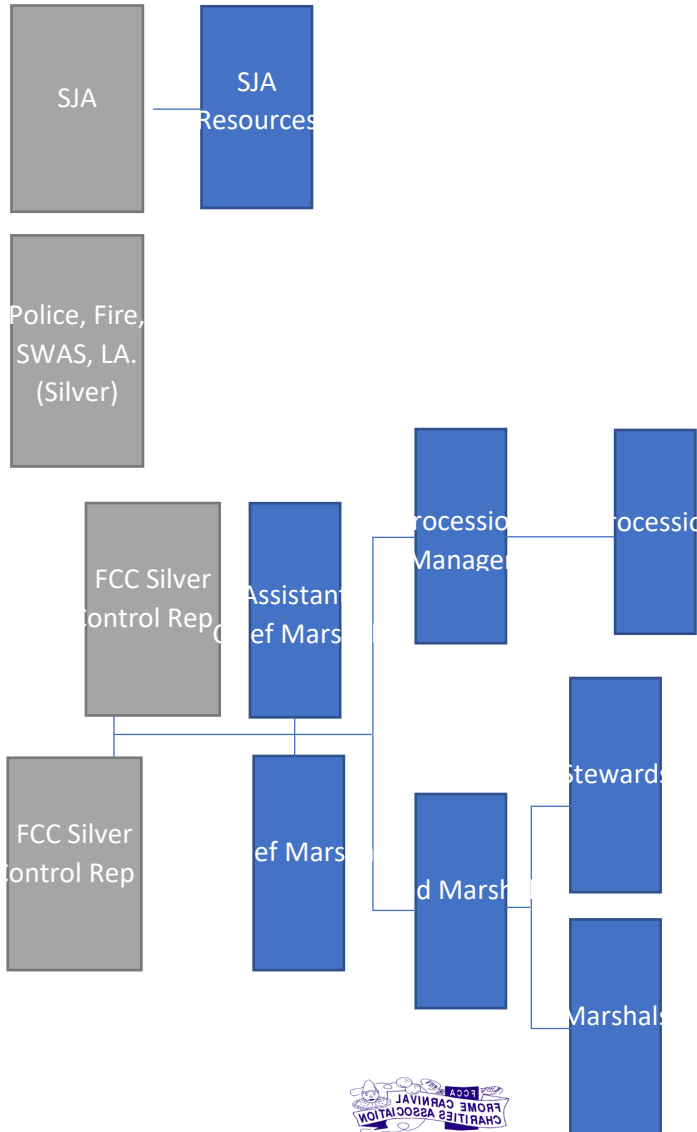
“Priority - This is *CALLSIGN*, I have a medical incident at *LOCATION*.”



*Describe the emergency,  
"1 patient, with chest pains but awake and breathing. Please advise?"*

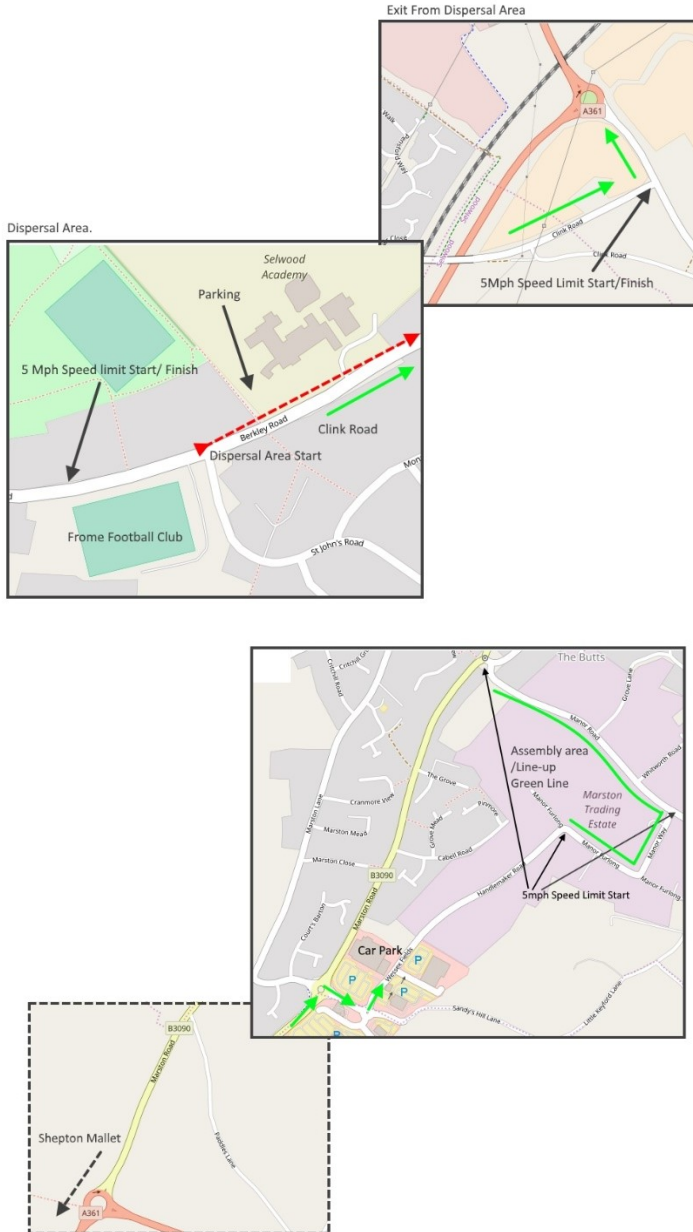
Stay with the patient.

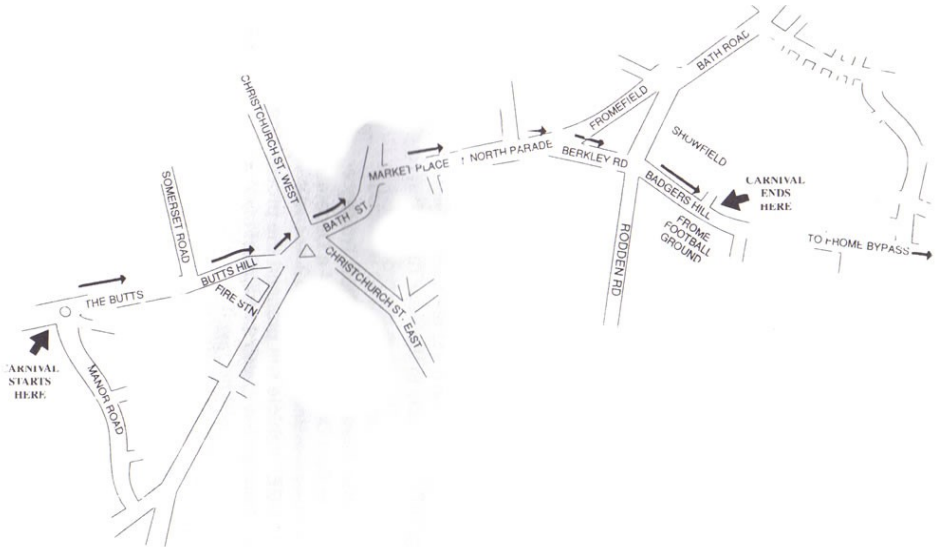
## Events Structure





# Maps





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## Other Information

### Street sellers

You will see lots of street sellers along the route selling toys. Only those in Frome Carnival tabards are raising money for us so encourage the crowd to buy from us. But don't get into any confrontation with the street sellers and contact Silver Control if you have any issues.



## Briefing notes

Names of person briefing		
Name of Chief Marshal		
Your location		
My radio channel		
Event start time		
Event finish time		
Hi vis jacket <input type="checkbox"/>	Radio <input type="checkbox"/>	
Important Mob No.		
<b>Notes</b>		
<p><i>Do I know how to contact help?</i></p> <p><i>Do I know what my responsibilities are?</i></p> <p><i>Do I know the names of the people I am working with?</i></p> <p><i>Do I know where the toilets are?</i></p> <p><i>Do I know where disabled viewing is located?</i></p> <p><i>Do I know when the road closures go in and come out?</i></p>		