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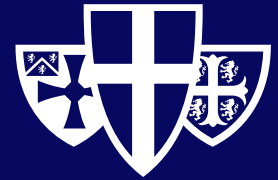
DURHAM REGATTA

VOLUNTEER HANDBOOK 2025



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DURHAM-REGATTA.ORG.UK



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Michael Laing

I extend my heartfelt gratitude for your commitment to supporting Durham Regatta. Your willingness to volunteer your time and expertise is truly commendable. Since its inception, Durham Regatta has thrived on the dedication of volunteers like yourself, who play an integral role in its success.

Beyond being a platform for thrilling races on the River Wear, Durham Regatta stands as a vibrant celebration of the picturesque City of Durham. It serves as a beacon of community spirit, offering residents and visitors alike a rich tapestry of entertainment and musical delights. Your involvement is instrumental in shaping this grand spectacle.

As you embark on your volunteering journey, we trust that you'll relish every moment spent at Durham Regatta, engaging with a diverse array of individuals. Your contributions not only enhance the event but also foster connections that enrich the fabric of our community.

Once again, we extend our sincerest appreciation for your invaluable support. Thank you for being an indispensable part of Durham Regatta's legacy.

Mr. Michael Laing



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1.1 BACKGROUND TO THE EVENT

Durham Regatta dates back to 1834.

It is the second oldest regatta in England after Chester Regatta.

The Regatta grew out of an annual procession of boats from Prebends Bridge to the Old Durham Beck that commemorated the Duke of Wellington's victory at the Battle of Waterloo.

Today's competitive racing owes much to the founding of Durham University in 1833. The event then followed the course of the earlier flotillas, beginning at Prebends Bridge and then racing upstream to the Ash Tree in Pelaw Woods. Many races saw boats competing nine abreast.

On the eve of the second day, there was a firework display followed by a ball in the City's Assembly Rooms. Forty-three of the surviving Waterloo Men were treated to a "substantial supper with a plentiful supply of strong ale and punch" by Captain Chipchase, himself a veteran of the Peninsular Campaign.

Today, events are held over two courses: a short 700m course, and a longer, more challenging, 1800m course. The majority of races take place on the short course, starting at Pelaw Wood and finishing just past Bath's Bridge. The longer course takes crews side by side, from Pelaw Wood, through the historic arches of Elvet Bridge down to the finish at Counts House, close to Prebends Bridge.

Although the Regatta is now run as a limited company, the Articles of Association still broadly follow the historic constitution and the directors are still drawn from the founding organisations.



1.2 KEY PEOPLE

1.2.1 Volunteer Co-ordinators: Chloe Kelly and Harry Longbottom

The Volunteer Co-ordinators are responsible for ensuring a sufficient number of volunteers are recruited for the regatta, in accordance with the marshalling and volunteering plans and that volunteers are looked after before, during and after event. The Volunteer Co-ordinators act as the liaison between volunteers and the Regatta Committee. The Volunteer Co-ordinators will be available throughout the weekend for any queries or issue that may arise.

1.2.2 Secretary: Izzy Friedlander

The Regatta Secretary will oversee the management of the event in both planning, implementation of the regatta and the operation of the event over the regatta weekend.

1.2.3 Chair of the Safety Committee: David Robinson

The Safety Committee are responsible for the preparation of the event safety plan, including risk assessment, medical plan and water safety documentation. The Safety Committee will have a roving remit and can be contacted via Event Control.

1.2.4 Welfare Officer: Sarah-Louise Wheeler

The Welfare Officer is responsible for advising on the welfare of competitors, spectators, and the general public, including the safety and security of any lost children, or vulnerable adults. The Welfare Officer has a current DBS certification.

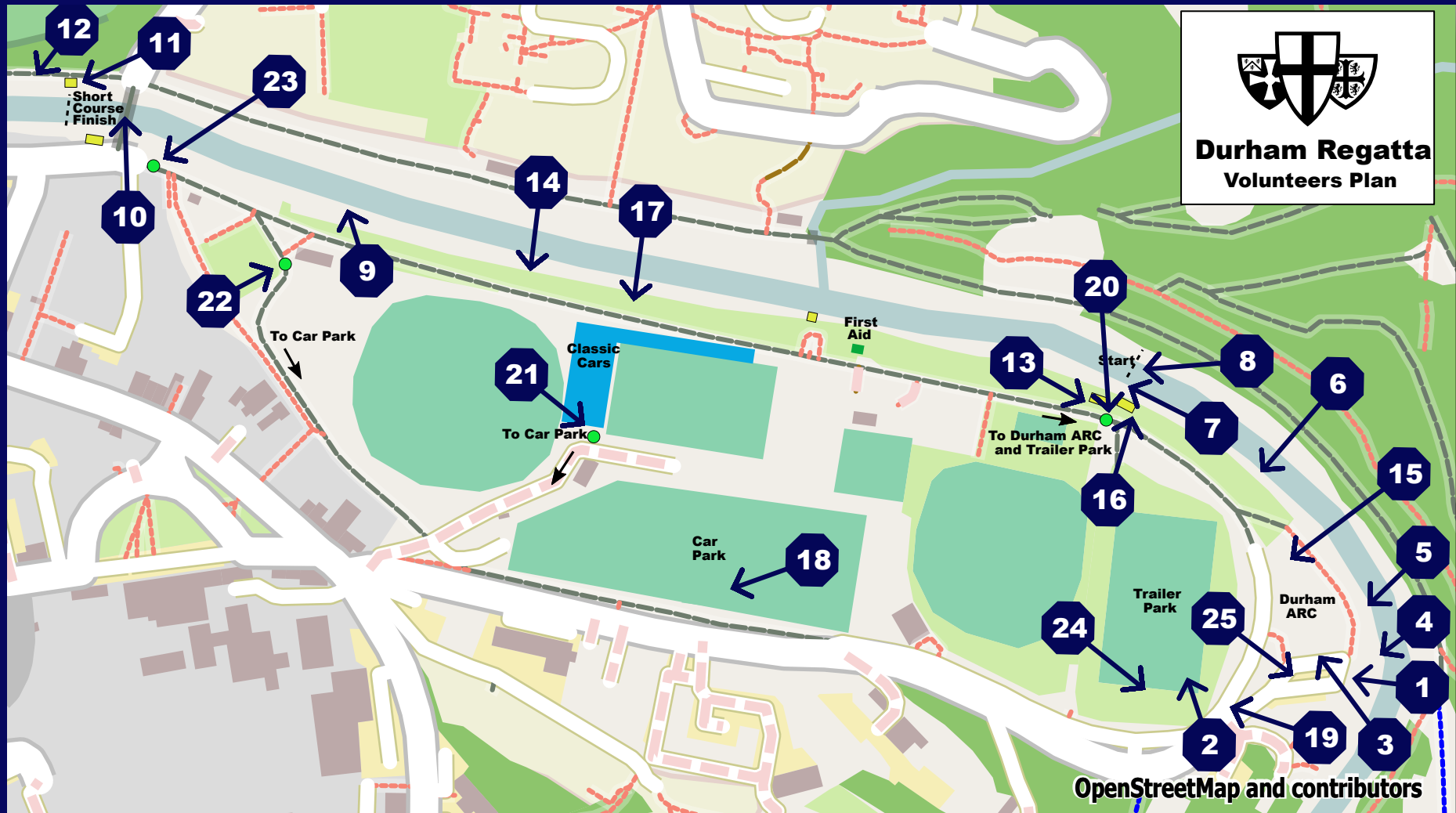
1.3 KEY PEOPLE CONTACT INFORMATION

All members of the Regatta Executive Committee can be contacted via Event Control or over the available Regatta Radio Channels.

Additional Contact information is noted below. If in any doubt or if you have a question, please contact the Volunteer Coordinator.

Name	Role	Contact Via
Chloe Kelly	Volunteer Coordinator	07934206371 Via Radio Also volunteer-coordinator @durham-regatta.org.uk
Harry Longbottom	Volunteer Coordinator	07934206371 Via Radio Also volunteer-coordinator @durham-regatta.org.uk
Izzy Friedlander	Regatta Secretary	07873 321 629 Also Via Radio
Sarah-Louise Wheeler	Welfare Officer	07725 047 485 Also Via Radio
David Robinson	Chair of Safety Committee	Via Radio
Chris Bell/ Andrew Curtis	Site Managers	Via Radio
Andrew Stephens	Chair of Race and Technical Committee	Via Radio
Lifeline Medical Services Ltd	Event First Aid	Via Radio
Alpha Security	Event Security	Via Radio

1.4 VOLUNTEER LOCATIONS MAP



1.5 VOLUNTEER LOCATIONS KEY

1. Durham ARC Steps

- Boating Co-ordinator 3 (Roaming)

2. Durham Regatta Paddock

- Paddock Assistants

3. Durham ARC Car Park

- Crew Check

4. Durham ARC Landing Stage

- Landing Stage Marshal

5. Steps (Landing) Platform

- Boating Co-ordinator 1 (Lead)
- Boating Co-ordinator 2 (Scribe)

6. Between Durham ARC Gate and the Start Bunting

- Start Marshal

7. Start Platform

- Start Assistant 1
- Start Assistant 2
- Start Timing

8. Stake Boats

- Stake Boat

9. St Cuthbert's Landing Stage

- St Cuthbert's Marshal

10. Bath's Bridge

- Bath's Bridge Marshal

11. Short Course Finish Box

- Finish Co-ordinator
- Finish Scribe
- Finish Timing

12. Down Stream of Short Course Finish

- Post-Finish Marshal

13. Event Control Box

- Results Co-ordinator
- Communication Scribe
- Results Scribe
- Racing Progress Runner

14. Merchandise Stand

- Merchandise Attendant

15. Volunteer Hub

- Support Marshal
- Radio Manager
- Equipment Assistant
- Site Tidy Up
- Site Tear Down

16. Race Control

- Race Control
- Race Control Assistant

17. President's Marquee

- Deckchair Assistant
- VIP Assistant

18. Car Park

- Car Park Attendant

19. Durham ARC Access Lane

- Car Park Access Management

20. Start Gate (Entry point)

- Gate Attendant

21. Cricket Pavilion Gate (Entry Point)

- Gate Attendant

22. St Cuthbert's Gate (Entry Point)

- Gate Attendant

23. Bath's Bridge Gate (Entry Point)

- Gate Attendant

24. Rugby Field

- Trailer Marshal

25. Durham ARC Marquee

- Prize Giving Set Up
- Prize Giving Drinks Runner



1.6 VOLUNTEER HUB

During Durham Regatta, the Volunteer Hub serves as the focal point for all volunteer activities. Easily identifiable on the volunteer map, it's located at point **15**, acting as a pivotal junction for coordination and organisation.

For those volunteering, it's imperative to arrive at the hub at least 15 minutes before your designated time slot, this ensures ample time for preparation and briefing before embarking on your duties.

Slot 1: Arrive no later than 6:50am, for 7:00am start

Slot 2: Arrive no later than 9:20am, for 9:30am start

Slot 3: Arrive no later than 11:50am, for 12pm start

Slot 4: Arrive no later than 2:20pm, for 2:30pm start

Slot 5: Arrive no later than 4:50pm, for 5:00pm start

Upon arrival at the volunteer hub, you'll have the opportunity to gather essential provisions such as food vouchers (if appropriate), drinks, and your volunteer pack. This ensures that you're equipped and ready for your assigned volunteer role.

Before volunteers set out from the volunteer hub, a short briefing will be conducted at the hub by one of our volunteer team. This briefing serves to ensure that everyone is well informed and prepared for their roles. **If you are scheduled for multiple volunteer shifts and need a break, inform the Volunteer Co-ordinator who will facilitate your rest period at the earliest convenience.**

It's essential to adhere to the protocol of reporting to the hub at the beginning of your shift. This ensures seamless coordination and communication among volunteers, enabling efficient handovers and maintaining overall effectiveness throughout the event.

1.7 YOUR DAY VOLUNTEERING WITH DURHAM REGATTA

1.7.1 The Start Of Your Volunteer Shift

- Arrive at Volunteer Hub + Sign in (Map Location 15)
- Collect the relevant equipment for your role
- Receive a briefing from one of the Volunteer Team

1.7.2 During your shift

- If you have any concerns about your role please contact the Volunteer Co-ordinator via the steps above **(1.3)**
- During your shift the Volunteer Co-ordinators will be circulating between stations to check that the event is running smoothly. Please use this time to ask any questions or ask for any additional support

1.7.3 The End Of Your Volunteer Shift

- If you are coming off shift, your replacement will arrive at your location. Please do not leave your station until your replacement has arrived and you have completed your handover
- To complete handover please demonstrate the role you were doing to your replacement and after this exchange all equipment for your role
- Once your handover is completed you may go and enjoy the Regatta as you please
- Feel free to leave any feedback about the Regatta or the Volunteering Team at the Volunteer Hub **(15)**

1.8 VOLUNTEER CODE OF CONDUCT

Welcome to Durham Regatta, we work with athletes worldwide to bring you the second-oldest regatta in England. We ask that all Volunteers follow our code of conduct so our sporting event can be safe

- Consider the well-being and safety of all attending and set a good example of behaviour and conduct, following all guidelines laid down.
- Treat everyone fairly, with respect and ensure language is appropriate and not offensive or discriminatory.
- Report all incidents and unacceptable behaviour to Durham Regatta Event Control who can escalate if required. If deemed urgent please contact security directly. Please avoid acting in away that could be perceived as intimidating or threatening.
- Develop an appropriate working relationship with those working with/around you, based on mutual trust and respect.
- Ensure that you keep the Regatta up to date with any changes in contact details, especially emergency contact numbers.
- Inform the Volunteer Coordinator (VC) and/or the Event Welfare Officer if you have concerns about anything you may see or hear that requires escalation
- Be on time for your volunteer slot (10 minutes before slot time) and inform the VC if you are going to be late.



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1.9 GENERAL INFORMATION

Event Control - General Regatta information and lost property

Race Control – Collecting race number or general enquiries about the racing

Toilets – Public toilets will be available across the Regatta Site. They will be in the form of Portaloos. Alternatively fixed toilets can be found inside Durham ARC behind the Volunteer Hub **(15)**

Event Programmes – Programmes will be available at all main entrance points and are free.

1.10 TRAVEL & TRANSPORT

Spectators are encouraged to use sustainable methods of public transport to attend the regatta. There will be limited car parking on Green Lane, provided by Durham Regatta, on a first come first served basis. More information on travel, including accessible parking, can be found on the website www.durham-regatta.org.uk.

1.11 VOLUNTEER ACCESS

Volunteers are encouraged to use public transport, and arrive on foot or car share where possible. We have limited volunteer parking which is on the Durham University Rugby Club Access Lane.

All users of this car park will have to give their registration plate to the Volunteer Co-ordinators ahead of the weekend. This car parking will only be available at the discretion of the Volunteer Co-ordinators. Due to the limited space available, please only use this car park for its intended purpose.

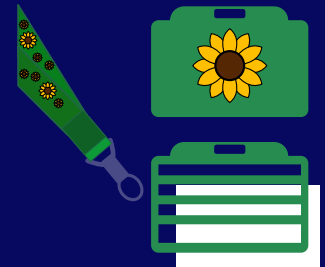
1.12 ACCESSIBILITY

Never assume anything about the abilities or disabilities of others. Ask what help the person needs, don't assume you know what help to give - always address the person who needs help, rather than their carer or anybody accompanying them (if applicable).

When giving directions, ask questions to ensure maximum understanding. For example: "Do you see the red phone box there?" *points* *waits for answer* "Go past that phone box and take the next right".

If you see a person who needs help, be proactive and ask how you can help - report all accessibility issues or complaints as soon as is practical to your zone captain.

You may be required to advise about narrow areas, steep paths, crowds and intermittent access restrictions to manage crowd flow. Wheelchair users and those with mobility issues can be guided against the flow.



You should be aware of the Sunflower Lanyard Scheme which we recognise for hidden disabilities, pictured above.

1.13 COMPLAINTS PROCEDURE

Try to remain empathetic to people's complaints. For any other complaints or feedback, please take their details and ask them to do one of the following:

Email with their complaint to secretary@durham-regatta.org.uk

Report it in person at Event Control

1.14 LOST PROPERTY

Lost property should be handed into Durham Regatta's Event Control. Expensive items should be reported to the Volunteer Hub. Please be aware of the difference between lost property and suspect packages and ask the public to do one of the following:

Email their lost property query to secretary@durham-regatta.org.uk

Contact the on-site Event Control with their query

1.15 MEDIA MANAGEMENT

You should not speak to the press or media under any circumstances. Anyone requesting access to restricted areas or wanting a quote from the event should be directed to the Press Officer.

You should not post on social media in any way that could be deemed as representing the Regatta organisation or post about any incident that may have occurred.

1.16 THEFT

Please be aware of the rising level of theft at events. Sweeping and pickpocketing are becoming particularly prevalent. If thefts are reported, you should advise the Volunteer Coordinators so they can liaise with event control and the police. They can then monitor the extent of the problem. Security and stewarding at Durham Regatta will be carried out by Alpha Security Group.

1.17 DRONES

The only authorised drones are the Police and Fire & Rescue drones and PalTV subject to weather conditions for flight. Please report any sightings of unauthorised drones to the Volunteer Coordinators where further action will be taken.

1.18 WEATHER

It's crucial to dress appropriately for both the weather conditions and the activities you'll be undertaking because the regatta runs in all weathers.

This means being prepared with items such as warm clothing for cooler temperatures, a sun hat and sun protection cream for sunny weather, and plenty of drinks to stay hydrated throughout the day. Ensuring you have the right attire and supplies will help you stay comfortable and safe while volunteering at the event.

1.19 EQUIPMENT

A key aspect of volunteering is the responsible handling of equipment. It's essential to always return any equipment you've used once you're finished with it. Any equipment should be returned to the Volunteer Hub.

Alternatively, if the equipment is needed by the next volunteer, ensure a smooth handover by passing it on to them. This ensures that resources are efficiently utilized throughout the event and helps maintain a seamless workflow for all volunteers involved.

Taking care of any Durham Regatta property entrusted to you is a fundamental responsibility. Whether it is equipment, documents, or any other items necessary to fulfil your role, it's essential to handle them with care and return them as required.

By ensuring the proper care and return of Regatta property, you contribute to the smooth functioning of the event and uphold its integrity.

1.20 MEDICAL

Medical provision for the event is being supplied by Life Line Medical Services Limited.

Medical teams will be based adjacent to the Bandstand. Please contact Event Control if medical assistance is required.

All Medical incidents or near misses must be reported through to Event Control.

1.21 LOST CHILDREN

'Lost' or 'missing' children during the event are taken to a place of safety (Event Control), under the supervision of responsible adults who are suitably 'vetted' and trained to cope with young children and who understand the lost child policy.

1.22 PHOTOGRAPHY

Durham Regatta takes place in a public location and volunteers should be aware that photographs may be taken by amateur and professional photographers or by members of the general public. Durham Regatta expects anyone taking photographs at the regatta to act within the Safeguarding and Photography policy of British Rowing. Please report any suspected breaches of this policy to the Welfare Officer via Regatta Control or the Volunteer Coordinators.

1.23 UNDER 18 VOLUNTEERS

Whilst we welcome volunteers under the age of 18, Durham Regatta is not responsible for supervising these individuals. If you are under the age of 18 please contact the Volunteer Coordinator (volunteer-coordinator@durham-regatta.org.uk) to obtain a consent form which must be signed by a legal guardian.