



1834

DURHAM REGATTA

VOLUNTEER HANDBOOK



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WWW.DURHAM-REGATTA.ORG.UK



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A WORD FROM THE REGATTA CHAIRMAN

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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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 at 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.



KEY PEOPLE

Volunteer Co-ordinator: Daniel Lockey

The Volunteer Co-ordinator is responsible for ensuring a sufficient number of volunteers are recruited for the regatta, in accordance with the marshalling and volunteering plans. The Volunteer Co-ordinator acts as the liaison between volunteers and the Regatta Committee. The Volunteer Co-ordinator has an escalation structure in place for dealing with issues/queries throughout the day. VC will manage Zone Captains and all volunteers. Zone Captains will manage the volunteers in their zone

Volunteer Co-ordinator Support: Simon Wilson

The Volunteer Co-ordinator Support role aids the Volunteer Coordinator over the regatta weekend, helping to manage the volunteers across the regatta site.

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.

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.

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.

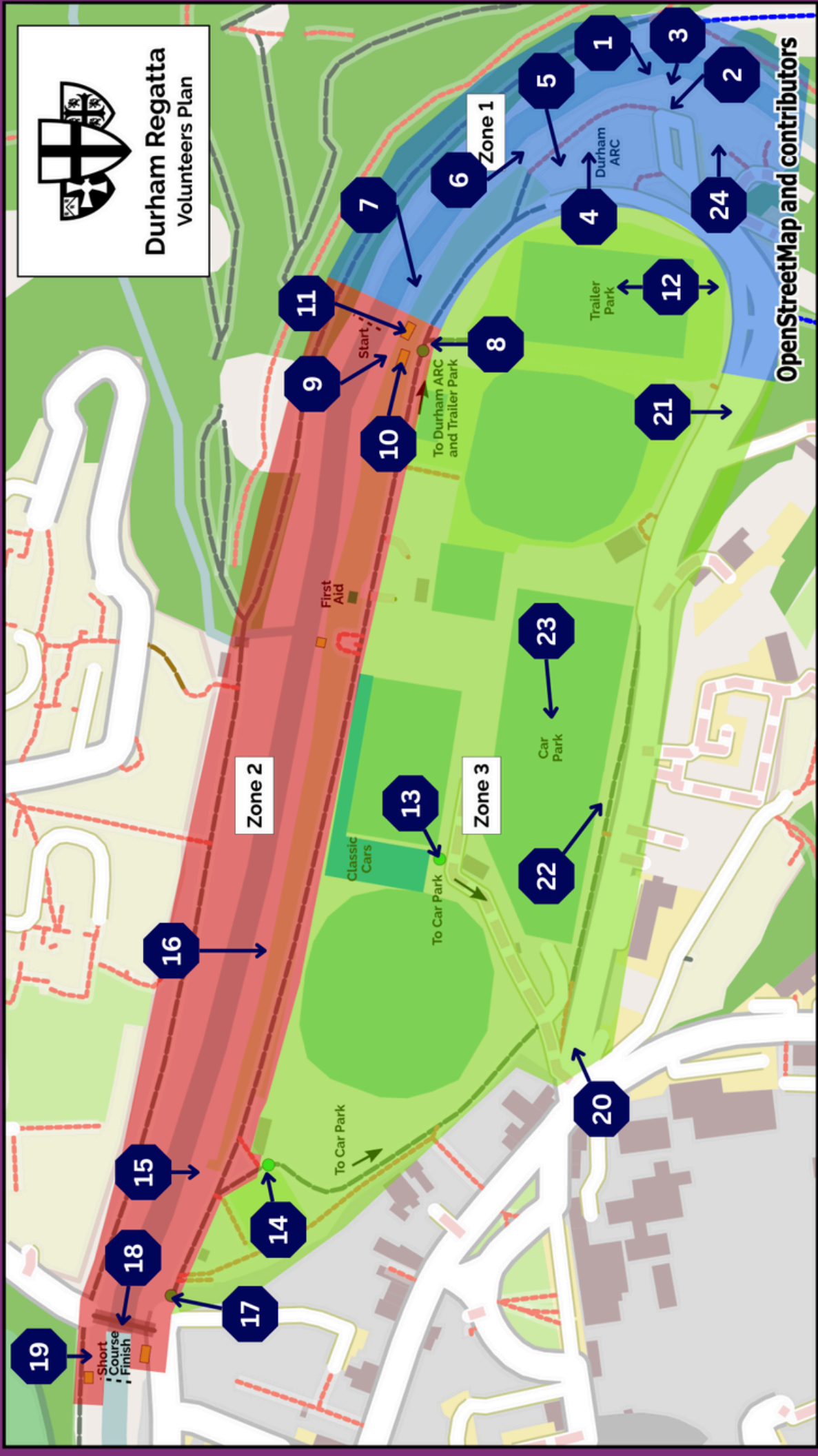
KEY PEOPLE CONTACT INFORMATION

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 your Zone Captain.

Name	Name	Contact Via
Dan Lockey	Volunteer Coordinator	07746 556 744 Also Via Radio
Simon Wilson	Volunteer Coordinator	07532 748 086 Also Via Radio
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

VOLUNTEER ZONES + LOCATIONS MAP



VOLUNTEER LOCATIONS KEY

1. Durham ARC Marshal Platform

- Start Marshal 1 - Lead
- Start Marshal 2 - Scribe
- Start Marshal 3 - Boating

2. Durham ARC Boathouse

- Control Commission Assistant

3. Durham ARC Landing

- Landing Marshal 1 + 2

4. Durham ARC Classroom

- Radio Manager
- Equipment Assistant 1 + 2

5. Volunteer Hub

- Litter Picker 1 + 2
- Site Clear Up/Dismantle

6. Durham ARC Gate

- Start Marshal 4

7. Start Bunting

- Start Marshal 5

8. Entrance Gate 4 - Start Platform

- Gate Attendant 1 + 2

9. Start Platform

- Start Assistant 1 - Radio
- Start Assistant 2 - Scribe
- Start Timing 1

10. Event Control

- Results Coordinator
- Results Assistant
- Event Control Assistant 1 - Radio
- Event Control Assistant 2 - Scribe
- Support Marshal 1 + 2

11. Race Control

- Race Control Lead
- Race Control Assistant 1 + 2
- Results Runner 1 + 2

12. Rugby Field

- Trailer Marshal - Entrance
- Trailer Marshal - Field

13. Entrance Gate 3 - Cricket Pavilion

- Gate Attendant 3 + 4

14. Entrance Gate 2 - St Cuthbert's Boathouse

- Gate Attendant 5 + 6

15. St Cuthbert's Landing

- Course Marshal

16. President's Marquee

- VIP Assistant 1 - Ticket Checker
- VIP Assistant 2/3 - Server 1 + 2
- VIP Assistant 4 - Cleaning Up
- VIP Assistant 5 - Trophies
- Deckchair Assistant 1 + 2

17. Entrance Gate 1 - Baths Bridge

- Gate Attendant 7 + 8

18. Baths Bridge

- Course Marshal

19. Short Course Finish

- Finish Assistant 1 + 2
- Finish Timing

20. Green Lane Entrance

- Access Marshal 1 + 2

21. Green Lane - Opposite Cricket Club

- Access Marshal 3

22. Car Park Entrance

- Booth Attendant 1 + 2
- Booth Attendant central

23. Car Park

- Field Attendant 1, 2 + 3

24. Durham ARC Marquee

- Drinks Runners 1-10

*Durham ARC= Durham Amateur Rowing Club

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 5, 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 7:15am start

Slot 2: Arrive no later than 9:30am, for 9:45am start

Slot 3: Arrive no later than 11:30am, for 11:45am start

Slot 4: Arrive no later than 2:00pm, for 2:15pm start

Slot 5: Arrive no later than 4:00pm, for 4:15pm 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 each group of volunteers sets out from the volunteer hub, a briefing will be conducted at the hub by one of our volunteer coordinators. This briefing serves to ensure that everyone is well-informed and prepared for their roles. **If you're scheduled for multiple volunteer shifts and need a break, simply inform your zone captain. They will facilitate your rest period,**

It's essential to adhere to the protocol of reporting to the hub at the beginning and end of your shift without exception. This ensures seamless coordination and communication among volunteers, enabling efficient handovers and maintaining overall effectiveness throughout the event.



HOW WE WILL WORK!

The Start Of Your Volunteer Shift

- Arrive at Volunteer Hub + Sign in (Map Location 5)
- Collect the relevant equipment for your role
- Receive a briefing from Volunteer Coordinator
- Meet your Zone Captain(s)
- Your Zone Captain will take a register and then direct you to your station
- A blue location number will be displayed at each station so you know where you are required to be

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. This includes handing over your Hi-Vis tabard, passing on any key information and equipment that your replacement will need.
- Once your handover is completed, await your Zone Captain or a Volunteer Coordinator to bring you back to the Volunteer Hub to be signed out.
- Once at the hub, please make sure to collect your thank you tote bag, leave any feedback to the team and you are free to leave.

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 a way 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 (15mins before slot time) and inform the VC if you are going to be late.



GENERAL INFORMATION

Event Control - all ticket queries, general Regatta information and lost property. Opening hours for the event control are 8th & 9th June 2024 between 7 AM and 7 PM.

The event programme for Durham Regatta will be available at all Main Entrance Points and is free. There will be some distribution of programmes by volunteers and the sponsorship and partnership teams. Public toilets (Portaloos) can be found across the Regatta site. Volunteers have additional toilets at Durham Amateur Rowing Club.

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

VOLUNTEER ACCESS

Volunteers are encouraged to use public transport, and arrive on foot or car share where possible, as we have limited access to parking. This is located in the Durham University Rugby Club.

All users of this car park will have to show a parking pass to use this space at the discretion of the Volunteer Coordinator, Volunteers must be 'ON SHIFT' and display the car park pass in their window at all times.

Due to the limited space available, please only use this car park for its intended purpose

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.

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

LOST PROPERTY

Lost property should be handed into Durham Regatta's Event Control. Expensive items should be reported to your zone captain. 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

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.

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 your zone captain 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.

DRONES

The only authorised drones are the Police and Fire & Rescue drones, PalTV and Big Circus Media subject to weather conditions for flight. Please report any sightings of unauthorised drones to Zone Captain where further action will be taken.



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.

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's 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.

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.

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.

VOLUNTEER ROLES AND RESPONSIBILITIES

Understanding your roles over the weekend we believe supports each volunteer, please see a link to our rowing and non rowing volunteer roles below;

- [Rowing roles.](#)
- [Non-rowing roles](#)

THANK

YOU!



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