

WHAT IS THIS DOCUMENT?

This is a copy of the stewards training briefing for delivering LOW PROFILE's project *PEOPLE (2022)*. This document has been written by Phil Rushworth who worked as lead Producer on this project as part of [Flock South West](#), a contemporary art production agency based in Plymouth.

This document demonstrates the roles of the stewards on the day of the event and how they were briefed in advance of the event during an in person training session and through this training summary.

This document is shared to help share knowledge around the production of large scale, participatory artworks in the public realm. LOW PROFILE and Flock South West hope that this might be useful information for anyone planning their own art events and also to give an insight into the making and delivery of this artwork for those who want to know more!

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The project was produced by Flock South West CIC and supported by our partners POP (Plymouth Octopus Project), Our Plymouth, Plymouth Culture, Plymouth City Council, The Box, and Nudge Community Builders.

HOW CAN I USE IT?

You are free to use this information to help you plan your own events - we just ask that you credit LOW PROFILE and Flock South West at appropriate points.

What to expect on the day

When you arrive on the day it will be my Deputy Event Manager Lucy Elmes that will be in charge of welcoming and briefing you. You'll be given a high vis vest and a green 'steward' badge to identify you and your own PEOPLE goody bag with a badge and bookwork in it (which contains the speech. Carly Seller is going to be our lead steward, who will also be able to help if you have any questions or worries.

Some of the stewards will be given radios and shown how to use them.

We'll be on site already with our tech team setting things up and you'll see we'll have already marked out the letters on the ground with tape. We'll also be setting up some pedestrian barriers and tape to create an area.

As participants start arriving stewards will be doing one two things:

1. Greeting people and showing them to a letter
2. Briefing small groups of participants at the letter and handing out goody bags.

Everyone will be given a role to start with, but it's possible we'll have to be responsive and move to do different roles depending on where stewards are needed. Carly and Lucy are going to be in charge of these decisions so please listen out for them.

Greeting participants

If you are greeting and showing people to letters, you will want to ensure they have come to participate, thank them and show them to a letter. **We will be trying to evenly fill out each letter at once so people are as evenly distributed as possible** (i.e don't start at the 1st P, send different groups to different letters).

The main talking points are as below:

- Thank you for coming
- Check that they are here to take part in PEOPLE today & understand that their photo be taken today by an aerial drone & our roaming documentor
- Great we are now going to put you into your position so please follow me

Carly and Lucy will be keeping an eye on how the letters are filling up and may give directions of letters that need more people.

It's absolutely OK for people to be put next to their friends if they want to, or to place people using wheelchairs, or with mobility restrictions or with buggys etc. in the closest letters to you. It's important people have a nice time doing this!

Briefing once in position

This is where we want to make sure everyone has a bag and knows what is happening next, and what to do after the event.

Here are the points we want to cover:

- This is where you will be standing / sitting for the photograph - see the taped line on the ground please stand on this
- This is your goody bag, in here you will find a bookwork that LOW PROFILE have made (steward shows them their own copy)
- This bookwork tells you more about the project but importantly it also has a speech that LOW PROFILE would like to invite everybody here to join them in reading together
- (show them their own copy) you will see here that the sections in bold are the parts that we will join together to read
- Also in your bag is this flyer (show them) gives you the information for how to get your digital copy of the photograph and also invites you to give feedback after the event
- Also in your bag is a limited edition, special PEOPLE badge that LOW PROFILE have made for you to say thank you for taking part
- Does that all make sense?
- When they see the barriers taken away they will know that we are very nearly ready to start & the speech is going to happen so please make sure you are in your position on the line, facing the sea and the lighthouse and ready to listen & that you have got your book open on the speech page (show them)
- LOW PROFILE & the stewards will stand on stalls and read the speech, please listen in and join in for the parts that we will all read together
- At the end of the speech there will be a round of applause and you will be free to go after that

Once everyone is in place

Once everyone is in place you will also find a place within the letters and our drone photographer, Jay, will take the image. You'll know we're getting ready to do this once all the barriers have been removed and the production team have taken up their spaces in the full stop!

Once we're happy that we have the shot we'll send out a signal to LOW PROFILE and all stewards leading the group speech to get in position. This involves standing on a chair and raising an arm, which means we'll know they are all ready. At that point I'll count down over the radios and speech will begin.

All the speech leaders will read the main bulk of the speech loudly together and participants will be invited to join in on the bold sections. I've attached a PDF of the speech so you can see it in advance. If you are in the crowd please feel free to loudly join in on the communal bits to help wet the tone!

After the speech we will lead a round of applause and people will be free to leave. At this point people might want to mill about and chat, so we won;t hurry them away, just make sure there is enough dispersal to pack up. We might need your help clearing paths for the stewards to move things, for example.

Collecting comments

It's not a priority, but If anyone says anything you think we'd like to hear, or is worth noting (could be feedback, could just be their own thoughts or a nice anecdote) we'd love to have a record of it. If you do hear anything please feel free to jot it down (I'll have some cards and pencils) or if you feel comfortable doing so you can send a message or a voice message to the group Whatsapp (if you're on it).

Health and Safety

The health and safety stuff is all fairly common sense, and hopefully we won't have any incidents on the day, but it would be great if you have read this in advance. We will recap the key points and you'll have the accident, emergency and lost child procedures on your crib card,

Looking after yourself

This is the most important thing - we want to make sure you are safe and well whilst stewarding for us.

Things to bring:

- Water and snacks
- Appropriate clothing and footwear
- Sun-cream/ sunglasses/ hat
- A bag that's comfy to carry (i.e backpack)
- Feel free to wear a mask if it makes you more comfortable

If there is a situation that makes you feel unsafe in any-way (aggressive people, dangerous situation etc.):

- Remove yourself - to safety, preferably with other team members
- Suggest any participants/ public also leave the situation
- Radio or find a team member with a radio to inform Myself or Lucy

Keeping others safe

The main hazards with that many people are:

- Trip hazards
- Obstructions
- Crushes (very unlikely)
- People's behavior

The main things to remember to help avoid these hazards are:

- Keep your belongings on you
- Keep an eye out for any wheelchair users/ mobility vehicles/ buggies etc and ask people to make room if needed
- Ask participants to keep their belongings on them and keep an eye on the ground
- Let team member know if there is an issue with the barriers and make sure public is aware of any problems
- If people are starting to squish together ask them to move up - communicate to the team if it looks like a big problem
- If anyone is making you feel unsafe - as above - remove yourself and public, call for help

COVID

We are now 'living with COVID' as a country.

HOWEVER

Please don't come if you have tested positive, or if you live with anyone who has tested positive, or if you are displaying symptoms.

Let me know on the day.

If you have tests at home and can take on on the day of, please do

Accidents and Emergencies

There will be at least two first aiders and we'll let you know who they are on the day.

Minor accidents

(i.e no-one is going to die or has been critically injured).

1. Call/ radio for help (if you don't have a radio, get the attention of a steward with one)
2. Stay with casualty (if there is no danger to yourself) until a first aider attends. They may ask you to stay and help.
3. If they are mobile (i.e an arm/ hand injury) - move them to the grassy area OR if not ask people to step away to make some room.
4. We'll make a decision on what to do next regarding the event.

Serious incidents or emergency

(i.e risk to life, critical injury or illness or multiple casualties). This is very unlikely in the open air, but we need to be prepared just in case. With older participants there is always a possibility they may be taken unwell.

1. **DO NOT PUT YOURSELF (or others) IN DANGER.**
2. **EVACUATE AREA if yourself or others are in immediate danger**
3. **Call 999 first if there is immediate threat**
4. **Event Manager to be notified** (ask another steward to find a radio if you are calling 999)
5. Stay with casualty **ONLY** if it is safe to do so until first aider or one of core team relieves you
6. We will need to halt the event and clear the area and stewards will be asked to help deal with this.
7. **PLEASE** do not leave the HOE area until you have been accounted for.

Evacuation Zones

We will let you know of congregation points on the day, but we will always move to the other side of the Hoe that the incident is on and gather together.

In the event of an incident, Phil will be coordinating and Lucy Elmes (Deputy Event Manager) will be in charge of accounting for team members and making sure they are safe, so please don't leave until she has done so.

We will go over this on the day!

Lost children and safeguarding

The participants are mostly adults and any young people will be with adults. Please note as well, this only applies to children and young people within the 'PEOPLE' event area.

General points on child safeguarding:

- No adults to be left ALONE with under 18s, always two adults
- Do not discuss adult or inappropriate topics
- No inappropriate physical contact
- Notify event manager of any unaccompanied children
- Notify Event manager immediately if you observe any risks to young people, or any are reported to you

If you find a lost child:

1. Immediately find another steward so there are two of you
2. Make sure the Event Manager is informed (by radio)
3. Two stewards wait with child
4. Phil or Lucy will come and handle the situation

If a lost child is reported to you:

1. Reassure guardians that a procedure is in place
2. Ask for a name/ description of the child
3. Make sure Event Manager is contacted and relay description
4. Await instructions

Drone

Jay Stone will do a drone safety briefing with everyone before he flies a drone ahead. You may need to help relay this information.

Whilst the drone is overhead please stay alert as if he alerts us to an incident we will need to make sure everyone is aware they have to leave the area immediately. Remove yourself too!

That's it for now. I know it's a lot, so please don't panic if you can't retain it all!

The weather is currently looking promising but we'll be in tough on Wednesday. We may make a decision to make a final call on Friday if the forecast is vague.

See you, hopefully, on the weekend! -**Phil & LOW PROFILE**