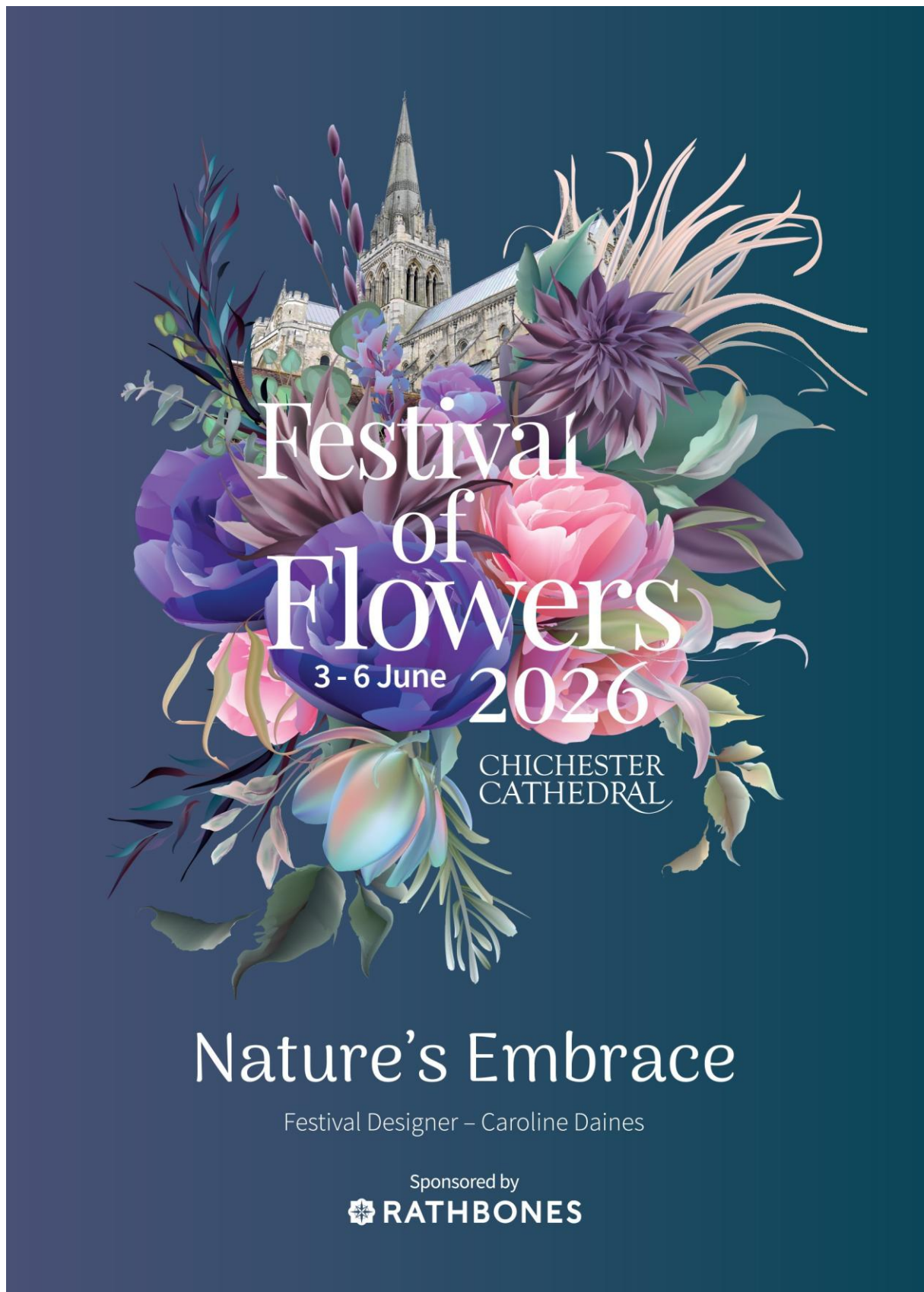




VOLUNTEER BRIEFING NOTES (DIGITAL)

Chichester Cathedral Restoration & Development Trust

“Volunteers do not necessarily have the time; they have the heart.”

Elizabeth Andrew

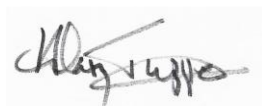
Welcome to Chichester Cathedral on this the 30th anniversary of the Festival of Flowers and thank you for volunteering your time to help make this spectacular event possible.

The Festival of Flowers continues to showcase our Cathedral, which celebrated its 950th year in 2025, and contributes significant funds to ensure its future for many centuries to come. Funds that, more than ever, are desperately needed to protect the future of this wonderful building, all that it stands for and to enable all the important work that is initiated from here across the city, the Diocese and beyond.

Once again, through the amazing imagination, research and skill of our flower design teams, and the dedication of you, our army of volunteers, we look forward to another stunning event. I know many of you are very experienced at this and for others it's a first time, but I would like to extend a warm welcome to you all.

As always, do remember to take the opportunity to enjoy all that the Festival offers for yourself around your shifts (remember to wear your wristband), and on behalf of the Chichester Cathedral Restoration & Development Trust, the Dean and Chapter and all those connected with the Festival, please accept my very grateful thanks.

We, quite simply, could not do this without you, thank you.

A handwritten signature in black ink, appearing to read 'Hilary Tupper', written in a cursive style.

Hilary Tupper
Chairman Festival of Flowers

VOLUNTEER ENTRY TO CATHEDRAL - WRISTBAND

All volunteers will be issued with a wristband prior to the event. Please wear this at all times to gain entry to the Cathedral. If you are unable to do your shift please email Philippa Lane (ideally 48 hours notice).

REFRESHMENTS DURING FESTIVAL WEEK

Set Up Days: Tea/coffee will be available from the Festival Market in the Paradise marquee.

Festival Days Wednesday – Saturday: Tea and Coffee will be available to all volunteers from the Tea and Coffee bar in the Festival Market marquee in Paradise (see map). Please make sure, you are wearing your wristband to get your free refreshment. Please bring a packed lunch and a reusable cup.

VISITORS TO THE CATHEDRAL

There are four timed entry sessions. Tickets have been booked on-line through Ticketsource and visitors will have an e-ticket, either printed out or on their phone.

Entry to the Cathedral is through the West Door (or accessible entrance) and admittance is by ticket only. Exit is through the Sculpture Exhibition in the Eastern Cloister. Visitors may exit via St. Richard's door, but as they will have experienced only half of the displays, they should have their hand-stamped for re-entry purposes. NB. NO ENTRY VIA ST RICHARD'S DOOR.

There will be a limited number of tickets available to purchase on the day and these will be on sale at the West Door with a dedicated salesperson.

STEWARDING

UPON ARRIVAL AT THE CATHEDRAL PLEASE REPORT TO THE TEAM LEADER IN THE WESTERN CLOISTERS – SEE MAP. THIS IS ESSENTIAL SO THAT THE TEAM LEADER KNOWS YOU HAVE ARRIVED SAFELY TO TAKE UP YOUR POST.

First session stewards will be issued with a sash and a programme for reference before taking up their post. Stewards for later sessions should check in with their Team Leader before heading to their post and taking over the sash and programme from the previous steward. Stewards should remain at their post until relieved by the next steward. Final session stewards will be relieved of their sash and programme by the Team Leader at the end of shift.

Numbered stewarding locations are indicated on the map on page 12 of this booklet.

Once on site, we would like you to help with the safety of visitors/staff/stall holders on site during the event so that everyone can enjoy their day at the event and to help us ensure the event runs smoothly. Please be aware and report to your team leader any unacceptable behaviour so it can be dealt with by the Trust team or Tim, Head Verger.

Please keep an eye on the event where possible and take action normally report to the Team Leader or member of Crew (Indigo T-shirts with CREW on back) especially if you think someone is breaking the law or if you feel there is a potentially dangerous situation.

Please encourage visitors to move around the Cathedral in accordance with the route in the programme. The visitor route is on page 13 of this booklet.

Please report any suspicious packages or bags left unattended to your Team Leader and assist as required in the event of an accident or emergency (**see the separate evacuation notes**).

Whilst measures are in place to limit visitor numbers, if the Cathedral becomes overcrowded, we may need to prevent people coming in for 10 minutes or so. We will keep you fully up to date and might ask you to encourage people to keep moving where practicable. We may need to ask you to be flexible as we try to manage the crowds of visitors.

TICKET TAKERS

UPON ARRIVAL AT THE CATHEDRAL PLEASE REPORT TO THE TICKET TEAM LEADER AT THE WEST DOOR who will issue you with a sash. THIS IS ESSENTIAL SO THAT WE KNOW YOU HAVE ARRIVED SAFELY TO TAKE UP YOUR POST.

Tickets will be scanned at the entrance. Visitors may enter the Cathedral from their entry time but do not have to leave at the end of this session. There is no publicised re-entry to the Cathedral, however, if a visitor asks, they can have their hand stamped and can re-enter through the West Door at the discretion of the event staff and crew. Stewards at the exit will have a hand stamp for this purpose.

Whilst it is unlikely that the Cathedral becomes over-crowded, in the event of this happening, we might need to shut the Cathedral for a short time. We would then need you to help keep those people in the queue up to date with what is happening. Your Team Leader will keep you fully informed of the situation.

WHAT'S ON

Visitor tickets include entry to the Philip Jackson Sculpture Exhibition in the Eastern Arm of the Cloisters. Entry to the Festival Market is free to all and a selection of refreshments are available from Cloisters Kitchen & Garden. Additional food vendors will be situated on the South West Lawn.

PROGRAMMES

UPON ARRIVAL AT THE CATHEDRAL PLEASE REPORT TO THE TICKET TEAM LEADER AT THE WEST DOOR who will issue you with a sash.

You will be selling programmes, priced at £4.00 each at the West Door, in the Cathedral and along the queue. You will be issued with a money belt and a float.

FLOWER SELLERS

Bouquets and teacup posies will be available for sale in the Western Cloister.

Team Leader: Kay Grimstead, Annette Barnsdale, Carolyn Woad, Gilly Hartley, Ann Allan, Helen Penfold, Carole Burne

Flower Sellers: Nicky Reed, Jilly Marshall-Lee, Caroline Lucas, Sue Krueger, Dinah Frost, Sue Smith, Penny Summers, Barbara Wright, Ros Woodhead, Dinah Frost, Marie Tidswell, Penny Collins, Teresa Mocatta, Rebecca Thomson, Sue Spawton, Jacky Sawday, Sally Short, Connie Hanson, Sue Bainbridge, Angela Wattie, Harriet Coombes, Shirley Barnes, Judith Ross, Louise Foster and Joy

CAR PARKING ATTENDANTS

Doug Alexander, Robin Feild, Tim Scott, and Martin Troy.

KEY PEOPLE TO KNOW!

Tim Morris	Head Verger (First Aid Trained) Via the radio or Verger's Office
Ali George	Fundraising Director (First Aid Trained), Via Radio
Philippa Lane	Flower Festival Co-ordinator, Via the radio
Trust Information	Radio or 01243 813591
Office email:	flowerfestival@chichestercathedral.org.uk

CREW

Crew lead	Nigel Hollowell, Lewis Pope, Liam Jurgens
Crew	Bethany, Elliott, Gregory, Izzy, Jake, Jack, Johann, Josh, Victor.

If you have any issues please report to Team Lead, Crew or Trust department who will all have radios.

SET UP DAYS (Cathedral closed to public)

UPON ARRIVAL PLEASE REPORT TO THE TEA/COFFEE TABLES IN PARADISE MARQUEE IN PARADISE.

SIGN IN ON THE ROTA. REFRESHMENTS WILL BE AVAILABLE HERE DURING SET UP DAYS.

SWEEP/TIDY - The Cathedral is closed to the public all day on Monday 1st and Tuesday 2nd June. During set up it is essential that the walkways are kept clear of leaves, flower petals and water. We will have restricted walkways around the Cathedral during this time and so we are grateful to you for helping to keep these areas clear.

Please help us to be more environmentally sustainable by separating waste:

1. Green waste for composting
2. Recyclable materials
3. General waste – use black sacks and leave in the Western cloister at St Richards Door
4. For 1 & 2 – use pop up bins and deposit in allocated sacks in St Richard's porch.

GENERAL HELP - There will be a variety of duties that our general helpers will be asked to do.

STEWARDS

Please meet your Team Leader at the Western Cloister and you will be directed to your location. Please check in with your Team Leader first and do not go directly to your allocated location, so that they know you have arrived.

TICKET TAKERS

Please meet your Team Leader at the West Door and you will be directed to your location. Please check in with your Team Leader first and do not go directly to your allocated location, so that they know you have arrived.

PREVIEW EVENING IN THE CATHEDRAL Tuesday, 2nd June 2026

STEWARDS IN THE CATHEDRAL Wednesday, 3rd June- Saturday 6th 2026

All rotas will be uploaded to <https://www.chichestercathedral.org.uk/information-festival-flowers-volunteers> . Please check this link regularly as the rotas will be updated. Physical copies of this Volunteer Booklet will be available for the Briefing Meetings in May.

SAFGUARDING

PLEASE MAKE SURE THAT YOU READ THIS POLICY

Procedure and Policy for assisting child or vulnerable adult lost in Chichester Cathedral.

Definitions:

Child: a person under the age of 18 years old

Young Person: a person who has reached the age of 16 but is under the age of 18 years.

Vulnerable Adult: a person aged 18 or over who, by reason of disability, age or illness is, or may be, unable to take care of themselves, or unable to protect themselves against 'significant harm' or exploitation.

Responsible Adult: A person aged 18 or over, whether parent, carer or teacher has responsibility for child, young person or vulnerable adult while on Cathedral property.

Group: The party in which the person arrived on Cathedral property with. This could be a family group, school group. These groups may arrive at the Cathedral in a pre-arranged way (Pre-booked tour) or ad-hoc.

Chi-BAC: Chichester District Business Against Crime Partnership (chibac.co.uk) Local area radio network. This links local businesses with local area policing.

Part A: Actions on finding a lost child or vulnerable adult.

Part B: Actions to take when a child or vulnerable adult is reported missing at the Cathedral.

Part A: Actions on finding a lost child or vulnerable adult.

- On finding a lost child/vulnerable adult (hereby ref. 'lost person'), immediately contact a second member of staff/volunteer and supervise the person together.
-
- Make sure you are never alone with the lost person.
- Report lost person to the Head Verger or Verger on duty. Verger team may use Cathedral public address system, or ChiBAC radio to locate the lost person's group.
- Avoid any unjustified physical contact, use vocal instructions to guide the lost person to meeting point. Stay with the lost person and reassure them.
- The meeting point for the Cathedral is in the Nave, close to the Pulpit.
- If the lost person does not appear to be part of an organised group (school etc) then the person is likely to be part of a family group and it is unlikely that they would have left the site without the person. The lost person is not to be removed from the Cathedral nave.
- If the lost person cannot be reunited with their responsible adult/group within reasonable time (approx. 15 minutes) the Verger team will call the Police. Head of Operations, Head of Estates and the Dean will be notified.
- Once called, the police will take over responsibility for reuniting the lost person with their group.

- Under no circumstances is the lost person to be removed from the Cathedral site unless Police have taken responsibility.
- The Head Verger or member of staff leading search must ensure the incident is reported to the Cathedral Safeguarding Officer.
- A lost person report will be made by the Head of Ops, or deputy, in the Cathedral incident book with assistance from Verger team. The report will then be reviewed by the Safeguarding Management Group. If the lost child is part of a school group or Cathedral education event then incident will also be reviewed by the lead staff member.

Part B: Actions to take when a child or vulnerable adult is reported missing at the Cathedral.

- If a responsible adult reports that a person in their care has gone missing in the Cathedral immediately inform the Head Verger or Verger on duty
- Ensure that all other children or vulnerable adults continue to be supervised appropriately.
- Accompany the responsible adult to the meeting place, In the Nave close to the Pulpit. Reassurance can be given, please stay with the responsible adult.
- Take details of the missing person, the circumstances in which they went missing and a detailed physical description; to include hair colour, height, build, clothing worn.
- The Verger Team will take immediate action to assist in locating the missing person. This will include the following steps:
 - Notifying all Visitor Facing Volunteers (Welcomers and Guides) and the Visitor Experience Assistants to monitor the West Door and Accessible Door carefully to ensure the missing person does not leave the building unnoticed.
 - Organising available staff and volunteers to search the ground floor of the cathedral;
 - Shop, Café, Toilets, Side Chapels, Pantaleon and Canons' Vestry. Each individual is to be allocated an area and all those searches are to report back to meeting point within a short time.
 - A Staff member or Volunteer may be placed at each point of exit.
 - The PA system may be used to locate the missing person.
- If the missing person cannot be located within a reasonable time (approx. 15 minutes the Verger team will call the Police.
Head of Operations, Head of Estates and the Dean will be notified.
- If the missing person is part of a school party or other organised group, ensure that the responsible adult has taken steps to notify the parents.
- Maintain close communication with the police and follow their guidance.

- The Verger team will assist in organising a further, detailed search of the Cathedral spaces to include;
 - The library, song school, storage areas, bins, outside areas and accessible upper floors.
- If the missing person cannot be located, the police will take over responsibility. Volunteers and staff at the Cathedral may be required to provide witness statements. Volunteers and Staff involved will be asked to remain in the cathedral until the Police have given authorisation to leave.
- The Head Verger or member of staff leading search must ensure the incident is reported to the Cathedral Safeguarding Officer.
- An Incident report must be completed by Head verger or lead member of staff after responsibility has been handed over to the police, or after the missing person has been found.

The R's of safeguarding at Chichester Cathedral

CHICHESTER CATHEDRAL



SAFEGUARDING CONCERN

RECOGNISE Something doesn't look, hear or feel right.

RESPOND Listen to a concern or disclosure.
Intervene to mitigate a situation.

REPORT Write down the details of the safeguarding concern.

REFER Send your concern to the safeguarding team:
ideally within 24 hours.

EVACUATION PROCEDURE

From the Cathedral

Please familiarise yourself with the evacuation diagram (page 14). In the event of an emergency, the red lights in the Cathedral will start to flash. Members of Crew and/or Staff will position themselves at the exits and open the doors.

The Verger on duty will make an announcement from the Pulpit instructing people to leave the Cathedral.

However, if the siren sounds without warning we need to evacuate the Cathedral immediately. Crew/Staff will go to their positions and encourage people to assembly points. The Verger on duty has control of the building and the emergency services.

From the Marquee (Festival Market)

Festival Market Chiefs to be alerted to the need to evacuate via the radio by the Director of Fundraising or the Head Verger.

The air horn (or equivalent) is to be used to obtain the attention of all those in the marquee.

All those present to be informed of the need to evacuate due to an emergency. Where possible Crew/Staff to direct people to the assembly points as follows. The Director of Fundraising and crew have control of the exterior and the visitors outside.

Assembly points

Assembly points are located at the Bell Tower, Treasury Car Park and Cathedral Green.

All crew and staff not in the Cathedral or Marquee take control of the external evacuation continuing to direct people away from the areas immediately outside an exit, and to continue moving towards one of the assembly points.

FIRST AID

First Aid will be provided by Safe Savvy (based at Bell Tower) and trained Cathedral staff.

TOILETS

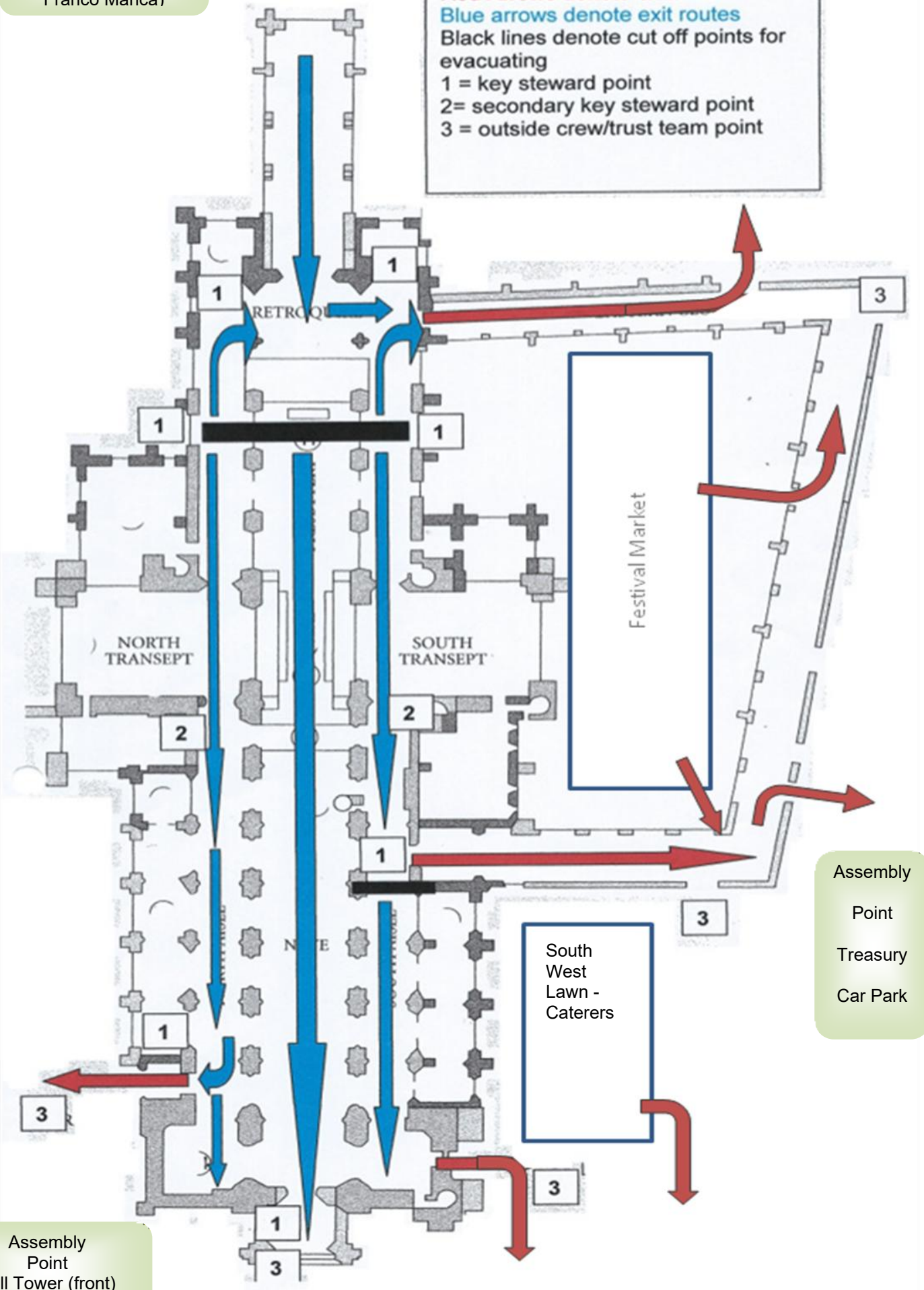
See map on page 12

EVACUATION ROUTE

Assembly Point
East Green (near
Franco Manca)

Evacuation Plan

Red Arrows denote exits
Blue arrows denote exit routes
Black lines denote cut off points for evacuating
1 = key steward point
2 = secondary key steward point
3 = outside crew/trust team point



STEWARDING LOCATIONS



DIRECTIONAL ROUTE AROUND THE CATHEDRAL FOR VISITORS

