



# Staff Handbook & Management Manual

*(Reviewed May 2022)*

## **INTRODUCTION**

Folk Camps relies-on the dedication, professionalism, and passion of its staff. Every year, people willingly give up their time and effort to make camps special. Without our staff there would be no Folk Camps so we thank you for committing your energy to staffing on a camp.

In this manual you will find helpful advice and wisdom. This outline is what makes the foundation of any camp. You are welcome to put your 'own spin' on running their camp to keep Folk Camps the exciting and unique energy that keeps people coming back.

Every camp needs a 'base offering' that any camper should expect – whether it's their first time or if they've been to Folk Camps for decades. No knowledge should be assumed; nothing taken for granted. Activities should be clearly communicated and inclusive with no unspoken rules so Folk Camps remains an approachable and welcoming community for everyone.

Read this document in conjunction with Folk Camps Policies - <https://www.folkcamps.co.uk/policies-and-legal/> - where there are more specific details of particular issues you may encounter.

Guidance given here describes practices at week-long camps. For weekends and shorter specialist self-catering camps, practices and equipment may differ so you should interpret this manual with that in mind.

Thank you again for the work you will do. Remember to have fun yourself for at Folk Camp.

### **Folk Camps Council**

## **LEADER**

Your duty is to ensure, to the best of your ability, that the camp delivers a happy, well-organised holiday. Other members of staff will help; it is a team effort but as Leader you have overall responsibility and the final arbiter in any disagreements or differences of opinion.

## **OBLIGATIONS**

You have a duty of care to everyone on site, including visitors, with responsibility to ensure:

- there are no breaches of regulations which might invalidate the Society's insurance,
- the local community is not inconvenienced by any of the campers' activities,
- the camp operates in a safe and hygienic manner,
- this Management Manual is adhered to as far as it is practicable,
- people are having fun!

## **BEING A LEADER**

You have been chosen to lead. Every leader has their own leadership style so think about your style and consider how you would deal with a variety of different situations. Preparation will help you enormously. Never underestimate the importance of debate. If problems do occur, sit down with the other staff members and attempt to arrive at a consensus decision.

You won't be able to please all the campers all the time but try and make sure no-one gets left out though there may be people who don't want to join in so please don't pressurise them.

Folk Camps is a secular and apolitical organisation so any endorsement by camp staff of a particular religion or political view is inappropriate and should be avoided.

The Administration Manager will, on request, email a list of people booked on your camp including email addresses. You can make contact with the campers beforehand or ask the Administration Manager to do so. Just before the camp, you will receive a final list with details your campers' skills and talents, e.g.: musicians, callers, and so on.

It is recommended that you contact the other members of staff beforehand. If you don't already know one another, explain your leadership style and discuss any plans you may have, particularly if they involve a departure from standard practice.

Every year, Folk Camps experiences things that have never happened before. If you need to hire extra equipment to solve problems, please do so. We rely on our staff members to use their initiative. If the campers' holiday is likely to be impaired or there is something unsafe and needs attention, please find a way of solving it. If you have acted responsibly and in the best interests of the campers, the Council of Management will support your action and meet any bills incurred.

## WHAT HAPPENS AND WHEN

<b>Week long camps</b>	
Saturday evening	Camp meeting normally 8pm
Weds or Thurs lunchtime	Pub session if camp wishes it
Thursday evening	Visitors by invitation if camp wishes it
Every evening	Children's games, dancing, singaround
Friday evening	Party night, dancing interspersed by songs and sketches
Daily	Staff team liaison

### CAMPER ARRIVAL

As campers arrive on site, if you can, walk over and introduce yourself so you can meet them individually, identify yourself as Leader and they can ask any questions. Not everyone arriving has been to a Folk Camp before.

### CAMP MEETING

On the first evening, hold a meeting with the whole camp. Try to keep it as short as possible but make sure either you or other staff cover the following points. Even if the majority have attended Folk Camps before you should restate these principles.

- Welcome the campers, introduce yourself and the staff.
- Explain the daily meal and programme times.
- Outline the likely weekly programme, but prepare to be flexible if the camp wishes.
- Explain the allocation of jobs.
- Outline music sessions and workshops, asking what campers would like and request those with skills and talents to volunteer to run them.
- Find out what dancer callers are present and want to call.
- Discover any medically qualified campers or those with up-to-date first-aid experience by asking them to identify themselves privately to you.
- Ask campers, if they feel ill, to inform the Warden or Leader and isolate from the rest of camp.
- State that children are in the care and control of their own parents or guardians at all times; not camp staff.
- Explain that, though children are welcome in the hall or marquee in the later evening, dancing after cocoa may be more complicated.
- Point out the information table where campers will find information about activities during the week as well as the Comments Box, local information, etc.
- Explain that the Comments Box is for feedback – positive and negative - to camp staff and Council but it is best if staff are told of urgent issues immediately. The box however will be opened and checked by staff every day.

## DAILY PROGRAMME

This recommended programme for week-long camps has evolved over many years; it works well and is what campers expect.

<b>Breakfast</b>	Breads and spreads from 8.00, cooked breakfast at 08.30
<b>Music workshop</b>	From 09.30
<b>Coffee break</b>	11.00
<b>Lunch</b>	12.30 (if camp agrees)
<b>Cup of tea</b>	16.00
<b>Dinner</b>	18.00
<b>Children's games</b>	19.00 (if camp has younger children)
<b>Easier dancing</b>	19.30
<b>General dancing</b>	20:00
<b>Evening drinks</b>	varies from 20.30 to 21.15
<b>Song circle</b>	as soon as everyone has collected their drink
<b>General dancing</b>	end of song circle
<b>Acoustic session</b>	23.30 (amplifier/PA turned off)

## WORKSHOPS

Folk Camps' workshops are community-driven and facilitated by campers. Collate information on what is wanted and what campers can offer. It may be useful to establish two lists: workshops wanted and workshops offered. Set the timetable most convenient for participants; alternatively ask them to meet and fix their own time and location. Consider running some workshops every other day.

## OUTINGS

Campers often undertake outings as a group. Unless you want to spend all week making complex arrangements you may just like to indicate a particular day for a specific tourist attraction. Many will follow your lead.

## STICKS & SWORDS & EQUIPMENT

Morris sticks, long sword, rapper and sports equipment are usually supplied for week-long camps. These are the property of Folk Camps and you are responsible for their safe keeping and handing over to the next Leader. If there is a need to cut extra Morris sticks, make sure you have the landowner's permission and someone who is well-versed in the task.

## PUB SESSION

Busking with the whole camp has become difficult to arrange, so instead you might consider a pub session at a nearby venue. Contact the pub ahead of time and ask their approval as not every establishment wants a large number of customers arriving at once, nor may they allow music to be played. Take our marketing literature with you and suggest that campers talk to and tell the audience about Folk Camps.

### **VISITORS BY INVITATION EVENING**

Check with campers first if they want a visitors' evening. Strangers on site can unnerve some campers. All visitors to site at any time should be entered into the visitors' book and supervised by those who invite them.

### **PARTY NIGHT**

Last night is party night with a mixture of dance, song, sketches and general celebration of the week's events. Workshops can showcase their achievements. Casual visitors are not allowed on party night although the landowner and other prominent members of the community may be invited as guests.

Decide earlier in the week what theme, if any, the last night will have and announce midweek so campers have the opportunity to prepare. The marquee or hall may be decorated as long as decorations do not constitute a fire risk.

Liaise with other staff and decide what form the evening and meal will take and whether any snacks will be served later on. An amount of up to £1 per head is allowable for the purchase of materials for decoration and additional food. No alcohol may be purchased with Folk Camps' funds.

Carefully programme the last night's entertainment. It is better to have back-to-back performance items, and dance later than to find you are only half through the programme at 2 am!

### **SONG CIRCLE**

After Early Evening dancing, it is usual to hold a sing-around immediately once campers have collected drinks. An item is usually passed around the circle to signify whose turn it is to perform – a song, tune, dance, poem or a joke, news of good places to visit or workshop arrangements. Contributions in whatever form should be met with positivity.

### **STAFF MEETING**

It is useful to hold a short staff meeting during the day to make sure everyone knows what is planned and to raise any issues that arise. Post-dinner, when there is a general lull in activities, is often a good time.

### **DANCE CALLING**

Part of your job is to facilitate dancing in the evening. It is likely there will be several callers on camp but that may not be the case. Whatever your level of expertise, you should act as a facilitator, not call every or all evening. You will probably find however that you need to know a few dances and be able to call them. Encourage others and, if possible, organise some workshops during the week where volunteers can learn. YouTube is a great resource for sourcing dance notation.

Each evening's dancing should include a variety of dances of differing in energy and complexity, so that no-one is excluded.

**AT THE END OF CAMP**

Either during the last evening's meal or entertainment, thank all staff publicly and everyone who has contributed to the camp. Give out the date of the Reunion and the AGM. Ask those who are not Governing Members to consider becoming so, and those who are Governing Members to consider standing for election to the Council of Management.

Ask campers to help the next day with a general tidy and clear up and remind them to make any suggestions for Folk Camps Council before they go, using the Comments Box.

Before you leave site, hand over to an incoming leader. Give them any information about the site or surroundings that would be useful as well as suggestions for activities, outings, pubs and venues.

Coordinate with the Warden to ensure that everything is clean and tidy, that the hall or marquee is completely emptied, all personal belongings are removed. Set up a lost property table and ask everyone to check it before they leave.

Make a note of anything you think Council should know and send this to the Administration Manager as soon as you can after camp.

## MUSICIAN

### GENERAL DUTIES

The Musician's job is to co-ordinate the musical demands of the week and facilitate other musicians, working with the leader and as part of the staffing team.

You are encouraged to apply your own style of music to the workshop activities you run. You may get asked to provide a whole spectrum of music; if you cannot provide what's requested, try to find someone on camp who can.

### PREPARATION

Preparation before the camp will be helpful and Folk Camps encourages learning from musical notation and playing by ear. It is generally considered wise to be armed with sufficient music to present and run the requisite six morning workshops (Sunday to Friday).

Music can be sent out in advance; this will give people an opportunity to practice and also to transpose where necessary. If you take your own music, you will probably need at least 15 copies. Collect them in at the end of each session if you intend to use them again as they may otherwise disappear.

### WORKSHOPS

You choose the music you present at workshops. there will be both beginners and experts present. *Join the Band* has been used for beginners' workshops for many years. Recently this has been supplemented by a Folk Camps-financed new addition – *The Unexpected Polka & Other Tunes* which has online accompanying downloadable audio tracks which campers can use before, during or after the camp. Folk Camps has a small number of these books available and there should be some loan copies on site.

At morning workshops there are likely to be campers with mixed abilities, transposing or restricted-key instruments. Many staff musicians split the morning workshop into a simpler session followed by a more advanced session. Consider involving all participants in the whole of the workshop by supplying simple second parts for the more complex tunes or perhaps identify a camper who can run another workshop at the same time.

B flat / E flat instruments players can often transpose (or someone else on site usually can) if they have the music in advance. Alternatively, look out for publications with transcriptions in them.

Following morning drinks there may be dancing and other activities which require accompanying music. You do not have to provide all music; you are a facilitator so ask for volunteers.

### EVENING DANCING

There will usually be one or more experienced musicians present who will enjoy leading a band so try and arrange slots for them in the evening. Campers should be invited to play along if they wish. Perhaps use arrangements from the morning sessions for the evening or bring additional music; three copies is recommended.





## WARDEN

### GENERAL DUTIES

The Warden is responsible, under the general direction of the Leader, for effective running of the site and is part of the staffing team.

Staff members are asked to arrive on camp on the evening before their duty commences, so that they can take handover from the retiring warden. If you cannot arrive early ask for the retiring staff to delay their departure so a proper hand-over can take place.

You are not expected to be superhero. The experience, skills, and abilities that are always present on site are there to help you. Don't be afraid to delegate and ask for help from other staff and campers. While you are responsible for ensuring that things happen, the support of the rest of the staffing team is there for a reason!

### KEY 'MUSTS'

1. Identify to campers where the Warden is camping.
2. Instigate traffic management appropriate to the field and weather conditions.
3. Explain the running of the camp at the introductory meeting and the contribution required from campers, including the basic hygiene rules, the availability of emergency services, location of first aid kit and fire extinguishers, control of dogs etc.
4. Arrange for volunteers to undertake specific tasks and organise the remainder for cooks' duty (See CAMP DUTIES).
5. Take over the Risk Assessment previously carried out and carry out your own assessment, including site specific risk.
6. Display general site risks and complete daily check sheets.
7. Ensure that only cleaning products detailed on COSHH forms are used (These are to be kept in the H&S folder.)
8. Be prepared to present your documents for checking by anyone authorised to do so, including a Folk Camps nominated health and safety representative.
9. Arrange for tasks, like repairs to access ways, be done immediately in addition to other essential tasks as they arise during the week.
10. During the first 24 hours, check that all booked campers have arrived and identify any extras. (See BOOKINGS)
11. Ensure that the amplification/PA system is turned off by 23:30.
12. Maintain accounts and monies as detailed. (See ACCOUNTING PROCEDURE)
13. Prepare camp for hand-over to next Warden or the dismantling team as appropriate. Unless the final week, this will include ensuring enough gas for the next camp, enough capacity in the washing-up pit; the emptying of the effluent tank and the cleaning of the portable toilets is booked before the end of the next week (check with the Administration Manager).
14. In the final week Wardens assist with the dismantling of the camp and the preparation of the Society's equipment for collection.
15. Maintain the camp Log Book and if a final week return this and the Master File to the Administration Manager.

## **IN ADVANCE**

If possible, visit the site beforehand to meet local contacts, otherwise contact the Administration Manager for an update on the site, facilities, staff, and campers.

## **AMPLIFICATION / PA**

Your camp may have a set of amplification equipment in a plastic box with instructions and a list of contents on the lid. Check it daily. The musician is responsible for its use. You must ensure the system is turned off at 23:30.

## **ARRIVALS**

In the interest of safety and fire prevention, it is recommended that all camping units maintain a 20ft (6 metre) gap between them.

Ensure that there is enough space for children to play safely and for vehicles to enter and leave the site, including the traders' vans which might be quite large vehicles. On smaller sites it may be necessary to set up stakes and fluorescent tape to mark off access ways and play areas.

At arrivals time (14:00 onwards) be present on site so you can welcome campers and direct their pitching. Consider erecting a simple sign saying to welcome campers, asking them to check in with the Warden and follow marked roadways.

Early arrivals and late leavers, except for camp staff taking over, are not permitted however the management team may use discretion. However it is essential that anyone arriving early or staying on doesn't interfere with the official camp. Staff arriving early can be provided with breakfast on the morning their duty starts.

## **BOOKINGS**

The Administration Manager will supply you with a list of those booked. All balances must be settled one month before the camp starts but any person arriving who has not completed their payment must pay the full camp late booking price.

You will also be informed of the maximum capacity for the site. Casual arrivals may be accepted by arrangement with the management team, but only up to this limit.

Extra meals may be supplied and charged at the appropriate rate (see ACCOUNTING). A 'week' is first day dinner to last day breakfast, although lunch on the 'middle day' is included where campers stay a second week. You have no discretion over how and when to charge which must be accordance with the schedule.

## **CAMP DUTIES**

Everyone on camp is expected to take a share of the chores necessary to keep the camp running efficiently. Allocation of tasks should be done in conjunction with the Caterer. This will depend upon

the number of adults and older teenagers present, not on the total numbers booked. Before deciding on the numbers for cooks' duties make sure you have the other essential jobs covered.

To ensure a smooth-running camp which does not disadvantage new campers who may not be aware of the duty system the best practice is for staff to agree a specific time for duty handout. Explain this to campers as they arrive. At the allocated time, the Wardens and Caterers should sit together at an allocated table while campers queue to pick a duty for the week. Ensure that new campers are allocated a suitable duty.

## TYPES OF DUTY

- **Toilet team** to clean and replenish toilets. Do not skimp here as this is probably the single most important task.
- **Site Hygiene team** to keep the site clean and tidy, and hazardous areas protected. Unless you have a very large camp this duty can also include toilet lights.
- **Hall/marquee tidy team** includes cleaning tables which can often be given to teams of younger campers with a suitable adult to supervise.
- **Kitchen Cleaning Team** to clean hygienically the kitchen each evening under the supervision of the Caterer. Cooking pots and pans, washed by campers, rinsed under a running tap water and placed on the designated table to drain, must be checked for cleanliness and replaced in position in the kitchen.
- **Cooking Teams.** Breakfast, Cooks of the Day, Cocoa, and possibly Cake-making.
  - On a smaller camp, the breakfast team will do breakfast for the whole week, but with a large camp, half a week (Sun-Tue and Wed-Sat). Some 'early birds' may request this job. Pick a reliable team leader and approx. three helpers required depending on camp size.
  - Cooks of the day prepare the main meal. You need someone who is experienced on each day's team and a minimum of four maximum six on a large camp. In larger camps cooks of the day may wish to split into those who prepare lunch and drinks and others who work on the evening meal.
  - Evening drinks duty – two people each for half the week, where numbers permit.
  - Cake-making – two people each for half the week, where numbers permit. Where camp numbers are low this job may be absorbed into daily cooks.
  - Boilers are lit first thing in the morning usually by the breakfast team. Check the breakfast team is aware and that they should keep them topped up until after breakfast washing up, and then turned off until they are required before evening meal. The Warden is ultimately responsible for hot water and for re-lighting boilers and turning off as necessary.
  - From the early arrivals, a cookhouse team must be set up to prepare the first evening meal.

Anyone involved with a cleaning job, except for kitchen wash up duty, will not be included in any cooking duty. Try to involve everyone in a job, it helps to unify the camp if every is doing something.

Try to keep teams 'in the family'; that way children will be able to help in a supervised manner. Where the children are very young the parents might prefer to split duties so that one of them can look after the children whilst the other works.

On changeover day, the retiring Warden must ensure a cook team is arranged to prepare the evening meal.

### **CAMP MEETING**

On the first evening there will be a camp meeting where the Leader will welcome everyone (see LEADER section). Liaise with your Leader beforehand. Your participation in the meeting should include:

- Point out location of toilets, water (drinking and toilet washing), kitchen, and areas out of bounds.
- State no smoking or vaping in or within 10m of the hall, marquee, kitchen, or any other communal building or shelter.
- Point out where firefighting equipment is placed and the fire drill for evacuation in an emergency.
- Describe the position of fire assembly point.
- Give the location of first aid kit and defibrillator and explain that campers must enter details of any accident in the accident reporting sheet in the first aid kit.
- Explain where is the nearest hospital with Accident & Emergency cover and the local medical centre.
- Explain the need for a high degree of personal hygiene, especially with washing hands after visiting the toilet.
- Point out locations relating to the site, e.g., security, overhead cables, local residents etc.
- Describe the traffic management system. e.g., a one-way system, vehicle no-go areas, speed on site. Encourage a parking area just inside the site entrance for anybody who doesn't need their vehicle next to their tent.
- Explain that parents are responsible for their children and teenagers aged under 18 at all times. Parents allowing teenagers to pitch their tents separately from them are still responsible for their good behaviour and safety.
- Explain the need to respect individual privacy, especially for photography, videoing and taping performances.
- Explain that Folk Camps runs on volunteer campers doing the jobs on site and state which jobs remain to be allocated.

### **CAMPERS' COMMENTS BOX**

The camp will have provided a lockable Comments Box and comment slips which must be available at all times. Comments can be made anonymously. Every day the Leader should check the box and take action where necessary. At the end of the camp the comments are to be returned to the Administration Manager.

### **CARAVANS AND MOTORHOMES**

Your attendee list will tell who is bringing a caravan or motorhome. Folk Camps Society holds an exemption certificate regarding planning laws so there is no restriction on the number of units permitted on each site. Please ensure that caravans and motorhomes are pitched in accordance with the Folk Camps Society Code of Conduct for sites.

## **WORKING WITH CATERERS**

There is a need for you to work very closely with the Caterer who does not have their own float and may only make purchases after prior agreement with you. Purchases must be accounted for in the standard manner the Caterer must provide receipts for all purchases to obtain a refund from you. This applies to all site purchases.

On your list of campers, you will also have a note of the numbers for the following week. This is to help you and the caterer with ordering supplies and food/provisions management.

## **DOGS**

If dogs are allowed on site they must be kept on a lead. All exercising must be outside the camp site. Dogs must be kept far away from the hall or marquee, the entrances to the hall or marquee, workshop areas and the washing up areas and never enter the marquee, hall or kitchen areas. Inadvertent messes must be cleared up by the owner immediately. (See the Dogs at Folk Camps policy.)

Campers should keep their dogs close to their own tent or caravan and ensure that they do not create a nuisance to their neighbours.

## **EMERGENCY SERVICES**

Ensure that details of the nearest hospital with Accident & Emergency cover and the local medical centre are on display in the hall or marquee, giving name, address, telephone number and times of opening. If this has not been supplied by the Administration Manager in advance, you should find out on arrival at site.

## **EXPENDITURE ON EQUIPMENT**

Wardens are permitted to purchase small items of equipment. Where it is necessary to buy a larger item (more than £25) the Administration Manager should be contacted first.

## **FIRE PRECAUTIONS**

The Warden for the first week (or the setting-up party) will establish a fire assembly point in a prominent position away from the hall/marquee. Fire appliance points with two-gallon air-expelled extinguishers, filled with water and primed in accordance with the instructions on them, will be provided. Similarly marked extinguishers will be placed in the hall/marquee in convenient positions. Powder extinguishers will be supplied for electrical fires. In the kitchen there will be powder extinguishers in prominent positions and fire blankets for fat fires.

It is the Warden's responsibility to check every day that the fire extinguishers are primed and ready for use and arrange re-priming if required.

The Warden or designated 'fire safety person' is responsible for keeping a list of all persons on camp. The list should be kept in a safe place (not in the hall/marquee). If there is a fire safety incident a fire brigade control officer will need it.

The last week's Warden (or dismantling party) will, at the end of the camp, remove pressure charges and empty and dry the containers.

## **FRIDAY (LAST) NIGHT**

An amount of up to £1 per head is allowed for buying materials for decoration and additional food for weeks camps. No alcohol may be purchased with Folk Camps' funds. Decorations must not create a fire hazard and should be removed the following morning.

## **GAS**

Folk Camps only uses propane (Orange or Red cylinders). A regulator of the correct pattern must be fitted to each cylinder. If in doubt, consult the supplier. A separate 47kg cylinder is fitted to each oven or range. 19kg cylinders are used for all other appliances etc boilers and fridges.

Site the cylinders for cooking equipment outside the kitchen, out of people's way, but easily accessible and in the shade.

Hot water boilers or fridges can be connected in pairs, via a 'T'(splitter) piece, to a single cylinder, but only if each burner has its own tap.

Cylinders are usually obtainable in 19kg and 47kg sizes. It is normal to connect high-usage appliances such as ovens and ranges to the 47kg and items such as boilers to 19kg. Keep a note of consumption.

Economy in use of gas can be achieved by limiting the number of cylinders in use at any one time by connecting equipment together with 'T'(splitters) pieces. This will mean more frequent changing of cylinders, but will lead to fewer partly filled cylinders being left at the end of the camp.

Consumption of gas will vary with weather conditions, but a very rough guide, for a camp of 120 is:

- 1x 19kg cylinder connected to 2 boilers will last about 4 days
- 1x 47kg cylinder connected to cooker/gas rings will last about 7 days

## **GAS SAFETY**

### **Evacuate the area immediately**

1. In case of fire close down all cylinder valves immediately and get the cylinders to a safe place.
2. Check for leaks with dilute washing-up liquid and not a naked flame.
3. Use clips on all connections, but do not over-tighten.
4. When not in use close down cylinder valves.
5. Close all valves last thing at night.
6. Keep children away from cylinders at all times and provide a screen to the boilers.
7. Close down empty cylinders which may contain a small amount of gas and can be a fire hazard.

## **GREASY WATER DISPOSAL**

Ensure that there is a suitable place for the disposal of waste kitchen and campers' washing up water. This may be a pit which should be properly secure/safe.

## **INVENTORY**

With the Log Book you will have a list of FCS-owned equipment and a note of hired equipment. At the end of the camp check all FCS equipment is present; separate hired items to be collected by the contractor. We are often charged a large deposit on cylinders so make sure they are stored in a safe place if not collected before you leave site.

## **LIGHTS**

Electricity is supplied by the generator. The warden is responsible for the correct running of the generator and making sure an RCD is fitted before switching on. The oil level in the generator should be checked daily. The cable from the generator to the distribution board in the marquee must be fitted with due regard to the safe operation of the cable.

## **DISTRIBUTION BOARD**

The main electricity distribution board to the lighting and amplification systems is the warden's responsibility. No additions or amendments can take place without the warden's permission.

## **TOILET LIGHTS**

These are often powered by batteries; spares are in the Warden's box.

## **LOG BOOK**

The camp Log Book will be kept for the purpose of recording essential information required by succeeding wardens and the camp dismantlers. It will include a daily checklist of tasks, as well as the following information:

1. A schedule of hired materials. (See INVENTORY)
2. Details of how to leave the water points 'as found'.
3. Details of drainage and methods of cleaning.
4. Any information about traders.
5. Location of information of benefit to the camp (e.g., safe beaches, good pubs etc.).
6. Details of emergency services.
7. Any significant events, such as a visit by a Public Health Inspector, any illness or injury and the action taken.
8. Details of all site visitors.
9. If there have been no contagious diseases reported for the camp then 'nothing to report' needs to be entered in the warden's log and the first aid book.

This is not meant to be burdensome but a means of passing on essential information. The Log Book can also be used as a camp diary and a means of passing comments and suggestions to the Council of Management.

## **END OF THE WEEK**

As soon as possible after leaving camp;

Complete the accounts sheet and return all the details, invoices, delivery tickets etc. to the Administration Manager with the Comments, Log Book and Master File. Please ensure that the Menu Book is with the equipment.



## **RUBBISH DISPOSAL**

Proper arrangements for the disposal of waste is essential. If there is no collection by the Local Authority, a skip will have been hired from an authorised waste contractor. Ensure the skip is used economically and tidily, and when approaching capacity arrange replacement. Campers may wish to arrange their own recycling.

Waste disposal from the kitchen and camp general waste is a camp duties job. Ensure the placing, emptying and cleaning bins at kitchen and washing up areas is carried out regularly, at least twice a day.

## **SAFETY IN THE KITCHEN**

It is part of the Warden's responsibility to raise the camp's awareness of safety. The site and the possessions of everyone must be safe; campers should be vigilant. Ensure the arrangements of cookers, etc is safe and secure. Make sure that the tops are level. It is essential that the floor should not be uneven or slippery (see also FIRE PRECAUTIONS).

## **SECURITY**

This is up to the Wardens initiative but you are not a security guard. Try to make sure that the camp is never left un-attended and there is always at least one member of the staff team on camp at all times. Where the public, or other organised groups have access to the site, a patrol, especially after dark, could be a sensible measure.

## **SUPPLIES**

Copies of grocery and provision orders made in advance by the Provisions Manager will be found in the Caterers, Orders & Stocktaking File. Milk and dairy produce, meat and vegetables will have been ordered the first week, although the caterer may amend these orders directly with the supplier. The first deliveries will be on the Saturday morning.

The wholesaler's first delivery of bulk groceries should be on Friday afternoon. An agreement with the supplier will have been made by the Provisions Manger and will have been paid for in advance. The caterer will have copies of the standard list for bulk groceries.

Credit accounts will have been opened with local traders; use these wherever possible. Small cash purchases must be approved by you beforehand. Make sure that you obtain a receipt.

Each delivery should be checked preferably by the Caterer and a delivery ticket collected. These by the Administration Manager to check the account so should be forwarded as soon possible at the end of your camp.

## **TIDYING HALL/MARQUEE**

The area is to be swept after every meal and the tables wiped over. At the beginning of each week they must be thoroughly scrubbed.

Chairs and tables may need to be stacked away after the evening meal and re-assembled ready for breakfast at the end of the evening. Discourage campers from leaving their belongings in the hall or

marquee. You may wish to designate a specific area for the storage of instruments, music stands, etc.

## **TOILETS**

It is the Warden's responsibility to check and make safe access to toilet entrances. Make sure there is a safe level base to steps and that they are secure.

Unless there is a private or public sewer to join into, the discharge from the toilet unit will be to enclosed tanks. They will be emptied by waste contractors on a regular basis. The area around the tanks must be fenced and marked with the appropriate hazard warning signs. The Warden should make this clear to everyone on site.

The toilets must be kept thoroughly clean. It is better to overstaff this rather than run the risk of 'tummy bugs'. For a camp of 100, two teams of two is usually sufficient, the first team to do the morning shift before most of the camp get up and the second team working late afternoon before the camp returns for dinner.

It is the usual practice that nobody on toilet duty will be included in any cook duty, but on very small camps it may be necessary to have extra jobs allocated in order to get everything covered.

The equipment for the toilet teams – buckets, mops, sponges, disinfectant etc. – must be clearly marked, stored safely and must not be kept in the kitchen. Remind the cleaners to use buckets when cleaning toilets and showers and not to forget doors.

Toilets must also be kept supplied with toilet rolls, paper towels and rubbish bags. In the ladies, provide a bin for the disposal of sanitary towels which must not be flushed down the toilets. This bin should be emptied regularly into a collection sack in a clearly marked dustbin placed at the rear of the toilet unit. Disposable nappies should be treated the same way.

When campers make their own toilet emptying arrangements, ensure that they are individually reminded of the strict requirements to maintain good hygiene. They should only empty and clean their equipment at a time pre-arranged with the toilet team. It is usually not possible to discharge normal 'chemical' toilet waste into biologically operating system (septic tanks, Folk Camps designed drainage systems etc.) Members will need to use 'green' products or arrange their own discharge off camp.

## **WATER SUPPLY**

There must be:

1. At least one supply point convenient for campers and cooks near to the kitchen. The surroundings must be kept clean and dry (duck boards if possible) and must only be used for drawing water. Washing, showering etc is forbidden at the draw-off points.
2. Supply points to all water boilers with a length of hose to reach each one and a hook to prevent dripping.
3. A water supply point to the toilet unit. If possible, this should come from an independent source from the drinking water supply. If there is only one main connection, then the toilet unit connection must be the last one to avoid cross infection through the supply system.

4. Supply a water point near the toilets for the toilet teams' use and nobody else. This must also come at the end of the water pipe run.
5. An anti-siphon device will be fitted in line, to stop any return of water from the toilet area.
6. Regularly check for leaks in the system.
7. Make sure you know how to restore the water draw-off point to its original condition and discover the location of the mains stop valve.
8. If there is an auxiliary water tank and scaffold tower for toilets or shower, check it daily.

### **WORKING AT HEIGHT**

The Warden is responsible for securing a safe working regime when ladders or other portable apparatus is being used and must ensure:

1. A safe level working base.
2. Suitable access equipment (minimum 'trade' grade)
3. A secure ladder angle of 1:4 ratio, with a minimum of three rungs between sections and five rungs above 'step off' point.
4. Step ladders are fully extended to middle braces for stability.
5. Safe level base for scaffold tower water tank and any fixings.

### **MANUAL HANDLING**

When heavy or awkward loads are to be moved or lifted, the Warden must make sure that the correct procedures are followed. If it is deemed that the object is too heavy or over-large get help; teamwork, properly managed, should solve the problem.

### **PERSONAL WASHING**

Campers are not allowed to use Folk Camps' equipment for personal washing other than the purposely erected shower facility. If Folk Camps supplies bowls for washing clothes or a mangle, these must be clearly marked and sited on a dedicated table well away from washing up and kitchen areas.

### **FIRST AID KITS**

All staff and campers must be made aware of the location of first aid kits and defibrillator. A grab bag should be located in the main hall/marquee and a kitchen first aid kit should be located in the wall of the kitchen.

### **ACCIDENT LOGGING**

There is an accident log book inside the grab bag located in the main hall/marquee. It is important to record any accidents that occur on site.

### **PROBLEMS**

If a major problem occurs with a marquee that you yourself or with the assistance of staff and other campers cannot resolve, call the office. The Administration Manager will arrange for the marquee contractors to visit the site to resolve the problem.

Folk Camps can provide back-up equipment and additional staff if necessary, depending on how difficult any situation has become.

### **ACCOUNTING**

1. Details of the camp's financial transactions are to be recorded, in triplicate, on the Standard Form provided. A sample sheet is supplied. Record items in date order, with all expenditure having a

numbered voucher in support. Always try to obtain a receipt but if one is not available, write the details by hand.

2. At the commencement of each week, the balances available are to be noted in the income column.
3. Transfers of cash from your bank account to the Petty Cash should be listed as income on the sheet and transfers from Petty Cash to your bank account should be listed as expenditure.
4. At the end of the week the two columns are to be totalled and the balances checked against the actual cash/cheques.
5. Each week, all vouchers, paying in slips and copy invoices (including delivery tickets) are to be returned to the Administration Manager as soon as possible, together with the top copy of the accounts sheet. The second copy is kept in the Master File; the third copy is for you personally.
6. To allow the Administration Manager to keep track of the bank account, it is necessary to have the Cash & Carry invoice returned as soon as possible
7. The accounts form is also used to record payment from new bookings and late payments at camp. Ensure that a booking form is completed and full names and addresses are taken for all new site bookings. The rules are that invoices are settled one month before the camp starts. Any queries from campers must be referred to the Administration Manager.

## CATERER

The Caterer has overall responsibility for the smooth running of camp catering and management of the kitchen including ongoing hygiene and risk assessments, management of volunteer cooks and cleaners, and management of supplies. You are not expected to do all the cooking but to manage sufficient volunteers, to brief them on health and safety, and supervise their work. **The Caterers' Manuals are very comprehensive and should be followed for all detail to the caterer's role.**

The caterer is part of the team of staff and should be involved in team briefings and any information sharing.

### GENERAL DUTIES

- Ensure each meal is properly prepared, cooked and served on time. Be available one hour before each evening meal. Breakfast and lunch can often be left to the cooks if you are sure that they can manage and will not require help.
- All teams – however experienced – will require a full hygiene and safety briefing.
- Each week check that deliveries arrive as arranged by the Provisions Manager.
- Ensure that the cooks understand the menus, preparations involved and cooking times. Give them adequate support to help plan for the correct quantities and provide delicious meals. Their satisfaction and enjoyment of being cooks for the day is important.
- **Direct them in use of the *Standard Meals & Standard Practice*, which must be on display and available to them at all times.**
- **Caterers should provide detailed instructions regarding any allergies or food intolerances that have been disclosed by campers.**
- Where there are two Caterers, they should coordinate their activities and work together before during and at the end of the camp.
- If you have agreed to help train an apprentice, ensure they experience in all aspects of the role: planning, people management, risk assessment, etc.

### PLANNING

- The Caterer who sets up the kitchen should liaise the Warden regarding the safe layout of the kitchen, ensuring extinguishers and fire blankets are correctly placed and easily accessible.
- Caterers are asked to arrive at camp on the evening before the day their duty starts, in order to check stocks, orders, invoices etc If you cannot arrive early contact the retiring Caterer and ask if they can delay their departure or determine a suitable way to have changeover communication. Breakfast on the changeover day is provided free of charge for the Caterer and their family.
- A list of campers will be sent to you so you can plan how you will manage any special dietary requirements by contacting the campers directly.
- The Caterer and Warden will allocate the volunteer labour required for the kitchen. Sitting together when duties are being handed out is recommended.
- All volunteers need to be briefed fully on health and hygiene and food preparation requirements daily.
- For the last night party, agree with other staff the organisation of evening meal and ask for volunteers to plan and prepare party food.

- Check on Friday all those who are staying on for the next week and provide a basic lunch from midday for them and for staff.
- Order and stocktaking forms need to be used as detailed in the manual.
- Check all incoming supplies. Keep all the delivery notes or invoices and return these to the Administration Manager in the envelope provided at the end of your week. For any petty cash spending – including party food – provide the Warden with relevant invoice and he will reimburse you.

### **HYGIENE & SAFETY**

- **The highest standards of hygiene are essential in and around the kitchen and in the preparation of serving of food. Brief all cook teams on hygiene rules before they start their duties, including which protective clothing to wear and on use of the proper equipment.**
- **Hand-washing is vital.** Clean water, soap and paper towels must always be available in the kitchen. **Remind the cooking team regularly.**
- The hygiene rules chart must be displayed in a prominent position in the kitchen.
- Brief all cook teams about safe practice (refer to Caterer's Manual for extensive details), both for themselves and for other campers.
- Where there are life-threatening allergies, like peanut allergies, the Caterer should discuss management of this with the camper concerned and liaise with all camp staff on how the risk will be managed. With the person's permission, the whole camp may be informed of how the risk will be managed. The Caterer and camper should complete the relevant risk assessment and sign the agreed action plan.
- Carry out and record daily checks of fridges, check cleaning and knife safety.
- Maintain the catering health and safety folder that includes the allergen risk assessment, the records form daily checking of fridges and COSHH forms for cleaning products.
- Be prepared to present your documents for checking by anyone authorised to do so, including a Folk Camps nominated health and safety representative.

### **POTATOES**

Immediately after breakfast, arrange for campers to peel potatoes for their evening meal and ensure the equipment for this purpose is put out. If each family prepares sufficient for its own need, plus a couple more, there will be sufficient for the duty cooks as well.

### **DRINKS**

Duty cooks prepare a cup of tea or coffee or squash for all on camp at 11:00, and a cup of tea at 16:00. Before preparation, check how many people are on site.

### **LUNCHES**

Lunches will be available from 12.30. Basic packed lunches can be made available earlier if ordered in advance.

### **PARTY NIGHT**

Liaise with other staff and decide what form the evening and meal will take and whether any snacks will be served later on. An amount of up to £1 per head is allowable for the purchase of materials for decoration and additional food. No alcohol may be purchased with Folk Camps'

funds. Keep in mind that campers will have already eaten earlier; don't prepare too much they don't need another full meal.

### **PETTY CASH**

You will not receive a float as the Warden holds all camp funds which must be accounted for in the usual way. Only make purchases after agreement with the Warden who will refund you when you give him the receipt.

### **CATERING DUTIES TEAMS**

The Caterer and Warden will collaborate to organise the volunteer labour for the kitchen thus: Breakfast team, lunch team, evening drinks, cake-making and cooks of the day.

On a smaller camp, the breakfast team works the whole week on a larger camp half the week. Sometimes "early birds" will specially request this job. You need a reliable team leader and between three and five helpers, dependent on the size of the camp.

Cooks of the day prepare the main meals. It is important that each day there is someone in the team who is experienced at the duty. Arrangements for cake making can operate on a voluntary basis or as a separate duty depending on the size of the camp.

For the first camp meal, from the early arrivals, a cook team must be set up to prepare the first evening meal.

### **KITCHEN CLEANING**

This job is a dedicated separate duty, which should ensure that all the kitchen surfaces (including the floors) and equipment are cleaned and pots are clean and put away.

### **KITCHEN WASH-UP TEAM**

If the camp is large enough this duty can be allocated to a separate team. For hygiene reasons it is essential that cooking pots and pans are properly cleaned. Anyone involved with a cleaning job (except for kitchen wash up duty) will not normally be included in any cooking duty unless the camp is very small.

Try to involve everyone in a job as it aids camp cohesion if everyone is seen to be doing something. Where children are very young, the parents might prefer to split duties so that one of them can look after the children whilst the other works.