

11. Stewarding

In recent years there has been consistency in the personnel working as stewards, so they have expertise, knowledge of the site, and their specified role. A Steward Co-ordinator ensures appropriate recruitment, deployment and training practices prevail.

Over the years GFL has refined its requirements for stewards through experience and changing needs. Previous risk assessments have resulted in GFL operating with 1 steward per 100 licensed capacity, in tented venues.

A training course has been developed specifically for Glastonbury Festival Stewards. The Certificate in Event Stewarding 3630 is awarded by NCFE the National Awarding Body. Core elements of the course include:

- Health and Safety issues relating to public safety
- Emergency First Aid
- Emergency radio procedures and communications
- Fire Safety
- Customer Care principles
- Access Control
- Working in a team

The training course is portfolio based with written question papers and competence based assessments. Quality is assured through internal and external verifications. Student's needs are continually assessed. The training provides basic standards and safety measures with scope for flexibility. Successful completion of this course leads to the Certificate in Event Stewarding, the Health and Safety Executive recognised Emergency First Aid Certificate, Glastonbury Festival Stewarding Certificate and the Fire Safety Awareness Certificate. A total of 5,000 certificates have so far been issued to successful candidates.

Somerset College of Arts and Technology provide the training and a number of GFL senior stewards are registered with SCAT to deliver this training. Bridgwater College also deliver NCFE Event Steward Training programme.

GFL also requires all its stewards to receive venue-specific training. A Glastonbury Festival Specific Module has been developed as a 'bolt-on' addition to the NCFE award. External training providers operate under licence once they have fulfilled the strict accreditation requirements.

Separate from this pioneering training in stewarding, previously GFL engaged Frenchay City Lifesavers to provide training in basic resuscitation for stewards and site staff. They were trained to make an informed call to Emergency Services, having put the injured person in the recovery position and to observe until the arrival of the Paramedics.

The term “stewards” is used to refer to a wide range of functions in the Event Industry. At Glastonbury Festival employees from professional security companies are referred to as “security”. The Festival Security Plan differentiates between professional security and Glastonbury Festival Stewards. Glastonbury Festival Stewards comprise both paid individuals and volunteers whose earnings are paid to their chosen cause (charities, schools, carnival clubs etc).

GFL employs organisers and volunteer stewards to support the professional security arrangements. The stewards perform a variety of duties including:

- Crowd management in venues
- Parking and marshalling traffic
- Stewarding entrances and exits
- Fire stewarding in venues
- Campsite stewarding
- Operating security lock-ups
- Staffing information points and generally assisting members of the public.

Specialist professional security undertake all the higher risk activities, such as dealing with confrontation, village security and staffing the pits of main stages.

One area where it is specifically important to clarify the respective roles of security and stewards is at the gates. The role of the Glastonbury Gate Stewards includes:

- Checking for valid tickets and passes
- Providing directions as requested by the public
- Operating the pass out system
- Carrying out vehicle accreditation
- Checking for valid vehicle passes
- Providing information – such as camping availability
- Directing traffic on site
- Directing public, both to the gates and from the Bus Station

The role of the personnel from the security companies, working on gates, may include some aspects of the above, but is more likely to include:

- Protecting gate staff and securing pass out tickets
- Dealing with any confrontation
- Searching vehicles and seizing any contraband goods
- Liaising with other security personnel over touts and organised crime
- Working with ASC on traffic coming off the highway

