



Horsley Farmers Market (2021) Volunteer Briefing Notes

Introductions

- The Farmers Market Organising Group comprises seven local people (Colin, David, Hilary, Katie, Niki, Terri, Vicky)
- On market days we generally have help from 20-25 local volunteers

Background to market

- The idea of the market originated from local residents during consultations on the East Horsley Neighbourhood Plan (in 2017)
- A Community Interest Company was set up to organise the market (not for profit, for community benefit); this is working jointly with East Horsley Parish Council
- Aim of the market is community benefit – support 'local' producers and businesses where possible and provide a focus for community involvement
- The first market was held in August 2020 and four successful markets were held in 2020
- Typically we have 35 stalls and average attendance is ~1,000 adults
- Layout on Kingston Meadows is a 'T' shape adjacent to the tennis courts and play area
- Trading is 0900 to 1300 hours; set up starts at 0800 hours and the site will be cleared by 1400 hours

Covid-19

- We need to keep the market Covid-secure (the organisers have carried out a risk assessment, available on the market web site)
- There is a single entrance and single exit – entrance is next to the village hall; exit is next to the 'bandstand'
- Entrance and exit each have a hand sanitiser station
- Ensure entrance queue maintains social distance
- Stalls will be two metres apart
- Must maintain social distancing (ideally maintain 2 metres distance; official guideline is 'one metre plus' – i.e. take additional precautions where two metres can't be maintained, such as a face covering)
- Also ensure that the Rule of Six is observed and we are encouraging the wearing of face coverings (but not mandating this as it is hard to enforce)
- Allow one customer or family group per stall at any one time with other people queuing at least one metre away from each stall
- Allow sampling and tasting if managed by stallholder using disposable utensils

Volunteers

- Two sessions: 0800 to 1100 and 1100 to 1400 hours (some help all day)
- Bandstand is main office for organisers and base for volunteers
- Wear a hi-vis jacket at all times (the organisers have these)
- Watch out for traffic, particularly if on car parking duty

Love to be local



- Any problems you come across and can't resolve, speak to one of the Organising Group
- There will be a rota of volunteer roles but please be flexible
- Sanitise your hands regularly during your shift, and on leaving, and wash your hands thoroughly once home; face coverings are encouraged and should be worn by volunteers

Stallholders

- Will park on the grass behind the Medical Centre (through field gate)
- Allow vans onto the Meadow to unload but must not leave vans on the market area during the market
- Numbered stall locations are marked with paint
- Help stallholders find location and unload if they want assistance
- They must take their own rubbish away

Car parking

- The village hall will be open and we have been asked to keep up to 20 car parking spaces free for use by hirers (e.g. dance school, soccer school)
- We have permission to use the Medical Centre car park
- Must not park on Kingston Avenue – to respect the residents and to allow emergency vehicles through
- Other parking is available behind The Bakery/ Quaich or at the station (the station has arranged free car parking on market day)
- Volunteers will be positioned at entrance to Kingston Avenue, entrance to the Medical Centre and entrance to the Village Hall car park

Entrance & Exit

- Ensure entrance queue maintains social distance
- Ensure people to use hand sanitiser on entrance and exit
- Count adults in using manual 'clickers' (no need to count young children)
- We aim to limit numbers in the market to ~250 at any one time
- When people leave, ask for feedback – the feedback questionnaire should be completed by as many visitors as possible
- Also hand out marketing leaflets and vouchers for local businesses

Roving roles

- Mainly to ensure people are maintaining social distancing
- Ensure stallholders are using PPE and following hygiene protocols responsibly
- Answer any questions, provide information and pick up any litter (there are plenty of bins)

Market location

- If you are asked, the formal location is Kingston Meadows, on Kingston Avenue next to East Horsley Village Hall (post code KT24 6QT)
- The market organisers will be based in the permanent bandstand between the play area and tennis courts

Love to be local

**Lost children**

- Please send any lost children to the organiser's office

In the event of an accident

- There should be a qualified first aider on site
- There is a basic first aid kit in the organiser's office
- Alternatively take the affected individual to Lloyds Pharmacy on Station Parade
- The Medical Centre is not usually open on a Saturday

Defibrillator

- The nearest defibrillator is on the LHS of the Medical Centre front door

Emergency vehicles

- Please keep the entrance to the village hall car park open and free of cars at all times in order that emergency vehicles can gain access

Public toilet

- There is a public toilet at the left hand end of the village hall; the football changing rooms behind the village hall may also be open

Water for stallholders

- Cold water is available in the cupboard on the RHS of the public toilet

Emergency evacuation

- Everyone should gather on Kingston Meadows, on the football pitch, at a safe distance from the market area. Leave the stalls as they are. Kingston Avenue must be kept clear for emergency vehicles.