

Hands on @ Llangollen Eisteddfod

Volunteer Newsletter

Edition 11

November 2018

A note from our Chairman

It's been extremely busy for volunteers and staff recently preparing for 2019. We've had a good number of applications for competitions and the selection process begins soon. Also, the concert stream will be launched before Christmas with a good selection of different genres. Our interim Music Director, Dr. Edward-Rhys Harry has been with us since September and has been very busy supporting the process. I hope you will have an opportunity to meet him.

2018 was a wonderful, colourful, exciting week. The competitor and visitor experience was second to none and the feedback has been excellent. The increased offering from the outside stages has been a hit and complements the activities in the Pavilion. The international parade continues to be a great success bringing lots of colour and "hwyl" to the town.

Following a period of austerity, increasing costs and competition from other music festivals, we must ensure we maintain the uniqueness of Llangollen. Where else can you see such individually tailored concerts and international competitions of such a high standard? We cannot rely on ticket sales alone, we have to rely on grants, sponsorship, fundraising and donations. I am currently setting up a small group of interested, enthusiastic and committed individuals to take forward our fundraising.

I know it is extra work but we have the opportunity to put on a major concert on the Monday night this year which will certainly make a profit and so it has been decided to proceed. Full details of the concert stream at least from Monday to Saturday will be available in the near future.

Most importantly I want to thank you all for your ongoing support and hard work which ensures the continuance and success of our iconic festival. Thank you very much. Diolch yn fawr iawn.

Dr. Rhys Davies
Eisteddfod Chairman

Dates for your Diary:

Christmas Concert –
Sunday 16th December,
7pm at the Pavilion.

Christmas Lunchtime
Gathering – Wednesday
19th December, 12pm –
2pm in the Eisteddfod
Office.

Llangollen

Eisteddfod Gerddorol Ryngwladol Llangollen
Llangollen International Musical Eisteddfod



A Llangollen Christmas

Sunday 16th December 2018

7:00pm at the Royal International Pavilion, Llangollen

Featuring...

**Elan
Catrin
Parry**



Performing songs
from her debut
album "Angel"

Plus...

Llangollen Operatic Young 'Uns'



Ysgol Dinas
Brân Band



Wrexham County Youth Choir



Join in with Festive Carols | Raffle Prizes to be Won

Proceeds will go towards our Bursary Fund which supports
International Competitors in their visit to Llangollen

Ticket price includes a **Glass of Mulled Wine** and a **Mince Pie**
£10 Adults | **£8 Concessions** | **£5 Children** (Under 5s Free)

Tickets available from the Eisteddfod Ticket Office & Llangollen Tourist Information

www.llangollen.net | Tel: 01978 862 000

Company News

Organisation 2018/2019

Following July's EGM, where the Officers and Board for the year 2018/2019 were confirmed, activities have been on-going over the past couple of months to convene committees and elect committee and operational officers. Below is an overview of who's who for the coming year.

Standing Board

Name	Role
Dr. Rhys Davies	Chairman
Keith Potts	Vice Chairman
Paul Coleman	Treasurer
Louisa Jones	Company Secretary
Jillie Sanders	Trustee
Ian Lebbon	Trustee
John Gambles	Trustee
Morag Webb	Trustee
Rhiannon Jedwell	Trustee
Roy Jones MBE	External Trustee
Simon Baynes	External Trustee

Committee Officers

Committee	Role	Name
Archive	Chairman	Barrie Potter
	Secretary	Alan Tiltman
Competitors	Chairman	Karen Price
	Vice Chairman	Joan Jones
	Secretary	Maureen Gambles
Finance	Chairman	Alan Bodicoat
	Vice Chairman	Trudi Edwards
	Secretary	Val Blair
Floral	Chairman	Jane Williams
	Vice Chairman	Michelle Davies
	Secretary	Mair Thornton
Grounds	Chairman	Gareth Edwards
	Vice Chairman	Colin Roberts
	Secretary	Jim Eastop
Marketing	Chairman	Carolyn Crellin

	Vice Chairman	Alan Birkbeck
	Secretary	David Williams
Music & Staging	Chairman	John Evans
	Vice Chairman	Ruth Roberts
	Secretary	To be elected
Tickets	Chairman	Dave Roberts
	Vice Chairman	Peter Pritchard
	Secretary	Tim Guy

Operational Officers

Role	Name
Competitor Liaison Team	Karen Price, Maureen Gambles, Sharon Thomas & Sheila Hughes
Health & Safety Team	Barrie Roberts, Sian Eagar, Rhys Davies, Ned de Groot
Safeguarding Team	Rhys Davies plus others to be confirmed
Siting Officer	Gareth Edwards
Stage Manager	Mark Jones

We would like to take this opportunity to thank all of the committee and operational officers who stood down this year for their valued contribution to the organisation and wish their successors all the very best for the coming year!

Inclusion Project Success

Award Winning Project

The Inclusion Project made its first appearance at the Llangollen in 2009 with 'All the World, One Smile!', and has captured the hearts of audiences every year since. This award-winning event was created for groups who don't normally have the opportunity to perform or compete in the Eisteddfod, but who all contribute a great deal to their communities. This innovative programme has previously been awarded two Cultural Olympiad 'Inspire' marks and in 2012 was partnered with the London Olympics.



“Send a message” was the theme for 2018, to encourage friendship, acceptance, togetherness, and communication, and for the last 3 years has been funded by ScottishPower Foundation.



In October they held their awards event in Glasgow to celebrate the organisations which the Foundation has supported this year. Organisations were judged in four categories including Education, Innovative Project, Community Impact and Engagement and Charity Champion with the winning organisation in each category receiving an additional £5,000 funding boost and four runners-up receiving £2,500 each.

Paul Coleman, Treasurer attended the event and was pleased to collect the runner-up award in the Community Impact and Engagement category, and an additional £2500.

Elise Jackson, Community Engagement Officer at Llangollen International Musical Eisteddfod said: “We are delighted to have been recognised by the ScottishPower Foundation for our Inclusion Project. Thanks to the ScottishPower Foundation’s generous support over the years, we have been able to deliver our objective of inclusivity, working tirelessly to celebrate diversity and raise disability awareness among our participants at the Eisteddfod. This grant will enable us to continue to deliver this important message and engage with even more people.”

Roy Jones MBE
External Trustee

Hands On @ Llangollen Eisteddfod has a Facebook page!



Please like our page to keep up to date with the latest volunteer news and information! Search for “Hands On @ Llangollen Eisteddfod”

Committee News

Grounds

A few words from Gareth

Having put 2018 to bed as it were, it's been a time of reflection and decision making. Financially 2019 will be a pivotal year and as such we're proposing quite a few changes around the site. These changes will not detract from the offering to both Competitor and Visitor, and in some cases make the offering better. They will allow us to make some significant financial savings, which help pay for other items.

So what are these changes? Well wearing my Siting Officer's hat we've moved the Competitors Club to the back of the Competitors building replacing the old lounge. This will alleviate some of the pressure on the old building as the Competitors Club marquee is bigger than the old lounge. When the club is not being used to accommodate arriving groups then its usual role as a quiet relaxing place for groups will continue. It'll still have some facilities for making drinks, and of course somewhere for groups to party. The new location will face onto the canal side approach to the field and will significantly improve the atmosphere along this side of the field. The other change we've made at Competitors is to move the CLO outside into a porta cabin. Not only will this be a more private place to discuss matters, it will also be more secure.

So what has become of the site used by the Competitors' Club in 2018? Well, we're moving the Welsh Government there and then we're merging sales, the visitor centre and archives into a new unit opposite Friends. This new combined unit will be much better placed for a better footfall, also the nice people in Marketing have offered to help Friends in their tent as well. Another saving will be the holding of the season ticket holders drinks in the Friends tent every evening.

So even though the changes above have caused a few worries, I think the general feeling is that we have no choice. Oh yes another saving is the replacement of the World Stage at Penddol with a tented structure instead of the current unit.

The total saving will go a long way towards paying for items previously kindly paid for by Denbighshire County Council. DCC as you may know have been very helpful over a great many years by helping financially with the enormous setup costs of the Eisteddfod. Sadly and understandably following the continued cuts to their budgets, they can no longer assist us. Don't worry they will still be putting up the canvas, cleaning the site and doing all other statutory preparations in readiness for the Eisteddfod to take place in 2019.

Now what else, oh yes I've got a new hat! The "nice" people in Grounds have asked me to be their Chairman for the coming year. It's not a role that I was looking to take on, but with

some of the changes that we've made to the committee, it was felt that having someone of senior years (and allegedly experience) might be useful.

The changes are nothing draconian and probably mirror what has been successfully achieved in the Competitors' committee. Simply we've created a smaller management group consisting of existing officers. This group will communicate via email and only meet if the need arises. The main committee will be informed of any decisions taken by the smaller group, and will have the opportunity to question or raise items at the bimonthly full committee meetings. We're hoping that by having focussed meetings that we can achieve more in a shorter time. Well that's the theory anyway!

I think that about sums up where we're up to at this moment in time.

Gareth Edwards
Chairman, Grounds Committee

Grounds Volunteer Opportunities

There are a number of openings on the Grounds Committee for the forthcoming year. These will also be advertised externally but if you know of anyone who might be interested, please put them in touch with Mikala Nash on info@llangollen.net in order to progress an application.

Field Warden

The principal role of the Field Warden is to provide immediate help and support to the wide range of people visiting the Eisteddfod. From helping people to find their way around the site to lost property the Field Wardens are there to help the public enjoy their experience of the Eisteddfod. In addition, in the event of an emergency the Field Wardens have a responsibility to assist and direct the public to safe areas. We are looking for people who are happy to help and assist others and interact with the diverse audience attending the Eisteddfod. Most of the time Field Wardens are up and about the site and so the days are broken up into 2 hour shifts. You can volunteer into the rota depending on your availability. This is a new, exciting and enjoyable role in the Eisteddfod and we are looking to establish a core team of people to take this role forward.

Bussing Stewards

This role is responsible for stewarding school parties on and off the Eisteddfod field on Tuesday, Thursday and other days if required. It involves meeting and greeting the school parties on the coach park and directing them up and onto the field. On departure, to escort them safely from the field to their coach. Shifts are: 8.15 am to 11 am, 13.15pm to 15.30pm.

Communications volunteers

Communications volunteers are a vital part of the Eisteddfod. They provide essential communication support to ensure the smooth running of the event, passing key information across the various committees to keep the music flowing and liaising with the emergency services in the event of minor/ major incidents and accidents.

Hours

Commitment varies, but it would be usual for a volunteer to offer around 10 hours over the course of the 6 day event, in the form of 2-5 hour sessions in the Grounds Communications Radio Centre which operates from 8am to around 11pm daily. Training will be provided on the job whilst assisting an experienced communications volunteer.

Typical tasks include:

- Working within the communication protocols to ensure the right people get the right information at the right time.
- Receiving, recording and passing of messages to the relevant person(s). Either via the telephone network or monitoring the two-way radio base station.
- Issuing and logging radio allocations, and maintaining charged battery supplies.

Competitors'

Please find below an overview provided by the Competitors' Committee setting out the committee roles for the forthcoming year.

Role	Name
Chair	Karen Price
Vice-Chair	Joan Jones
Secretary	Maureen Gambles
Competitors' Liaison Team	
Visa Support & Bursary	Sharon Thomas
	Sheila Hughes
Accommodation	Maureen Gambles
UK Liaison	Karen Price
Travel	Dave Roberts
Finance	Selwyn Jones
Competitors' Club	Ann Ankers
	Alison Roberts
Hospitality (Catering)	Joyce Linden
	Elaine Roberts
Logistics (Luggage & Changing)	Steve Price
Hosting	Shawn Davies
Home-stay	Carol Dykes
Health, Safety & Welfare	Kate Price

Floral

The Floral committee would like to appeal to any volunteers who would be willing to donate tea cups and saucers and baskets for their Eisteddfod week activities. If you can help, please bring any donations to the office and they will be collected from there and stored until closer to the festival when the ladies of the committee will work their magic to turn them into fabulous floral creations! Similarly, they are looking for unwanted books to sell.

Volunteer Matters

Volunteer Database

Most of you will be aware of the on-going project to centralise all of our volunteer data and put in place a robust data management policy in order to be compliant with the new GDPR regulations, which came into effect back in May 2018.

In the first half of this year, a huge amount of work was done by volunteers, staff and committee secretaries to gather all of our volunteer data together, some of which had never actually been held on file before! Following this mammoth task, James Brown of Music & Staging lent us his technical IT skills to develop a secure and flexible tool based in Microsoft Access, which is held safely on the company server.

Going forward, the information held within the database will be managed by Mikala Nash, Officer Administrator, backed up by other staff members, and the data contained within it will be used in line with given permissions and data protection regulations to support important organisational work. So for example, the data could be used to produce committee membership lists, mailing lists, Eisteddfod week badges or to search for volunteers with particular skills, such as Welsh language capabilities. It will be completely secure and there will be a clearly defined process in place that volunteers will need to follow in order to make changes to their records or to access their data.

James has also put in place an online volunteer application form, which should be used in the future for all new volunteer applications. The receipt, processing and management of this data will be handled by Mikala and we are confident that this will not only improve the management of the data but also facilitate the application process and help ensure that new people are assigned quickly and appropriately within the organisation.

The development work on the database is now in its final stages and Sian Eagar and I are planning to arrange an induction meeting with all committee Chairs and Secretaries in due course where volunteer data management will be a key agenda item and more information will be provided about the new tool and its functionality.

Good, clean and well-managed data is critical to effective communication within any organisation today and with around 800 volunteers on our books, the need for this should not be underestimated. Once fully up and running, we are hopeful that we will quickly start to see the benefits of the considerable time and effort that has gone into it by so many people.

Thank you to you all for your support, cooperation and patience.

Louisa Jones
Company Secretary

Volunteer Name Badges

With the experience of the first year using the Volunteer Registration System, it is essential that changes are made for the 2019 to ensure badges are available for distribution by the various committees before the start of the Eisteddfod.

The main problems encountered were the failure to supply the details of volunteers to James Brown by the closure date and lack of communication within a number of committees. A significant number of forms were incomplete making it impossible for James to provide me with the necessary detail to print a badge.

We were still receiving requests for volunteer badges on the Thursday of Eisteddfod week!

Whilst I was very concerned that all of the badges would be printed, the problems encountered by Mikala and James were enormous with lists being amended daily from mid-June. It has to be remembered that we only have one printer and it must have a restricted life span so any repairs or replacement will not be a 'quick fix'.

To help you understand the scale of the work involved, the total print list for 2018 was as follows:

- 1000 badges were printed for volunteers, contractors, officers, staff, music & staging guests, Ysgol Dinas Brân staff, sponsors and the professionals such as adjudicators and accompanists. This total included 38 coloured badges for evacuation and field wardens.
- Of the above 80, badges were printed twice to include back stage access.
- 90 named badges for Chairman's guests and sponsors.
- Unnamed badges were printed,
- 150 for Rondo Media.
- 80 for press officials.
- 220 for Ysgol Dinas Brân pupils acting as ushers, programme sellers and assistance for various committees.
- Add to the above requests for details to be changed by volunteers due to incorrect details provided. I do admit that a very small number were due to typing errors on

my part. Regrettably, I did fail to complete one very late request for a large number of badges on the Friday afternoon.

In total, approximately **1640** badges were printed!

Consequently it is proposed that all committees must ensure that all new committee appointments, new volunteers, changes of name or persons not continuing as volunteers are confirmed by 30th April 2019.

Your cooperation will be appreciated.

Glyn Jones
Grounds Committee

Christmas Lunchtime Gathering

On Wednesday 19th December between 12pm and 2pm, we will be having our annual lunchtime gathering in the Boardroom of the Eisteddfod Offices to kick start the festive break. All are welcome and as in previous years, we should be grateful if those attending would bring a contribution of food or drink for the buffet.

If you are able to attend, please notify louisa.jones@llangollen.net by Friday 14th December.

We look forward to seeing many of you there!!

Staff News

Who's Who in the Eisteddfod office?

Following Elise Jackson's return to work in September after maternity leave there has been a few alterations to the staffing arrangements so here is an overview of the staff responsibilities:

Mikala Nash is our Office Administrator and has responsibility for everything to do with the Box Office and reception. Mikala also supports the company, siting and volunteer administration and works with a number of volunteers including the Tickets Committee, Siting Officer and Company Secretary.

Meg McNutt as Marketing Officer is responsible for all customer facing marketing including managing the website and all social media. Meg also liaises with our PR agency de Winter and works closely with the Marketing Committee.

Elise Jackson has a new role as Community Engagement Officer. Elise will be working on projects that involve community groups and organisations such as primary and secondary schools, Inspire tickets, Rotary Peace Award and outreach. Elise will be working in the main with volunteers from the Marketing Committee and Music and Staging Committee.

Chloe Gibbens now has a permanent role as Competitor and Field Events Programmer. Chloe will be dealing with competitor marketing, applications, selection and overseeing competitors' liaison. Chloe will also be programming the outside stages and field events. Chloe will be working with volunteers from Music and Staging Committee and Competitors Committee.

Sue McEvoy continues in her role as Events Co-ordinator with responsibility for the main stage scheduling and supporting the delivery of the concert strand. Sue works with a range of volunteers across the Delivery Group and with members of the Music & Staging Committee.

Hayley Miller is our Finance Manager and deals with all accounts administration, VAT, payroll and office supplies. Hayley also plays a key role in financial budgeting, forecasting and monitoring and works with the Officers and Finance Committee.

Siân Eagar as our Chief Operations Officer is responsible for supervising the above and providing management support to the committees. Siân also has responsibility for grant applications and business planning and works closely with the Officer Group.

Siân Eagar
Chief Operations Officer

Wedding congratulations for Chloe and JC!

Many congratulations to Competitor and Field Events Programmer, Chloe, who married JC Gibbens on 1st September at St Alkmunds Church in Whitchurch followed by a reception in the pavilion.

We wish the happy couple every happiness in their future life together!



Concert Launch Publicity

Volunteers' mini Parade of Nations Photo stunt!

To publicise the launch of the Eisteddfods concert programme we are planning to have four 'Mini Parades' in Oswestry, Wrexham, Chester and Liverpool this December.

The events will take place on Tuesday 18th December at the following times and locations;

- 10.30am Oswestry, location tbc
- 12 noon Wrexham, Arc Sculpture
- 1.30pm Chester, town clock
- 3.30pm Liverpool, Albert Dock Beatles statue

We need a minimum of 20 volunteers at each location to make sure we can take a good picture and get the press coverage that we need. The Eisteddfod will provide flags for the 'parade'/photoshoot.

We will meet at the pavilion at 10am and travel in convoy, car sharing where we can. Otherwise feel free to meet us at one of the above locations, perhaps you could combine it with your Christmas shopping!

Please contact elise.jackson@llangollen.net if you are able to attend.



Please note, our dates for next year have changed to the 1 - 7 July 2019.

Our 2019 concert series will be launched very soon, keep an eye out for announcements in the coming weeks...

Know your Board

Over the next few editions, we will be introducing you to members of the standing board and giving a little insight into their lives outside of LIME. This time, we are grateful to Roy Jones, who some of you may have met on Thursdays in the office, where he is well known for his good humour and delicious cakes!

Roy Jones MBE

Bits of information: Welsh speaker, born in Bethesda, married to Jean 40 years, two children Ceri Fon and Ifan Wyn, grandparents to almost 4, lived in Llay since 1984.

Work: Manweb/ Scottishpower for 46 years as Community Manager, was Manager of the Manweb Shop in Wrexham, retired in June

Achievements: MBE New Year's Honours, ran London marathon and BITC Business Volunteer Year

Involvement Llangollen: External trustee since April, volunteered in the office each week to understand the workings of the Eisteddfod. Sang on stage in 1965, Gerlan Children's choir and 1986 with Rhos Opheus

Community Involvement: Board member of a couple of charities, Ambassador for Music in Hospitals and Care, Ambassador for Arts & Business North Wales

Hobbies and Interests: Geneology of our family tree traced back to 1600, running, gardening and travelling.

Favourite Holiday location: Grenada and Las Vegas

Favourite Musical: Les Miserables & Blood Blothers

Favourite Drink: Mojito

Favourite Food: Lobsouse with crusty bread

Favourite Song: Marina McBride ...“In my daughter's eyes”

Favourite Film: Greatest Showman & Beaches



Fundraising

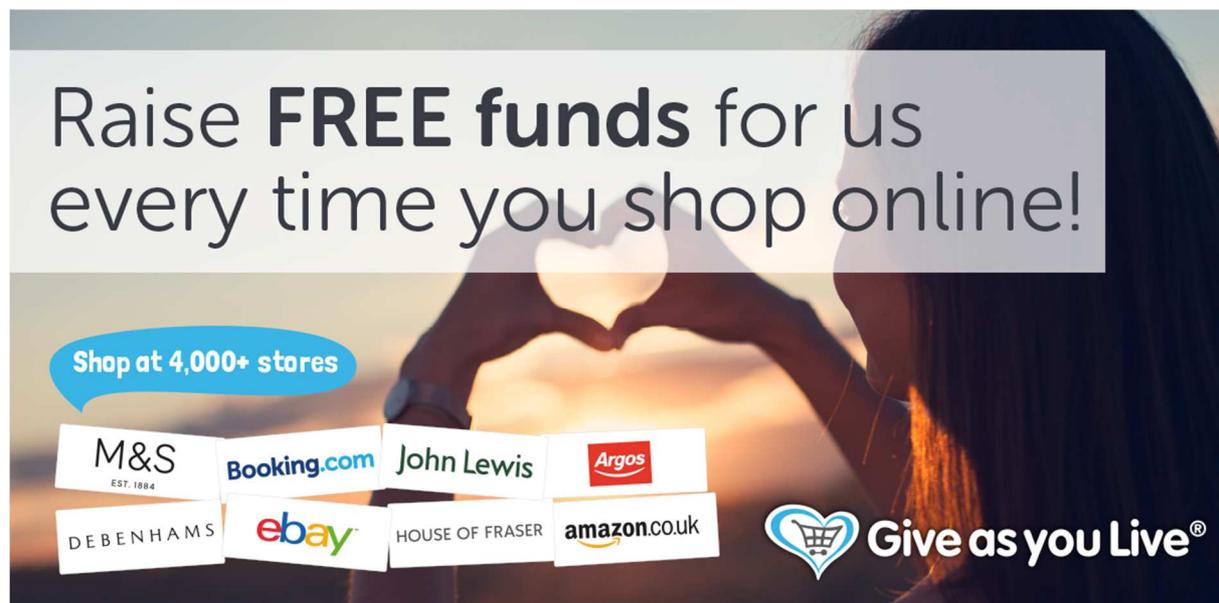
Give as you Live

As ever we are looking for ways to raise vital funds for the Eisteddfod. One way in which you can help us is by simply shopping online using the following money raising pages;

- Give as you live www.giveasyoulive.com
- Amazon Smile www://smile.amazon.co.uk

Simply use the above links or search in your browser, follow the instructions and select the Llangollen International Musical Eisteddfod as your chosen charity.

When using Give as you live you can set up a dashboard prompt so that when you shop online as normal you will be asked if you want to go through Give as you live.



Raise **FREE funds** for us every time you shop online!

Shop at 4,000+ stores

M&S EST. 1984 Booking.com John Lewis Argos DEBENHAMS ebay HOUSE OF FRASER amazon.co.uk

 Give as you Live®

The banner features a background image of a person's hands forming a heart shape against a sunset. The text is overlaid on a semi-transparent grey box. Below the main text, there is a blue speech bubble with the text 'Shop at 4,000+ stores'. Below that, there are several white cards with logos for M&S, Booking.com, John Lewis, Argos, Debenhams, eBay, House of Fraser, and Amazon.co.uk. At the bottom right, there is the Give as you Live logo, which consists of a blue heart with a white shopping cart icon inside, followed by the text 'Give as you Live®'.

With Amazon Smile simply follow the instructions to select the Eisteddfod as your chosen charity and use this each time you shop on Amazon.

smile.amazon.co.uk