

Licensing Sub Committee

**Tuesday, 14 May 2024 at 2.30 p.m.
Committee Room - Tower Hamlets Town Hall,
160 Whitechapel Road, London E1 1BJ**

Supplemental Agenda

**7. Temporary Event Notice for (Little LDN) Unit 3, 39 Autumn Street,
London E3 2TT**

Supporting documents submitted on behalf of the Applicant.

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Venue Event/Safety
Management Plan

34 Autumn Street
Hackney Wick
Bow
E3 2TT

Version 2.0

15/12/2023

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Section 1

1.1 Venue Information

Name: The Venue

Venue Type: Nightclub (primarily)

Location: Unit 3; 34 Autumn St; Hackney Wick; London E3 2TT

1.2 Venue Overview

34 Autumn Street (Venue name TBC) is a proposed new music and entertainment venue situated in the Bow area of the London Borough of Tower Hamlets, intending to provide a cultural and entertainment hub for the area's young-professional demographic, complementing the exciting renovations and additions to the area in recent years.

Attendees can expect to enjoy a diverse range of music performances, and the space shall also function as a studio location between performance schedules, available for hire by photography/media productions, and corporate/individual clients for private events.

The venue shall be sister-venue to the widely successful leisure venue *LDN East*, situated in Canning Town, which, since opening its doors two years ago, has moved from strength to strength attracting crowds and promoters from London and the home-counties through its doors to experience immersive music events, interactive World Cup fan-zones, and the local businesses within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 300 and there will be approximately 20 staff on site for peak attendance. Live attendee numbers will be monitored both electronically (through ticket scanning software) and physically, through use of a 'clicker' at the door.

A bar, serving a range of drinks, will be available on site, for the purposes of on-site consumption only (i.e. no drinks shall be permitted to be taken off-premises).

The proposed opening hours of the venue would be:

- Sunday to Thursday: 06:00 hours to 00:00 hours
- Friday & Saturday: 06:00 hours to 03:00 hours (the following day)

Access to the site will be predominantly by pedestrian access, attributed to the venue's strong transportation links to Overground, Underground, DLR, and bus routes. Attendee parking shall not be available at the venue.

The proposed licence would cover provision of:

- The sale or supply of alcohol (on sales exclusively)
- The provision of regulated entertainment (plays, films, live/recorded music, performance/facilitation of dance/music/entertainment, or activities of a similar description)
- The provision of late night refreshment

from 08:00 hours to 00:00 hours (Sunday to Thursday) and 08:00 hours to 03:00 hours (Friday & Saturday).

1.3 Contact Details

Herein, venue ownership and management shall be referred to as 'The Venue'.

Name	Role	Telephone	Email
Matthew Blewitt	Operations Director	+44 7969 178935	matthewblewitt@icloud.com
TBC	Designated Premises Supervisor (DPS)		
TBC	Venue Manager		

Section 2

2.0 Legislation

2.1 H&S Method Statement

Adhering to its objectives, and in accordance with the requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, The Venue will take all steps reasonably practicable to ensure the health and safety of its employees and sub-contractors.

The involvement and co-operation of all employees and sub-contractors both individually and collectively are vital to the achievement of these aims. In all its activities The Venue acknowledges its responsibilities for health and safety of those who are not its employees, and the environment it operates in.

This document is provided as a supplement to the requirements placed on individuals and organisations by current health and safety legislations and contractual agreements.

Compliance should not therefore be regarded as adhering to all relevant obligations pertaining to the particular individual or organisation: this remains their own responsibility.

The Health and Safety at Work Act 1974

“It shall be the duty of every employer to ensure, as far as is reasonably practicable the health, safety and welfare of all his employees”

“It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, as far as is reasonably practicable, that persons not in his employment who may be affected thereby and are not exposed to risks to their health and safety”

The Management of Health and Safety at Work Regulations 1999

Regulation 3 “Every employer (and self-employed) shall make a suitable and sufficient assessment of:

- a) The risks to the health and safety of his employees to which they are exposed whilst they are at work, and
- b) The risks to the health and safety of persons not in his employment arising out of or in connection with the conduct of him or his undertaking, for the purpose of identifying the measures he needs to take to comply with the requirements and prohibitions imposed on him by or under the relevant statutory provisions”

The Venue will seek to achieve its aims by:

- a. Identifying any risks associated with activities of the venue, with aim to eliminate or control them as far as reasonably practicable.
- b. Meeting all responsibilities to employees, other persons and the environment, whilst acknowledging that legal requirements are a minimum standard.
- c. Creating a positive health and safety culture by securing the commitment and participation of all employees and sub-contractors.
- d. Adopting a planned and systematic approach to the implementation of the Company's H&S policy, to ensure:
 - i. provision and maintenance of tools, plant and systems of work that are, as far as reasonably practicable, safe and in good working order.
 - ii. arrangements to ensure, as far as reasonably practicable, safety and the absence of risks to health pertaining to the use, handling, storage and transport of items.
 - iii. provision of all necessary training, information, and supervision to ensure, as far as reasonably practical, the health and safety at work of its employees.

- iv. provision and maintenance of a safe, healthy working environment for employees, as far as is reasonably practical.
- e. Allocating resources to meet all these requirements.

2.2 Health and Safety Goals

The Venue will manage health and safety on site. They have set the following H&S goals:

- Any accidents or near misses shall be reported, logged through the venue's control office, and thoroughly investigated by the General Manager, with corrective actions taken as required. Where relevant, all work will stop until the investigation is complete and the remedial action is implemented to prevent further occurrence.
- For any accident involving fatalities or life threatening injuries, the local authorities will be informed of in order for appropriate investigation to occur.
- The project will aim for a zero-accident rate, and all contractors shall be encouraged to aim for this as well.
- This ESMP will be updated as necessary to account for the findings of any accident or near miss investigations.

2.3 Roles and Responsibilities

2.3.1 Duties of The Venue Senior Management and Directors

The Venue Senior Management and Directors are responsible, as far as reasonably practical, for ensuring the health, safety and welfare at work of all The Venue employees, by:

- Determining the organisation through which the policy will be implemented and delegating responsibility for implementation within the Company.
- Ensuring that adequate resources are made available to enable the Company policy to be implemented.
- Ensuring that health and safety considerations are an integral part of the overall management culture and developing a positive attitude to health and safety among employees by demonstrating their own commitment to achieving a high standard of health and safety performance.
- Ensuring the establishment and maintenance of effective health and safety management systems within departments.
- Ensuring the appointment of a competent person to assist the Company to apply the provisions of health and safety policy.

2.3.2 Duties of the General Manager

The General Manager has the responsibility on-site for the implementation of the Company's Health and Safety policy day to day. All on-site staff are responsible for matters pertaining to health and safety within their areas of accountability. Responsibilities include:

- Ensuring H&S and venue rules and regulations are a major consideration for any persons onsite.
- Production and circulation of venue maps, safety documentation and plans.
- Co-ordinating and managing all The Venue contractors throughout preparation, live and de-rig of all events onsite.

- Liaison with, and supervision of, all staff during event times.
- Ensuring staff under their control, including freelance workers, artists and contractors, are competent and fully aware of any potential hazards.
- Making sure all sub-contractors have received all venue-specific information, regulations and rules.
- Ensuring all aspects of build are safely installed and are placed in accordance with pre-approved site plans.
- Daily briefings to heads of all departments onsite.
- Reporting and logging of any incidents/accidents onsite.
- Ensuring adequate medical provisions are in place and that all workers are aware of these provisions.
- Ensuring PPE required is suitable and worn by all employees / volunteers etc.; and by all persons deemed to be at risk, and that it is in good working order.
- Monitoring all plant and work equipment to ensure it is operated in a safe manner and any fitted safety devices are used in the correct way.

2.3.3 Duties of Contractors

Contractors have the following responsibilities and duties:

All work activities must be undertaken as per the contractor's submitted & pre-approved risk assessment, and carried out as per method statements. Any work carried out that is deemed to be unsafe or unsatisfactory by the General Manager will be terminated immediately (see Management of Health and Safety at Work Regulations 1999, regulation 3).

- The provision of a safe working environment without risks to health and with adequate facilities and arrangements for welfare at work.
- The provision and maintenance of safe plant.
- The provision of safe work systems.
- The safe use, handling and storage of hazardous materials / equipment.
- The provision of information, instruction, training and supervision.
- The maintenance of the workplace in a safe condition and the provision of safe entrances and exits.
- The preparation of a written statement of policy on health and safety.
- The provision of information to any person supplied by or too contractors by an employment agency, before that person starts work, as to any occupational qualifications or skills that person must have in order to work safely.
- This information must also be given to any agency who must pass this information to its employees who will work for The Venue or employer.
- To ensure they make reference to and apply any relevant information given to them by the General Manager concerning any hazards associated with the work and premises.
- To ensure they comply with any instructions given by the General Manager on health and safety matters.

2.3.4 Duties of the Medical Manager – M&B Security Ltd

- Responsible for planning the necessary medical provision for each event (to include staffing numbers and positioning, medical infrastructure/procedures, supplies and medical transportation where applicable).
- Consulting and advising The Venue on all matters of participant and attendee safety and liaising with the General Manager to ensure this is all in place.
- Liaising with the The Venue's Senior Management Team on all medical accidents and incidents, ensuring detailed logging.
- Pre-event briefings for all medical staff.
- Liaison with all relevant members of the The Venue Management Team.

- To make sure the onsite medical supplies are fully stocked and up to date throughout the venue's operation.
- Liaison with local hospitals and medical providers before any expected busy periods.
- Validation and sign-off of the medical access routes on course and the site emergency access routes.
- Managing the resources of local medical services (eg London Ambulance Service and nearby hospitals) to minimise, to the greatest extent practicable, any excess strain on this service.
- Attending scheduled safety and de-brief meetings.
- Assisting with incident investigations, reports as the medical subject matter expert onsite.
- Ensure that all patient contacts and hospital transports are tracked and logged.

2.3.5 Duties of the Security Manager – Centra Security

- Ensuring the Security staff, Door Supervisors and Stewards operate in accordance with the venue-specific Security-Dot and Crowd Management Plans prepared by the Security contractor.
- Ensuring a comprehensive list of all security personnel onsite, including checks and records of relevant SIA accreditations.
- Assisting the The Venue's Management Team to ensure that all licensable activities take place within the times and conditions stipulated in the premises licence.
- To promote public safety.
- To provide information to the general public where necessary.
- To act as a readily identifiable point of central/local contact for the attendees.
- To provide intelligence and feedback to the The Venue Management Team relating to activities on-site.
- To assist in carrying out agreed emergency procedures.
- To assist in the reporting of incidents and the taking of witness statements, securing of incident sites.
- To assist the Metropolitan Police or other statutory body in the carrying out of their duties.
- To control crowd management, as per the Crowd Management Plan (to follow in appendix at a later date, produced by Trojan Security).
- Assist with Traffic Management of vehicles within the site including Emergency Vehicles.

2.3.6 Duties of the Traffic Management Contractor

Where dedicated traffic management is deemed necessary onsite, their roles and responsibilities shall include:

- Creation of an event-specific Traffic Management Plan (TMP) to include analysis of traffic ingress, segregation, zones, directions, flows, speed limits and egress during all live times.
- Responsible for planning and arranging any necessary road closures, traffic calming measures, roadside messaging, advanced warnings/notices or other such measures
- Planning and documenting any parking plans to include ingress routes, parking capacities, pedestrian flow & segregation from vehicles, internal flows, taxi Pick-up/drop-off ('PUDO') points, mobility impaired parking and staff parking.
- Identification of the emergency access route and communication of that to the General Manager.
- To liaise with the The Venue's Management Team on all traffic related concerns and to liaise with local agencies to ensure TMP is achievable and effective
- Attending daily safety and de-brief meetings

- To liaise with the The Venue Event Management Team on all traffic and parking related accidents and incidents

2.3.7 Service & Cleaning Staff

All staff members are trained to a high standard and have considerable experience as a result of working at event sites. A professional, yet courteous and efficient manner is required at all times and all staff members are expected to maintain a clean and fresh appearance whilst on duty and they will be supplied with either The Venue or the Companies own branded uniforms and suitable PPE.

In all, team members will be conversant with the required health, safety and environmental legislation, in addition to being made fully aware of the rules governing the sale and supply of alcohol within the confines of the event.

Venue service staff will act as a secondary pair of eyes to liaise with security and management on any potential issues before they arise, and will understand that maintaining a hygienic venue clear from excess debris and hazards is vital to upholding public safety.

Any housekeeping staff involved in cleaning the toilets shall be conversant and familiar with the signs of suspected drug use and dealing, and should report any such suspicion to the Security team immediately via radio link.

Section 3

3.0 Live Event Arrangements

3.1 Fencing

Where necessary, pedestrian flow and queuing systems shall be formed through use of pedestrian fencing (namely ‘met’ and ‘ped’ fencing).

3.2 Venue Vehicle Access

Owing to the limited space for vehicular operations onsite, as well as the venue’s interests in promoting sustainable and environmentally-conscious events, attendees shall be encouraged to reach the venue via public transport and on-foot. It is anticipated that due to the venue’s strong public transport links, this will be the most common method of reaching the venue.

For attendees choosing to leave the venue via taxi/private hire vehicles, a separate pick-up/drop-off point will be in operation on Maverton Road, to prevent congestion on Autumn Street, and ensure pedestrian/vehicle segregation. This satellite PUDO point also mitigates against any potential noise pollution and public nuisance that could take place at the residences of 441 Wick Lane. For further details on onsite traffic arrangements, see the appendicised Traffic Management Plan.

3.3 Parking on site

No customer parking will be available onsite, and this will be advertised to customers via social media and pre-event circulars. There will be a limited amount of parking for staff only.

3.4 Bars & Responsible Service of Alcohol (RSA) Policy

Bars shall be run in-house by the venue and bar management team, overseen by the bar manager.

The bar will provide and have available for inspection at all times:

- Manager’s full name and contact details;
- Printed Copy of short-form licence, and long form licence available upon request;
- Posters in view of the public detailing a Challenge 25 policy and
- Specific Risk Assessment / Methods Statement for all activities;
- Copies of hygiene documentation where applicable;
- Posters for ‘Ask Angela’ to promote an open dialog of safety and wellbeing for all those at the venue;
- Copies of up-to-date, valid and relevant Public Liability Insurance documentation.

The venue will implement a RSA Policy to ensure that responsible consumption of alcohol is observed and encouraged, guided by the below criteria:

- Free potable water shall be available and provided on request to customers at all times where reasonably available
- Alcohol may only be supplied where there is a designated premises supervisor (DPS) holding a valid personal licence
- A Challenge 25 Policy will be implemented both upon venue entry and sale/supply of alcohol (and training given to all relevant staff), whereby any customer looking under the age of 25 will be asked to provide a means of age identification, and any customers unable to provide this to

the satisfaction of management will be refused service. Only the following forms of identification are acceptable:

- Passport
- Driving Licence (card with photo and hologram/UV marking)
- Identity card bearing the PASS holographic mark
- Where an individual appears to be under the influence of alcohol or other substances, service will be refused.
- Any refusals of service will be reported to the bar manager, logged and retained for a minimum period of 31 days.
- Where the below drinks are sold/supplied for consumption on premises (excluding drinks sold in pre-packaged, sealed containers), it shall be made available in the following measures, which shall be displayed on menus/price lists, and communicated to customers when a quantity of alcohol is not specified:
 - Cider or beer in half pints
 - Gin, rum, whisk(e)y or vodka in 25ml
 - Still wine in 125ml
- No alcohol shall be made available for retail purchase at less than the minimum permitted unit price
- Drinks shall be served in plastic/polycarbonate vessels only. Where pre-packages in cans, the can shall be opened prior to serving to prevent use as a missile.
- The venue and its staff will not operate any irresponsible promotions in association with the sale or supply of alcohol, including but not limited to:
 - games or other activities which require or encourage, or are designed to require or encourage, individuals to
 - drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - drink as much alcohol as possible (whether within a time limit or otherwise);
 - provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective
 - provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
 - dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability)

3.5 Toilets

Adequate numbers of toilets, shall be provided, in the form of both plumbed toilets and temporary 'tardises' and urinals. These facilities shall be maintained to ensure that they are kept in a hygienic condition throughout the event. Current legislation stipulates that minimum toilet provisions for licensed UK nightclubs are as follows:

Appliance	Male	Female
WC cubicle	2 for up to 150 males, plus 1 for each additional 200 males or part thereof	2 for up to 25 females, plus 1 per 25 or part thereof up to 200, plus 1 per 35 above this
Urinal	1 per 50 males up to 200, and 1 per 70 after this	N/A
Washbasin	1 per WC, plus 1 per 5 urinals or part thereof	1, plus 1 per 2 WCs or part thereof

A separate disabled loo will also be provided. The proposed locations of toilet facilities is detailed on the site layout plan attached in appendix.

3.6 Stages

The venue shall have performance area, used primarily for DJ acts, located in the main area (as shown on the appendicised floorplan).

3.7 PA Systems and Site Lighting

The event area shall have a suitable PA system utilised through the stages' PA speakers. These would be operated from the sound desks and shall be utilised to announce any important safety announcements and in any serious incident or evacuation circumstances. Any attendee-wide information broadcasts will also be replicated in communication through email, website and social media channels.

The venue management team acknowledges that the delivery of a safe events relies on the all areas being well-lit at all times, both for safety, efficient operation and security. The venue shall be lit throughout. Floodlights shall illuminate the outside areas of the venue.

Emergency Exit Lighting

These will be mounted periodically throughout the venue to show directions to the nearest exits, and above all fire exits and key areas such as the medical room. They have a built in battery so if an emergency requires power to be shut off they will stay illuminated and help people find an appropriate emergency exit. They will illuminate green emergency exit signs and shall be positioned well above head height to ensure visibility throughout the venue.

3.8 Artists & Demographic

The Venue shall carry out a risk assessment for all artists and promoters appearing at the Venue. This should include:

- Contacting recent Venue's hosting these artists/promoters
- Online/social media research

The Venue will then mitigate against these risks by implementing measures such as:

- Security deployment/quantity/gender adjustment
- Adjustments to Crowd management/resource plans or event timings

Section 4

4.0 Protection of Young Persons From Harm

The Venue shall be an 18+ venue for all performance and nightlife entertainment events. This will be advertised publicly on the venue's website and social media channels, as well as on tickets and terms of entry.

The Challenge 25 age-verification process will be in operation upon entry and at the bar, and notification of this policy will be clearly signposted throughout the venue. Any customer looking under the age of 25 will be asked to provide a means of age identification of the following forms only:

- Passport
- Driving Licence
- Identity card bearing the PASS holographic mark

Any attendee failing to provide the above to the satisfaction of management will be refused entry and service.

Section 5

5.0 Electrical Safety

All electrical installations and equipment used will comply with the general requirements of the Electricity at Work Regulations 1989, i.e. installed, tested and maintained in accordance with the latest edition of the Institution of Electrical Engineers BS 7671 "Regulation for Electrical Installations" and other relevant guidance. Regard will be paid to BS 7909 "Code of practice for temporary electrical systems for entertainment and related purposes", and all relevant equipment will be fitted with appropriate RCD protection and earthed. The electrical install contractor (likely part of the AV contractor's team) will test and sign off all installations before they can be used. A full risk assessment and method statement completed by the electrical contractor will be held in the site office.

All work shall be carried out under the control of a competent electrician who shall remain on site whilst the attendees are present. This person shall provide electrical certificates in a form prescribed in the IEE Regulations before attendees are given access to any front of house areas.

Copies of these certificates shall be obtained by the The Venue's appointed Manager, and retained and made available to the local authority on request. The Manager will also ensure that relevant firefighting equipment can be accessed at all key points onsite, and that the firefighting equipment is suitable to expected types of fire.

Suspended lighting/sound/AV apparatus will be fitted with suitably rated safety chains by qualified riggers from the appointed contractor.

Section 6

6.0 Crowd Management

The Event Safety Guide suggests a minimum security to attendee ratio of 1:175. Due to the nature of the event, layout of the venue, and its attendees, there will be a large security presence onsite, particularly at site ingress/egress points and search lanes, which will far exceed this minimum expectation.

Attendees shall gain entry to the The Venue event sites by showing their pre-allocated ticket upon arrival. If they do not possess a valid ticket or relevant accreditation (anticipated to take the form of wristbands), demonstrated to the security team in the pre-event briefing, then they shall not be able to gain entry to the event site. Documentation will be available throughout site to demonstrate to all relevant staff the appearance of any specialist accreditation, and detail the areas to which that accreditation grants the holder.

The appointed Security provider will develop and utilise a separate Crowd Management Plan (CMP, to follow) to develop control strategies to prevent the occurrence of critical crowd forces. Physical facilities and staffing will be adequate to accommodate expected attendee flow rates. This separate plan is likely to change from event to event depending on nature, season and demographic.

6.1 Venue Capacity

The maximum venue occupancy of each section is shown below.

Section	Area (sqm)	Max Loading Factor (sqm/person)	Max Occupancy
Hallways/corridors	45.6	0.5	164
Main Dance Area	92.3	0.5	185
Bar (queueing)	12.2	0.3	41
External Back Yard	44.2	0.5	88
Offices/staff rooms	23.4	1.0	23
Total			501

The Venue acknowledges that it would be impracticable to seek maximum occupancy as demonstrated in the above table (especially relying on full occupancy of corridors and hallways).

The proposed maximum attendee capacity of the Venue is therefore proposed to be **300 persons**, which is compliant with the evacuation calculations detailed later in this plan.

A further provision for up to **20 staff**, some of which will be positioned behind the bar, in offices/cloakrooms, and outside the front of the venue, is also proposed, bringing the venue's overall capacity to **320 persons**.

6.2 Entry Flow Policy

The Venue anticipates that queue capacities outside the venue shall be minimal due to the relatively small capacity of the venue, and the fact that attendees shall arrive at staggered times, as is standard in the nightclub industry.

This said, The Venue accepts that the safety and satisfaction of its patrons and local neighbours is paramount, and the below entry flow policy is designed to ensure the efficient and orderly entry of attendees into the premises while minimizing disruption to local residents and avoiding any public nuisance or obstruction to the public highway.

- Queue Management
 - A clearly marked and designated queuing area, utilising ‘ped’-style fencing will be established at the end of Autumn Street and outside the entrance. Given that Autumn Street is a cul-de-sac, and local businesses are not regularly in operation outside standard working hours, this is not expected to be obstructive to the public or highways.
 - Queues will be supervised by security staff to ensure queues are orderly, quickly processed and do not create disturbances.
 - Any patrons loitering and not entering the queue will be requested to vacate the area.
- Noise Abatement
 - In circumstances where there is no queue present, the front door to the venue will be closed to minimise noise pollution.
 - Attendees in the queue will be requested to keep noise to a minimum so as not to disturb local residents.
- Stakeholder Liaison
 - The Venue will establish and maintain open lines of communication with local authorities and community representatives to address concerns and feedback promptly.
 - Emergency access to the venue shall be down Autumn Street and to the front door. This street shall be kept clear of obstacles, and any fencing used for queueing should have the ability to break away rapidly in the event of emergency access or egress.

6.3 Stage Overcrowding

In the event of over-crowding on stage, the Venue Manager or other appointed responsible person will make the following announcement through the PA system:

“We are experiencing crushing at the front of the stage and will not continue the performance until everyone has taken 2 steps back. Everyone take 2 steps back on the count of three.
PAUSE
One, Two, Three”

When safe, the show shall continue, with additional monitoring from safety stewards and security, until the risk is deemed negligible by the Event Manager.

Section 7

7.0 Venue Egress & Dispersal Policy

This policy is designed to provide guidance for venue management & staff, and sets out the terms for the dispersal of customers from the premises to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises (e.g. anti-social behaviour and noise nuisance). The responsibility for continued implementation, adherence and staff-briefings of the policy resides with the DPS.

- Where applicable, the venue will work in co-operation with any other premises dispersal policies in the area, as well as with Responsible Authorities or partnership groups (e.g. Night Guardians, Police) to continually strive for best practice specific to the area.
 - The Venue will actively enrol in joint radio systems with such groups.
- A last entry policy will be in place at the Venue.
 - This is not a fixed time for each event, and entry is at the discretion of the Venue and security team.
- It will fall well before closing time (not anticipated to be after midnight for a 3am close).
 - After last entry, any infrastructure used for entry (e.g. queue fencing) shall be removed.
- Upon entry, attendees will be reminded that there is no re-entry to the Venue once they leave. Any patrons loitering outside after they leave or are ejected will be politely encouraged to return home.
- Exits and entrances will be kept clear and unobstructed at all times.
- Signage shall be displayed, and staff briefed, to inform attendees to leave the venue quietly and in an orderly fashion.
- External lighting is in operation down Autumn St and in the Venue's forecourt. The Venue acknowledges that this is vital to the safe and efficient egress and dispersal of attendees, so any faults will be repaired or reported to the relevant responsible Authority (ie. Highways).
- Lost property will be located in the cloakroom, which shall be on the Venue's radio system should any patrons realise they have lost something after leaving the Venue.
- 30 minutes before closing time ('soft closure'):
 - The back outside area will be closed (and cleared/litter-swept immediately)
 - Bar will be closed, with the exception of serving water.
 - Additional staff will be allocated to the clearing of glasses to minimise trip hazards and obstruction during egress.
 - Additional staff will be allocated to the cloakroom to expedite the anticipated queue.
- At closing time:
 - House lights will be turned on fully
 - Security will announce that the venue has closed, and to leave quietly and quickly.
 - Security shall sweep the venue and round up all remaining attendees for egress.
- Regular egress shall take place through the front of the Venue onto Autumn St.
 - Should for any reason this exit become unavailable, a secondary exit onto Dye House Lane can be used.
 - Under no circumstances will alcohol be permitted to be removed from the Venue.
- The majority of attendees are anticipated to leave the Venue via walking, night buses or taxi.

- All taxi pickup operations will be confined to the forecourt outside the venue at the end of Autumn Street, which is empty outside of working hours. This is to prevent unnecessary noise or nuisance to the local residents at 439-441 Wick Lane by limiting pedestrian flow past these noise-sensitive premises.
- A neighbouring taxi firm, Orange Cars, will be advised on closing times in advance of each event, and encouraged to send vehicles to drop home patrons.
 - Taxis will form a rank system to pick up attendees from the Venue's forecourt at the end of Autumn St.
 - The taxi company will be informed of the ranking system in advance of each event, and communicate this and the pick-up locations to their drivers prior to their arrival at The Venue.
 - Venue taxi rules:
 - 5mph speed limit on Autumn St and in the forecourt
 - No use of the horn between the hours of 23:30-07:00
 - No leaving vehicles to collect patrons
 - Any taxi firm found in breach of the above on more than one occasion shall no longer be used. In the case of breach by an app-based taxi (or ones not appointed by the premises, the DPS will report breaches to TfL, providing:
 - Licence plate
 - Taxi licence number (where available).
- Any attendees hailing taxis from app-based providers will be advised by Security staff to set the pick-up location to the Autumn St forecourt.
- The premises shall provide a free phone linked to a licensed taxi firm for use by customers at the premises. Should a vehicle not be immediately available.
- The premises shall use all reasonable endeavours to prevent the use of unlicensed taxis by patrons leaving the premises, including:
 - Staff briefings and look-out
 - Signage discouraging such behaviour
 - Reminders on social media and website
- Any attendees left loitering will do so when they are unable to make a decision or easily access information, which is often impaired when alcohol is consumed. By briefing staff and reminding them that being friendly and helpful will expedite the dispersal of customers, they can encourage these patrons to move on if they achieve one of the following outcomes:
 - How to get home?
 - Where they can go next?
 - Where they can get some food?
- Only once the Venue's immediate surroundings (Autumn Street and the intersection onto Wick Lane) are deemed clear by the Venue Manager shall Security Staff be stood down.
- A litter sweep of Autumn St and the Venue's forecourt will be performed after all attendees have dispersed.

Section 8

8.0 Security Provision (Centra Security)

An approved security company, registered with the Security Industry Authority (SIA) with comprehensive night-life venue experience will be appointed to provide venue and event-specific crowd management and security dot plans, as well as to implement these plans onsite for all music/nightlife events.

They shall monitor capacity levels, through electronic ticket scanning means, and with a 'clicker', and express any concerns to the Venue Manager. They will be the eyes and ears on the ground and will help fulfil the licensing objectives. They will manage the flow of people into the site and assist the flow of people around the event, spaced around the event according to the dot plan to spot any anti-social behaviour, and manage venue access and accreditation checks for any restricted areas.

Security personnel will be trained in 'Ask Angela' along with actively looking out for any vulnerable and distressed persons within the site. They will be in two-way radio contact with each other (using earpieces to ensure discrete communication) and will keep a log of events throughout the event. The Security Manager will attend the ELT meetings.

It is proposed that licenced event area be supervised by registered security personnel, a minimum ratio of 1 security personnel to 175 attendees will be assumed, however this is anticipated to be far higher than the recommended minimums.

There will be a daily Record Register retained on the premises which will contain each officer's full name, SIA registration number and the date and time he / she commenced and ceased their duty.

All security staff will be familiar with the admission, exclusion and safeguarding of all staff / persons whilst on the event site.

An Event Stewarding Plan, detailed in the Crowd Management Plan, will identify the numbers and location of security/stewards. In order to carry out the stewarding effectively, a chain of command shall be established.

The security contractor's main responsibilities will be to assist crowd management, prevent overcrowding, reduce crushing problems, search attendees when deemed necessary, minimise injury, prevent unauthorised access, uphold licensing conditions/objectives, and provide assistance to the Police and other emergency services.

All persons will be allocated a pre-admitted ticket, through the registration or purchasing process, thus making identification of offenders easier.

An Incident Report Register will be maintained which will include the name and contact details of any security officer and / or member of staff involved in any incident.

The exact detail and extent of the incident including date, time, location etc. and details such as anti-social behaviour will be recorded. The name and number of the police officer in attendance (if required) and details of any witness shall also be recorded.

With regards to preventing illicit drugs and offensive weapons being brought onto the premises, a Search Policy will be implemented to minimise the likelihood of this occurring, in accordance with the Event Entry Policy below.

Searches will be carried out in accordance with this policy if a security staff member has reasonable cause to suspect illegal drugs or offensive weapons may be on or be being taken into the event site.

Notices to persons will be clearly displayed stating that incidents of crime and disorder will be reported to the police and that entry to the event arena will be refused to any person who appears to be drunk, acting in a threatening manner or is violent/abusive.

Entry to the event will be refused to any person who appears to be under the influence of alcohol or illegal substances, or whose intention may be deemed to use, supply or distribute illegal substances.

All security officers will be on a communication via two-way radios secure on a predetermined channel. A programme of re-charging batteries shall be implemented, and all officers will address each other by location and code signage to prevent alarm or confusion from persons overhearing instructions. Earpieces shall be utilised, and all communication shall be executed discreetly.

Alcoholic drinks will not be permitted to be brought into the event site, a list of items that are not permitted will be displayed as a condition of entry and feature within the site security plan. This information will be published prior to event days on the The Venue website. Alcoholic drinks shall not be permitted to be removed from the event site and notices informing persons of this shall be displayed prominently within the bars and exit routes, and enforced by the security team.

Security officers shall ask all persons who they believe to be under influence of excess alcohol to refrain from additional alcohol intake and then inform the Event Security Manager who will determine the course of action to be taken, including ejection, medical referral or monitoring.

8.1 Event Entry Policy/Terms & Conditions

A copy of the Event Entry Policy will be available on the events website, and at all exits/entrances for staff to refer to. It will read as follows:

The promoter reserves the right to refuse admission to the holder if in the reasonable opinion of the promoter admission of the holder to the venue might be a risk to the safety of the audience and/or the holder and/or affect the enjoyment of the audience and/or the running of the event, for example, if the holder appears to be under the influence of drink and/or drugs and/or is acting aggressively.

We operate a last entry policy of xx:xx, however we use this as a flexible time: security supervisors and managers will use their discretion to allow late arrivals in or to advise them attendee entrance has ceased.

1. Strictly no illegal substances or legal highs will be permitted into the venue. Persons entering the venue will be searched.
2. You are NOT permitted to take alcohol into the venue.
3. The only containers permitted in the venue shall carry water in sealed plastic containers of no more than 500ml. Glass will not be allowed inside.
4. No private sound systems will be permitted.
5. No animals will be admitted to the venue, except for those providing assistance to patrons with accessibility issues.
6. The event is strictly over 18.
7. If you look under 25 please do not be offended if we ask you for proof of age upon entry or when you buy alcohol. Please bring proof of ID to show you are over 18. The only forms of ID that will be accepted are passports, driving licences or proof of age cards bearing the 'PASS' logo.
8. No video recorders, professional photographic equipment, selfie sticks or laser pens will be permitted in the venue. Any other implements with the potential to be used as an offensive weapon shall be confiscated by security at their sole discretion.

9. Whilst every effort is made to ensure the full, advertised bill performs this ticket is for an event and not a specific artist/band. The event promoter reserves the right to change the bill or artist running times without prior notice.
10. In the event of cancellation of the event by the organisers, their responsibility for refund is limited to the face value of the ticket only, less any booking fees.
11. Under no circumstances will duplicate tickets be issued for lost or damaged tickets. Keep your ticket safe.
12. Ticket holders consent to the photography, filming/sound recording of the event as members of the audience, which may be used for promotional purposes.
13. It is against the law to smoke in enclosed spaces. Please observe the signage around the venue.
14. The promoters reserve the right to implement any restrictions/conditions deemed necessary before and during the event to ensure the safe management of the venue.
15. The promoters reserve the right to amend the terms and conditions of this ticket in accordance with any new laws, legislation or internal company policies.

8.2 Event Drug Policy

The Venue's drug policy will be guided and updated by the Central East Police Licensing Drugs Policy.

For the purposes of this policy, 'drugs' will include any substance included in the Psychoactive Substances Act 2016, or Misuse of Drugs Act 1971. The prime message to all concerned is that the venue operates a 'zero tolerance' drugs policy.

The venue has a five point drug policy which is:

1. Prior to the event as much information as possible will be given out to agencies and media, including in-house, to ensure that the public attending the event will be aware of the 'zero tolerance' drugs policy.
2. All intelligence available will be used to assist in the planning of this 'zero tolerance' policy. Police will be consulted to try to obtain any local knowledge of people that may try to attend the event to sell or use illegal substances. The organisers will ensure that the police are advised of any intelligence which they may not already be aware of.
3. All customers will be subject to a full search prior to entry to the event. Due to the zero tolerance policy, advice will be sought from the police as to the action required in the event of finding drugs. This is proposed to include confiscation, logging and handing over to Police of any contraband, and ejection from premises of any personnel involved in such acts. All security staff at the venue will be instructed to be on the constant look-out for any persons using or supplying drugs. All staff involved with the specific search and seizure procedures for drugs will be SIA fully trained and licensed.
4. The venue will have a welfare area that will allow any persons that are under the influence of drugs to rest in a safe environment until they have recovered.
5. Post event, all staff will be on the look-out for attendees who may be under the influence of drugs or alcohol and signs will warn people of the risks involved with driving while under the influence.

The practical implementation of the Policy will be subject to detailed liaison with the Police to ensure that their requirements are met, but will include:

1. Search and Seizure procedures

2. Retention/disposal of unlawful substances and/or weapons

8.3 Search And Seizure Procedures

The security provider, contracted by the venue, will be responsible for the searching of persons attending the event, including their personal property. This may also include artists and employees/contractors.

The SIA staff to be deployed in this respect will be fully trained in (amongst other things):

- The appropriate offences under the Misuse of Drugs Act 1971;
- The necessary aspects of drug and alcohol detection and of the signs to be aware of in those who may have taken drugs or intoxicants. They will be reminded of the need to be particularly vigilant concerning these issues throughout the event;
- The potential for drug pushers to try to gain admission to the venue, and the paraphernalia to be on the look-out for;
- The need to be particularly careful to prevent entry, but the continued necessity to be vigilant throughout the event to detect any attempt at drug pushing, and following the prevention and agreed Police notification procedures.

Searches will be for any unlawful substances (including alcohol which is not allowed to be brought into, or taken out of, this venue), glass, unlawful articles or items which may be capable of being used as a weapon.

Prospective entrants should have their attention drawn to the provision of Amnesty bins for unlawful substances, and should be given the opportunity, prior to submission to search, to volunteer to use those bins.

All people on site will be subject to the search procedure. This will cover all staff and contractors including artists and their guests.

Search Procedure Protocols:

- All attendees will be subject to a “search”. In each case normal search procedures should be applied, i.e.: ask permission to search; if permission is given – carry out an appropriate search; if permission is refused – refuse entry;
- The search shall be conducted by an appropriately SIA-licensed member of the security team.
- Signs shall be displayed to inform all attendees that the premises operate a zero tolerance drugs policy;
- The search shall include a metal-detecting wand followed by a physical bag search, as well as a full search of any personal possessions, including coats and bags.
- If any prohibited items are found during the search of an individual, the seizure procedures will be followed;
- Full body searches should take place with another person present in a designated or pre-determined search area. One or more of the persons searching should be the same gender as the individual being searched. Those identifying as non-binary will be given the choice as to which gender should conduct the search.
- Personnel will be instructed to remain polite, positive and professional at all times.

The venue will place at least one Amnesty bin at the entrance. The bins will be sealed, with a single opening which is small enough to prevent retrieval of the goods within, but large enough to accept narcotics and weapons.

Each bin will be fixed to a static structure to prevent unauthorised moving. Signage prior to searching and amnesty bins will direct individuals toward the bins. The amnesty bins will be constructed as to render any drugs drops into the bin as unconsumable (e.g. containing bleach in the bottom of the bin).

The bins will be monitored security personnel, and any contents handed over to the Police, guided by the below retention and disposal/collection procedures. If there are any large drops or large weapons dropped, the person will be followed and questioned. This questioning may be led by the Police.

Seizure

Unlawful or unauthorised substances or articles will be seized from the individual, following a risk assessment by the security personnel (or his or her line manager in an appropriate case) that it will not be likely to lead to disorder or otherwise create an adverse control situation to do so.

Details of the offender as agreed with the Police will be obtained if possible & practicable, and retained in a format suitable to them for submission. The appropriate entry will be made in the Drug Seizure log, including a description of the person seized from, the time and date, and any actions taken.

Retention and disposal/collection procedures.

The Security personnel will be guided by the Police in respect of quantities of drugs etc that should be confiscated and dealt with by way of use of drug bags, seizures safe or similar for collection, and those quantities in respect of which the Police should be immediately notified. Such notification will be effected through ELT and the drug seizure concerned handed over to the attending Officer who will sign the Drug Seizure log.

Seized items, and items from the amnesty bins, will be submitted to Police by the Head of Security post-event, and details of the submission number and officer submitted to will be recorded.

In the event that it is necessary for the Police to investigate a criminal offence at the time, the Operations Manager, Security Manager and relevant security personnel will co-operate with the Police where practicably possible.

8.4 Ejection Policy

Grounds for Ejection

Ticket holders may be ejected from the Event without refund and reported to the Police if in the venue's reasonable opinion, the Ticket holder is a risk to the safety of any patron and/or may affect the enjoyment of other patrons and/or the running of the Event or may cause damage, nuisance or injury. Examples include (non-exhaustive):

- being (or appearing to be) intoxicated or under the influence of drugs;
- possession of illegal substances, weapons or any other items prohibited under the venue's entry policy;
- underage (where relevant);
- abusive/threatening behaviour;
- unwanted harassment;
- behaving anti-socially;

- declining to be searched;
- violation of any venue rules;
- Unauthorised access (or attempts thereof) to restricted areas of the venue (e.g. offices, stage or back of house);
- failure to comply with the reasonable instructions of event staff.
-

Ejection Process

1. Initial Warning
 - a. In cases of minor infractions (in the opinion of the Venue/Security staff), a verbal warning will be issued by venue staff or security personnel.
2. Escalation
 - a. If disruptive behaviour persists or escalates, the individual will be issued a further formal warning and may be asked to leave the immediate area.
 - b. At this point, the head of security shall be notified and remedial actions will be determined and taken if necessary.
3. Ejection
 - a. If the situation remains unresolved, the individual will be escorted off the premises by security or club staff. Law enforcement may be involved if necessary
4. Welfare
 - a. Venue/security staff will ensure that any patron ejected from the premises has a safe means of getting home.
 - b. Welfare checks may be performed where applicable by medical, venue or security staff to ensure the ejectee is fit to get home by their own means. If not, alternative means of return will be sought (e.g. calling them a taxi or contacting an emergency contact).
 - c. If necessary, friends or those in the same party as the ejectee may be sought from inside the Venue, so that they can safely leave as a group.
5. Record Keeping
 - a. Details of the incident will be documented, including:
 - i. Date
 - ii. Time
 - iii. Description & details of the individual (if willingly provided)
 - iv. Nature & location of the behaviour
 - v. Any further action taken.
 - b. This information will be retained for a minimum period of 31 days, and may be shared with law enforcement if required.

Dependent on the nature and severity of the incident, the Venue staff and security may choose to begin proceedings at steps 1, 2 or 3.

8.5 CCTV

A CCTV system shall be implemented throughout the venue, and will incorporate a recording facility. Any recordings shall be retained and stored in a suitable and secure manner for a minimum of 31 days. A system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed.

The system will be maintained and fully operational throughout the hours that the premises are open for any licensable activity. It shall be monitored by a member of the security team with the appropriate SIA CCTV licence. There must also be someone on the premises who can download the images and present them immediately on request by a police officer or other responsible authority.

Section 9

9.0 Medical Provision (M&B Security Ltd)

In the event of any injuries being sustained within the event confines, an appointed medical facility supplied by the medical provider shall be present during attendee's occupation of the venue. A full medical management plan will be produced in tandem with this event plan by the medical contractor, highlighting a resource profile, key issues and procedure. The medical team will be on site before the event begins and will not leave site until the event site is clear and the public are safely egressed.

One qualified person from the medical provider will be nominated to take overall control and co-ordination of medical provision: the 'Medical Manager' (who shall form part of the ELT). All members of the medical team shall be contactable via radio communications at all times during the event, on a pre-determined channel. A programme of re-charging batteries shall be implemented, and codewords shall be utilised to prevent overhearing and alarm from attendees. Earpieces shall be utilised, and all communication shall be executed discreetly.

Venue management accepts that the local ambulance provider and hospitals shall not be relied upon to execute a safe event, and will do everything reasonably practicable to prevent undue engagement of these services. However, in the event of an incident where additional medical provision is required, the Ambulance Service will be called via the ELT (Emergency Liaison Team) using the 999 call. This must be directed through the Event Control room to prevent multiple calls and an overwhelming of local resources.

A portion of security staff, management and bar staff should also be trained in First Aid and all certificates shall be made available for inspection if required by an authorised officer of the Licensing Authority.

A written procedure for dealing with persons who are unwell or who are taken ill shall be implemented by the medical provider including those persons who appear to be affected by either alcohol or drugs and all designated staff shall be trained in this procedure.

The nearest accident and emergency hospital is Homerton University Hospital, which is approximately 2 miles from the venue: a 9 minute drive. The blue route to access the site for emergency vehicles will be directly down Autumn Street to the front door. This will be managed by the traffic management and security teams. The hospital will be given prior notification of the event.

The address of the hospital is:

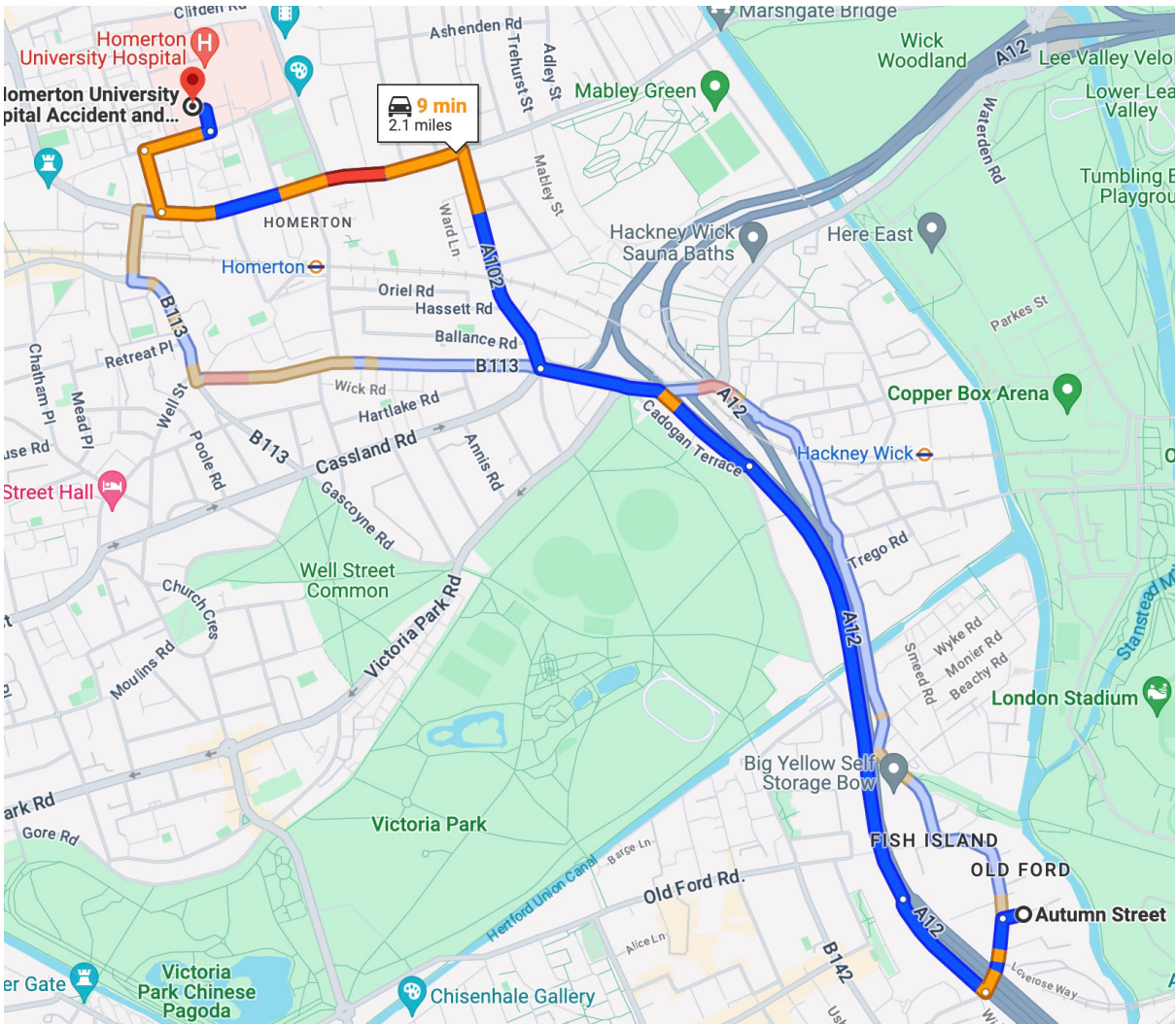
Homerton University Hospital

Homerton Row

London

E9 6SR

Tel: 020 8510 5555



Section 10

10.0 Fire Safety

10.1 Fire Fighting Equipment (FFE)

The type and location of FFE will be communicated to the Fire Authority. Location positions will be shown on the site plan.

FFE, fire doors and detection/alarm equipment will be routinely checked by a competent and designated member of venue management, and a log book kept to record tests and maintenance.

Suggested FFE quantities is as follows:

Location	Foam (9L)	Dry Powder
Main Entrance	1	1
Stage (BOH)	0	1
Stage (FOH)	0	1
Bar	1	1
Production Office/Event Control	2	2
Cloakroom	1	1
Per auxiliary room (x5)	1	1
Spare	4	4
Total	14	16

10.2 Flammable Material

All branding, drapes, curtains, and scrim cloths etc. for the various stage, decor and FOH areas shall be certificated to the relevant fire resisting/retardant standard. Samples of cloth shall be available for testing upon request.

No hazardous or flammable chemicals (including pyrotechnic effects etc) are to be used at the venue.

10.3 Staff Training

Security personnel or venue staff who may be called upon to use fire-fighting equipment shall be trained to a suitable standard.

The use of fire-fighting equipment by security personnel or others employed on the site shall be considered to be an emergency first measure only and the Fire Brigade should always be called via 999 for every actual or suspected fire, even if it is considered to have been extinguished.

The Fire Brigade should be called via Event Control. This prevents multiple calls to the emergency services.

10.4 No Smoking Policy

In keeping with current legislation smoking shall not be permitted in any inside area or enclosed structure in accordance with legislation. No Smoking signs shall be erected as appropriate and suitable sand buckets or stable ashtrays set up. This will be enforced by the security team. In the designated smoking area at the back of the Venue, ashtrays will be set up, and any bins regularly emptied.

10.5 Means of Escape for Disabled People

A reasonable number of competent staff members who will provide specific assistance to disabled people during any evacuation or emergency procedure (should there be any disabled persons identified prior to the event).

Disabled people should in the first instance be moved to a position of comparative safety within a safe refuge (e.g. protected location for external areas) and thereafter moved to final assembly points.

10.6 Fire Service Access

There is external road access along Autumn street, which will allow fire crews and vehicles to access the venue. The width of this path is greater than 4 metres, allowing fire engine access.

The senior security / traffic management / chief fire marshal shall ensure staff keep the route un-blocked and un-obstructed at all times during the events, and in the event of fire engine access being required, shall shut off the street from pedestrians to ensure pedestrian/vehicle segregation.

10.7 Escape Routes and Final Exits (Structures)

10.7.1 Travel distance

The designated exits have been sited so that the maximum travel distance from any point in the venue to the nearest exit is no more than 25 metres, and from all points there are alternative exits in more than one direction.

10.7.2 Escape routes and final exits

In addition to the main entrance, there is an additional fire exit at the opposing end of the venue. This means that there are two opposing routes of escape from any point within the venue. Each door is a fire-rated door which opens outward.

10.8 Fire/Security Officers

Main exit doors/fire points will be staffed at all times by security trained Fire/Security Officers and stewards. Sufficient relief Fire/Security Officers shall be provided to allow uninterrupted cover during breaks. All Fire/Security Officers and stewards will be familiar in the evacuation procedure, use of fire extinguishers, and the procedure for raising the alarm in event of fire or other emergency. Fire/Security personnel shall be made particularly aware of identified hazards. Fire/Security Officers shall be equipped with radios on a dedicated channel.

10.9 Stage Safety / Capacity

The stages will be provided with suitable and sufficient means of access and egress, which shall be shown on their individual site plans. Handrails, barriers and demarcation lines should be provided where appropriate to the stages. Where relevant, the staging shall be earthed.

Capacity levels and weight loadings for the staging shall not be exceeded. Stewards will monitor this capacity. This shall be determined from the calculation set by a structural engineer / competent person. No unauthorised persons shall access the stage until the competition certificate has been received by the onsite Venue Manager.

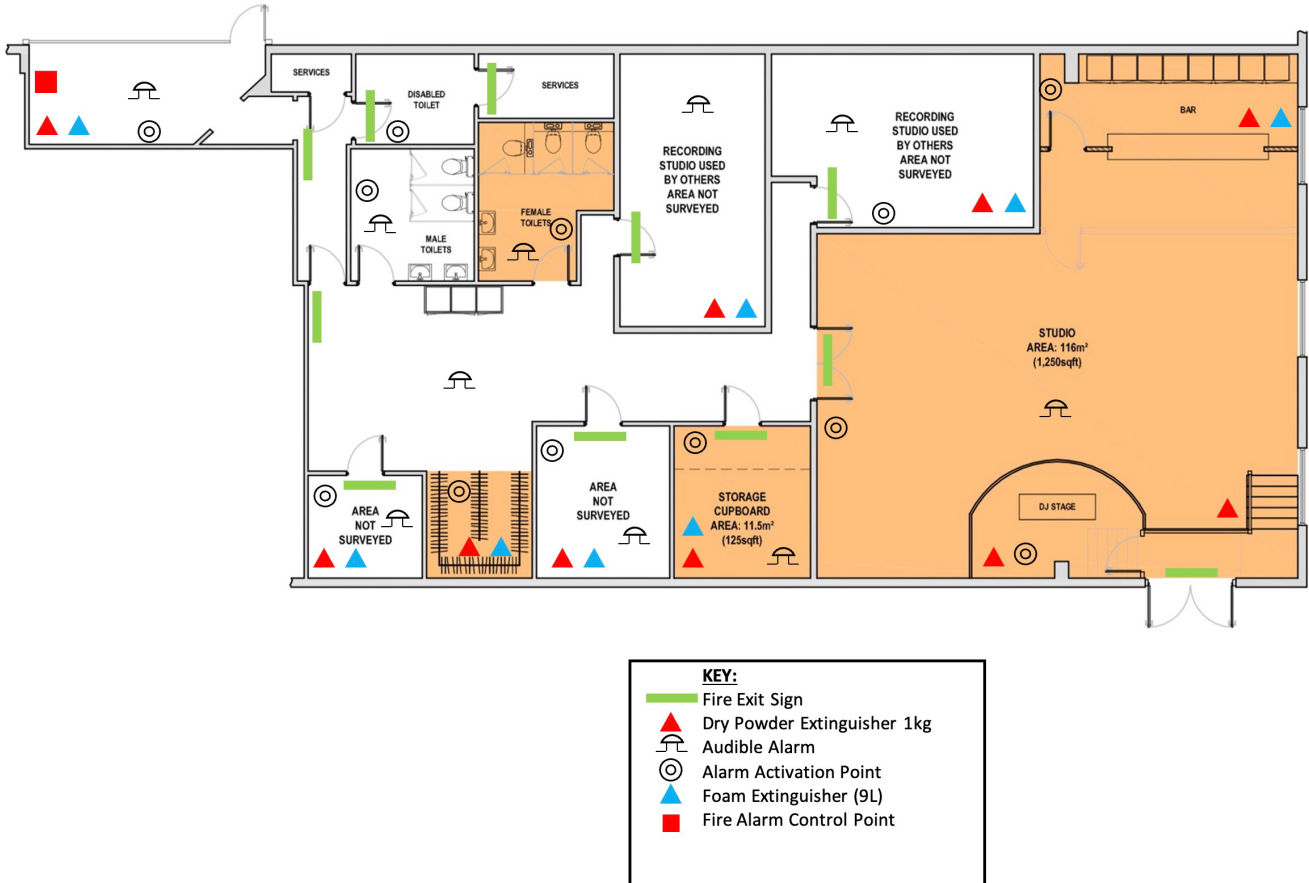
10.10 Fire Alarm

In order to raise the alarm, any staff member or attendee can use an alarm activation point. In addition, a voice over of the PA system shall be utilised and messages broadcast via projection screens if present.

10.11 Muster Point

The site muster point shall be located at the front yard of the venue, on Autumn Street. Should this become unavailable for any reason, a secondary muster point will be at the intersection of Autumn Street with Wick Road.

Ticketed attendees will be dispersed and not permitted back onto the event site until approval is granted from the senior attending fire officer.



Section 11

11.1 Emergency Procedure

The Emergency evacuation plan, including all exits, escape routes, rendezvous points and use & location of FFE shall be communicated to all staff and contractors at a Site Safety briefing that will take place prior to all staff members and contractors working at the venue. Specific briefing shall be given to security, volunteers and medical provider by The Venue Manager or the Event Manager prior to any contractor's access each day.

In the event of an incident which threatens public safety or operations, a dedicated Emergency Liaison Team (ELT) shall be set up, led by the Venue Manager, and consisting of all heads of department (security, AV, medical etc). The ELT will meet in the Event Control Room. Individuals within this team will have other roles and duties throughout the event however once assembled in the event of an emergency, the ELT will be their primary role. All members of the ELT will be available via relay and all radio communication will be controlled from a multi-agency response.

All Stewarding will be mobile and in radio contact with the ELT to monitor and manage the crowd in the event arena.

The multi-agency control centre will have copies of the site plans indicating all services and relevant telephone numbers.

The event will operate under the guidance of the Emergency Liaison Team (ELT) and staff shall be positioned in identifiable locations, as determined by a deployment dot plan, specific for each event's requirements.

The Emergency Liaison Team will be in communication with:

- Security Manager – in person.
- Medical Manager – in person.
- The Venue Event Manager – in person
- Local Authority (by phone) – if required.
- Emergency Services (by phone) – if required.

The ELT will be responsible for dealing with most emergencies that could occur within the immediate vicinity of the event area and for taking appropriate decisions.

11.2 Emergency Plan

This section outlines how the event will be managed by the Event Organisers and Responder Agencies. It has been written considering precedent and previous experience of events of this size and demographic.

- A **Minor Incident** can be described as “day to day” non-life-threatening situation where the event representatives may need to intervene to resolve.
- An Emergency may be life threatening and will need the attention of the police, fire and/or NHS medical services working within their normal sphere of operations.
- A **Major Incident** is defined as “any emergency that requires the implementation of special arrangements by one or more of the emergency services”.

The emergency services attending an incident will make the assessment about whether to declare a major incident. Declaration of a major incident will result in several processes and plans being invoked including those of the emergency services and the Local Authority.

The Venue will recognise, however, that a range of activities or events could precipitate a Major Incident within the event site and will take responsibility for ensuring safe procedures in dealing with such.

11.2.2 Command and Control

Overall strategic Command of the Event is undertaken by the Venue Manager. They are supported by operational leads for each function. The following structures are established and operational on event live days.

Event Control Room location and operational hours

The Event Control Room will be fully live from 1 hour prior to 1 hour post each event, with all positions filled and radio channels monitored. A fall-back location for Event Control Room can be formed operate using mobile equipment (radios, log, laptops etc.) from a secondary location, deemed by the ELT as safe and effective, as agreed with all stakeholders, dependent on a situation where access to and safety at Event Control were to be compromised by an incident. Access is controlled and accreditation is required for the Event Control area.

Briefings

Daily briefings will be held each morning of the site build. Key briefings include:

- The Venue Manager and Heads of Dept. to review day’s activities and learnings from previous day
- The Venue Management to review forecasted weather, traffic or other social/environmental events which may pertain to the running of the event, and discuss any operational adjustments that may warrant a decision.

Key issues and actions will be captured by the Venue Manager and circulated to an agreed distribution on email via the log system to ensure key information is available at all times of the event day.

11.2.3 Radio Communications list

Channel	Department
1	Management
2	Cloakroom/Door Team
3	Medical Team
4	AV/Stage Production
5	Bars/Housekeeping
6	Security 1
7	Security 2
8-16	Emergency/Chat/Spare

11.2.4 Incident Reporting

The Venue will deal with day-to-day minor incidents, with support from partner agencies during normal operations. Venue Management will escalate any requests for additional support.

In the event of an emergency requiring urgent assistance from Emergency Services the following action will be taken:

- Stewards or Event Personnel immediately inform Event Control of the emergency, via Head of Security.
- Event Control will notify the Event Gold Commander (The Venue Manager). Event Gold Commander will then instruct Event Control to inform all relevant agencies via Radio.
- Event Gold Commander (or an alternative nominated officer) will move to the Rendezvous Point to meet arriving emergency services and brief them on the emergency.
- Event Control will inform all personnel on radio to be prepared as directed by the Event Gold Commander.
- Security Control will advise all Stewards, Security, Fire Marshals and/or Medical Personnel and will be directed to the incident as required.
- In the first instance, as agreed within the Silver Cell (Crowd Management Team and Venue Manager), the attendees will be cleared from the affected area and immediate action taken to safeguard life and property (if this does not put personnel at risk).
- Depending on the nature of the incident and under advice from the Responding Agencies services, a phased handover of control of the incident area to the arriving Police may take place. Depending on the nature of the incident this may be a proportion or the entire site. Handover shall consist of a signed document stating date, time and who handed over control from the Event Organisers and who assumed control from Police.
- Should Event Control be affected by the incident and thus may be unavailable, Emergency Control will be established by the Police at a suitable point nearby, this is likely to be a Mobile Incident Room.
- All Event Personnel will be placed under the control of the Police Operational Commander, if necessary.

During the planning stage for the event, regular liaison meetings will take place with key members of The Venue Management, Local Authority licensing, health & safety unit, highlighting, and where necessary, amending the objectives of the Event Safety Management Plan.

11.2.5 Logging

The event will operate under a system of written logging of Major Incidents, Minor Incidents and Near Misses. Staff, crew, and volunteers will be instructed that all accidents, potentially serious near-miss incidents and Major Incidents must be reported to The Venue Manager, who will take the details for an incident report that is then logged into the Incident Log.

The Venue Event Control will be logging all key radio messages. Any relating to an incident or near miss will be recorded on their control logging system.

11.2.6 Evacuation Arrangements

The Venue shall ensure no exit point shall be less than 1.05 meters in width. Clear egress from these points shall be maintained at all times. Should the entirety of the site need to be evacuated, The Venue's staff, security and stewards will follow the directions of the emergency services. All staff will co-operate in moving people safely and calmly through the nearest exit point and gathering away from arriving emergency services.

11.2.7 Evacuation Procedures

On receiving the radio communication of an incident and given instruction to begin evacuation, following a temporary or permanent show stop, all staff, volunteers, security and stewards will do the following:

- An announcement shall be made (and if necessary repeated) over the site-wide public address system by contacting the lead sound engineer, stopping the performance, escorting all performers offstage, and testing the sound system:
“This is an important message for all attendees. For safety reasons we require you to leave the venue. Please follow instructions from the event staff. This is for your safety.”
- The Lead lighting engineer and site manager will be instructed to activate and fully illuminate all FOH floodlights and performance/projections lighting for maximum visibility.
- Security staff will ensure signposted Emergency Exit Gates are open and clear, guarding the exit to ensure flow in the egress direction only.
- Security shall isolate the incident area. They and event personnel will begin directing the attendees off site via the emergency exits where they will be directed to the Emergency Assembly Point, away from the emergency service vehicle.
- Persons with mobility issues arising from age or disability shall be identified by crowd management assisted by staff.
- Attendees will be asked to stay in the Evacuation Assembly Area until it is announced that it is safe for them to return to the event site or, if the event is cancelled, to egress and return home.
- If there is an evacuation onsite, a medical coordinator will arrange a temporary minor injuries unit (MIU) to be arranged at a place of safety which will be manned by a medical team whilst mobile teams are sent out to gather information and/or casualties.

11.2.8 Roles and Responsibilities

The following organisations will assist The Venue in assessing emergency arrangements, risk assessments and fire safety matters, providing advice and guidance where appropriate to ensure the Event Safety Plan follows good practice.

Detailed below are the roles and responsibilities of the Medical emergency responders, before and during a major incident on site.

11.2.8.1 London Ambulance Service

The Ambulance service acts as the “Gateway” to the wider NHS and works with their health partners (Local and Regional Hospitals and NHS England Area teams) to Triage, Treat and co-ordinate the Transport to onward care for any unforeseen incident.

In the event of a significant incident, or if a Major Incident is declared, The London Ambulance Service ambulance may attend to work alongside the other Emergency Services and external multi-agency partners. Ambulance Commanders will attend to act as a co-ordination point for all medical assets available.

It is normal practice for the onsite medical provision to come under the Control of the Ambulance Commander, but direct command will remain with the contracted organisation’s management.

These contingency arrangements will not be routinely relied upon and they do not take the place of sufficient medical planning and resourcing to manage both foreseen and reasonably foreseeable incidents occurring during the event.

11.2.8.2 Metropolitan Police

The Police shall work alongside Venue Management and the security team to assist in crowd flow and protecting public safety. It is common for gold command to pass to the leading officer in this operation. Any transfers of command will be logged with time and personal details, including name, badge number and any other relevant details.

Again, these contingency arrangements will not be routinely relied upon and they do not take the place of sufficient crowd, safety and security planning and resourcing to manage both foreseen and reasonably foreseeable incidents occurring during the event.

11.2.9 Emergency Vehicle Access

The venue shall be accessed in an emergency from the front entrance, down Autumn Street. As a result, this ‘Blue Route’ should be kept clear of any obstacles by Security/Venue Staff, and any fencing used for queueing should be able to be broken away rapidly.

Should for any reason the Primary access route down Autumn Street (shown below in blue) become unusable, a secondary access route shall be used, down Dry House Lane (shown in red), accessing the back door of the venue (whose perimeter is demarcated in orange).



12.0 Further Venue-Specific Considerations

12.1 Adverse Weather Plans

If the Met Office issues an AMBER or RED weather alert for the area at the time of the event, The Venue Management Team are to contact the Local Authority to discuss the potential impact and relevant contingency planning.

12.2 Cold Conditions

During extended periods of cold weather leading up to an event, ground conditions are a primary concern particularly as pedestrians will be constantly using Autumn Street and the front yard to access the venue. To that end the The Venue's Event Management Team shall put the following in place:

- Ensuring that any particularly hazardous areas are cordoned off from pedestrians;
- Salt-gritting outside areas where appropriate;
- Prohibiting vehicle movement to the venue whilst the event is live (including staff/production vehicles).

Both staff/crew and attendees will have received information reminding them that weather conditions could be wet and muddy and that they need to wear appropriate clothing and footwear and take precautions when moving on site.

The Venue Management Team will keep a close watch of weather forecast websites during the period leading up to the event and all throughout the event from site build until takedown. This will be regularly monitored by Event Management and Staff.

If the weather drops to extreme lows (defined as under 8 degrees Centigrade), staff will receive a briefing to remind customers to:

- Don extra clothing;
- Refrain from consuming large amounts of alcohol;
- Seek Medical and/or Welfare assistance if required.

12.3 Heavy Prolonged Rain

Though this may deter some people, most attendees come prepared for wet weather. Venue Management shall consider that floors may well be wet inside, and preventing slip hazards will be a priority for the housekeeping team, through use of regular venue patrols and cleaning.

The Venue should also anticipate more attendees will be inside at any given time, and prepare for a more crowded venue than usual.

12.4 Heat and Dry

There is a possibility that weather could reach a high temperature and remain very dry throughout. Free potable water will be available at all times from the bar and stage-front, and extra stock will be ordered in for hot periods.

In periods of extreme heat, Venue staff will be aware that there is a likelihood that more attendees may be in the external areas than usual. Security staff deployment should be fluid and adjust accordingly.

If heat exceeds 27 degrees centigrade staff will receive verbal briefings to remind attendees of the following:

- To keep hydrated with one of the free water points on site
- To wear sunscreen

- To remain lightly clothed and covered
- To seek shade during the hottest points of the day
- To ask for Medical and/or Welfare assistance if they feel unwell

Section 13

13.0 Evacuation Calculations

The following evacuation calculations have been put together with guidance from *HM Government's Fire Safety Risk Assessment Manual for Small and Medium Places of Assembly 2006*.

The emergency plan is required to be continually reviewed to ensure that it is suitably integrated and communicated to all event staff, contractors and agencies.

13.1 Venue Summary

A venue such as this can be categorised as 'normal' risk, as there are minimal obstructions or temporary structures contained within, minimal flammable materials (eg. wood, textiles, volatile liquids/gases), and multiple exit routes for any given point in the building, however there is a potential for an above average attendee density inside.

The minimum width of an exit within a premises is classed to be 750mm.

13.2 External escape route capacities

The capacity of an escape route is determined by the rate at which people pass along the route during each minute of the defined escape time.

The government guideline states that for up to 60 persons 1 fire exit is needed, for up to 600 persons 2 fire exits are needed.

A width of at least 1,050mm can accommodate up to:

- 160 people per minute in higher risk premises;
- 200 people per minute in normal risk premises; or
- 240 people per minute in lower risk premises.
- An additional 75mm should be allowed for each additional 15 persons (or part thereof) per minute.

The Venue Exit widths are as follows:

Exit	Width	Evacuation Capacity (per minute)
Front	1,070	200
Rear	2,000	390

- Front Exit: 1,070mm
- Back Exit: 2,000mm

The acceptable evacuation time in a normal risk premises is 2.5 minutes, meaning that, even with the widest exit-way blocked, **the venue can safely evacuate 500 persons** within 2 minutes, which exceeds the maximum proposed venue capacity of 300.

The suggested maximum travel distance to an exit in areas that do not contain rowed seating is as below:

Escape route	Suggested travel distance
--------------	---------------------------

Where more than one escape route is provided	45m
Where only a single escape route is provided	18m

The maximum escape route travel distance has been determined to be **23m** at the venue, and at any given point in the premises, there are multiple exit routes available.

Emergency exits will have suitable signage (all illuminated, and battery powered for redundancy) and will be kept clear at all times. The signage will be visible from both inside the building and within the premises.

In addition, all outdoor areas will be lit through temporary lighting throughout all event operations, as detailed previously.

13.3 Capacity

The event space will be provided with adequate facilities to monitor and control the number of people present at all times. Due to the nature of the event, it is anticipated that up to 300 persons (including all onsite staff) may be present at events.

13.4 Accessibility

Suitable provisions have been made to enable disabled people to use all event space facilities including the provision of adequate access, egress and means of escape through step-free access and portable ramps.

Section 14

14.0 Traffic & Transportation Management

Owing to the venue's strong links to public transportation (underground, overground, DLR, National Rail and buses) it is anticipated that the majority of attendees shall use public transport to access the venue.

No parking will be available for attendees onsite, and this will be advertised prior to each event. Any attendees leaving via private hire/taxi vehicles will be directed to the PUDO point shows on the TMP attached by security/stewarding staff.

All taxi operations will be monitored by the security teams, or a traffic marshal where necessary, in accordance with the Venue's egress policy (see Section 7)

Section 15

15.0 Noise Management

The Venue's noise management plan (to follow) will be formulated to adhere to any site-specific conditions relating to music noise levels specified in the premises licence.

This shall include a technical-layout venue map, detailing the location, wattage and orientation of all speakers, noise generating plant and equipment being used, along with the proposed monitoring points (including nearest noise sensitive premises). The location of such premises is to be agreed upon with an appointed delegate from the local authority, however is likely to be the residential properties at 439-441 Wick Lane, which lie >100m west of the venue.

The location of the venue on an industrial estate makes it a good candidate for effective noise management, segregated from noise-sensitive residential properties by a canal on its east side, and workspace buildings on its other 3 sides, which are routinely unoccupied past 6pm.

During build and de-rig time periods there will be a degree of noise emitting from delivery vehicles, generators and workman tools however is anticipated that The Venue and its ancillaries will keep noise levels within ambient noise levels. All such sound emitting devices will be confined to the inside of the venue.

The live timings of each event held at the venue will be publicly available on the venue's website and social media channels.

A dedicated community hotline, the telephone number of which will be published publicly on the venue's website, will be available for residents at all times during the sound checks and events. All complaints will be logged and those relating to noise will immediately be relayed to the Lead Consultant with details, where provided, of the complainant's name, address and postcode, telephone number and a description of the disturbance.

15.1 Noise Monitoring

To ensure the proposed music noise level is controlled in accordance with the premises licence, all steps of the sound control procedure outlines below will be adopted for this venue.

Sound levels may be monitored throughout the event from a designated sound desk using appropriate calibrated equipment. During the sound checks, care will be taken to ensure that there is no significant deviation in sound levels across the event space areas to ensure the reading taken at front of house is indicative of the level throughout the audience.

The technical production lead for each event (from Cosmic Electronics) shall act as the noise control consultant for the event. The consultant will be contactable at any time during the licenced period on the venue radio communications and/or by mobile phone. This consultant will liaise with the team of audio engineers, who will work under the instruction of the consultant and put in to place any required alterations to the sound systems overall or frequency-based output to achieve compliance with the premises licence conditions and agreed music noise level limits. The venue's management will be kept updated with regard to the off- site noise levels throughout the event.

Noise from the operation of sound systems for regulated entertainment will not take place outside of the times specified in the premises licence. However, sound checks and propagation tests using low levels of white/pink noise, clicks/tones, music similar to that programmed for the event, and microphone checks for sound system set-up, line checking and time alignment may take place. These sound checks will be kept to a minimum length of time.

The Venue should inform all relevant parties that Cosmic Electronics are undertaking the sound control role as part of the license requirement and that this role has been appointed and approved by The Venue. Cosmic will have ultimate operational control over all the sound levels throughout the event. Therefore, all other parties, including artists, stage managers, sound engineers and event managers will be instructed not to increase any sound levels unless specifically agreed by the Lead Consultant responsible for sound control.

Off-site noise levels will be measured using calibrated sound level meters. Measurements will be regularly taken at proposed monitoring points. The monitoring positions identified with the highest music noise levels will be monitored more frequently than those with a lower music noise level. Additional monitoring positions may be added during the event.

If the broadband music noise level is measured to be above the limit set in the Premises Licence Condition, the sound engineer will be instructed to reduce the music noise level, until a measurement showing compliance with the proposed music noise level limits. In addition to the control of the overall sound level, frequency adjustments can also be made to reduce the sound at certain low frequencies.

Should any complaints of noise be received at any time during the event or sound propagation tests, a Consultant from the sound control team will visit the complainants address and take a measurement. If music noise levels are measured to be above the MNL limit immediate action will be taken on-site to reduce the level from the event. This will be achieved by two-way radio or mobile phone communication with all persons involved with the sound control procedures, thus a quick response to the problem can be actioned. However, from experience, it has been found that this pro-active sound control procedure will prevent the limits from being exceeded in the first place. Results of complaint investigation monitoring and any related actions will be collated and kept available by Cosmic Electronics for inspection by the Local Authority at any time during the event.

A noise log, including a summary of off-site noise levels measured throughout each event, actions taken and complaints received will be kept for all events.

15.2 Noise Protection

Levels of noise within each area can be established prior to the event going live and preventative exposure times can be initiated to all staff and contractors. The duties placed on each member of staff / contractor will ensure two-way dialogue is to be always maintained, thus ensuring that if exposure to

noise levels becomes uncomfortable, staff members will be removed from the area of exposure without prejudice.

The venue will have available on request hearing protection that falls in line with legislation. It is accepted that as there is amplified music and noise on site that stakeholders may feel the levels are too high and need protection. This PPE will be available freely to all those onsite at the bar.

Since the introduction of the Control of Noise at Work Regulations 2005, employers have a responsibility to provide suitable hearing protection if staff are working in noisy environments.

At this venue, noise may occur above approved levels in these regulations. This may come in many forms, amplified music or construction noise during build and break periods. These levels may be experienced by workers, suppliers, performers, contractors and attendees. It is important to note that these regulations do not cover the members of the public that have chosen from their own free will to be in a noisy environment.

Suitable hearing protection will be provided and worn where construction noise levels may exceed 85dB, when the show noise may exceed 85dB or where peak noise levels may raise above 100dB during parts of the show.

The following measures are to be taken:

- Areas likely to cross the limits will have noise protection signage in place as far as reasonably practicable
- Staff will be briefed to bring up to standard PPE with them
- Employers will be required to have hearing protection readily available for staff
- Staff in high noise level areas will be put on a work rotation to reduce exposure time
- The venue office will try, where reasonably practicable, to stock hearing protection for anyone working onsite.

Section 16

16.0 Waste Management Plan

Waste bins shall be positioned around the venue in suitable locations to prevent the build up of waste.

These will be regularly emptied and collected in accordance with the Venue's trade waste agreement (which should be produced upon request).

Waste will be left in sealed, closed dumpsters/wheelie bins to avoid foul odours or the attraction of vermin.

A team of venue cleaners and litter pickers will be appointed, who shall continuously patrol the event area removing waste whilst the events are in operation. This will include:

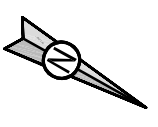
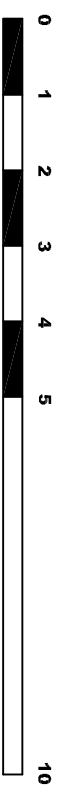
- Autumn Street up to Wick Lane intersection post-egress
- Front forecourt
- Back outdoor area onto Dye House Lane.

Venue Management will ensure that the surrounding area is left completely clear of all litter after each event, including all egress routes left polluted by litter post-event. Waste will be collected by an approved contractor who will ensure that it is responsibly disposed of. The contractor is also responsible for ensuring that controlled waste is collected and disposed in accordance with the Environmental Protection Act 1990.

All medical waste will be dealt with by the medical providers.

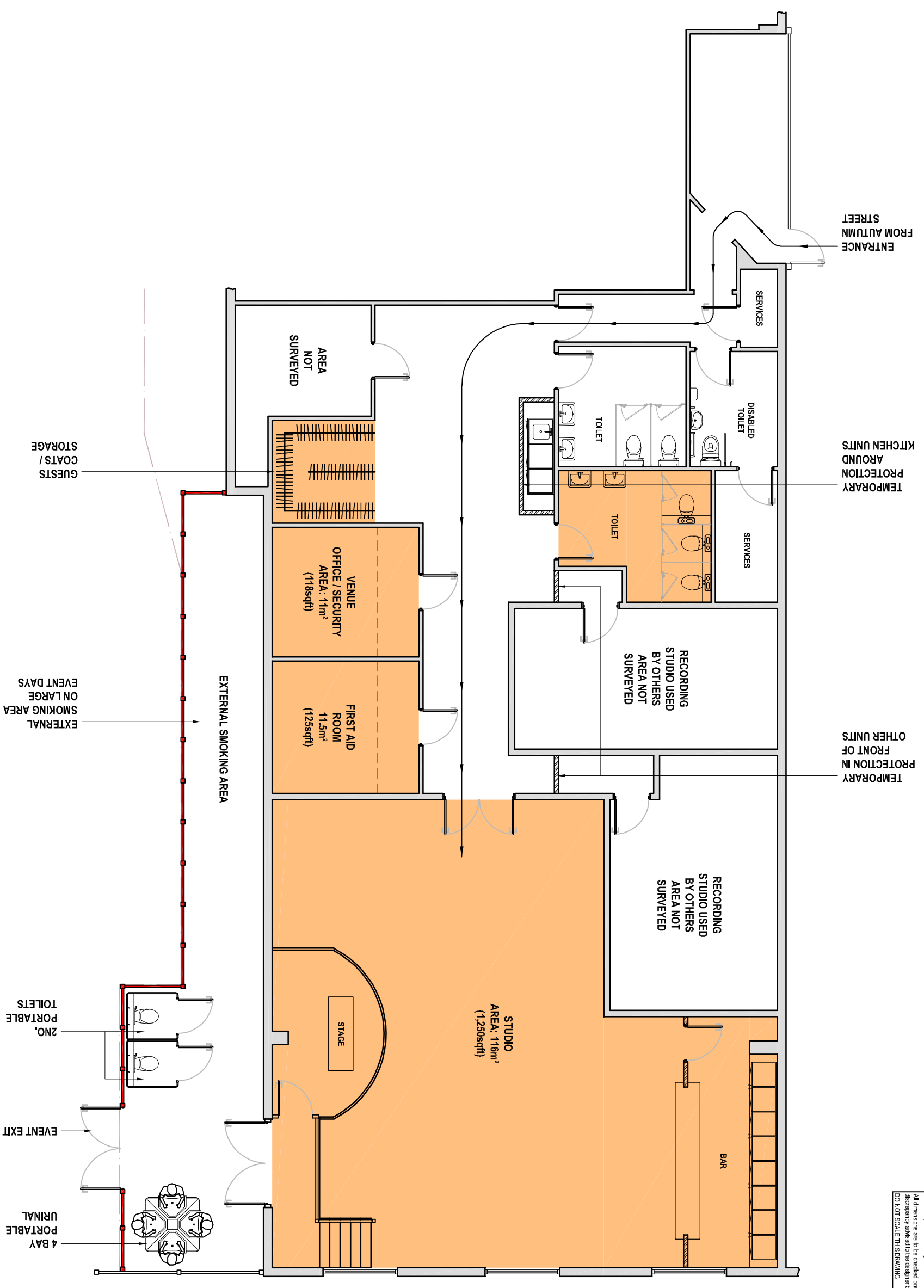
As much as possible, waste will be segregated to ensure maximum recycling.

The Venue shall discourage any attempt by organisers, artist or users of the premises to advertise by fly posting or mounting illegal placards.



KEY

- EXISTING WALL
- PROPOSED INTERNAL STUDY WALL
- BOUNDARY LINE
- TEMPORARY HERAS FENCINGS



LARGE EVENT DAY ANNOTATION

PROPOSED GROUND FLOOR PLAN

DWG NO: LS-6196_06 - SCALE: 1/100 @A3 - DATE: OCT 2023

UNIT 3, 39 AUTUMN STREET, HACKNEY WICK, LONDON, E3 2TT

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34 AUTUMN STREET

Hackney event space



Arranged by
Zack Geraci &
Zach Haile

CREATIVE DIRECTOR

Zackeria Geraci



Experience

Event Manager 5 years : 93 Feet East
(FL) Venue Manager 2 years : Shelter (Amsterdam)
(FL) Event Manager 2 years : Fabric London
(FL) Event Manager 4 years : FUSE London
Brand Owner 3 years : Beeyou Records (Ongoing)
Founder 4 years : FDTN Collective Agency (Ongoing)

(FL) Freelance

Vision

It has been a dream of mine to work on a space as a creative director, now the time has come i would like to share my vision and experience to create one of the best multi functioning spaces in the world.

My aim is to create a community based creative work space which hosts everything from health classes, art work shops, filming and photography shoots, youth work shops, live music sessions and amplified music events.

I aim to build the strongest team in London event's scene, bringing together a community of hard working and highly qualified individuals to ensure the space is running to its highest potential.

I will endeavour to work closely with the local residents, holding monthly meetings to ensure the community is happy and if not discuss and work on any issues that arise.

As we are aware the event spaces in London are slowly diminishing, and I believe we can create something very special for Hackney and the borough of Tower Hamlets.

VISION

Concepts that work...



VISION

Concepts that work...



COMMUNITY

Weekdays..

34 Autumn Street has the potential to function a multi-purpose event space, which would allow for greater community engagement.

Some examples of what the space could host include:

- Fitness/Wellness classes
- Co-working space
- Photoshoots
- Filming
- Brand activations
- Corporate events
- Supper clubs
- Live music performances
- Youth workshops

In keeping with our aim to create a space that imbeds seamlessly into the local community, we will look to recruit from within the surrounding area as well as provide priority and a form of “neighbourhood discount” to access and utilise the space. There will be a focus on hosting workshops for young people in the hackney area to help enrich lives and promote the arts in a positive way.

FOOD & DRINK

All week...

To cater to the needs of our patrons, we will offer a variety of food options ranging from healthy snacks to hearty meals. Our menu will feature fresh, locally sourced ingredients and diverse culinary offerings to suit different preferences and dietary requirements.

Also look to serve a range of non-alcoholic beverages, smoothies, coffees.



WELLNESS

Weekdays..

The venue will look to organise and host fitness and wellness workshops such as :

Yoga

Meditation

Circuit training

Sound Healing

We will aim to run these classes weekly, offering the local community a discounted rate and reaching out to instructors in the local area to offer them business.



CO WORKING SPACE

Our venue space will provide a conducive environment for individuals to work remotely, collaborate on projects, or conduct meetings. With ample seating, reliable Wi-Fi, and comfortable workstations, it will serve as an ideal workspace for freelancers, remote workers, entrepreneurs, and small teams. We will be serving coffees and healthy snacks through the day.



LIVE MUSIC

Weekdays..

During the week, the aim is to connect with local DJs and artists to grace our space with their performances, spanning genres from downtempo to jazz and eclectic mixes. Live music performances will take place on Wednesday and Thursday evenings, from vocalists to jazz bands to spoken word - a platform for open mic nights and talented individuals to showcase their skills and creativity, fostering a vibrant and inclusive atmosphere.

On Friday and Saturday evenings we will host in house and promoter lead events that will run until 3am, bringing both local and international artists together.



TERRACE & BARGE

All week...

We will utilise the space behind the venue on the canal by bringing a barge to accompany the terrace outside. This will provide a variety of beer and alcoholic beverages, as well as food options.

The aim is to have a seating/bar area inside the barge along with a covered terrace upstairs for additional seating and alternate space for live music.



YOUTH WORK

Weekdays..

Look to work with the following groups of children:

- Children assessed by the local authority as being in need, at risk or vulnerable
- Free school meal children
- looked-after children or previously looked after children
- children with an EHC (education, health and care) plan
- children who have low attendance rates at school or who are at risk of exclusion
- children living in areas of high deprivation or from low-income households who are not in receipt of free school meals
- children in transition phases between nursery and primary school or primary and secondary school

Provide a safe environment for children to understand and learn DJing, music production, song writing, rapping and artist development



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**COMPLETE
LICENSING**

LITTLE LDN

Consultants Report

INTRODUCTION

1. I have been instructed to review the application for the proposed new premises at Unit 3A, Autumn Street and the give my opinion on the proposed operating Policies, Procedures and Conditions and whether or not these are adequate to ensure that the premises operates in a manner that fully supports the licensing Objectives. There have been a number of representations against the application from residents, the Local Authority and the Police.

SUMMARY OF EXPERTISE.

2. I retired from the police service on 2nd November 2012 having completed 31 years exemplary service with the Metropolitan Police in London. Between January 2012 and my retirement, I was employed as the Chief Inspector in charge of licensing for the London Olympic Games 2012. In this role, I headed up a team of officers with responsibility for supervision of licensing compliance at all the Olympic venues, including the Olympic Park. In addition, I was responsible for ensuring that any associated events were properly licensed, sufficiently staffed and operated in accordance with the licensing legislation and best practice to ensure the safe and effective delivery of the Olympic Games.
3. In addition to leading my team, I visited and worked with both the Olympic Park management and many other venues, reviewing their policies and procedures, and ensuring that the Games were delivered safely and securely. The success of this operation not only protected the reputation of the MPS but provided positive benefits for the profile of the MPS and the United Kingdom. I was awarded an Assistant Commissioners Commendation for this work.
4. Prior to this role, between Jan 2002 and January 2012, I was employed first as an Inspector and then as a Chief Inspector on the MPS Clubs and Vice Unit (Now SCD9 Serious and Organised crime command). My responsibilities over this period focussed on licensing and included day to day supervision of the licensing team that had a London wide remit to support the Boroughs with licensing activity.
5. Providing both Overt and Covert support for policing problem licensed premises across London, my team worked with premises when licensing issues were identified, to address these problems using action plans in order to raise their standards. Where this failed, I would support the Boroughs with evidence for use at review hearings if required. I devised and implemented the MPS strategy 'Safe and Sound' which sought to improve the safety of customers at licensed premises by reducing violent and other crime, in particular gun crime and the most serious violence. I also developed the



Promoters Forum and risk assessment process, and together these initiatives contributed to an overall reduction in violence in London of 5% and of the most serious violence and gun crime at licensed premises by 20% whilst I was there.

6. From 2004 until 2008, my role included representing the MPS and ACPO licensing lead both in London and Nationally. In this role, I developed key partnerships with industry, NGOs, and Government departments to improve the standards at licensed premises. I sat on the BII working party and helped develop the national training for Door Supervisors and worked with the SIA to successfully introduce the new regime within London. I sat on several Government working parties and worked closely with the alcohol harm reduction team on identifying best practice and ensuring this was used both within London and nationally by police and local authorities.
7. I was involved with Best Bar None for several years and successfully helped several boroughs to implement the initiative. I was a trained Purple Flag and Best Bar none assessor and, until my retirement, I sat on the Board for Best Bar None in the Royal Borough of Kensington and Chelsea. For the last five years of my service, I was in charge of licensing for the Notting Hill Carnival, the largest street carnival in Europe. During this time, I contributed to a reduction in violence overall at the Carnival and delivered increased seizures of illegal alcohol, reduction of unlicensed alcohol sales and a reduction in alcohol related violence. In addition to the above, I have attended many internal MPS training and qualification courses, and I am trained in conducting health and safety risk assessments and hold the National Certificate for Licensing Practitioners, issued by the British Institute of Inn keeping (BII).
8. Following my retirement, I set up a licensing consultancy to improve standards and provide independent advice for premises requiring a local authority licence. Since then, I have provided evidence gathering services and advice to a broad range of licensed premises on a variety of issues, including crime and disorder, noise and nuisance, cumulative impact, sexual entertainment, street drinking, rough sleepers, age related products, betting and gaming and planning. This work has involved premises that benefit from licences for activities such as alcohol on and off licences, betting premises licences, SEV licences and late-night refreshment. I have provided expert witness evidence at both local authority and appeal court hearings.



THE APPLICATION

9. The application is for a multi-use venue that will operate until 00.00 hours Sunday to Thursday and until 03.00 hours Friday and Saturday. Whilst there is good public transport to get to the premises early in the evening there is limited late night public transport in the immediate vicinity. However, Stratford Station is a major transport hub and is about one mile away with good provision of train and bus services and 24-hour buses and Central Line night-tube. The premises is close to The London Stadium, The ABBA Arena and other local attractions and is well served with Taxi's, mini-cabs and Ubers.

10. The premises has previously operated as a night-club, closing several years ago. Since then there has been residential development in the area. However, the police are of the view that with comprehensive policies, procedures and licence conditions in place it could operate as a night-club again while fully supporting the Licensing Objectives. The police representation requires that the applicant produce satisfactory Transport, Security and Welfare policies and to agree to twenty proposed Conditions.



TRANSPORT POLICY

11. I have studied the Traffic and Transport management plan that was produced on 29/01/2024. The plan recognises the challenges faced by the premises, particularly later at night closing when public transport options are limited. Customers travelling to the premises are unlikely to cause any issues with the relevantly modest capacity of 300, the good transport links nearby and the proposed last entry time before public transport ceases will ensure customers arrive in good time.
12. The management plan recognises that taxis, Mini-cabs and Ubers will be the main transport away from the venue and to this end have made the following provisions in line with best practice:
 - Lighting in the vicinity of the premises using temporary lighting if required.
 - Use of a dedicated taxi firm based close by who will be advised of closure times to ensure good provision when required.
 - Dedicated bays and marshalling system outside premises for picking up customers at premises.
 - Arrangement for Geo-located pick-up places for Ubers and similar on-line private hire vehicles.
 - A staggered egress over a protracted period of time, based on experience from sister venue that operates in a similar fashion.
 - Management of events and artists to assist with staggered dispersal.
 - A managed wind-down and dispersal policy including bar closure 30 minutes before premises closes, no re-entry policy, and gradual raising of lights towards the end of the evening.
13. The transport policy provides a comprehensive plan to manage the late-night egress of customers in an orderly and managed environment that is based on experience at a similar venue operated by the same operators and will ensure that there is minimal disruption to surrounding residential properties.
14. Whilst, as I have stated I have confidence in the operators to deliver on the plan, I note it has been agreed with the police and proposed as a condition should the licence be granted that "Should Tower Hamlets Council and Central East Police deem the transport plan is not working, then the concerns/failures will be presented to the venue in written form and the venue given 1 month to rectify them. Should the failures/concerns not be addressed to the satisfaction of the Local Authority and Police then the licence will be restricted to framework hours and a review of the premises licence submitted by those authorities within 1 month of the venue being restricted to framework hours".
15. This provides a very quick and effective solution should issues not be resolved as efficiently as the applicant states.



SECURITY POLICY

16. A Security Policy is included in the 'Venue Event/Safety Management Plan V2' dated 15/12/2023. This plan identifies that a Security Manager will be in overall control supplied by Centra security and security at the premises including Door Supervisors provided by Trojan Security, an East London based security firm. Para 2.3.5 identifies the strategic roles of the premises security staff including SIA door supervisors and key areas of operation. *Note: Crowd Management Plan from Trojan Security is still awaited as are details of proposed Designated premises Supervisor (DPS).*
17. The Security policy covers a wide range of operational areas. However, Police have identified a number of areas where they consider Licence Conditions are required to ensure the safe operation of the premises. Those that fall within the Security Policy are:

- Comprehensive CCTV and management/supervision of CCTV.
- Every event shall be individually risked assessed-
- Use of an Incident Log.
- Actions in event of a serious assault at the premises.
- Challenge 25 policy to be in place.
- Written Security policy.
- Use of ID Scanner for all customers at specified events.
- Suitable CCTV provision is covered in the Security policy.

AREAS CURRENTLY INCLUDED IN SECURITY POLICY

- Comprehensive CCTV provision is covered in Section 8.5 of the venue 'Event/Safety Management Plan'. If required this can be re-written to reflect the proposed Condition.
- *Event risk assessment is implied but not specifically covered in the plan and this should be included.*
- Use of an incident log is best practice and is included in the plan.
- Actions in the event of serious assault are included in the plan.
- Challenge 25 is covered in Section 4.0 of the Security policy and complies with best practice.
- Security Plan. A written security plan is included that covers the areas identified in the recommended police conditions. These are: ejections policy, search policy and crime prevention policy.



ADDITIONAL AREAS RECOMMENDED FOR INCLUSION

18. The number of SIA Door Supervisors is not specified and I recommend a minimum of 1 per 100 customers for late-night events (e.g. those that also require use of ID Scanner) in line with industry minimum guidelines. This may have to be increased subject to the individual risk assessment for the event.
19. Use of an ID scanner is not covered in the plan which specifies entry procedure of searching/search wand/Clicking to monitor numbers and Challenge 25. While these measures are suitable for low-risk daytime and early evening events there will be others where enhanced entry requirements are appropriate.
20. It is proposed that the premises will be hired out and this reduces the control over the premises and therefore increases the potential risk as the nature/management of some of the events will not lie with the applicant. I therefore recommend that when the premises is in use, for example, for late night and night-club events (and others subject to risk assessment) that ID Scanning is used in addition to searching in line with the police recommendation.



WELFARE POLICY

21. Welfare of customers is provided for with provisions set out in the 'Event/Safety Management Plan'. However, for ease of reference, and to comply with the proposed police Condition, I recommend a stand-alone welfare Policy to include those areas highlighted by police. The management of illegal drugs is covered in Section 8.2 of the 'Event/Safety Management Plan' and can be reproduced. The suggested use of Welfare Officers is best practice. These can be suitably trained existing members of staff or Door Supervisors, although dedicated Welfare Officers may be beneficial depending on the specific event and subject to risk assessment.



LICENCE CONDITIONS

22. Police have recommended Twenty (20) Conditions to be added to the licence. Having considered them they represent best practice and are common Licence Conditions for a premises such as that proposed to ensure promotion of the Licencing Objectives and I recommend they are accepted.

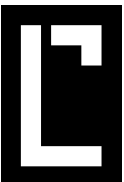
Consideration should be given to addressing the following areas that are not currently in the Event/Safety Management Plan to ensure compliance with the recommended Licence Conditions and Tower Hamlets Statement of Licensing Policy:

- Creation of a separate Welfare Policy.
 - The requirement for a Personal Licence holder to be on duty from 18.00 hours on Friday and Saturday night.
 - Inclusion in the 'Event/Safety management Plan' of minimum numbers of SIA Door Supervisors and the use of ID Scanning equipment for specified events (as shown above) and in consultation with police.
 - Documented training for all staff on Welfare and Vulnerability (Wave) and 'Ask for Angela' (to be included in Welfare Policy).
 - Work with local authority and Police to meet obligations under the Tower Hamlets Statement of Licensing Policy 2023 to 2028 in respect of the Women's Night Safety Charter and the prevention of drink spiking.
 - Documented Risk Assessments for all events.
 - Last entry provisions (Police recommend 01.00 hours but my understanding from the transport policy is that it will be before public transport stops running which may be earlier than this).
23. It would also be beneficial to identify who will perform the role of Designated Premises Supervisor (DPS) so that police can have confidence in their experience and ability to manage the premises safely and effectively.
24. The crowd management plan needs completing and attaching to the plan.



LOCAL AUTHORITY REPRESENTATION.

25. The representation from the local authority raises some concerns that relate to the historic operation of the premises, including unlicensed events that took place after the licence was handed in. These are not an indicator of what is likely with the premises under new operators.
26. Concern is raised about management of taxis picking up customers at the end of events. The present operating policy covers this area and there is a management plan in place to manage dispersal of customers and management of taxis and other private hire vehicles arriving to pick up customers leaving the premises.
27. The representation also raises concern about the management of the premises generally and specifically of those arriving at the site and leaving it. These are covered in the Event/Management plan and the traffic plan that is now available.



CONCLUSION

28. Having had the opportunity to review the Event/Management plan, Traffic plan and the associated documentation, as well as considering the representation received it is my view that, with the addition of the Conditions proposed by police and recommendations shown above, the operation of this premises in the manner described will support the Licensing Objectives.



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Traffic and Transport Management Plan

Little LDN

Document Reference: LITLDNLM24

Document Version: 1.3

Document Status: ISSUED

Date Issued: 25/03/2024

DOCUMENT INFORMATION

Document Details

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Version Control

Version	Date Issued	Status	Checked By	Status
1.1	26/02/2024	DRAFT	Holly Hoban	Issued
1.2	01/03/2024	DRAFT	Holly Hoban	Issued
1.3	25/03/2024	DRAFT	Holly Hoban	Issued

Document Scope

This document provides details of the traffic and transport management arrangements to be implemented for a series of events planned to be held at Little LDN venue in the London Borough of Tower Hamlets. This document focuses on the following areas:

- The highway network surrounding the event site
- The temporary traffic management arrangements to be implemented in order to reduce the impact of the event on the local area, and facilitate the safe access and egress of persons to and from the event site
- The transport network surrounding the event site
- The expected transport use forecast for the events

The overriding objective of this document is:

- To ensure the safe access of persons to and from the venue
- To ensure the safe management of pedestrians on the primary ingress and egress routes
- To ensure there is minimal impact to the local area including no noise nuisance or obstruction to the highway

All provisions on privately owned land will only be implemented with approval from the relevant authority or land owner. This document should be read in conjunction with:

- The Event Safety Management Plan
- The Crowd Management Plan
- Egress Management Plan

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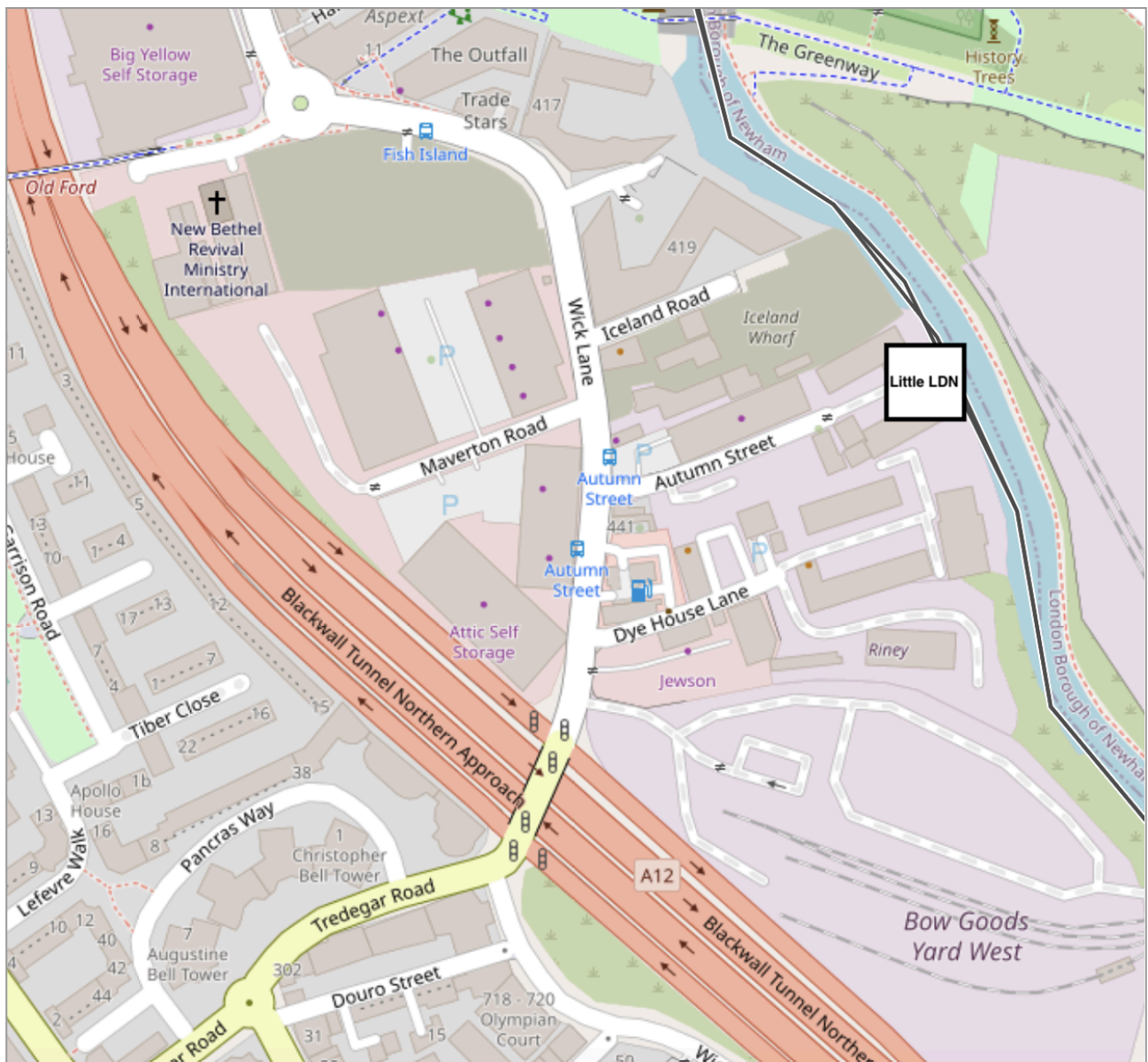
STAKEHOLDERS

TABLE 1 : STAKEHOLDERS		
Agency	Role	Representative
The Last Mile	Traffic and Transport Management Consultant	Owen Blackwood
Little LDN	Venue	Matthew Blewitt
London Borough of Tower Hamlets	Highways	Tricia Bruni Souheb Khan
Metropolitan Police Service	Central East Licensing Unit	Mark Perry
Transport for London	London Underground TfL Buses TfL Surface Events	Various
Transport for London (TfL)	Taxis and Private Hire	Nicole Harris
Sentra Security	Crowd Management/Security	Steven Penn

OVERVIEW

TABLE 2 : VENUE AND EVENT OVERVIEW	
Item	Information
Venue Details	Little LDN Studio 2, Unit 3 Autumn St E3 2TT
Venue Capacity	Up to 300 persons per event
Operational Hours	19:00 - 03:00 Last Entry: 23:00

VENUE LOCATION



Highway Network

Key routes surrounding the venue include:

TABLE 3 : HIGHWAY NETWORK	
Road Name	Road Status
Wick Lane	Maintained by the London Borough of Tower Hamlets
Autumn Street	Maintained by the London Borough of Tower Hamlets
A12	National Highways

Transport Network - Rail

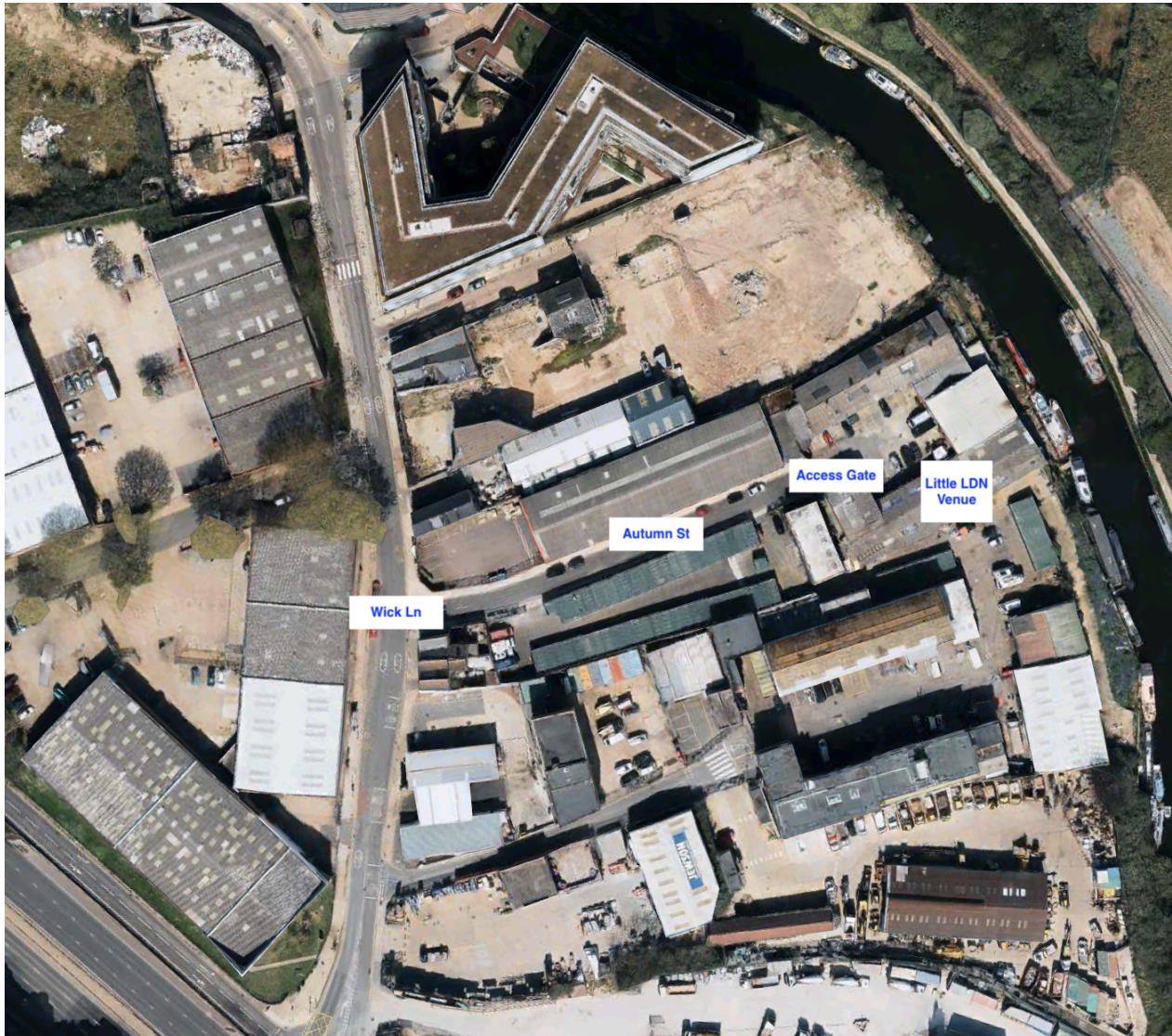
TABLE 4 : TRANSPORT HUBS - RAIL	
Station	Service Details
Stratford	London Underground - Jubilee Line London Underground - Central Line Elizabeth Line London Overground
Hackney Wick	London Overground


Transport Network - Buses

TABLE 5 : TFL BUSES	
Route Number	Route
339	Leytonstone - Shadwell
276	Newham General - Stoke Newington
488	Bromley-by-Bow - Dalston

SITE ACCESS

TABLE 6 : ACCESS GATES

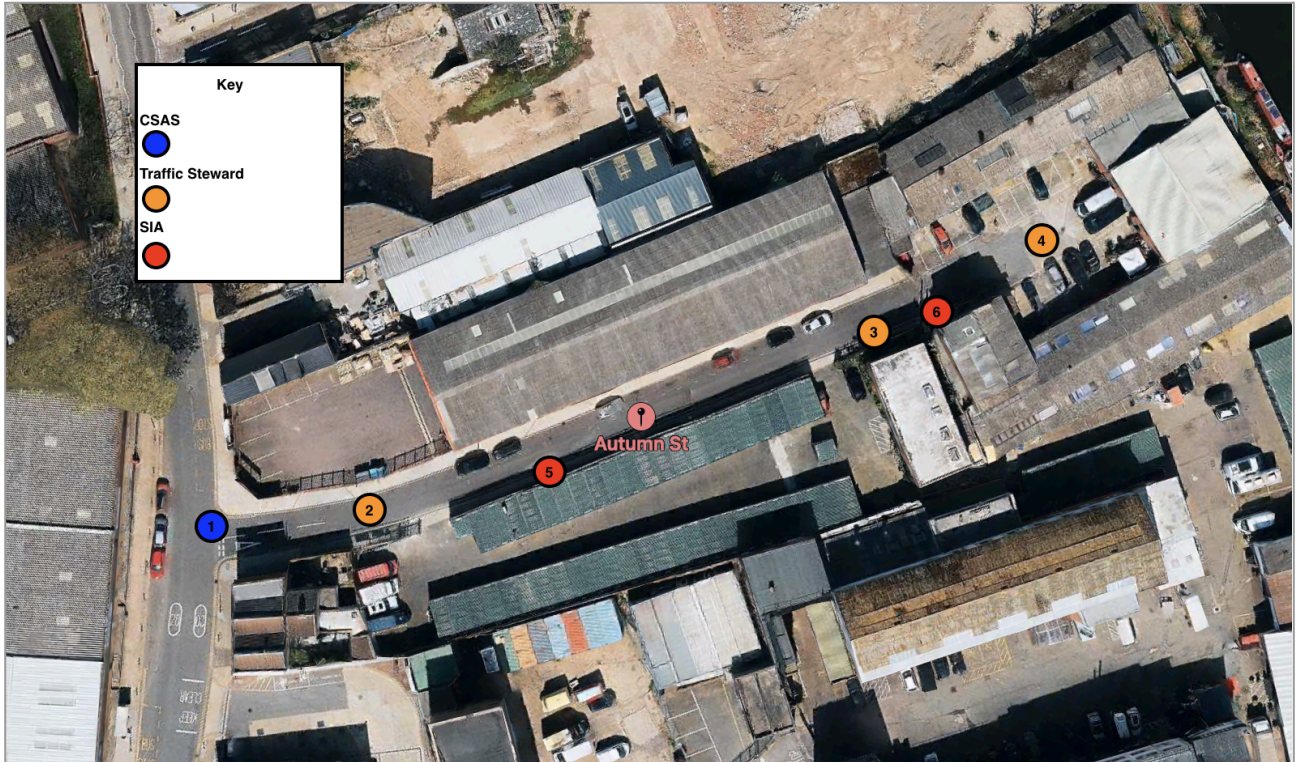


Gate Reference	Image	Road Access	Usage During Events
Main Access Gate		Road Access: Autumn St	Live event phase: Pedestrian access and exit Vehicle access and exit

TRAFFIC AND CROWD MANAGEMENT STAFFING

A team of crowd management personnel and traffic management staff will be deployed outside the venue to promote safe and effective ingress and egress, whilst causing minimal disruption to the highway and local residents.

Police-accredited traffic staff (CSAS), with powers to stop and direct traffic, will be deployed at the junction of Wick Lane and Autumn St, in order to control traffic ingress and egress to the on site pick-up and drop-off provision.



**Staffing provisions above are suggested for the initial opening period of the venue and will be continually reviewed to ensure the deployment is conducive to supporting the traffic management measures

TABLE 7 : DEPLOYMENTS			
Number	Role	Ingress	Egress
1	CSAS	<ul style="list-style-type: none"> Use police powers to stop and direct traffic on Wick Lane junction with Autumn Street Promote positive traffic flow on Wick Lane Ensure vehicles are not stopping on Wick Lane and push venue related traffic to Autumn Street Keep of log of VRN for vehicles contravening proposed TM measures 	<ul style="list-style-type: none"> Use police powers to stop and direct traffic on Wick Lane at the junction with Autumn Street Promote positive traffic flow on Wick Lane Ensure vehicles are not stopping on Wick Lane and push venue related traffic to Autumn Street Keep of log of VRN for vehicles contravening proposed TM measures and venue rules
2	Traffic Steward	<ul style="list-style-type: none"> Assist CSAS operative with managing traffic flow at the top of Autumn Street Ensure vehicles are not stopping on Autumn St 	<ul style="list-style-type: none"> Assist CSAS operative with managing traffic flow at the top of Autumn Street Ensure vehicles are not stopping on Autumn St
3	Traffic Steward	<ul style="list-style-type: none"> Manage flow in and out of gate into yard Ensure vehicles are not stopping on Autumn Street 	<ul style="list-style-type: none"> Manage flow in and out of gate into yard Ensure any customers leaving on foot use the designated walkway Reinforce venue rules as customers are leaving
4	Traffic Steward	<ul style="list-style-type: none"> Direct vehicles into drop-off area Ensure vehicles leave the yard immediately once they have dropped off 	<ul style="list-style-type: none"> Direct vehicles into holding bays Retrieve booking details from driver and match with customer Remind drivers and customers of venue rules
5/6	SIA	<ul style="list-style-type: none"> Support traffic stewards as an external presence on Autumn Street Intervene with any anti-social behaviour or noise disturbance 	<ul style="list-style-type: none"> Support traffic stewards as an external presence on Autumn Street Intervene with any anti-social behaviour or noise disturbance Move on any customers at the top of Wick Lane

LIVE EVENT PHASE - TRANSPORT USE FORECAST

TABLE 8 : TRANSPORT USE FORECAST		
Transport Type	Mode Share Forecast	Number of Persons
Taxi or private drop-off/pick-up	80%	180
Local Bus	10%	60
Other (Walk, Drive, Cycle, Local Rail Hubs)	10%	60
Totals	100%	300

Attendees are anticipated to arrive and depart via the following modes of transport:

Taxi or private drop-off - 80% of the audience are expected to route to and from the venue by taxi or private hire vehicle. A dedicated pick-up and drop-off area will be made available within the venue footprint to accommodate arrivals and departures by taxi or privately arranged drop-off.

Local Bus - 10% of the audience are expected to use bus services available from Wick Lane.

Other (walk, bus, drive, Cycle, local rail hubs) - 10% of the audience are expected to route to and from the venue via other modes of transport, including walking, cycling, driving, local bus services and the nearest rail hubs.

Attendee Departure Forecast

TABLE 9 : ATTENDEE DEPARTURE FORECAST BY TRANSPORT TYPE		Taxi or private drop-off/pick-up	Local Bus	Other (Walk, Drive, Cycle, Stratford Station, Hackney Wick Station)
		80%	10%	10%
Time	%	Number of Persons		
Pre 22:00	5%	9	3	3
22:00 - 23:00	3%	5	2	2
23:00 - 00:00	6%	12	4	4
00:00 - 01:00	10%	18	6	6
01:00 - 02:00	20%	36	12	12
02:00 - 03:00	38%	68	22	22
03:00 - 03:30	18%	32	11	11

Vehicle Departure Forecast

TABLE 10 : ATTENDEE DEPARTURE FORECAST BY TRANSPORT TYPE		Taxi or private drop-off/pick-up	Local Bus	Other (Walk, Drive, Cycle, Stratford Station, Hackney Wick Station)
		80%	10%	10%
Time	%	Number of Vehicles		
Pre 22:00	5%	2	N/A	N/A
22:00 - 23:00	3%	2	N/A	N/A
23:00 - 00:00	6%	5	N/A	N/A
00:00 - 01:00	10%	8	N/A	N/A
01:00 - 02:00	20%	15	N/A	N/A
02:00 - 03:00	38%	29	N/A	N/A
03:00 - 03:30	18%	13	N/A	N/A

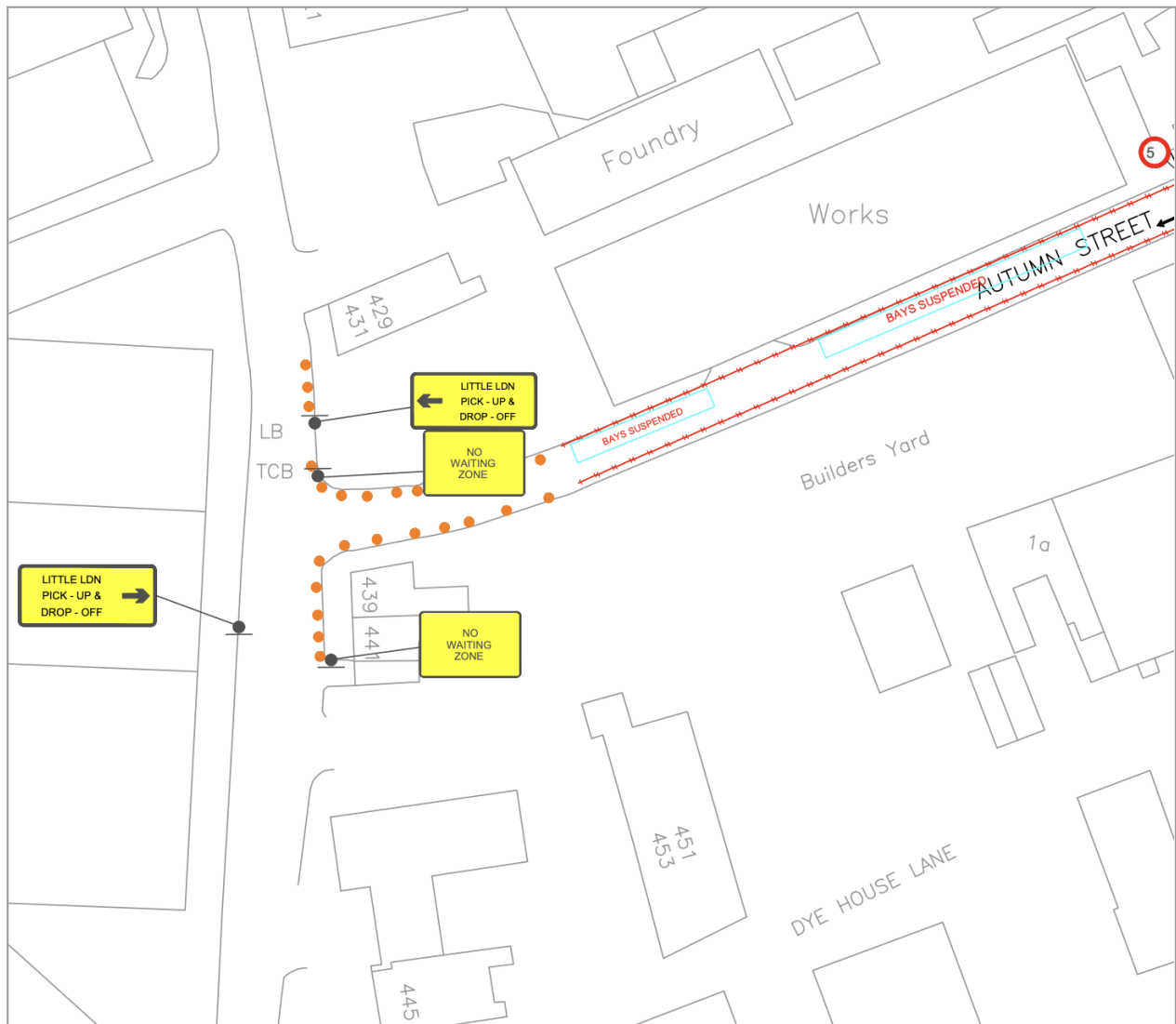
** The vehicle forecasts above have been prepared using an average car occupancy of 2.4 persons per vehicle.

** The arrival and departure profiles used here are indicative for planning purposes only and are subject to change. The data is based on egress data collected from events with a similar profile at LDN East, a venue operated by the same licensee.

TRAFFIC AND PEDESTRIAN MANAGEMENT

TABLE 11 : TRAFFIC MANAGEMENT MEASURES - LIVE EVENT PHASE

Insert 1

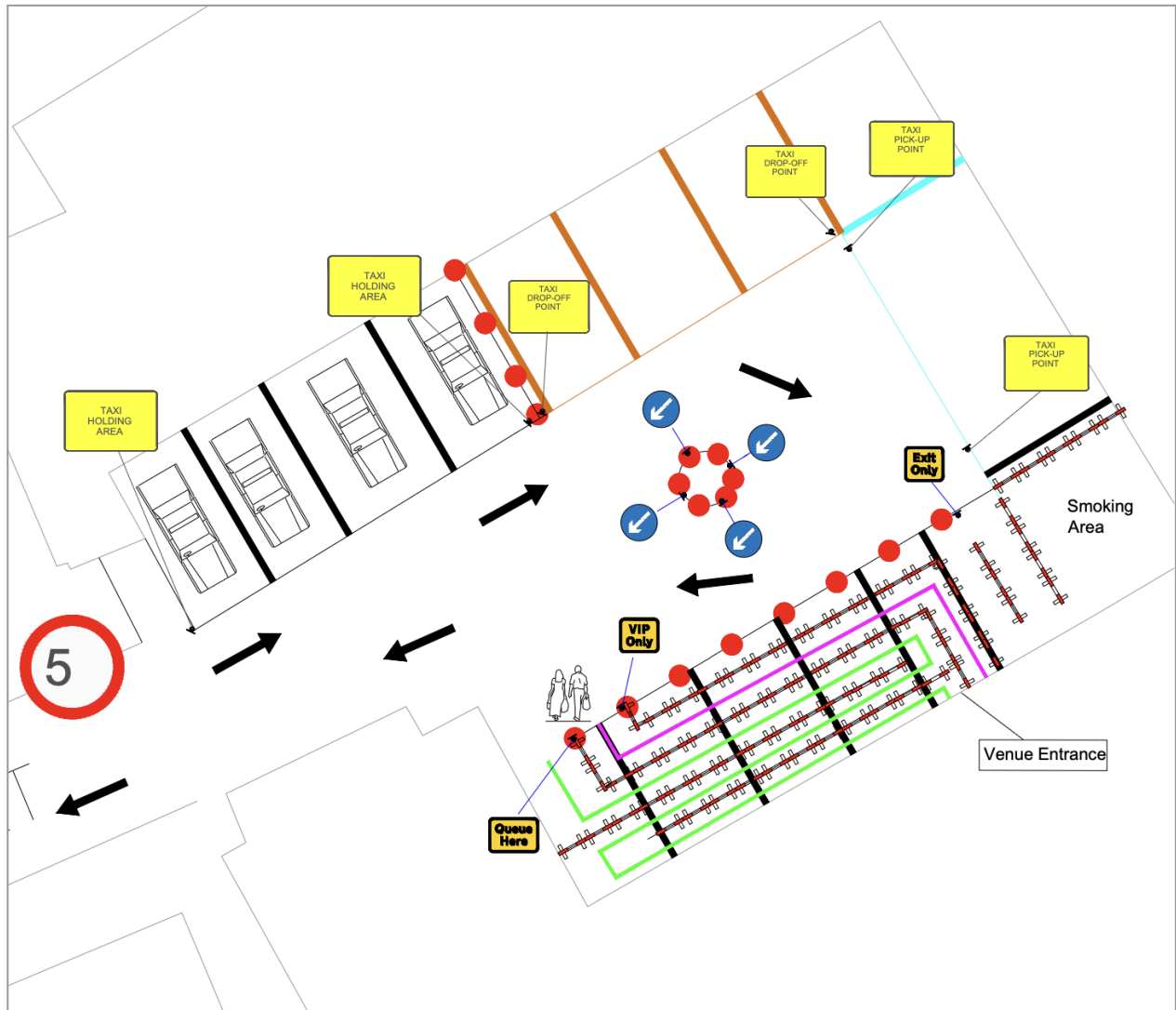


Details

- Chapter 8 compliant directional road signage will be installed in order to route vehicles associated with the venue to the designated on-site drop-off point
- Chapter 8 compliant road signage will be used to deter parking and waiting on Wick Lane for any venue related traffic
- Crowd Control Barriers will be placed on the footway of Autumn Street in order to create a physical segregation between the footway and the highway
- No waiting cones will be installed on Wick Lane and Autumn Street in order to deter venue related vehicles from using any location other than the on-site area to drop-off or pick-up, minimising obstruction to the highway
- Subject to agreement from the local highways authority, parking bays on Autumn Street will be suspended outside operational hours to promote a two-way traffic flow at all times

TABLE 12 : TRAFFIC MANAGEMENT MEASURES - ON SITE SET UP

Insert 1

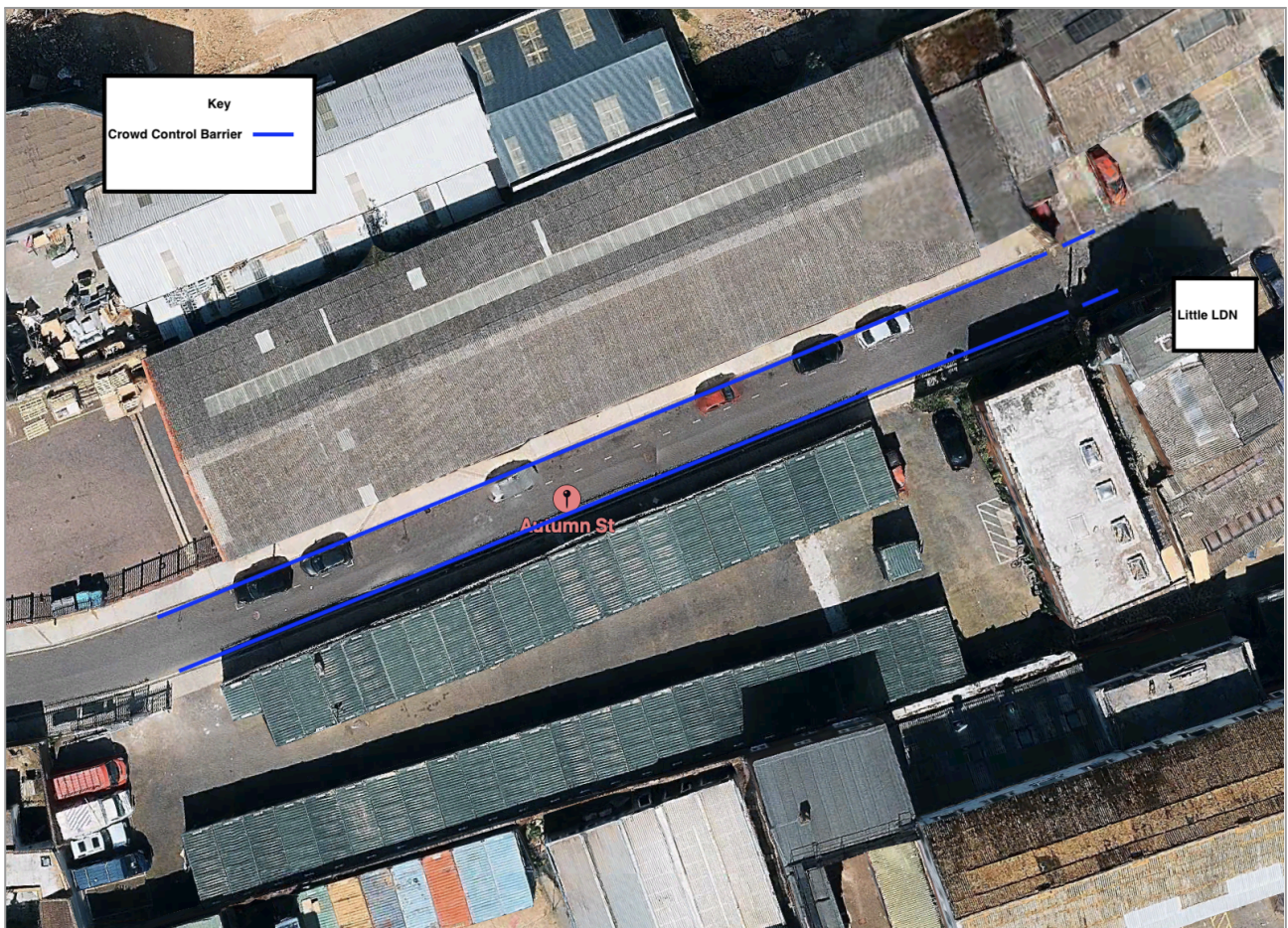


Details

- Chapter 8 compliant directional road signage will be installed in order to route vehicles to the pick-up point, drop-off point and vehicle holding area
- A one-way system in place for all vehicles
- 5 mph on-site vehicle speed limit

BARRIER MAP

Autumn St



The external barrier placement on Autumn Street will be used to create a segregation between the footway and highway to eliminate obstruction to the highway for vehicular access as well as for pedestrian safety.

Based on the flow rates as recommended in the The Purple Guide, the pavement spaces on both sides of Autumn Street offer 1 metre of width. Using the flow rate of 66 people per minute and looking at a 15 minute dispersal window at the peak egress time block, the flow rate can be calculated as follows:

$$1 \times 66 \times 15 = 990 \text{ persons in 15 minutes}$$

This calculation shows that there is sufficient space on the pavement for crowd dispersal. As well as enough density to use the walkway as a queuing system or hold point should the need arise from a crowd management perspective.

TAXI DROP-OFFS AND PICK-UPS

App-Based Taxi Companies

Consultation will take place with taxi companies, including Uber and Bolt, in order to set a designated and geofenced pick-up point within 39 Autumn St, as per the above plans. This will create the pick-up location as the yard space outside the venue forcing all vehicles to drop off and collect from here. This will show as the meet point for all customers booking from the venue and all drivers will be advised by traffic management and crowd management staff that they must only collect from the designated area. A blackout zone will be implemented to ensure that vehicles booked directly outside of the venue and also the area surrounding the venue are only able to pick up from the yard at 39 Autumn Street, capturing any attempts to book vehicles from anywhere other than the yard area and forcing all vehicles and customers to the designated on-site space.

Local Taxis

Local taxi companies will be informed of venue operational hours and pick-up and drop-off location, in the event that they wish to send drivers to aid with venue dispersal. Telephone numbers of these firms will be made available to customers upon exiting.

Stewarding and Marshalling

A professional taxi marshalling company will be appointed in order to manage the designated location for collections.

Noise Management

In order to mitigate noise disturbance from the venue by those wishing to leave, customers will be advised to book their private hire vehicles at the exit point of the venue, all customers will be asked to wait in the designated area for their vehicle, where they will be held by crowd management staff. Traffic Management staff will direct vehicles in and check booking details before matching up with customers. Repeat signage will be used on the exit route, at each point of the egress, to remind customers to keep noise to a minimum, this will be reinforced by all staffing deployments.

TFL licensing

TFL licensing will be made aware of the on-site provision for and should they wish may conduct a licensing visit at any time to ensure driver compliance.

Venue Rules

In order to mitigate potential disruption from the venue, the following rules will be displayed and implemented by the venue:

- Speed limit of 5 MPH
- No use of horns after 23:00 hours
- Drivers must stay with vehicles at all times and should not attempt to collect patrons

Crowd Management and Traffic Management staff will work together to remind and reinforce these rules. Those found to be in breach will be reported via the relevant channels.

OTHER EVENTS AND WORKS

Where possible, collaboration will take place to ensure appropriate mitigation measures are in place to accommodate pedestrians associated with events at the venue.

PARKING

There will be no parking available on site. This will be communicated by the venue to all customers and staff.

MONITORING AND REVIEW

When required, coordination meetings will be held with The London Boroughs of Tower Hamlets highways department. Other stakeholders, including the Police licensing, may be invited to attend these meetings. In the event that there are planned or emergency works taking place that may impact upon the provisions detailed within this document, a meeting will take place in order to establish collaborative arrangements, where possible.

EMERGENCY ACCESS

Emergency access to the venue is via the main access gate on Autumn St. In the event that the main entrance is compromised, a contingency route is available via the back entrance of the venue at Dye House Lane.

CONTINGENCY PLANNING

At the time of writing, consultation is taking place with LBTH Highways to discuss the feasibility of a 24-hour parking suspension for the bays on Autumn Street. This would allow for the bays to be non-operational during venue operating hours allowing for highways to remove any vehicle contravening this restriction ensuring that access to 39 Autumn is uncompromised venue traffic. Any contravening vehicles would be reported immediately.

In the unlikely event that a vehicle causes disruption to the access route during egress, CSAS personnel would be redeployed to manage traffic down the street on a give and take basis.

SUMMARY

This document details the provisions proposed to be implemented to facilitate the safe ingress and egress of visitors to events taking place at Little LDN. The provisions contained within this document will be kept under review.

APPENDICES

TABLE 13 : APPENDICES	
Number	Description
1	External TM Overview
2	On Site Set-Up



Unit 3, 39 Autumn Street E3 2TT

SECURITY MANAGEMENT PLAN

Little LDN



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Introduction

Contractor

Security operations, including staffing, preparations and management will be undertaken by *Full Force Security* on behalf of Little LDN Ltd, an SIA-accredited security firm with extensive London nightlife experience.

Objectives

The plan has been created with health and safety and the 4 main licensing objectives in mind:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children (and the vulnerable) from harm

The implementations draw upon the contractor and promoter's prior experience operating a wide variety of nightlife and entertainment venues safely, effectively, and with minimal public nuisance, as well as:

- Little LDN's Event Management Plan
- HSE advice to Crowds in Public Venues
- HSE guidance to safe crowd management
- British Standards in Door Supervision and Event Stewarding.

This plan provides a generic overview and supplies information for multiple events. Each event will merit its own Assignment Instructions, Risk Assessments and Standard Operating Procedures.

Strategic Objectives

The Venue and its appointed contractor seek to supply SIA qualified security fit for purpose with the relevant experience, knowledge and training for the type of events that will ensure the safety of the public and maintain the integrity of all security related matters.

There will be security deployed as per the below venue plan, which has been developed after an assessment based on site visits, knowledge of similar events and industry experience. Security officers will be on site, briefed and ready in position, before the doors open.

SIA Licensed Security staff will carry out any security function that is identified as a 'Licensable Activity' under the Private Security Industry Act 2001, in and around the site to ensure the protection and security of people, assets and property. They are entitled to make the decisions on the suitability of persons to enter or remain in licensed areas. This may include Body & Bag Searching, Refusal of entry or Ejections.

Radios shall be used to maintain communications and all operators shall be competent in radio procedure. Communications will be managed discretely through use of earpieces.

Any serious disturbance or any other emergency at the event area, which cannot be dealt with by the Stewards, shall be reported at once to the Police via the Head of Security (HoS), so as to avoid multiple calls.

The event organisers have engaged with Full Force Security to deliver the following strategic safety and security objectives:

- Minimise the risk of any person on premises before, during or after the event becoming a victim of violent crime.
- Minimise the risk of any person on site before, during or after the event coming to serious harm through using the use of alcohol, illegal drugs or legal highs.
- Minimise the risk of persons on site before, during or after the event becoming victims of sexual violence.
- Minimise the risk of persons attending or working the event becoming victims of acquisitive crime.
- Continuously seek to identify and reduce any risks to vulnerable people, or groups attending the event whether that vulnerability be due to age, disability, intoxication, or any other cause.
- Minimise the risk of significant disorder or anti-social behaviour. This will be through targeted intelligence, patrol and response to potential hotspots and any identified groups or individuals posing a threat of such disorder.
- Facilitate the safe ingress and egress to site of all persons always attending this event whilst seeking to minimise the disruption to and impact upon the local community. Where community impact from the event does occur - responding swiftly and professionally to resolve issues quickly and satisfactorily.
- Facilitate the safe movement of customers around the site including diverting customers from structures if they are closed or at capacity.
- Ensure that the licensing objectives and conditions are being met by all bars and food traders.

Management Team and Structure

The venue's Event Manager and contractor's appointed onsite Head of Security shall jointly make all decisions on all crowd management and safety decisions.

The groups under management of the HoS shall comprise of:

- Search/Entry Team
 - Tasked with queue management, search of persons/belongings, and ensuring patrons queueing up do so safely, efficiently, and quietly.
 - All those conducting searches must have a valid SIA Door Supervisor Licence.
- Event Stewards/Crowd Marshals
 - Tasked with monitoring crowds to spot ASB, prevent overcrowding, and report to management.

- Response Team
 - Mobile units who shall respond to any incidents immediately to de-escalate or take further action

Staff Briefing

On arrival at the venue, the HoS will perform a staff briefing and walkaround for all security personnel, including but not limited to:

- Positions and responsibilities of each staff member
- Distribution of equipment, accreditation and identifiable uniforms
- Event timings
- Expected event demographic and capacity
- Any relevant intelligence pertaining to security gathered from other similar events
- Evacuation plans
- Accreditation levels (inc. any wristbands/passes)
- Any Counter-terrorism intelligence and procedures (e.g. the HOT principle, or Run, Hide, Tell)
- Any specifics related to the venue's welfare policy (e.g. Ask for Angela procedure)

Contractor Requirements

There is currently no plans on employing sub-contractors for security services. Any need for sub-contraction (e.g. supply chain/staffing issues) must be run by venue management before confirmed.

All contractors or freelancers will be required to hold full Public Liability Insurance with a minimum of £5m excess.

All security staff shall be subjected to the following checks from the contractor to commence work at the venue:

- 5-year work history
- Criminal history check
- Credit check
- Commence work on a casual basis.
- Global watchlists check
- Addition of social media checks as a recommended best practice
- Right to Work checks corresponding to DBS identity requirements (previously 'SIA identity requirements')
- Retention of each candidate's screening file – during the whole employment period, for those unsuccessful applicants, for 12 months and after the end of employment, specified records may be held for an additional seven years.

The below are further advisable trainings that may be required by all or some security staff members:

- Front of Stage Pit Barrier (Level 2)
- Emergency First Aid
- Customer Care
- Communication (Radio etiquette, voice procedures and control of airwaves)
- Ingress, Circulation and Egress with basic crowd management
- Physical Intervention
- Search Procedures
- Spectator Safety

Security Schedule

Prior to each event, a security schedule shall be drawn up for that specific event. This will be based on the individual event’s risk assessment, which will determine potential risk based upon:

- Projected attendance capacity
- Attendee demographic
- Event timings
- Event type

The schedule will then show, determined by perceived risk level:

- Number of staff supplied for each position.
- Type of staff (i.e. SIA accreditation) supplied for each position.
- Deployment location, cross-referenced with the Dot Plan, and Radio Call Signs
- Start and finish time for each position.
- Transition of Pre-Event, During Event & Post Event deployments
- Briefing packs for each event and for each deployment

Event Timings

Each event will have varying timings, dependent on the operating schedule, performances, and any licence conditions (e.g. last entry). The schedule for a typical event is shown below:

Time	Activity
5 days pre-live	Risk assessment formulated and confirmed by Venue manager and sent to HoS for staff procurement and planning of security schedule
2 days pre-live	Security Schedule sent to Venue Manager for confirmation
Live day 18:00	Security arrive onsite for briefing and walkaround. Equipment distributed.
19:00	Doors open. Ingress and search operation commences.
23:00	Last entry. Forecourt turned around into egress layout.
02:30	Bars close, music gradually fades, and house lights gradually turned up
03:00	Event finishes, music off. All staff on venue sweep and egress stewarding

03:30	Once venue and forecourt are completely clear of attendees, security can be stood down.
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Security Deployment Phases

The following phases will determine security personnel deployment and resourcing. The below are subject to change based on the specific operations and timings of the event.

Phase	Actions/Notes
Ingress	<ul style="list-style-type: none"> • Prior to this phase, all onsite staff will have undergone a briefing from HoS. • From venue opening time until the majority of guests (80%) have entered • The first hour of venue opening is anticipated to be the quietest. The majority of staff breaks will be given during this time. • Peak queueing times are anticipated to be between 21:00 and 22:00. • During peak queueing, additional door supervisors may be deployed on search positions to expedite venue entry and prevent noise from the queue to local residents. • There will always be at least one security steward monitoring the queue to prevent ASB.
Main Event	<ul style="list-style-type: none"> • After the majority (80%) of guests have entered, or at last entry, whichever is sooner • All search personnel will be re-deployed into response/crowd supervision roles, or remain at the entrance to remind those leaving to do so quickly and quietly. • The majority of incidents/calls are expected to occur in this time, especially later on into the event.
Egress	<ul style="list-style-type: none"> • This phase will begin in tandem with the venue's "wind-down" procedure, involving the fading down of music and up of house lights. • Subsequent to this phase, a Event Liaison Team (ELT) meeting will take place between HoS, traffic management and venue management on strategy to egress the venue efficiently, quietly and safely. Factors such as staff deployment, number of attendees remaining, and any relevant incidents will be discussed to finalise a best practice. • This is the busiest point in the event for the security team. • No staff breaks shall occur during this time. • All staff shall be deployed on clearing the venue or outside the venue politely reminding attendees of the options to get home. • All security staff will be conversant in the venue's egress and dispersal policies, as well as any noise sensitive locations (e.g. 439-441 Wick Lane), and any previous complaints from locals to be mindful of mitigating against.

	<ul style="list-style-type: none"> • Utmost priority will be made to ensure that all patrons waiting for taxis do so inside the forecourt, and don't exit onto Wick Lane, so as to prevent unnecessary foot-traffic onto the busy road, and contain the noise of car doors and voices. • Only once the site and surroundings are clear of attendees will the security team be stood down. • The security team may be required to help the housekeeping team in their litter-sweeping duties in the forecourt and down Autumn Street, to ensure the area is clear from litter for the next morning.
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Egress and Dispersal Policy

The Venue's egress and dispersal policy can be found in Section 7 of the Venue's Event Management Plan.

Particular care must be paid to the prevention of public nuisance noise pollution of attendees upon egress. Security should additionally bear the following mitigation procedures and information in mind:

- High security presence in forecourt to encourage all attendees to order and get into taxis quickly and quietly.
- Customer service and de-escalation training shall be mandatory for all staff to prevent shouting and arguments outside the venue, and encourage the expediting of crowd dispersal.
- Staff shall all be briefed on previous intelligence and complaints from local residents to prevent future occurrence, eg:
 - Car doors slamming too loudly
 - Litter in window boxes
- Clear signage and ped fencing will be in place throughout the egress phase of the event, including:
 - taxi and pedestrian directional signage
 - Signs reminding patrons that local residents are sleeping and to please be mindful.
- Any private-hire drivers using their horn after 23:00 will be politely asked to refrain from doing so. Repeated offence will result in reporting to TfL.
- Security may be called upon to help perform a litter sweep of the surrounding areas after attendees have left.
- Only when all surrounding areas are clear of both attendees and litter shall the security team be stood down.

Search Policy

The Venue's search policy can be found in Section 8.3 of the Venue's Event Management Plan.

Based on a projected maximum hourly flow rate of 120 persons, 2 search operatives (of both male and female) is deemed to be sufficient.

Ejection Policy

The Venue's ejection policy can be found in Section 8.4 of the Venue's Event Management Plan.

Anti-Theft Policy

As part of the commitment to the licensing objective of prevention of crime and disorder, the following steps have been put into place to ensure that theft is discouraged and dealt with correctly and in line with the Venue's zero-tolerance approach.

The following prevention measures will be implemented:

- Visible security at all points throughout the location to deter theft and monitor attendee behaviour
- CCTV cameras will be installed and monitored to survey activity and identify any suspicious behaviour in all key locations including:
 - Bars
 - Entrances/exits
 - Outside gathering areas
 - Cloakroom
 - Dancefloors
- All staff members will be trained to recognize signs of potential theft, such as:
 - Loitering
 - unauthorized access to restricted areas
 - attempts to conceal items.
- Attendee education (e.g. advice from staff members and signage around the venue) will be used to remind patrons to be vigilant and keep their belongings safe at the Venue.
- A lost and found service will be available and clearly demarcated in the cloakroom area to encourage patrons to return lost goods.

Should a theft be reported, the following procedures will be followed:

- A witness report will be gathered from the victim. They will be advised to call 101.
- The alleged perpetrator will be detained where possible and interrogated in a facility away from the victim.
- The Police will be contacted.
- The reports, including descriptions of all involved will be logged
- Any CCTV evidence shall be saved on an external drive
- Patrons found to be thieves will be blacklisted from the Venue.

Should a trend be seen to be occurring at the venue, prevention responses may include:

- Deployment of further uniformed or non-uniformed personnel to the area
- Searching of the public on egress to the event
- Undertaking joint patrols with Police
- Liaising with venue management to deploy further resources (e.g. fencing/lighting/CCTV to the problem area).

Crime Scene and Incident Management Procedures

Responsibilities of the First Member of Staff on Scene

- Find the location of the incident
- Conduct a DYNAMIC RISK ASSESSMENT considering their safety and the safety of others
- The first responder will need to take charge of the scene following an incident, controlling access to the scene, until relieved by the police, security or other management staff.
- Prohibit interference with the crime scene (Unless necessary to save life or treat a casualty. In this case make sure to inform the police that this has happened).
- The aim of this action is to:
 - **Prevent evidence from contamination** i.e., adding footprints to a scene, or leaving any other items at the scene which were not there at the time the incident took place.
 - **Prevent evidence from being destroyed** i.e., smudging fingerprints, or walking on footprints in blood.
 - **Prevent evidence from being removed** i.e., glasses or weapons being moved, or furniture being rearranged.
 - **Prevent evidence from being moved** i.e., unnecessary tidying up when the items may be of importance.

Should there be persons hurt, the immediate priority should be preservation of life, and any security staff may be called upon to administer first aid until the dedicated venue medical team arrive. If so, they should follow the below steps:

- Ask for their name. This might be useful later on.
- Wear protective gloves.
- Update the Control Room/HoS as to their exact location.
- Ask the Control Room to call for an ambulance and the police, if they are required.
 - Staff should not call emergency services themselves, and advise attendees the same so as to avoid multiple calls for the same incident, which can put unnecessary strain on emergency services.
- Assess whether there is a need for any further support at the scene. (People, first aid kit, bleed kit, defibrillator, cordon tape).
 - Are there sufficient people at the scene to secure all sides of the crime scene and control members of the public away from the scene/out of the immediate area?

- Find any witnesses and take their details (should they decide to leave before the police have arrived).
- Protect vital evidence, especially if this evidence is endangered by the weather or may be removed by someone else prior to the arrival of the police.
- Divert pedestrians and traffic away from the scene if necessary, either to preserve evidence or prevent injury
- Mark the boundary of the crime scene and try to prevent anyone including colleagues from walking through it. Use cordon tape if available.
- On the arrival of police, be ready for them to ask for an assessment of what has happened, who was involved, the seriousness of any injuries (if the casualty has already left the scene), and the details of any witnesses.
- Police will generally assume responsibility for the scene, **but it will be the Security Team's duty to continue to support them with the** ongoing management of the scene, cordons, directing members of the public, etc.
- Record and log your any actions taken ad report to HoS post-incident for a de-brief
- Check the area for anything that may have been missed.
- Request the Control Room to contact housekeeping to arrange for the area to be cleaned as best as is possible, only after Police/HoS has deemed the crime scene fully investigated.

Responsibilities of the HoS and Venue Management

On information that there is an incident or crime scene, the Venue Manager or Head of Security should take the following action:

- Start a log entry, detailing:
 - Incident description
 - Date
 - Time
 - Exact location
 - Descriptions and details of any attendees/staff involved
 - Remedial actions taken
 - Any calls to emergency services
 - Any preventative actions taken post-incident to mitigate against future incidents.
- Decide whether there is a need to notify the police or ambulance service. Consider their 'route' best way of approaching the crime scene without contaminating the scene. This may involve liaison with traffic or venue management to ensure unimpeded access to the entrance.
- Confirm if there are any injured parties. Is there a need at the scene for a first aid kit, bleed kit or defibrillator? Liaise with the onsite medical staff.
- Check any CCTV footage of the area for any further intelligence pertaining to the event, including those cameras that might show potential witnesses, victims and suspects leaving the area.
- Consider whether there are sufficient resources (e.g. staff, cordon tape) at the scene to deal with the incident.

- Once the scene has been handed back from the police, check whether it needs cleaning before it is reopened to the public. This should include the removal of first aid debris and the removal of any cordon tape used.

Counter Terrorism (CT) Posture

The current threat level for international terrorism in the UK is **Substantial**, meaning there is a strong possibility of an attack.

The Venue takes a view that any CT measures should be commensurate to the threat levels prevailing within the UK and be scalable to known risks within the entertainment sector. All measures should be balanced to offer attendees reassurance that their safety is the event's priority, whilst not losing sight of the operating and customer service needs of the event. The security contractor shall periodically train its front-line team in courses such as ACT.

The methods to monitor/ deter/ interrupt and report suspicious behaviour are summarised as follows:

- Searches of all persons entering the site, including staff and artists, in accordance with the search policy detailed in the Venue's EMP.
- All events shall be ticketed, and advance purchase required to gain access.
- All staff briefings to include relevant CT intelligence and policies.
- Regular patrols of the perimeter of the site during all phases of the event.
- Ensuring that all entrances and exits are manned
- Accreditation of all onsite staff and artists.
- HoS and Venue manager in frequent open-communication with the local Police department to receive current updates, advice and intelligence.
- Should the Threat Level change, the response and methodology of the Venue's CT policy may be updated proportionally, and made available upon request to all Responsible Authorities and stakeholders.

Unattended item procedure

All venue staff shall be conversant in the HOTS and 4 C's principles detailed below if an unattended item is found. Upon finding such an item, ask if the item is:

- **Hidden?**
- **Obviously suspicious?**
- **Typical for the environment? If not, escalate by requesting...**
- **Security action**

Security will act based on the following if the item is deemed suspicious using:

- **Confirm** situation to HoS
- **Clear** the area of non-essential staff
- **Communicate** the situation to Venue/Security management

- **Control** the area and cordon if required (100m radius advised for items up to briefcase size, else 200m).

Security Deployment Plan

The below shows a typical event security deployment plan. The specific quantity, role and deployment locations of staffing resources is subject to change depending on the event-specific risk assessment, however a minimum security ratio of 1:75 shall always be adhered to, which falls above industry standard practice and minimums guidance.

Key:

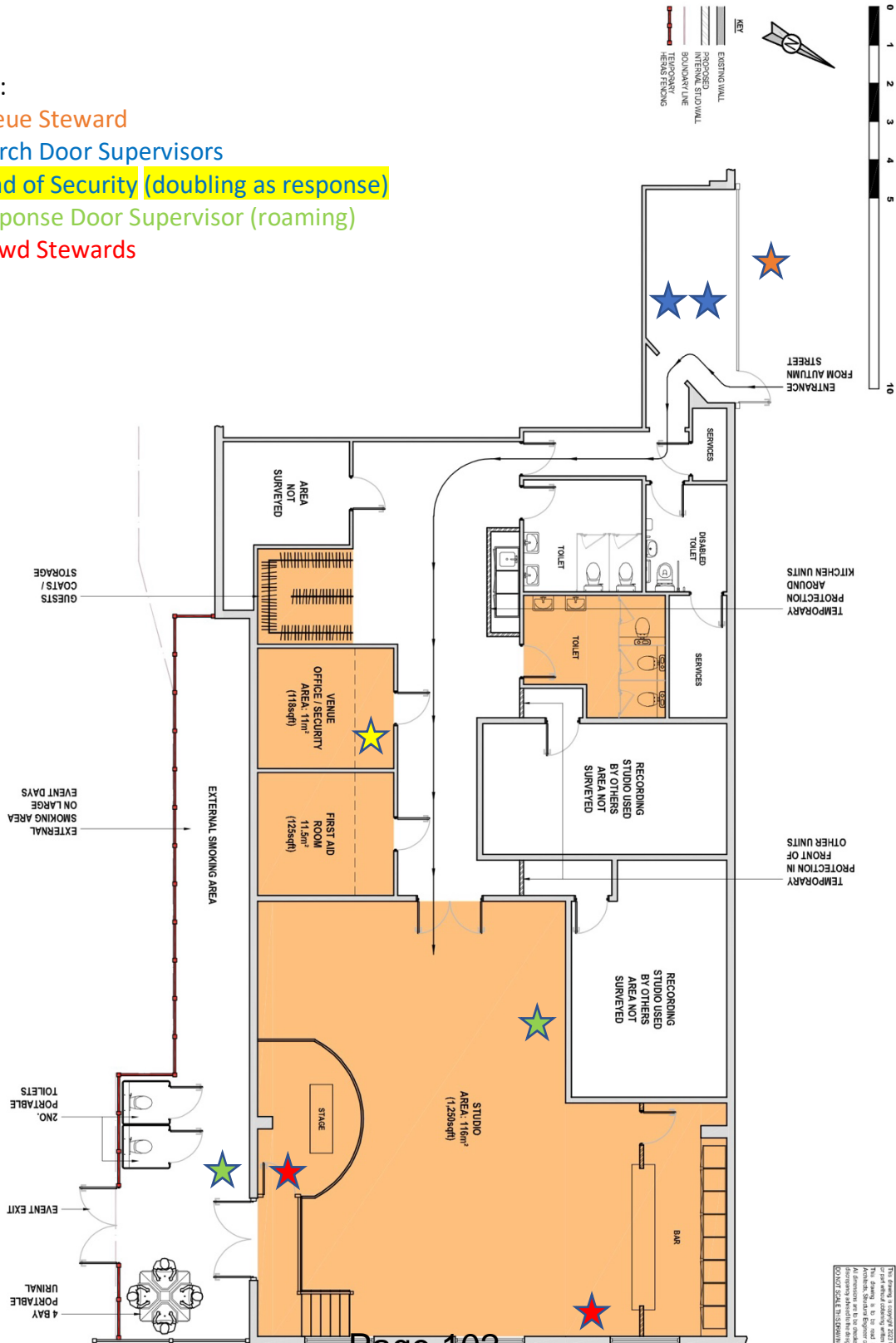
Queue Steward

Search Door Supervisors

Head of Security (doubling as response)

Response Door Supervisor (roaming)

Crowd Stewards



Little LDN



Venue space announcement: hub for work, food and socialising.

We are excited to announce the transformation of our venue space at 39 Autumn Street into a dynamic hub where people can work, enjoy delicious food, socialise, and participate in community events. This initiative aims to create a vibrant atmosphere that fosters productivity, connectivity, and community engagement.

Below is a representation of how we will utilise our space at Autumn Street.





****Work Environment:****

Our venue space will provide a conducive environment for individuals to work remotely, collaborate on projects, or conduct meetings. With ample seating, reliable Wi-Fi, and comfortable workstations, it will serve as an ideal workspace for freelancers, remote workers, entrepreneurs, and small teams.

****Food Services:****

To cater to the needs of our patrons, we will offer a variety of food options ranging from healthy snacks to hearty meals. Our menu will feature fresh, locally sourced ingredients and diverse culinary offerings to suit different preferences and dietary requirements.

****Social Space:****

In addition to being a place of work, our venue will also serve as a social hub where people can unwind, relax, and connect with others. Whether grabbing a coffee with a colleague, enjoying a meal with friends, or networking with like-minded individuals, our space will provide a welcoming atmosphere for socializing.

****Alcohol Service:****

For those who wish to indulge, we will offer a selection of alcoholic beverages, including beer, wine, and cocktails. Our licensed bar will complement the social experience, allowing guests to enjoy a drink responsibly while mingling and socializing.

****Local Employment Opportunities:****

To support the community, we will prioritize hiring local residents for various roles within the venue. By providing employment opportunities to individuals in the area, we aim to contribute to economic growth and job creation, thereby strengthening the local workforce.

****Events and Activities:****

To enrich the experience of our patrons, we will host a range of events and activities throughout the month. From live music performances and art exhibitions to workshops and networking events, there will always be something exciting happening at our venue.

****Conclusion:****

We are committed to creating a dynamic and inclusive space that serves as more than just a traditional venue. By combining elements of work, food, socializing, and community engagement, we aspire to foster a sense of belonging and connection among our patrons. We look forward to welcoming you to our venue and experiencing the vibrant atmosphere.

The man behind Little LDN



Matthew Blewitt is a reputable venue owner known for his 3,000 capacity festival site in Chelmsford, which boasts a spotless record with no incidents and enjoys positive relations with local residents. In addition to his festival site, he oversees bars and restaurants across Essex, such as Linguine and the New Boar. Matthew successfully operates a club space in Canning Town, LDN East, with a 1,000 capacity under

Newham Council. The venue has hosted events for the past two years with no reported issues or complaints. Matthew maintains a commendable standing with local authorities, including the police and council, and manages a team of over 40 staff members, priding himself on running a tight ship across all his ventures.

His commitment to managing his venues with precision and care has been recognised by the local council, as evidenced by the recent increase in festival capacity at Wheelers Farm. This approval from the council serves as a testament to Matthew's exemplary management practices and his ability to operate venues responsibly and efficiently. It underscores his reputation as a trusted and respected figure in the industry, further solidifying his standing within the community and among his peers.

NOISE MANAGEMENT PLAN

22.02.2024

LDN SCENE



INTRODUCTION

In response to growing concerns regarding noise disturbances and potential risks to staff hearing health, the management and owners from Little LDN who are now operating LDN Scene (formerly known as Bloc), have embarked on a comprehensive initiative to develop and implement a robust noise management plan. With a commitment to fostering a safe, enjoyable, and harmonious environment for staff, patrons, and neighboring communities, this plan outlines proactive measures aimed at mitigating noise nuisances and safeguarding the well-being of all stakeholders.

Cosmic Electronics has been asked to carry out the sound installation and to instigate this plan to prevent previous grievances associated with the previous business at this premises.

Our 50 years of experience along with the new highly motivated owners will ensure this new cultural art space will bring prosperity and culture to this area with no further impact to the long standing residents.



COMMITMENT

This report serves as a guiding framework for addressing noise concerns within the venue, LDN Scene, and outlines a series of strategies and interventions designed to minimise noise disturbances, comply with regulatory requirements, and promote responsible noise management practices. The management and owners are keenly aware of the importance of proactive measures in addressing noise issues and are committed to ensuring that this new plan is carried out effectively to prevent any nuisances and protect the interests of all parties involved.

The management and owners recognise the importance of proactive and transparent communication in addressing noise concerns and fostering positive relationships with neighboring communities. As such, they are dedicated to implementing the recommendations outlined in this report and working collaboratively with staff, patrons, performers, and local authorities to create a safer, more enjoyable, and sustainable entertainment environment for all.

KEY OBJECTIVES

- Minimise noise disturbances within the venue to enhance the overall experience for patrons and staff.
- Protect staff hearing health by implementing measures to reduce exposure to high noise levels.
- Ensure compliance with regulatory requirements, including the Noise at Work Regulations, to avoid potential legal and financial liabilities.
- Foster positive relationships with neighboring communities through proactive communication and responsible noise management practices

APPROACH

The development of this noise management plan involved a comprehensive assessment of existing noise levels, identification of areas of concern, and collaboration with industry experts to implement effective solutions. By combining engineering controls, administrative measures, and staff training initiatives, LDN Scene/ aims to create a balanced approach to noise management that prioritizes the well-being of all stakeholders while maintaining the vibrancy and energy of its entertainment offerings.

CONCLUSION

With a commitment to proactive measures and responsible stewardship, Little LDN is poised to establish itself as a responsible operator. By implementing the recommendations outlined in this report and fostering a culture of safety, awareness, and collaboration, LDN Scene seeks to create an environment where everyone can enjoy the excitement of live entertainment without unnecessary disruptions or risks to health or nuisances to residents.



METHOD

1.0 RISK ASSESSMENT

- Conduct a thorough risk assessment to identify areas within the venue where staff may be exposed to high noise levels from the sound system.
- Utilize noise monitoring equipment to measure noise levels in different areas of the venue during peak times and events with amplified music.
- Consider factors such as the duration of exposure, the intensity of noise, and the proximity of staff to sound sources when assessing risk.
- Collaborate with health and safety professionals to ensure that the risk assessment is comprehensive and accurately identifies areas of concern.

1.1 NOISE EXPOSURE MONITORING

- Implement a regular schedule for noise exposure monitoring using sound level meters placed strategically throughout the venue and at key external positions whilst setting levels.
- Record and analyze noise level data to identify trends, hotspots, and areas of potential risk for staff exposure.
- Use the data collected to assess compliance with regulatory noise limits and internal noise management policies.
- Provide training to staff responsible for noise monitoring to ensure accurate and consistent data collection.

1.2 ENGINEERING CONTROLS

- Explore engineering solutions to reduce noise at the source, such as positioning of speakers or installing sound barriers around speakers.
- Consider the use of directional speakers and acoustical treatments to direct sound towards desired areas and minimize sound leakage.
- Install a non-accessible limiter within the sound system to enforce predetermined maximum noise levels, preventing excessive noise exposure for staff and patrons.
- Work with acoustic engineers or consultants to optimize the layout and design of the sound system for maximum effectiveness in controlling noise levels.

1.3 ADMINISTRATIVE CONTROLS

- Implement controls to limit staff exposure to high noise levels, such as job rotation, scheduling breaks in quieter areas, or providing earplugs.
- Develop clear policies and procedures for staff to follow in managing noise levels, including guidelines for adjusting audio equipment and responding to noise complaints.

- Provide training to staff on the risks of noise exposure and the importance of adhering to noise management protocols, emphasizing their role in protecting their own hearing health.

1.4 HEARING PROTECTION

- Provide suitable hearing protection, such as earplugs to staff working in areas where noise levels exceed recommended limits.
- Ensure that hearing protection devices are properly fitted and comfortable for staff to wear for extended periods.
- Educate staff on the correct use of hearing protection, including how to properly insert, remove, and care for earplugs.
- Encourage staff to use hearing protection consistently and provide reminders about the importance of protecting their hearing health.

1.5 HEALTH OBSERVATION

- Implement a health observation program to monitor the hearing health of staff exposed to high noise levels.
- Offer regular hearing tests to detect early signs of hearing loss and provide support and guidance to affected staff.
- Maintain records of staff hearing test results and use this data to track changes in hearing health over time.
- Provide resources and support to staff with hearing loss, including access to hearing aids or assistive listening devices as needed.

1.6 TRAINING AND AWARENESS

- Provide comprehensive training to staff on the risks of noise exposure and the importance of adhering to noise management protocols.
- Include information on the symptoms of noise-induced hearing loss and strategies for preventing hearing damage in staff training programs.
- Foster a culture of safety and awareness among staff, encouraging them to actively participate in noise management efforts and report any concerns or issues promptly.
- Train staff on the importance of smoothly managing the music reduction process and closing procedures.
- Designate specific roles to ensure a coordinated effort among staff members during this period, including monitoring audio levels, communicating with patrons, and facilitating a safe exit.
- Utilize visual cues, such as lighting changes, to complement the auditory signals and facilitate a gradual winding down of the event.
- Provide clear and consistent communication to staff, patrons, and performers regarding the schedule for reducing audio levels and the expected timeline for closing the venue.

1.7 COLLABORATION WITH SECURITY PERSONNEL

- Collaborate closely with security personnel to ensure a coordinated approach to noise management and crowd control during events.
- Communicate the schedule for reducing audio levels before closing time to security staff, enabling them to anticipate potential crowd conditions and respond accordingly.

- Train security personnel on the importance of maintaining a calm and orderly environment during the gradual reduction of audio levels, minimizing the risk of disturbances or conflicts.

1.8 AUDIO REDUCTION AND CLOSING PROTOCOL

- Implement a standard operating procedure for reducing music levels in all areas of the venue 30 minutes before closing time.
- Gradually decrease the volume over a reasonable time frame to signal the impending end of the event, providing patrons with ample time to prepare for departure.
- Coordinate with security personnel to ensure a smooth transition during the gradual music reduction phase, minimizing disruptions and maintaining a safe and controlled environment.

1.9 SERVICING

- Conduct regular audits and compliance checks to verify that the limiter is functioning correctly and that noise levels remain within acceptable limits.
- Document the results of audits and any corrective actions taken to address deviations from agreed-upon audio levels, ensuring transparency and accountability in noise management efforts.

2.0 COMMUNICATION

- Communicate the presence and purpose of the limiter to relevant stakeholders, including performers, event organizers, and staff, to ensure their understanding and cooperation.
- Emphasize the importance of adhering to agreed-upon audio levels and the role of the limiter in supporting noise management efforts, fostering a collaborative approach to maintaining a safe and enjoyable environment for all.

2.1 SOUNDPROOFING AND INSULATION

- Conduct a comprehensive assessment of the venue to identify areas where soundproofing and insulation improvements are needed, such as walls, ceilings, floors, and doors.
- Prioritize areas with the highest levels of sound leakage or where noise complaints have been received from neighboring properties.
- Work with qualified contractors or acoustic engineers to design and implement targeted soundproofing solutions tailored to the specific needs of each area.

2.2 ACOUSTIC TREATMENT

- Select appropriate acoustic materials and treatments based on factors such as noise frequency, absorption coefficients, and aesthetic considerations.
- Install sound-absorbing materials, such as acoustic panels, baffles, drapes, and carpets, to reduce reverberation and minimize sound transmission between spaces.
- Consider the use of resilient sound isolation techniques, such as floating floors, decoupled walls, and acoustic seals, to prevent structure-borne noise transfer.
- Ensure that soundproofing and insulation materials meet relevant industry standards and regulations for fire safety, durability, and acoustic performance.

- Work closely with contractors to ensure proper installation of soundproofing treatments, paying attention to details such as sealing gaps, caulking joints, and minimising flanking paths for sound transmission.

2.3 CONTINUOUS MONITORING AND EVALUATION

- Regular monitoring of noise levels in treated areas to assess the effectiveness of soundproofing and insulation measures.
- Use objective measurements, such as sound level meter readings and acoustic modeling software, to quantify improvements in noise reduction and identify any areas that may require further attention.

2.4 FEEDBACK AND ADAPTATION

- Solicit feedback from staff, performers, and patrons regarding the impact of soundproofing and insulation measures on their experience within the venue.
- Use feedback to make adjustments and refinements to soundproofing treatments, ensuring that they align with the needs and preferences of stakeholders while maintaining compliance with noise regulations.

2.5 COMMUNITY ENGAGEMENT AND TRANSPARENCY

- Communicate with neighboring properties and local residents to inform them of soundproofing and insulation efforts being undertaken by the venue.
- Provide transparency regarding the timeline, scope, and expected outcomes of soundproofing projects, addressing any concerns or inquiries raised by the community.

2.6 INVESTMENT IN LONG TERM SOLUTIONS

- Allocate resources for ongoing maintenance and upkeep of soundproofing and insulation treatments to ensure their continued effectiveness over time.
- Consider investing in long-term solutions, such as permanent structural upgrades or building renovations, to address persistent noise issues and enhance the overall acoustic performance of the venue.



KEY INFORMATION

Venue Name:

LDN Scene

Address:

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Management Company:

Little LDN Ltd

Contact:

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Sound Installation Company:

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Address:

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