



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 |

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| 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. |

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| | <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:

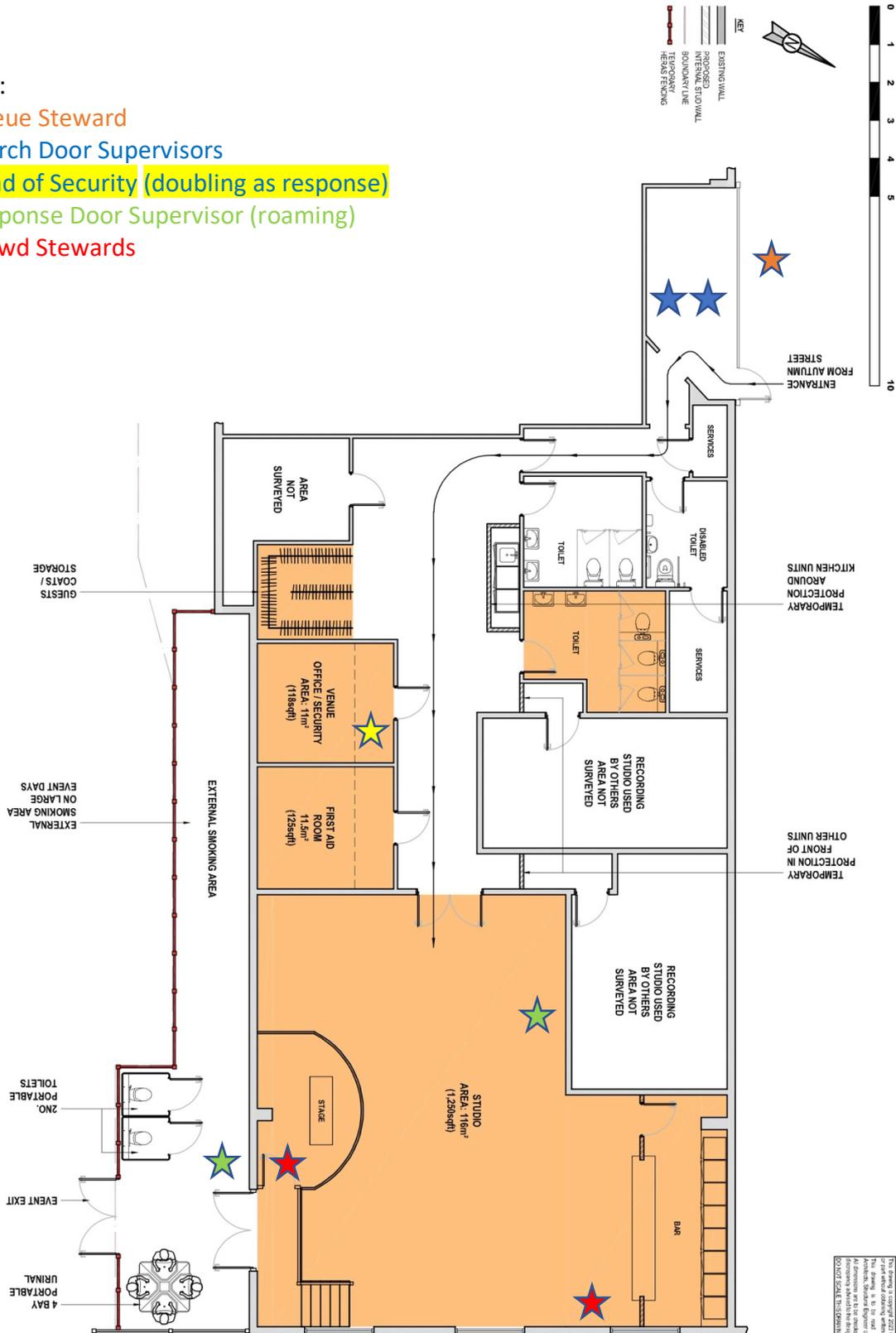
Queue Steward

Search Door Supervisors

Head of Security (doubling as response)

Response Door Supervisor (roaming)

Crowd Stewards



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