

# Licensing Sub-Committee Report

Item No:	
Date:	6 July 2017
Licensing Ref No:	17/05472/LIPN - New Premises Licence
Title of Report:	Marble Arch Theatre Western Traffic Island Marble Arch London W1H 7DX
Report of:	Director of Public Protection and Licensing
Wards involved:	Hyde Park
Policy context:	City of Westminster Statement of Licensing Policy
Financial summary:	None
Report Author:	Miss Yolanda Wade Senior Licensing Officer
Contact details	Telephone: 020 7641 1884 Email: <a href="mailto:ywade@westminster.gov.uk">ywade@westminster.gov.uk</a>

## 1. Application

1-A Applicant and premises			
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	22 May 2017		
<b>Applicant:</b>	Underbelly Ltd		
<b>Premises:</b>	Marble Arch Theatre		
<b>Premises address:</b>	Western Traffic Island Marble Arch London W1H 7DX	<b>Ward:</b>	Hyde Park
		<b>Cumulative Impact Area:</b>	No
<b>Premises description:</b>	According to the application the premises will operate as a temporary theatre venue with ancillary bar facilities. The premises will operate for up to 6 days per week and for no more than 40 weeks in any one calendar year.		
<b>Premises licence history:</b>	The premises does not have a premises licence and there is no licensing history.		
<b>Applicant submissions:</b>	<p>Spiegeltent operating as a temporary theatre venue with ancillary bar facilities. The premises will operate for up to 6 days per week and for no more than 40 weeks in any one calendar year. See Appendix 2 for Operating Plan and further details.</p> <p>The applicant has considerable experience operating similar entertainment venues and other large scale events throughout the country; in London it has operated a Spiegeltent at the Southbank for a number of years and more recently at Leicester Square over Christmas. A comprehensive management plan and security management plan which covers, among other aspects, all of the licensing objectives</p>		

<b>1-B Proposed licensable activities and hours</b>							
<b>Performance of a play</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	13:30	13:30	13:30	13:30	13:30	13:30	13:30
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Exhibition of films</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	13:30	13:30	13:30	13:30	13:30	13:30	13:30
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Performance of live music</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
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<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Playing of recorded music</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
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<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Performances of dance</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
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<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Anything of a similar description</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
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<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Sale by retail of alcohol</b>				<b>On or off sales or both:</b>			On sales
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	13:30	13:30	13:30	13:30	13:30	13:30	13:30
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Hours premises are open to the public</b>							
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	12:00	12:00	12:00	12:00	12:00	12:00	12:00
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<b>Seasonal variations/ Non-standard timings:</b>			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				
<b>Adult Entertainment:</b>			Not applicable.				



## 2. Representations

2-A Responsible Authorities	
<b>Responsible Authority:</b>	The Metropolitan Police Service
<b>Representative:</b>	PC Sandy Russell
<b>Received:</b>	25 <sup>th</sup> May 2017
<p>With reference to the above application, I am writing to inform you that the Metropolitan Police, as a responsible authority, will be objecting to this application. It is our belief that if granted the application would undermine the Licensing Objectives.</p> <p>I am in the process of liaising with other relevant police departments involved in this application. Once I have discussed their requirements to ensure the safety of the public attending this venue I will be in touch with police conditions for your client to consider.</p>	
<b>Responsible Authority:</b>	The Environmental Health Service
<b>Representative:</b>	Ms Sally Thomas
<b>Received:</b>	15 <sup>th</sup> June 2017
<p>I refer to the application for a new Premises Licence for the above premises.</p> <p>This is for a maximum of 40 weeks per calendar year.</p> <p>The applicant has submitted a layout plan, drawing number SK-003 and dated 11/05/17 and an evacuation plan, drawing number SK-012 and dated 03/05/17.</p> <p>This representation is based on the plans and Operating Schedule submitted. Pre-application advice was provided by myself with reference number 17/03355/PREAPM.</p> <p>The applicant is seeking the following licensable activities within the Spiegel tent:</p> <ol style="list-style-type: none"><li>1. The Supply of Alcohol for consumption 'on' the premises Monday to Saturday 13:30-23:00 hours and Sunday 13:30-22:30 hours.</li><li>2. To provide the following Regulated Entertainment indoors: Plays, Films, Live Music, Recorded Music, Performance of Dance and anything of a similar description on Monday to Saturday 13:30-23:00 hours and Sunday 13:30-22:30 hours.</li><li>3. To allow the above provisions from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.</li></ol> <p>I wish to make the following representations in relation to the above application:</p> <ol style="list-style-type: none"><li>1. The Supply of Alcohol may have the likely effect of causing an increase in Public</li></ol>	

Nuisance in the area and may impact on Public Safety.

2. The provision of Regulated Entertainment may have the likely effect of causing an increase in Public Nuisance in the area and may impact on Public Safety.
3. The seasonal variations may have the likely effect of causing an increase in Public Nuisance in the area.

The applicant has proposed conditions within the operating schedule which are being considered. Further conditions may be proposed by Environmental Health in order to help prevent Public Nuisance and protect Public Safety.

**The granting of the new Premises Licence as presented would have the likely effect of causing an increase in Public Nuisance in the area and may impact on Public Safety.**

<b>Responsible Authority:</b>	The Licensing Authority
<b>Representative:</b>	David Sycamore
<b>Received:</b>	15 <sup>th</sup> June 2017

I write in relation to the application submitted for a new Premises Licence for the above premises.

As a responsible authority under section 13 (4) of the Licensing Act 2003 as amended under the Police and Social Responsibility Act 2011 the Licensing Authority have considered your application in full. The Licensing Authority has concerns in relation to this application and how the premises would promote the Licensing Objectives:

- Public Nuisance
- Prevention of Crime & Disorder
- Public Safety

We are concerned that this premises could impact on the area which is an extremely busy area for many parts of the year such as Winter Wonderland, summer music events as well as being located in an area of high footfall. Our primary concerns is how many of the 40 weeks of the year the premises will be open and operated. In relation to theatres, and other performance venues outside the Cumulative Impact Areas - Policy PVC1 states that applications will generally be granted, subject to the relevant criteria in Policies CD1, PS1, PN1 and CH1. At the moment we believe, whilst the premises is outside the cumulative impact area, it is none the less an extremely busy area with a unique set of circumstances to be considered. We are concerned that the large capacity will have an impact on the licensing objectives, particularly when the events finished and the public leave the area and could head into the CIA.

With regards to recent events in London, we would expect to see some additional conditions that may be dealt with more appropriately by the Police, such as a search policy when people arrive at the premises and how queues and dispersal might be managed pre and post entry.

Please accept this as a formal representation and we would expect to see additional information with regards to our concerns listed above. A proposed event management plan may address our concerns or give us a steer as to the type of provision that will be made, aside from the conditions offered.

<b>2-B Other Persons</b>	
<b>Name:</b>	John Zamit
<b>Address and/or Residents Association:</b>	South East Bayswater Resident's Association 2, Claremont Court Queensway LONDON W2 5HX
<b>Received:</b>	16 <sup>th</sup> June 2017
<p>South East Bayswater Residents' Association (SEBRA) object to this application</p> <p>We cannot open WCC link this evening to see proposed conditions or other information supplied on operation of theatre - assume comprehensive management plan</p> <p>Our main concern is on security -is there CCTV proposed both inside and outside?</p> <p>Is there sufficient qualified supervision on persons entering &amp; exiting Marble Arch Theatre (especially in these present times of 'high security alert').</p> <p>We also have concern as to sufficient toilet provision for large capacity (especially as no public toilets in vicinity).</p> <p>We trust no alcohol allowed to be taken outside premises</p> <p>What is provision for 'smoking' area and trust sufficient measures in place to deal with litter left outside theatre by picnics etc.</p> <p>Assume measures in place to ensure no 'under age' drinking.</p> <p>May not be a problem but we do have concerns over public access to Marble Arch, especially on north side on busy crossing over to Oxford Street.</p> <p>We assume application hours etc conform (or less than) with WCC planning permission consent.</p> <p>We note on council licensing report down as in Hyde Park Ward – we thought proposed temporary theatre stands in Knightsbridge Ward but maybe wrong.</p>	

### 3. Policy & Guidance

The following policies within the City Of Westminster Statement of Licensing Policy apply:	
Policy HRS1 applies:	(i) Applications for hours within the core hours set out below in this policy will generally be granted, subject to not being contrary to other policies in the Statement of Licensing Policy.  (ii) Applications for hours outside the core hours set out below in this policy will be considered on their merits, subject to other relevant policies.
Policy PVC1 applies:	Applications will generally be granted and reviews determined, subject to the relevant criteria in Policies CD1, PS1, PN1 and CH1.

### 4. Appendices

<b>Appendix 1</b>	Premises plans
<b>Appendix 2</b>	Applicant supporting documents
<b>Appendix 3</b>	Premises history
<b>Appendix 4</b>	Proposed conditions
<b>Appendix 5</b>	Residential map and list of premises in the vicinity

<b>Report author:</b>	Miss Yolanda Wade Senior Licensing Officer
<b>Contact:</b>	Telephone: 020 7641 1884 Email: <a href="mailto:ywade@westminster.gov.uk">ywade@westminster.gov.uk</a>

**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

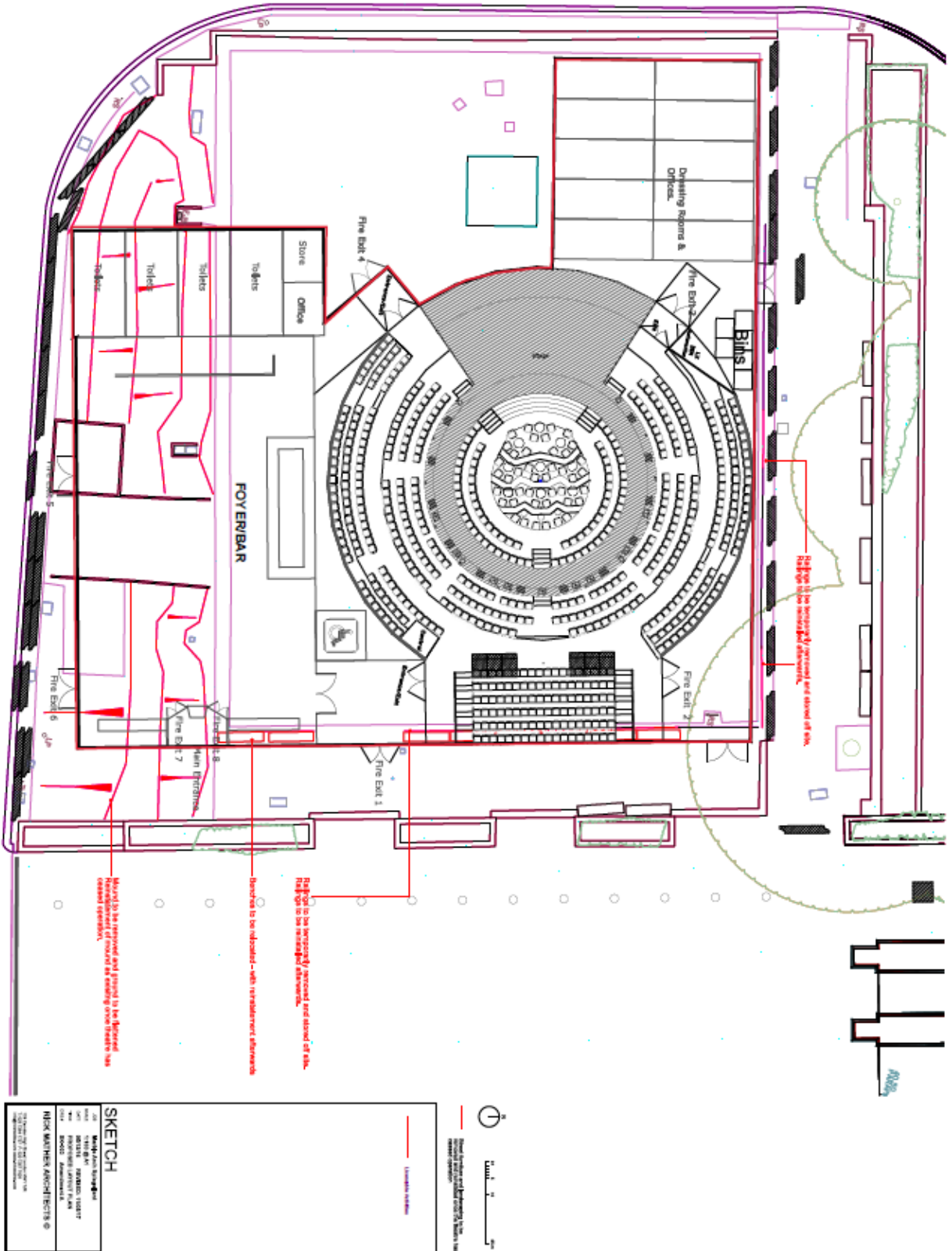
**Background Documents – Local Government (Access to Information) Act 1972**

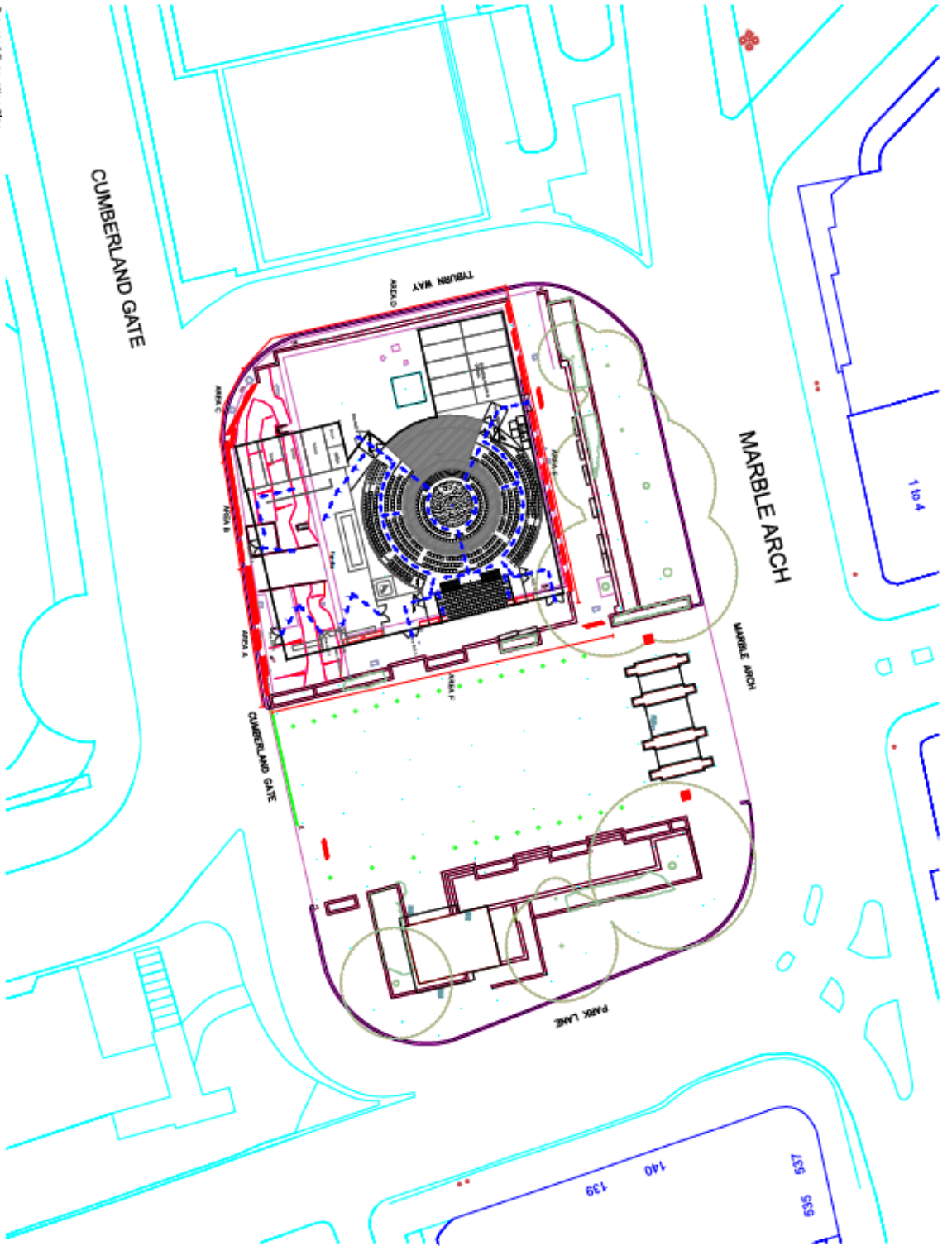
<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	7 <sup>th</sup> January 2016
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	March 2015
<b>4</b>	Application Form	22 <sup>nd</sup> May 2017
<b>5</b>	The Metropolitan Police Service Rep	25 <sup>th</sup> May 2017
<b>6</b>	The Environmental Health Service Rep	15 <sup>th</sup> June 2017
<b>7</b>	The Licensing Authority Rep	15 <sup>th</sup> June 2017
<b>8</b>	John Zamit (SEBRA) Rep	16 <sup>th</sup> June 2017

**Premises Plan**



TYBURN WAY





Proposed Excavation Plan  
 AL 1350

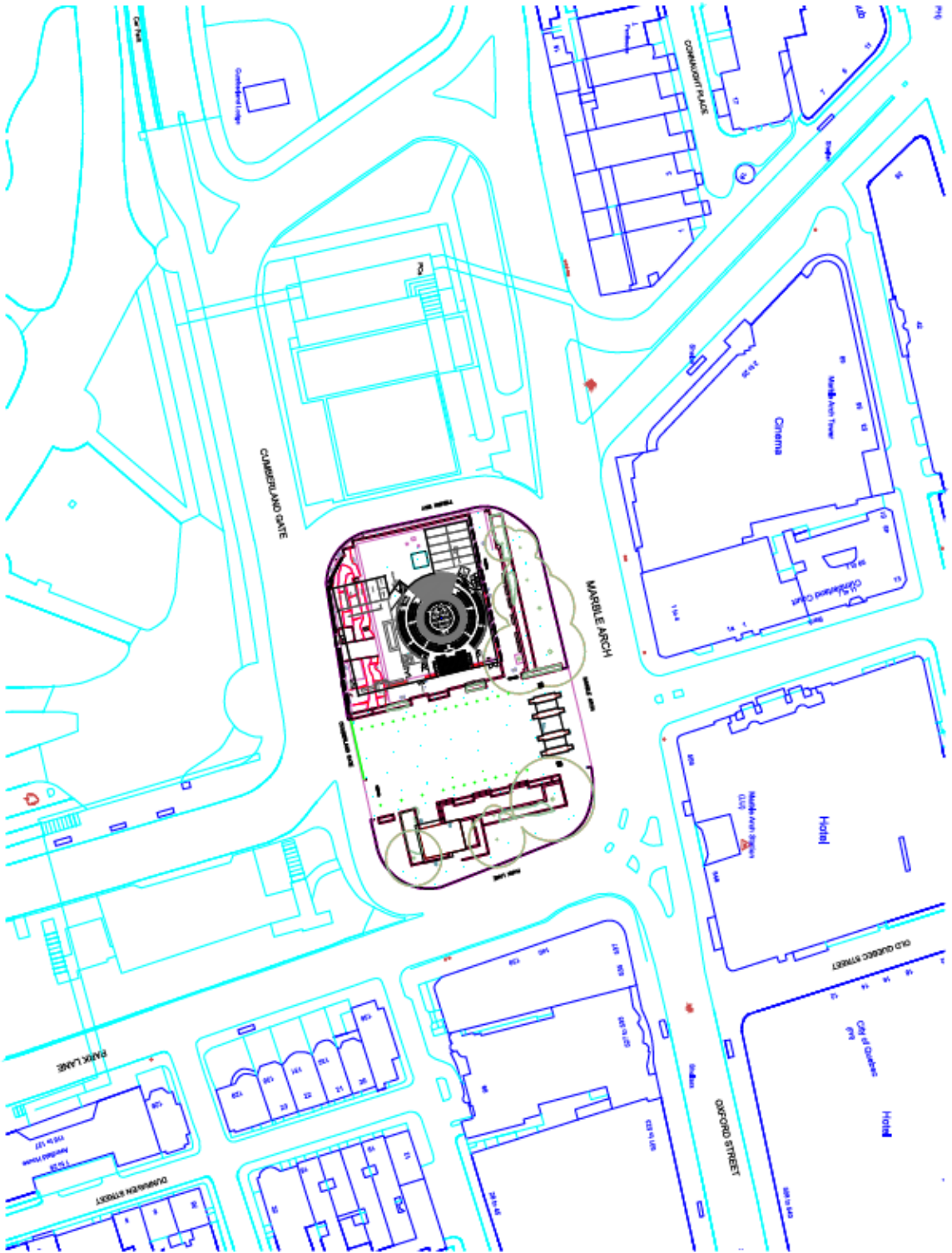



200' Concrete Slab  
 VAT Concrete Slab  
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 Concrete Slab

 200' Concrete Slab  
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**SKETCH**  
 Nick Mathew Architects  
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PROPOSED SITE PLAN  
 01/15/2006



**SKETCH**

Client: **Windsor Castle**  
 Architect: **NICK MATHER ARCHITECTS**  
 Date: **01/15/2006**

**NICK MATHER ARCHITECTS**  
 1000 17th Street, N.W.  
 Washington, D.C. 20036  
 Phone: 202.331.1111  
 Fax: 202.331.1112  
 Website: www.nickmather.com



**Applicant Submissions**

Thomas & Thomas  
Partners LLP

**Application for Premises Licence**

**Marble Arch Theatre, Western Traffic Island, Marble Arch, London W1**

**APPLICATION SUMMARY****Proposed Hours**

Sale of Alcohol	Monday – Saturday : 13:30 – 23:00 Sunday : 13:30 – 22:30
Regulated Entertainment:	Monday – Saturday : 13:30 – 23:00 Sunday : 13:30 – 22:30
Opening Hours	Monday – Saturday: 12:00 – 23:30 Sunday : 23:00

**Proposed Conditions**

1. Licensable activities shall be restricted to a maximum of 40 weeks per calendar year.
2. At least (1) SIA licensed door supervisor shall be on duty at each entrance of the premises at all times when it is open for business.
3. The Premises Licence Holder shall comply with all reasonable requirements of Westminster Police Licensing Team, Environmental Health Consultation Team, Westminster City Council, the London Fire and Emergency Planning Authority and the Metropolitan Police Service.
4. Unless otherwise agreed, no later than 28 days prior to the event the Premises Licence holder must ensure an Event Management Plan is presented to the parties listed in the above conditions for their comments. The Event Management Plan shall include, as a minimum:
  - a) Emergency and Evacuation procedures;
  - b) Crowd management and stewarding arrangements;
  - c) A detailed plan showing site layout and emergency egress points;
  - d) A detailed plan showing CCTV locations installed by the Premises License Holder;
  - e) Risk Assessments
  - f) A schedule detailing types and locations of emergency equipment
  - g) Sanitary accommodation
5. So far as is reasonably practicable the Premises Licence Holder shall ensure that the event is run in accordance with the Event Management Plan.
6. No alcohol shall be taken outside of the boundary of the licensable area.
7. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
8. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
9. In relation to the sale of alcohol, a Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

10. The age of the audience members to the Spiegeltent shall be appropriate to the performance.
11. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer of the City Council at all times whilst the premises is open.
12. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
13. An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:
  - a) all crimes reported to the venue
  - b) all ejections of patrons
  - c) any complaints received concerning crime and disorder
  - d) any incidents of disorder
  - e) all seizures of drugs or offensive weapons
  - f) any refusal of the sale of alcohol
  - g) any formal visit by a relevant authority or emergency service.
14. Any special effects or mechanical installations shall be arranged, operated and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used on 10 days' prior notice being given to the licensing authority where consent has not previously been given.
  - h) dry ice and cryogenic fog
  - i) smoke machines and fog generators
  - j) pyrotechnics including fireworks
  - k) firearms
  - l) lasers
  - m) explosives and highly flammable substances.
  - n) real flame.
  - o) strobe lighting.
15. No person shall give at the premises any exhibition, demonstration or performance of hypnotism, mesmerism or any similar act or process which produces or is intended to produce in any other person any form of induced sleep or trance in which susceptibility of the mind of that person to suggestion or direction is increased or intended to be increased. NOTE: (1) This rule does not apply to exhibitions given under the provisions of Section 2(1A) and 5 of the Hypnotism Act 1952.
16. Licensable activities at events in the Spiegeltent shall only be provided to persons who are ticket holders for that event.
17. The number of persons accommodated in the Spiegeltent (excluding staff and performers) shall not exceed 650 (TBC).

18. The licence holder shall ensure that any queuing for the Spiegelent performances shall take place within the licensed area.
19. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
20. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
21. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
22. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
23. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment.
24. All fabrics, curtains, drapes and similar features including materials used in finishing and furnishing shall be either non-combustible or be durably or inherently flame-retarded fabric. Any fabrics used in escape routes (other than foyers), entertainment areas or function rooms, shall be non-combustible.
25. The certificates listed below shall be submitted to the licensing authority upon written request:
  - a) Any permanent or temporary emergency lighting battery or system
  - b) Any permanent or temporary electrical installation
  - c) Any permanent or temporary emergency warning system
26. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between 23.00 hours and 07.00 hours on the following day.
27. No deliveries to the premises shall take place between 23.00 and 07.00 on the following day.
28. Flashing or particularly bright lights on or outside the premises shall not cause a nuisance to nearby properties (save insofar as they are necessary for the prevention of crime).
29. No fumes, steam or odours shall be emitted from the licensed area so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.
30. A sufficient number of easily identifiable, readily accessible receptacles for refuse must be provided, including provisions for concessions. Arrangements must be made for regular collection. Public areas must be kept clear of refuse and other combustible waste prior to, and so far as is reasonably practicable, during the licensed event.
31. A minimum of 28 days prior to the event a Noise Management Plan to promote the prevention of public nuisance shall be provided to Westminster City Council's Environmental Health Consultation Team for approval. The Noise Management Plan shall state the maximum permitted music noise level applicable at the nearest noise sensitive premises. Once approved in writing it shall be implemented by the Premises Licence Holder.
32. Residential properties and the relevant amenity group(s) in the immediate vicinity of Leicester Square will be contacted as soon as reasonably practicable (and in any event no later than 28 days) prior to the

Event advising them of the times of the Event and any sound check or rehearsal times and giving them a telephone number to contact in the event that they have any complaints.

33. Any generators, refrigerators or other machinery running overnight will be silenced, screened or sited so as not to be audible outside the boundary of the Gardens.
34. Electrical generators, where used, must be:
  - a) Suitably located clear of buildings, marquees and structures, and free from flammable materials;
  - b) Enclosed to prevent unauthorised access;
  - c) Able to provide power for the duration of the event;
  - d) Backed up electrical generators are to be provided to power essential communications, lighting and safety systems in the event of primary generator failure.
35. The minimum number of toilet accommodation shall include:
  - a. Women's Cubicles (16)
  - b. Men's Cubicles (2)
  - c. Urinals (7)
36. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and firefighting equipment.
37. Full structural design details and calculations of all and any structures to be erected within the licensed area must be submitted to the Westminster City Council Building Control. A certificate from a competent person or engineer that a completed structure has been erected in accordance with the structural drawings and design specification must be available for inspection prior to a relevant structure being used during the licensed event.
38. All fabric, including curtains and drapes used on stage for tents and marquees, or plastic and weather sheeting, shall be inherently or durably flame retardant to the relevant British Standards. Certificates of compliance must be available upon request by an authorised officer of Westminster City Council, The London Fire Brigade.
39. Any moving flown equipment must contain a device or method whereby failure in the lifting system would not allow the load to fall. All hung scenery and equipment must be provided with a minimum of two securely fixed independent suspensions such that in the event of failure of one suspension the load shall be safely sustained.
40. The Premises Licence Holder must maintain a regular safety patrol at all times when the public are present in the licensed area to check for and guard against possible emergency hazards. The area underneath any stage and fixed seating areas is to be kept clear of flammable materials.
41. The Premises Licence Holder must ensure that competent persons are employed to assess the electrical requirements at the event and the compatibility of the electricity supply with the equipment to be used. Appropriate safety devices (such as 30mA Residual Current Devices at Source) must be used for electrical apparatus, particularly for any electrical equipment exposed to adverse conditions or electrical equipment to be used in association with hand held devices (e.g. microphones). The competent person must make a certificate of inspection of the electrical installation available for inspection.
42. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and firefighting equipment provided.

43. No licensable activities shall take place at the premises until the licensing authority are satisfied that the premises are constructed or altered in accordance with the appropriate provisions of the District Surveyor's Association - Technical Standards for Places of Entertainment and the reasonable requirements of Westminster Environmental Health Consultation Team, at which time this condition shall be removed from the licence by the licensing authority.

19/05/2017

Thomas & Thomas Partners LLP



**Marble Arch Theatre**

**OPERATIONAL MANAGEMENT PLAN**

**18/5/2017**

**Version 5**

**Last edited by Sarah Fleming**

## 1 Site Summary

1.1. The site comprises of:

- A Spiegeltent which will seat 608 people in fixed seating for theatrical performances (please note this capacity may increase or decrease according to the design of the show in the Spiegeltent).
- A Foyer
- Box Office within the foyer
- Bar within the foyer
- Dressing Rooms
- Bin Store
- Site Store
- Bar Store
- Dimmer Store
- Site Office
- First Aid Room

1.2. Please see Appendix A for Site Plans

## 2 Opening Times and Dates

2.1. Installation commences from 29<sup>th</sup> July 2017.

2.2. Performances run for 30 weeks from 29 August 2017 to 25 March 2018.

2.3. The opening hours of the venue for 2017 will be:

Day	Opening – Closing Time
Monday	18:30 – 23:00 (Closed on Mondays from 27 <sup>th</sup> November)
Tuesday	18:30 – 23:00
Wednesday	13:30 – 23:00
Thursday	18:30 – 23:00
Friday	18:30 – 23:00
Saturday	13:30 – 23:00
Sunday	13:30 – 23:00 (Closed on Sundays until 27 <sup>th</sup> November)

The Underbelly duty manager may decide to close the Site earlier at his/her discretion.

2.4. Programming.

There will be a maximum of 8 performances of a production in any given week. The length of the performance will be between 2 and 2.5 hours including an interval.

The proposed start times for each performance are as follows:

28<sup>th</sup> August 2017 – 26<sup>th</sup> November 2017

Monday – Tuesday 19:45, Thursday 14:30 & 19:45, Thursday - Friday 19:45, Saturday 14:30 & 19:45.

Except 13<sup>th</sup> September when the matinee is on a Wednesday.

27<sup>th</sup> November 2017 onwards

Tuesday 19:45, Thursday 14:30 & 19:45, Thursday - Friday 19:45, Saturday 14:30 & 19:45, Sunday 14:30

These times may be subject to change.

This is a ticketed event and only those with tickets for a performance will be allowed inside the theatre.





## 2.5. Provision of Food and Drink

### Supply of Alcohol and Refreshment - Spiegeltent Bar

Day	Time
Monday	18:30 – 23:00
Tuesday	18:30 – 23:00
Wednesday	13:30 – 23:00
Thursday	18:30 – 23:00
Friday	18:30 – 23:00
Saturday	13:30 – 23:00
Sunday	13:30 – 22:30

Last orders will be given 30 minutes prior to closing time and the last drink will be ordered 15 minutes prior to closing time.

- 2.6. Out of hours, there will be a minimum of 1 security guard on site always. There is a site phone which is held by either the duty manager or over night security always.

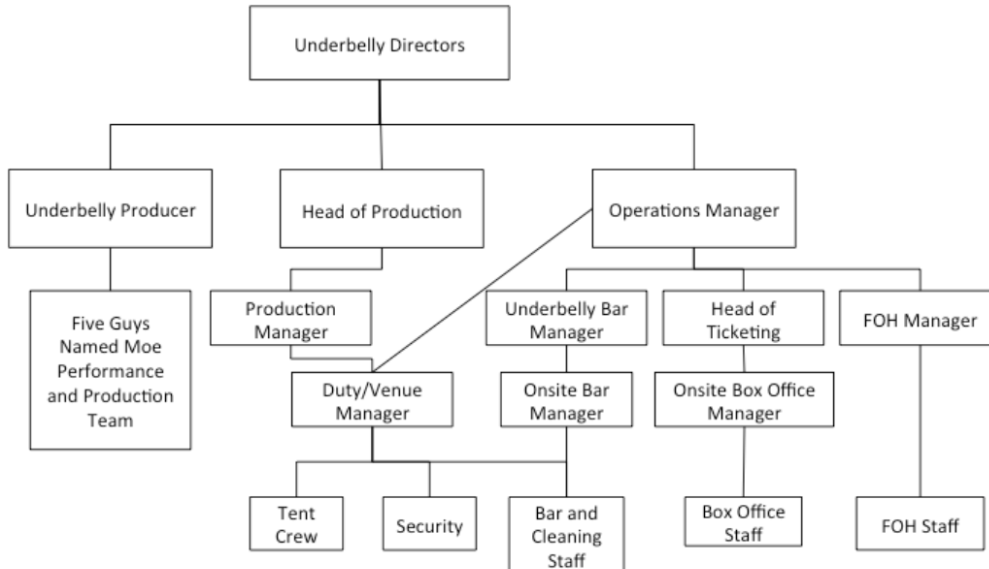
## 3 The Producers

- 3.1. Underbelly is a live entertainment and event production company based in London. Underbelly already work with partners including Westminster City Council, City of Edinburgh Council, Mayor of London and Greater London Authority, Richmond Council, Southbank Centre and the University of Edinburgh to produce and manage high quality, large scale events in sensitive city centre locations. These events include Leicester Square Christmas, West End Live, Underbelly at the Edinburgh Festival Fringe, Pride in London, Udderbelly Festival and London Wonderground on the Southbank, Edinburgh's Christmas & Hogmanay and Udderbelly Festival in Hong Kong. In 2016, Underbelly sold over 1.4 million tickets and welcomed over 5 million people to the events and festivals that it operated.

## 4 Management Structure

- 4.1. Underbelly will have day-to-day responsibility for the operation of the Site and the Event.
- 4.2. Underbelly's main point of contact is the Operations Manager (Sarah Fleming). She will have overall responsibility for the Site and will delegate to the Venue Manager. The Operations Manager will ensure that all operational, security and safety management processes are incorporated into the Event and are followed by all staff and sub-contractors.
- 4.3. One of Underbelly's full time production managers (James Oakley) will oversee the get-in and get-out of the Event, day-to-day health and safety and line management of the Site management team.
- 4.4. The Site management team consists of two Venue/Duty Managers.
- 4.5. Underbelly's health and safety consultants, Sygma Safety will manage the get-in and get-out of the Event.
- 4.6. Underbelly's Head of Bars (Bertie Woodhead) will be the Designated Premises Supervisor and will have day-to-day responsibility for the management of the bar operation.
- 4.7. Underbelly's Head of Ticketing (Andrew Ladd) will have day-to-day responsibility for the management of the box office and customer service operation.
- 4.8. Underbelly will also have our own front of house team. They will be fully trained in Underbelly procedures.
- 4.9. There is a separate production team within Underbelly for the production of *Five Guys Named Moe* reporting to the Underbelly directors.





## 5 Staffing Levels

5.1. The basic staffing structure for the Event for all staff other than security will be as follows, subject to capacities and additional events:

Staff	No.	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Venue/duty manager	1 or 2	-	18.30-00:00	18.30-00:00	12.30-00:00	18.30-00:00	18.30-00:00	12.30-00:00
Front of House Manager	1	-	18.30-00:00	18.30-00:00	12.30-00:00	18.30-00:00	18.30-00:00	12.30-00:00
Front of House Team	4 – 6	-	18.30-00:00	18.30-00:00	12.30-00:00	18.30-00:00	18.30-00:00	12.30-00:00
Bar Manager	1	-	18.30-00:00	18.30-00:00	12.30-00:00	18.30-00:00	18.30-00:00	12.30-00:00
Bar Staff and Cleaning Team	Variable	-	18.30-00:00	18.30-00:00	12.30-00:00	18.30-00:00	18.30-00:00	12.30-00:00

## 6 Staff Training

6.1. A handbook and site induction will be made available to all staff and bar staff, and they will receive additional training including:

- Command structure.
- Emergency protocols & evacuation procedures.
- Fire equipment training (as necessary).

- Procedures for checking ID.
- Procedures for liaising with security.
- Procedures for opening and closing the Site.
- Any other training to accommodate conditions given by police, licensing and other authorities.
- Health and safety in the workplace training and outline obligations.

## 7 Stakeholder Engagement

- 7.1. Underbelly is committed to engaging with communities and businesses affected by our events. Drop-in meetings will be held for Underbelly to explain the project to local businesses and residents.
- 7.2. The in-house by the operations department will manage Stakeholder engagement and will plan, coordinate and deliver engagement activity for each event in our portfolio. The Operations Manager will have the primary relationship with residents, businesses and stakeholders.
- 7.3. Key stakeholders at the organisation level are shown in Table 1. Together they are responsible for planning the programme of events that Underbelly undertakes. They also take on roles in the initial and detailed planning and operation of individual events.

Table 1. Organisation Level Stakeholders

Role	Description	Needs/Expectations
Underbelly Directors	Responsible for overall decision making within the company including all strategy and long-term planning and decision making about projects and events.	<ul style="list-style-type: none"> <li>- Overall company sustainability.</li> <li>- Upholding and expanding Underbelly's reputation for high quality event management and production.</li> <li>- Ability to continue managing existing events and expand event management portfolio.</li> <li>- Increased productivity.</li> <li>- Compliance with all regulations and legal requirements (including health &amp; safety).</li> </ul>
Head of Production	Oversight over planning of production element of all events and detailed planning and implementation of production elements at specific events.	<ul style="list-style-type: none"> <li>- Health &amp; safety performance.</li> <li>- Sustainable management of project costs and budgets.</li> <li>- Knowledge and compliance with regulations and legal requirements particularly with respect to noise, structures and licencing.</li> <li>- Compliance of contractors and suppliers.</li> </ul>
Operations Manager	Responsible for overall planning and implementation of operational aspects for all events including; networking, staffing, security, first aid, waste.	<ul style="list-style-type: none"> <li>- Health &amp; safety performance.</li> <li>- Environmental performance.</li> <li>- Knowledge and compliance with regulations and legal requirements particularly with respect to staffing, waste, licencing and security.</li> </ul>
Project Manager	Responsible for planning and implementation of all aspects for the event including liaising with all stakeholders.	<ul style="list-style-type: none"> <li>- Health &amp; safety performance.</li> <li>- Environmental performance.</li> <li>- Knowledge and compliance with regulations and legal requirements particularly with respect to staffing, waste, licencing and security.</li> <li>- Compliance of contractors and suppliers.</li> </ul>
Production Manager(s)	Responsible for detailed planning and implementation of production elements at specific events.	<ul style="list-style-type: none"> <li>- Health &amp; safety performance.</li> <li>- Knowledge and compliance with regulations and legal requirements particularly with respect to noise, structures and licencing.</li> <li>- Compliance of contractors and suppliers.</li> </ul>
Head of Marketing	Responsible for planning and provision of all marketing, print and signage for events	<ul style="list-style-type: none"> <li>- Compliance of contractors, suppliers and other associated companies (e.g. print suppliers, marketing companies).</li> </ul>
Head of Ticketing	Responsible for planning and provision of ticketing and box office services	
Head of Bars and Catering	Responsible for planning and provision of bar and catering services	
Executive Producers	<i>Responsible for all aspects of the production and performance of Five Guys Named Moe.</i>	

- 7.4. Table 2 contains the relevant stakeholders for Marble Arch Theatre as defined by Underbelly. Stakeholders are:

Table 2. Marble Arch Theatre Stakeholders

Role	Description	Needs/Expectations
Event Manager – Underbelly Ltd	Responsible for planning and/or managing the event on behalf of the event owner. Responsible for overall management of the event including management of the budget. For Marble Arch Theatre, this role will be undertaken by Underbelly.	<ul style="list-style-type: none"> <li>- Compliance with all regulations and legal requirements.</li> <li>- Sustainable management of the event budget.</li> <li>- Attendee and community approval of the Event.</li> </ul>
Event Owner – Underbelly Ltd	Responsible for the high-level vision for the event. Responsible for approval of the event concept and budget. For Marble Arch Theatre, this role will be undertaken by Underbelly.	<ul style="list-style-type: none"> <li>- Compliance with all regulations and legal requirements.</li> <li>- An economically sustainable event.</li> <li>- Requirement for the event to be managed in compliance with ISO 20121 – when applicable.</li> </ul>
Event Producer – Underbelly Ltd	Responsible for producing the event on behalf of the event manager or event owner. For Marble Arch Theatre, this role will be undertaken by Underbelly.	<ul style="list-style-type: none"> <li>- Compliance with all regulations and legal requirements.</li> <li>- Often sustainable management of aspects of the event budget on behalf of the event manager/owner.</li> </ul>
Contractors	Contracted by event manager to provide specific service.	<ul style="list-style-type: none"> <li>- Compliance with all regulations and legal requirements.</li> <li>- Safe and comfortable working conditions.</li> <li>- Clear and consistent processes and procedures under which to work onsite.</li> </ul>
Suppliers	Contracted by event manager to provide specific goods and supplies.	<ul style="list-style-type: none"> <li>- Compliance with all regulations and legal requirements</li> <li>- Sustainable transport costs (minimum costs)</li> </ul>
Staff	Underbelly staff including both full-time and contract staff.	<ul style="list-style-type: none"> <li>- Clear and consistent processes and procedures under which to work.</li> <li>- Safe and comfortable working conditions.</li> </ul>
Health and Safety Manager	Contracted by event manager/owner to manage health and safety onsite. Include ensuring compliance with all applicable legislation. For Marble Arch Theatre, this role will be undertaken by Sygma Safety.	<ul style="list-style-type: none"> <li>- Compliance with all regulations and legal requirements.</li> <li>- Clear and consistent processes, procedures and documentations for working onsite.</li> </ul>
Event Participants/ Performers	People participating in the event, including performers, producers.	<ul style="list-style-type: none"> <li>- Safe and comfortable working conditions.</li> <li>- Successful event.</li> </ul>
Traders	People trading at the event. A full list of traders can be found in the Event Management Plan.	<ul style="list-style-type: none"> <li>- Safe and comfortable working conditions.</li> <li>- Successful event.</li> </ul>
Attendees	People attending the event.	<ul style="list-style-type: none"> <li>- Safe and comfortable event.</li> <li>- High quality event.</li> </ul>
Regulatory Bodies	Regulatory bodies with authority over one of more aspect of the event, including Westminster Council.	<ul style="list-style-type: none"> <li>- Compliance with all regulations and legal requirements.</li> </ul>
Community	The community in general near the event, who may be affected by the event in any way.	<ul style="list-style-type: none"> <li>- Event that provides benefits to the community.</li> <li>- No lasting damage/effects to the environment at the event site or elsewhere.</li> <li>- Minimal disruption to day-to-day community activities.</li> </ul>

7.5. All stakeholders will also have access to Underbelly's dedicated sustainability email address ([sustainability@underbelly.co.uk](mailto:sustainability@underbelly.co.uk)) and an online form to provide feedback. Information from both these channels can then be utilised in post event and periodic reviews.

7.6. Table 3. Engagement to be undertaken with key stakeholders

Stakeholder	Engagement techniques
Ongoing Underbelly Staff	<ul style="list-style-type: none"> <li>- Everyone provided with copy of the Event sustainability policy and sustainability management system.</li> <li>- Everyone invited to be part of review process.</li> <li>- Input to risk assessments as required.</li> </ul>
Event Manager	<ul style="list-style-type: none"> <li>- Regular meetings.</li> </ul>
Event Owner	<ul style="list-style-type: none"> <li>- Regular meetings.</li> <li>- Provision of Event sustainability policy as part of Event Management Plan.</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>- Commitment to sustainability and relevant sustainability objectives and risks identified in contractor documentation.</li> <li>- Selection process considers sustainability credentials.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>- Commitment to sustainability and relevant sustainability objectives and risks identified in contractor documentation.</li> <li>- Selection process considers sustainability credentials.</li> </ul>
Staff	<ul style="list-style-type: none"> <li>- Compliance with sustainability policy and objectives a key requirement in staff contracts.</li> <li>- All staff provided with staff handbook including key sections of sustainability policy, actions and objectives.</li> </ul>

	- Staff briefings.
Health and Safety Manager – Sygma Safety	- Provided with event sustainability policy, objectives and risks. - Part of key event team asked to contribute to event risks. - Invited to be part of review process.
Event Participants/ Performers	- Provided with key sections of the policy and objectives affecting their work onsite. - Invited to provide feedback and suggestions on any aspects of the sustainability of the Event.
Traders – full list available in Event Management Plan	- Provided with key sections of the policy and objectives affecting their work onsite. - Compliance with sustainability objectives a key part of their contract. - Invited to provide feedback and suggestions on any aspects of the sustainability of the Event.
Attendees	- Can provide feedback on any aspects of the Event to staff or stewards or via email or phone, this can include comments or feedback on sustainability of Event when applicable.
Regulatory Bodies	- As required by regulations and legislation.
Community	- Community briefings. - Underbelly will send out a letter to residents and businesses which will outline the Event. - The letter will also provide a site phone number and email address to local community, local authorities and others likely to be affected so that they can contact event operation staff with any concerns. - Post-event surveys to gather feedback.

## 8 Access

- 8.1. Public access to and through the Marble Arch will be maintained and used by the Event. There are 3 pedestrian crossings and a subway through to the Marble Arch island.
- 8.2. The newly installed safer cycle crossing and links will be unaffected by the development, both during build and strike periods and within operational and delivery hours.
- 8.3. A banksman will escort all vehicles accessing the site.
- 8.4. The nearest National Rail station is Paddington (a 20-minute walk/1.2 miles).
- 8.5. The nearest London Underground station is Marble Arch (Central Line, a 1 minute walk/0.1 mile) or Bond Street (Central and Jubilee, a 10-minute walk/0.5 miles).
- 8.6. The following bus routes all stop a short walking distance from Marble Arch Theatre. Bus Stop K: 7, 10, 73, 98, 137,390, N7, N73, N98, N137, N207. Bus Stop L: 6, 23, 94, 159, Bus Stop O: 6, 7, 23, 98, N7 and N98. Bus Stop P: 30, 94, 113, 159, 274, 390, N207. For a map of all bus routes please see <https://tfl.gov.uk/bus/stop/490G00144L/marble-arch-station>.
- 8.7. The nearest Santander Cycle Hire docking stations are located at Green Street, Old Quebec Street, and Park Lane.
- 8.8. Blue Badge Parking bays are available in Green Street, North Row, North Audley Street, Portman Square, George Street, Portman Mews South, Upper Berkeley Street, Great Cumberland Place, Wood's Mews, and Upper Berkeley Street. The conditions of use for the Blue Badge Scheme in Westminster, Kensington and Chelsea, and Camden (south of Euston Road), differ from parking concessions for disabled motorists in the rest of the country. <https://www.westminster.gov.uk/disabled-parking>
- 8.9. The site has a PTAL of 6b, demonstrating its excellent public transport accessibility. It is anticipated that most visitors will arrive by public transport.
- 8.10. The scheme will provide level access in accordance with Part M of the building regulations.
- 8.11. Staff are trained to give advice to customers on the best options for transport from the Event.
- 8.12. When running in conjunction with events in Hyde Park Underbelly would accommodate the agreed LSAG arrangements and work with the Event organisers in terms of public safety in this location, including working with the Hyde Park events and placing additional stewarding on the pedestrian crossings if required by the additional impact on those crossings from the Event's audience.

## 9 Pedestrian Management Plan

- 9.1. Public access to and through the Marble Arch will be maintained and used by the Event. There are 3 pedestrian crossings and a subway through to the Marble Arch island.
- 9.2. With up to 608 people arriving for performances in the Theatre, there will be little impact on the footfall in and around the Marble Arch Traffic Island.



- 9.3. When running in conjunction with events in Hyde Park Underbelly would accommodate the agreed LSAG arrangements and work with the Event organisers in terms of public safety in this location, including working with the Hyde Park events and placing additional stewarding on the pedestrian crossings if required by the additional impact on those crossings from the Event's audience.
- 9.4. A banksman will escort all vehicles accessing the site.

## 10 Amenity and Dispersal

- 10.1. This proposal seeks to create a theatrical attraction. The hours of operation are restricted and the Event will be managed to ensure it will not have a detrimental impact on the amenity of adjoining premises or residents. There will be a security operation in place always.
- 10.2. The scale of the Event will mean that visitor numbers will be maintained so as not to impact on local amenities in terms of either noise or other disturbance.
- 10.3. Transport
- The Event location is fortunate in that has many options for public transport including taxi ranks, many bus routes, and the London Underground. Underbelly will place signage outlining the various transport options available to get home safely.
  - Local taxi numbers will be available at the bar for customers enquiring, in addition to being printed on the leaflets that are distributed to patrons as they leave the site. In addition to handing out leaflets, all staff will be trained to give verbal advice to customers on the best options for transport from the Event.
- 10.4. Staffing
- During the last half hour of service at the bar, the service points are reduced and some staff are reallocated to collect glasses and cleaning duties across the Site. This assists customer departure and reduces potential for people to carry plastic cups or other litter out of the Venue.
- 10.5. Music and Lighting
- At the end of trading, background music will be turned off. Lighting and music levels will be reduced to encourage the gradual dispersal of customers during the 20 minutes from last orders being called.
- 10.6. Minimising Noise on Exit
- Signs will be placed at the exit asking customers to leave the Event quietly and without causing a disturbance. Signs will also be placed around the Event to encourage audiences and other customers to be constantly aware of and considerate to the residents.
- 10.7. Bottles and plastic glasses
- Well-placed and well-lit signage will make it clear that customers will not be allowed to leave the premises with drinks. This policy is supported with vigilant security staff at the exits searching customers where necessary. Bins are also provided at the exits for use by customers.
- 10.8. Litter
- Staff will perform a rubbish patrol following closure. This patrol will pick up bottles, flyers, food wrapping etc. in the immediate vicinity of the premises. As well as clearing rubbish, the patrol acts as another set of eyes and ears identifying potential disorder. Their activity, particularly sweeping the pavement, will also encourage customers to vacate the area outside the premises.
- 10.9. Site security and door staff
- All security and door staff will have an appropriate SIA licence and be fully trained. Security staff will be on duty until the site closes.
  - The security staff will play a key role in the implementation of dispersal:



- encouraging customers to drink-up and progress to the exit throughout the latter part of drinking up time;
- drawing attention of exiting customers to the notices on the exits and asking them to be considerate;
- ensuring the removal of all plastic glasses and bottles from departing customers;
- dispensing maps providing information about local transportation and taxi numbers;
- actively encouraging customers not to congregate outside the Event (this is to prevent customers becoming victims of crime in the immediate area and having confidence to head towards transport hubs), and;
- directing customers to the nearest taxi ranks or other transportation away from the area.

#### 10.10. Communications with Residents

- Prior to the Event, Underbelly will write to nearby residents and businesses and inform them about the Event, including the programme of events.
- Residents and businesses will also be informed of a mobile number and a landline by which residents can communicate with the venue/duty manager with respect to noise and any other concerns with the operation of the Site.

## 11 Waste, Cleaning and Maintenance

11.1. Waste will be separated where possible for recycling.

11.2. Trade waste bins will be kept in a dedicated enclosure within the Site and emptied twice weekly. They will be accessed directly from our enclosure by our contractor Veolia, who currently service this site on behalf of Westminster Council.

11.3. There will be a dedicated cleaning team ensuring toilets are clean and well presented.

11.4. We will ensure that site and surrounding area is kept litter free.

11.5. There will be enforced disposal of any alcoholic drinks as people leave the Event, reducing any waste that might have been irresponsibly discarded.

11.6. Although the event is temporary, most equipment and materials utilised are either hired in (and sent back to the supplier to be hired to others) or stored for our reuse in future projects. Underbelly has two warehouses, one in London, one in Edinburgh, equipment is stored in whichever warehouse reduces haulage cost and impact to the environment. What little waste that is left is removed in skips.

## 12 Noise Management

12.1. Underbelly will manage noise from the event in accordance with the acoustic report to minimise impact on residents and businesses.

## 13 Alcohol Management and Licensing Objectives.

13.1. Underbelly will operate and manage the bar operation.

13.2. The bar will only be accessed by ticket holders.

13.3. There will be no seating provided externally.

13.4. There will be a full bar, including spirits, in the Spiegeltent foyer.

13.5. Qualifications and training

- All staff involved in the sale or service of alcohol will be trained prior to beginning work and a record of the training will be kept by the bar office for inspection.

13.6. Key points of the Underbelly alcohol management plan are:

### Compliance with Licensing Objectives



- Underbelly operates a challenge 25 policy. This means anyone who looks 25 or under will be asked for ID. Only recognised identification will be accepted. Clear signage will be on every bar.
- All staff will undertake a minimum 2 hours licensing and responsible alcohol service training.
- Alcohol sold from the bars will be for consumption on Site only. Security staff will be at all gates to prevent people leaving with open alcoholic drinks.
- Drinks will be served in plastic or paper cups, with the only omission being in the Spiegeltent where a bottle of wine will be served with four plastic glasses.
- No happy hours or time limited price promotions will be run.
- No quantity based price promotions will be run.
- Beer will be available in 1/2 pint and, maximum, 1 pint vessels only.
- Wine will be available in 125 ml measures.
- All ABVs and prices will be clearly displayed.
- Free drinking water will be readily available.
- SIA security staff will be onsite at all operational hours.
- Signs will be placed at all entrances and exits requesting all customers to leave quietly and to be aware of neighbours when customers are on Site.
- There will be no tolerance to any criminal behaviour and if any crimes occur then the police will be contacted immediately.
- Customers who are intoxicated will be refused service at the bar and a refusal book will be kept on Site.
- Last orders will be called 30 minutes prior to the closing of the bar, with last service 15 minutes prior to closing time.
- Capacities are controlled through ticketing.

#### **Preventing Crime and Disorder**

- Underbelly will employ a suitable number of SIA qualified security for the size and demographic of expected audience. Fully trained security staff will patrol and control access to the site and be on duty 24 hours per day. Security personnel will hold door supervisor licences and will be SIA registered. All security staff will be required to sign in and out when coming onto site and to show their SIA badge prior to starting work to enable checking on the SIA website. Regular meetings will be held with the contracted security company to ensure maintenance of high standards.
- Security and management will be able to communicate over radio.
- Residents and business will be distributed a phone number for a phone held by our site management and which will be monitored 24 hours a day.
- Entrances and exits to/from the venue will be monitored always during operational hours.
- Entrance to the performances in the Spiegeltent will be by ticket only.
- Signs will be placed at all entrances and exits requesting all customers to leave quietly and to be aware of neighbours when customers are on Site.
- All draught and bottled products will be served in plastic glasses except bottles of wine, which will be served with four plastic glasses.
- No money to be left in the box office or in any concessions overnight.
- Any suspicious behaviour will be monitored and dealt with in a suitable manner.
- Staff will be trained in the relevant legislation applying to the sale of alcohol.
- There will be no tolerance to any criminal behaviour and if any crimes occur then the police will be contacted immediately.
- The opening hours will be strictly followed.
- No happy hours or time limited price promotions will be run.
- No quantity based price promotions will be run.
- Beer will be available in 1/2 pint and, maximum, 1 pint vessels only.
- Wine will be available in 125 ml measures.
- All ABVs and prices will be clearly displayed.
- Customers who are intoxicated will be refused service at the bar and a refusal book will be kept on Site.
- Last orders will be called 30 minutes prior to the closing of the bar.



- All staff that work on the event will be over 18 years old.
- Young persons will not be allowed access to any shows that contain any unsuitable content. All shows with any content that is unsuitable for young persons will have warnings to people who are booking tickets.
- Some performances will contain ancillary material of an adult nature.
- Appropriate age restrictions will be:
  - imposed;
  - advertised on all related marketing material;
  - made clear at the point of sale of tickets; and
  - enforced at the point of entry to the Spiegeltent.

## 14 Security and Crowd Management

14.1. There will be adequate levels of SIA security on the site always. This will be 24 hours a day from the beginning of the build to the last day of breakdown.

14.2. Shows in the Spiegeltent will be ticketed to manage and ensure capacity within the venues.

14.3. Security Deployment Plan for Operation Hours:

Location Description	Function and Duties
Entrance	<ul style="list-style-type: none"> <li>• Constant manning of gate</li> <li>• Control and direction of members of the public entering and leaving the site</li> <li>• Observation for and recognition of potential suspect packages. Report any findings to the supervisor, venue/duty manager or police officer.</li> <li>• Bag search where necessary</li> <li>• Provide information and directions to the public</li> <li>• Deter/prevent any drunk person entering the venue</li> <li>• Deter/prevent anyone removing alcohol from the venue</li> <li>• Ensure there are no unaccompanied children after 2100 hours. Unrestricted access for young persons (16/17 year olds).</li> <li>• Observe any children in the venue and ensure they do not consume alcohol</li> <li>• Encouraging customers to drink-up and progress to the exit throughout the latter part of drinking up time;</li> <li>• Drawing attention of exiting customers to the notices on the exits and asking them to be considerate;</li> <li>• Ensuring the removal of all plastic glasses and bottles from departing customers;</li> <li>• Actively encouraging customers not to congregate outside the Event; and</li> <li>• Directing customers to the nearest taxi ranks or other transportation away the area.</li> </ul>
Spiegeltent/Floating Position	<ul style="list-style-type: none"> <li>• Patrol whole site and provide support where needed</li> <li>• Observation for and recognition of potential suspect packages. Report any findings to the supervisor, venue/duty manager or police officer.</li> <li>• Bag search where necessary</li> <li>• Observation for the prevention of over crowding</li> <li>• Provide information and directions to the public</li> <li>• Deter/prevent any drunk person entering the venue</li> <li>• Deter/prevent anyone removing alcohol from the venue, unless from authorised supplier in sealed container</li> <li>• Ensure there are no unaccompanied children after 2100 hours. Unrestricted access for young persons (16/17 year olds).</li> <li>• Observe any children in the venue and ensure they do not consume alcohol</li> <li>• Encouraging customers to drink-up and progress to the exit throughout the latter part of drinking up time;</li> <li>• Drawing attention of exiting customers to the notices on the exits and asking them to be considerate;</li> <li>• Ensuring the removal of all plastic glasses and bottles from departing customers;</li> <li>• Actively encouraging customers not to congregate outside the Event; and</li> <li>• Directing customers to the nearest taxi ranks or other transportation away the area.</li> </ul>

14.4. Draft Security Schedule: There will be 1 SIA security at the venue 24 hours per day. There will be a 2<sup>nd</sup> SIA Security at Peak Times.

## 15 Medical

15.1. There will a qualified first aider onsite during all operational hours.

15.2. Each incident will be logged and the necessary paperwork will be filed out. This paperwork consists of an accident report book, an accident log which will be seen by the venue/duty manager at the end of the day



- Signage will be placed around the Venue asking people to ensure all personal property should be looked after and with them always. Staff will ensure all unattended bags are reported to the site management immediately.

#### **Securing Public Safety**

- Comprehensive Risk Assessments will be undertaken.
- A comprehensive counter terrorism plan will be made and reviewed by CT police.
- Security and staff will be able to communicate over radio.
- Residents and business will be sent a phone number and an email address to contact site management and which will be monitored 24 hours a day.
- There will be adequate medical provision during operational hours. Any injuries that do occur will be recorded in an accident book and emailed to h&s@underbelly.co.uk to ensure that all relevant parties are informed of accidents or incidents.
- Should there be the need to evacuate the site or request emergency service assistance, this will be immediately communicated to affected surrounding neighbours.
- Consultation will take place with all relevant authorities.
- All draught and bottled products will be served in plastic glasses except bottles of wine, which will be served with four plastic glasses.
- There will be appropriate levels of staffing, including security and another stewarding staff. All staff will receive relevant training.
- All security staff will be SIA registered and their badges will be regularly checked on the SIA website.
- The Site will be accessible for the disabled and accessible toilet facilities will be provided.
- There will be full compliance with all relevant health and safety legislation.
- The Licensee will ensure that all venues are fit for purpose and safe to work in. All relevant PPE will be worn when building/taking down venues.
- Staff will be trained when performing tasks that have a certain amount of risk, i.e. a member of staff will be trained to use a ladder before using one.
- Capacities will be carefully monitored and managed.
- All staff will be trained in the evacuation procedure.
- All staff will be trained in the use of fire extinguishers.

#### **Preventing Public Nuisance**

- It is not anticipated that any of the events will cause any problems or public nuisance.
- A comprehensive Noise Management Plan will be in place.
- At every exit, customers are asked to leave quietly.
- Waste will be stored and disposed of to avoid causing public nuisance.
- Throughout the day each site will have designated cleaners who will ensure to keep the site clear of rubbish.
- Litter will be collected on Site and customers requested not to take packaging off site but to dispose of it in bins provided. Bins will be provided at entrances and exits.
- No happy hours or time limited price promotions will be run.
- No quantity based price promotions will be run.
- Beer will be available in 1/2 pint and 1 pint vessels only.
- There is a detailed dispersal policy.

#### **Protecting Children from Harm**

- The Event will operate a strict challenge 25 policy and anyone who looks under 25 will be asked for identification. The only forms of acceptable identification will be a driving licence or passport. Clear signage will be on every bar.
- Staff will be trained in, and fully aware of, the law relating to sales of alcohol to those under the age of 18.
- Security and stewards will be able to communicate over radio.
- A detailed lost/found children and vulnerable adult policy will be in place.

- All staff that work on the event will be over 18 years old.
- Young persons will not be allowed access to any shows that contain any unsuitable content. All shows with any content that is unsuitable for young persons will have warnings to people who are booking tickets.
- Some performances will contain ancillary material of an adult nature.
- Appropriate age restrictions will be:
  - imposed;
  - advertised on all related marketing material;
  - made clear at the point of sale of tickets; and
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Spiegeltent/Floating Position	<ul style="list-style-type: none"> <li>• Patrol whole site and provide support where needed</li> <li>• Observation for and recognition of potential suspect packages. Report any findings to the supervisor, venue/duty manager or police officer.</li> <li>• Bag search where necessary</li> <li>• Observation for the prevention of over crowding</li> <li>• Provide information and directions to the public</li> <li>• Deter/prevent any drunk person entering the venue</li> <li>• Deter/prevent anyone removing alcohol from the venue, unless from authorised supplier in sealed container</li> <li>• Ensure there are no unaccompanied children after 2100 hours. Unrestricted access for young persons (16/17 year olds).</li> <li>• Observe any children in the venue and ensure they do not consume alcohol</li> <li>• Encouraging customers to drink-up and progress to the exit throughout the latter part of drinking up time;</li> <li>• Drawing attention of exiting customers to the notices on the exits and asking them to be considerate;</li> <li>• Ensuring the removal of all plastic glasses and bottles from departing customers;</li> <li>• Actively encouraging customers not to congregate outside the Event; and</li> <li>• Directing customers to the nearest taxi ranks or other transportation away the area.</li> </ul>

14.4. Draft Security Schedule: There will be 1 SIA security at the venue 24 hours per day. There will be a 2<sup>nd</sup> SIA Security at Peak Times.

## 15 Medical

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15.2. Each incident will be logged and the necessary paperwork will be filed out. This paperwork consists of an accident report book, an accident log which will be seen by the venue/duty manager at the end of the day



to spot any abnormal trends, a casualty form will be filled out in the event of an ambulance being called. Anything more than a minor plaster injury should be reported daily to [h&s@underbelly.co.uk](mailto:h&s@underbelly.co.uk)

15.3. Serious injuries may be reportable to RIDDOR. In this case the venue/duty manager along with the operations manager will fill in a F2508 form. This will be sent to Westminster Council Environmental Health Officers and the HSE as soon as possible. Internal investigations and a full incident report will be carried out by the venue/duty manager and the production manager.

## 16 Power & Lighting

16.1. Power will be from mains power.

16.2. The system will be installed, inspected and tested in line with BS7909.

16.3. We will be installing some additional decorative lighting which will include festoon and localised flood lights. In the event of power failure across the Event, the permanent concourse lighting will remain powered.

16.4. For more information on Lighting see the External Luminescence Plan.

## 17 Sanitation and Welfare

17.1. There will be temporary toilets installed at the Site with a minimum of:

- 1 accessible gender neutral toilet with baby changing facilities
- 16 female cubicles
- 2 male cubicles
- 7 urinals
- 4 male washbasins and 9 female washbasins
- Additional provision provided back of house for staff and performers.

This is based on recommended amounts from British Standard 6465.

## 18 Deliveries

18.1. Deliveries will only be permitted between the hours of 07:00 and 10:00. All deliveries will be coordinated and cleared through the Underbelly venue/duty manager and production manager.

18.2. All deliveries will be in accordance with the rules as set out in the Delivery and Servicing Plan.

## 19 Smoking Area

19.1. The area for smokers will be at the front of the theatre. If drinks are taken outside these should be in non-glass vessels. The area will be contained and numbers will be limited for post show smoking.

## 20 Box Office Ticketing

20.1. Ticketing will be provided in-house by Underbelly. There will be a ticketing system in the Spiegelent foyer that will be for collections and sales prior to the performance each day. It is forecast that most tickets will be purchased in advance with a small amount being sold on the day.

## 21 Customer Service and Complaints

21.1. Underbelly prides itself on the quality of its festivals and events and our relationship with our customers and audiences. Underbelly believes that customers make an event and therefore actively engages with audiences throughout the event lifecycle.

21.2. Prior to the event, Underbelly will write to nearby residents and inform them about the event, including giving them a programme and schedule of events.



- 21.3. Residents will be given the mobile number and email address for our venue/duty manager. Residents can communicate with the venue/duty manager in respect of noise and any other concerns with the operation of the event. Our venue/duty manager will be required to carry this mobile phone always.
- 21.4. Feedback can take two forms - either directly from a customer via email, or by completing an Underbelly customer comment and feedback form, which is then transposed into an email and forwarded on to a dedicated feedback email address. All email enquiries to this address are checked twice daily during office hours and all complaints are logged in a central database. From the database, our customer service or administration teams can respond with either an automatic message for general enquiries, or manually for a more in-depth, detailed response, depending on the nature of the comment. Where feedback is unable to be answered by the first-line response, team members can mark the enquiry for the attention of a more senior member of staff, or another department member. This process is automated and will immediately notify the member of staff that they have a new message to respond to. Underbelly will aim to respond to all enquiries within 48 hours through this process, although urgent emails will be acted on immediately. Where necessary, an investigation will take place. Depending on the outcome of the investigation, new procedures may be put in place. The customer is always contacted as soon as possible and kept informed at all stages.

## 22 Lost Property

- 22.1. Underbelly will operate a lost/found property facility. Any lost property will be taken to the box office and/or handed in to a member of Underbelly staff. The box office will keep a log of any lost property that is handed in. All valuables, wallets and passports will be kept in the box office and will be kept until the end of the season.
- 22.2. Any lost property queries over the phone or in person will be logged with contact details. The log will be kept online in the cloud, so enquires coming from various sources can be registered.
- 22.3. Underbelly will clearly advertise the contact details for lost/found property enquiries on the website as well as at the exit of the venue. All staff will be fully briefed as to the lost/found property process and will be able to assist patrons in locating their lost/found items.
- 22.4. Any passports will be taken to the local police station at the end of the Event. All other lost/found items will be retained by Underbelly for a period of two weeks after the event. A member of Underbelly's customer service team will proactively attempt to reunite lost/found items with their owner during this period. Any remaining items that are not personally identifiable documents (i.e. driving licences, bank cards etc.) will be taken to a local charity shop.

## 23 Accreditation and Passes

- 23.1. With a diverse mix of contractors, public, performers and production staff on Site, robust accreditation arrangements are vital to ensure a safe and secure Site.
- 23.2. During the construction phase, all staff will be issued with temporary wristbands, in line with CDM 2015. These wristbands will be issued to each staff member when signing in at the site reception each day.
- 23.3. During the operational period the following passes will be issued:

Level	Who
Access All Areas	Underbelly senior staff
Artist	Performers and production only staff
Underbelly staff (licenced)	Underbelly bar staff with PLH training
Underbelly staff	Underbelly staff

## 24 Security Staffing

- 24.1. There will be 24 hour SIA security staff. One always, with additional support during performance times.

## 25 CCTV



25.1. Underbelly shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

## 26 Policing

26.1. Underbelly is working closely with and acknowledges the support of The London Metropolitan Police and the Counter Terrorism Police Department.

## 27 Suspect Packages

27.1. A suspect package should be reported immediately to Security and Site Management via the radio on Security will then carry out any necessary action. Please see section 31 for Underbelly's Security Advice.

27.2. See section 26 for the Emergency Management Plan.

## 28 Bomb Threats

28.1. Should a threat be received the Venue/Duty Manager will convene an emergency management meeting to decide on the best response involving the police as appropriate.

28.2. Any threat including an improvised explosive device (IED) should be reported immediately to Security via the radio. Security will then clear the area and notify the Site Manager who will phone the police.

28.3. Staff are instructed to use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover.

28.4. Venue/Duty Management must be informed immediately of any fires within the area. Fire and Rescue Service will be immediately informed. Security and Front of House Staff will commence immediate evacuation of the immediate area affected by the fire. The Site Manager will coordinate all security.

28.5. See section 27 for the Emergency Management Plan.

## 29 Emergency Management Plan

29.1. The aim of the emergency management plan is to ensure that the safety of those attending the Event is maintained always, as far as is reasonably practicable, by providing a set of roles, responsibilities and procedures to ensure a coordinated response to any minor emergencies or major incidents resulting from both on and off-site hazards, whilst keeping disruption to a minimum.

29.2. The objective of this plan is:

- To ensure a swift, effective and coordinated response to both minor emergencies and major incidents, by the emergency services, Local Authority and event organisers.
- To identify key positions throughout the area, required during the response phase.

29.3. **Chain of Command:**

- Venue/Duty Manager
- Front of House Manager



- Security

#### 29.4. Risk Factors and Potential Hazards

The main risks within the event have been assessed as:

- Crowd disorder
- Serious fire
- Adverse weather conditions – particularly extreme cold, wind or rain
- Bomb threat
- Structural collapse
- External factors impacting on the event

#### 29.5. Contingency Arrangements

Contingency Arrangements have been devised to allow a coordinated and effective response to unscheduled occurrences, which impinge on the safe running of the Event. Three categories of occurrence, each requiring a specific response reflecting their severity, have been identified and are defined below.

#### 29.6. Incidents

An Incident is defined as – *“a routine occurrence that impacts upon the safe running of the Event but does not require external resources; these incidents can be resolved utilising existing resources without disrupting any other services”*.

#### 29.7. Emergencies

An Emergency Situation is defined as – *“an occurrence that poses a threat of serious injury, loss of life or a breakdown in public order and may disrupt the operation of some or all parts of the site”* For example a small bin fire. These emergencies can be dealt with utilising on-site resources, or may require the assistance of one of the emergency services, but without surrendering control of the site.

#### 29.8. Major Incidents

A Major Incident is defined as *“any emergency that requires the implementation of special arrangements by one or more of the Emergency Services, the NHS or the Local Authority for:*

- *The initial treatment, rescue and transport of a large number of casualties;*
- *The involvement either directly or indirectly of large numbers of people;*
- *The handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the police;*
- *The need for the large scale combined resources of two or more of the Emergency Services;*
- *The mobilisation and organisation of the Emergency Services and supporting organisations e.g. Local Authority, to cater for the threat of death, serious injury or homelessness to a large number of people”*.

**Should a Major Incident be called that is beyond the scope of this Event Manual, Event Organisers will support the Emergency Services with all the resources at their disposal.**

On occurrence of an Incident the site manager will manage the response of Stewards and Officials through normal radio links. An Incident will require a localised response, which should not require general broadcast.

#### 29.9. Bomb Threats

The venue/duty manager must be informed immediately of any potential bomb threats and will inform the police.

If the warning is a verbal or written message, the venue/duty manager must write down the information and pass it on to the Police straight away. The evacuation procedure may be invoked after this point, but the venue/duty manager should coordinate actions with the Police officer in charge on arrival at the site; it may be that it is better to continue with the event without unduly panicking and worrying customers while a search is carried out. Staff and Security should also be aware of the possibility of secondary devices when deciding routes



for evacuation, etc.

#### 29.10. **Handover Procedure**

If an emergency procedure occurs that requires the response of the emergency services, the site manager will meet the emergency services at the site office. The site manager will brief the appointed key personnel from the emergency services and will then hand control over the coordination of the response to the appointed key personnel to put in to action their incident response. The site manager will support the emergency services with all the resources at their disposal

#### 29.11. **Muster Point**

For all staff and customers, the muster point will be on the concourse outside Marble Arch.

#### 29.12. **Event Control**

Event control will be in the site office.

All safety documentation and the Event Manual will be held at the site office either electronically or in paper form.

Event control will be responsible for coordinating security, medical, FOH and technical teams during performances and for directing commencement of the event by technical performers under the direction of the Duty/Venue Manager

#### 29.13. **Identifying and Communicating Incidents**

In the event of an emergency, the following identification and communication procedures will occur:

- Clearly identifiable front of house staff (wearing event accreditation and Hi-Viz jackets) posted at key locations and patrolling the event footprint, will identify emergency situations.
- The stewards, through their communications system, will report this immediately to the Duty Manager
- Notifications made by event personnel, will be made with the understanding that the public may overhear radio messages.
- Notifications made by members of the public will be routed via front of house staff to the duty manager.
- When notifying the duty manager of an emergency, state exact location and nature of the incident that has occurred.
- On receipt of a notification, the duty manager will report this to the necessary emergency services as appropriate who will then follow procedure as outlined in this manual and evaluate the information and decide on the most appropriate course of action, to ensure an effective emergency response.

#### 29.14. **Show Stop Procedure**

All staff will be informed of the show stop procedure. Event Control will contact the Front of House Manager, Security and Technical Performers. The performance will be stopped immediately and an announcement will be made over the PA system. From this point, the show stop can either be escalated to a partial / full site evacuation, or withdrawn and the event allowed to continue.

#### 29.15. **Emergency Evacuation Procedures**

See section 32 for the Evacuation Procedure.

#### 29.16. **Fire**

Duty Management must be informed immediately of any fires within the event footprint. Fire and Rescue



Service will be immediately informed via the site office phone of the emergency via the 999 system, stating exact location of the fire.

The staff deployed in that area, having notified the duty manager, will immediately commence evacuation of the immediate area affected by the fire. All security will be coordinated by the Duty Manager via event control.

The Duty Manager will:

- Evaluate all information being received
- Advise all relevant agencies
- Identify the extent of the area to be evacuated
- Identify routes by which evacuation should take place
- Identify approach routes to the incident for all emergency services vehicles

Instructions will be passed to the relevant staff as per the Emergency Evacuation Procedures outlined in section 32.

Fire extinguishers will be made available throughout the site and distributed as per the Fire Safety Plan, a copy of which is available as a separate document on request or from the Site office.

All fire extinguisher points will be clearly marked.

#### 29.17. Communications

Communications are vital in the response to a major incident and therefore must be robust, flexible and sufficient to maintain a constant link between all responding agencies.

In the event of a major incident occurring, each service/agency will retain their own communications systems with their nominated Incident Officers at the Event Control Point.

## 30 Health and Safety and Risk Assessments

30.1. Underbelly is committed to ensuring the safe operation of the Site.

30.2. Underbelly not only adheres to health and safety laws and legislations, but embraces the spirit of the acts.

30.3. The staff handbook will provide all employees with clear guidelines on how to implement the Underbelly health and safety policy and will ensure that everyone shares responsibility for safety at work.

30.4. Prior to the start of the setup of the Event, a full set of risk assessments and method statements will be carried out and produced.

30.5. All contractors and subcontractors will provide Underbelly with risk assessments and method statements. They will also be provided with information in their information pack to positively promote the key messages of this paperwork to their staff.

30.6. Underbelly utilises the following policies and documents as reference for health and safety best practice:

- Health and Safety at Work Act 1974
- The Regulatory Reform (Fire Safety) Order 2005
- HSE Managing Crowds Safely
- Event Safety (Purple) Guide
- The Four Licensing Objectives as per the Licensing Act 2003
- Cabinet Office Guidance on Crowd Safety.

30.7. All health and safety at Marble Arch Theatre will be the responsibility of the Underbelly production manager and venue/duty manager, working with Sygma Health & Safety. All risk assessments and method statements will be assessed and administered by Underbelly and Sygma Health & Safety in accordance with health and safety legislation and good working practice.





- 30.8. During the get-in and get-out periods, the Site will only be accessible by personnel who have read and signed the Site safety memo in accordance with the Site rules. All staff, contractors and visitors during these periods must adhere to these rules or leave the Site with immediate effect.
- 30.9. During the operational period, all staff and contractors must adhere to the Site health and safety plan as outlined in the operations plan and staff handbook. Any disregard for this plan will be dealt with on a case-by-case basis. The Site management team will produce a daily site report with reference to all activities on Site and any incidents/accidents that need to be reported.

## 31 Daily Risk Assessing

- 31.1. It is the responsibility of all key positions on site (i.e. venue/duty manager, production manager, company manager, security, bar manager, box office manager etc.) to be constantly looking for any potential risks and hazards during the Event.



## 32 Duty Manager Report

### Duty Manager Report – Marble Arch Theatre

Date: / /2017

DUTY MANAGER	DAY	EVENING
NAME:		

VENUE OPEN TIME	VENUE CLOSE TIME

SAFETY & SECURITY	
Security Full Names	
Fire Escapes Checked?	

	OPEN	CLOSE	COMMENTS
Box Office			
Bar			

	Timings	Attendance	Notes
Matinee Performance	House Open: Act 1 FOH Clearance: Interval Start: Act 2 FOH Clearance: Finish:	Tickets Issued; Attendance Inc. Comps: Comps in Attendance:	
Evening Performance	House Open: Act 1 FOH Clearance: Interval Start: Act 2 FOH Clearance: Finish:	Tickets Issued; Attendance Inc. Comps: Comps in Attendance:	

REPORT ON SERVICES AND ISSUES CONCERNING SITE	
WEATHER	
SITE POWER	
WATER	
BOX OFFICE	
SECURITY	
QUEUING	
FIRST AID	
BAR	
TOILETS	
WASTE SERVICES	
CLEANING	
OTHER	

ATTACHMENTS



Detail any additional incident reports or other information that should be attached to this report.

### 33 Incident and Near Miss Report

A copy of this should be sent alongside the duty manager report and to [h&s@underbelly.co.uk](mailto:h&s@underbelly.co.uk)

#### UNDERBELLY INCIDENT REPORT

**(Delete as appropriate)**

Time of incident:

Location of incident:

Name of affected party:

Age of affected party:

Contact details:

Nature of incident:

Witnesses:

Staff who assisted:

Weather:

Details of incident:

Paramedics: \_\_\_\_\_

Treatment given:

Fire Brigade:

Police:

Crime Reference Number:

Any other details:

Report prepared at: \_\_\_\_\_ **TIME** \_\_\_\_\_ **DATE**

Following the incident using contemporaneous notes taken by:

**FIRST NAME** \_\_\_\_\_ **LAST NAME**



## 34 Underbelly Security Advice

The following document is supplied to all staff and contractors:

### Underbelly Security Advice

Our advice, wherever possible, is to follow the Run Hide Tell guidance until the police arrive on the scene. The guidance recommends RUN, if you can, if you can't run, HIDE and then, when you can, TELL the police what's happening so they can get help there quickly to stop the threat. Also, tell others of the threat so they don't approach danger. However, if someone is in immediate danger and their life is being threatened we would never criticise their actions if instinct takes over and they feel the need to fight back.

RUN	HIDE	TELL
<ul style="list-style-type: none"><li>• If there is a safe route run, if not hide.</li><li>• Insist others go with you</li><li>• Don't let them slow you down</li><li>• Leave belongings behind</li></ul>	<ul style="list-style-type: none"><li>• If you can't run, hide</li><li>• Find cover from gunfire</li><li>• Be aware of your exits</li><li>• Try not to get trapped</li><li>• Lock yourself in a room if you can</li><li>• Move away from the door</li><li>• Be very quiet, silence your phone</li><li>• Barricade yourself in</li></ul>	<ul style="list-style-type: none"><li>• Dial 999 when you are safe</li><li>• Give your location</li><li>• Give the direction the attacker is moving</li><li>• Describe the attacker</li><li>• Give any further information</li><li>• Can you safely stop others from entering the area?</li></ul>

Please also watch these videos to help prepare you.

<https://www.gov.uk/government/publications/stay-safe-film>

<https://www.youtube.com/watch?v=GTFNYtkf6m8> or go to you tube and search for Personnel security - Eyes Wide Open.

During the build/derig and the events, if you see anything suspicious or out of character from anyone within or close to the event arenas, or spot any equipment or baggage/luggage/rucksacks etc. left anywhere during the build/derig or at the event that cannot be accounted for, please report it to your primary Event contact immediately either by radio or in person.

**You are our eyes and ears!  
Don't be afraid to report it!**

#### ACTING ON SUSPICIOUS BEHAVIOUR

Please be mindful of the following information and ensure this is passed on to any staff or volunteers you are responsible for;

**SAFETY:** Think about your own and the public's safety.

**SEE:** What's happening and where is it happening?

**TELL:** Contact event management, the event control by radio or the Police Immediately. Tell them what's happening and where it's happening.

**Use hand-held radios or mobile phones away from the immediate vicinity (approx. 15m) of a suspect item, remaining out of line of sight and behind hard cover.**

**ACT:** Stay safe, observe what's happening without placing yourself in danger and (if safe to do so) update the Police.

**If you find a suspicious package;**

Do not touch it

Move away to a safe distance

Contact Event Control (during the event), event management or primary contact (during build and breakdown) or if not available the police directly.

Prevent others from approaching

#### UNATTENDED ITEM

An unattended item can be characterised as follows:

'An object without a discernible owner but which is, in other respects, typical of what might be found legitimately at that location.'

Unattended items should be reported to event control, however please do not treat as suspicious automatically. Hundreds of bags etc. are left unattended in London daily and do not pose any threat.

#### SUSPICIOUS ITEM

H - Has the item been hidden?

O - Is the item obviously suspicious?

T - Is the item typical (or more likely) not typical of the environment?

**Key Information you should collect for Event Control and Police: WHAT, WHERE, WHEN, WHY, WHO**

**TO REPORT, CONTACT THE EVENT CONTROL, SITE MANAGEMENT OR PRIMARY EVENT CONTACT OR POLICE DIRECTLY**

**Police – 101 or 999**

**Confidential Anti-Terrorist Hotline - 0800 789 321**



## 35 Evacuation Plan and Emergency Procedures

### Fire Evacuation – Marble Arch Theatre, London

#### Evacuation Procedure

Action on discovering a fire/suspect package/event of an evacuation:

On Underbelly Site		In a Surrounding Building/Sites
Discovering a fire/suspect package/event of an evacuation:	<p>On discovering a fire on Site, the Venue/duty manager will be called by radio and one of the following actions will be taken:</p> <ul style="list-style-type: none"> <li>- If the fire is the size of a waste paper basket or less, and there are no other surrounding circumstances to suggest that the fire may spread unusually quickly, the fire will be extinguished by trained staff. After the event this will be reported by way of a written report to Underbelly management so that appropriate action can be taken to avoid a repeat of the incident.</li> <li>- If the fire is larger or looks as though it is going to spread quickly, the Venue/duty manager will immediately order an evacuation of the Site and then call the fire brigade. The Venue/duty manager will then call security and Site management so that a controlled evacuation of the surrounding buildings/Site can be undertaken, steering people away from the fire area.</li> </ul>	<p>On discovering a fire in a surrounding building, we request that security or Venue/duty manager inform our Venue/duty manager immediately so that an evacuation of the Site and venue can be undertaken.</p>

#### Call to Emergency Services and Site Security and Duty Management:

As detailed above, the Venue/duty manager will call the emergency services immediately. The Venue/duty manager will then call security and Site management to inform them of the problem.

#### Method of Evacuation:

If the Venue/duty manager issues the instruction for evacuation, the Underbelly front of house staff and bar staff will, having had training on the routes and assembly points, initiate the evacuation of the Site.

The assembly point that patrons will be directed to is outside on the concourse in front of Marble Arch.

The Venue/duty manager will control the evacuations in conjunction with the venue staff.

All staff will be briefed and trained on the emergency exits. From the venue manager's assessment, they will allocate staff to create pathways and direction to emergency exits. They will assist patrons with accessibility needs.

#### Training and Monitoring

All front of house and bar staff will be trained in evacuation procedures. The Venue/duty manager will control the evacuations. Evacuation procedures will be reassessed as the flow of people is monitored. This document will be updated as necessary.

#### Line of Command

Any member of front of house, technical or bar staff should inform the Venue/duty manager in the case of a suspect



package, fire or any other threat. In the case that the Venue/duty manager is not available, the front of house manager will take control. Where neither the front of house manager nor any other management are present the member of staff should proceed with the evacuation where necessary and call the emergency services.



**Marble Arch Evacuation Procedure**

<b>Evacuation</b>
<p>1. In the event of a fire the Venue/duty manager will make an announcement. You will be aware of the decision to evacuate by the Venue/duty manager who will make the following announcement over the radio:</p> <p style="padding-left: 40px;">“Attention all staff: Mr Sands is in the ...(location). Prepare to evacuate.</p> <p>2. At this point staff should move to positions, open any door, ensure that exit routes are completely clear and be ready to evacuate people.</p> <p>3. The company manager will make an announcement on stage saying: “Ladies and gentlemen there is a need to evacuate the tent. Please leave following the instructions of our staff.”</p> <p>4. At the conclusion of this announcement, in a loud, clear voice staff should begin shouting “This way-out Ladies and gentlemen.”</p> <p>5. Staff should continue to shout this and encourage people to move swiftly but calmly out of the tent until it is clear.</p> <p>6. Staff should ensure they are moving away from the tent and into the <b>assembly point – on the concourse in front of Marble Arch.</b></p> <p>7. No staff or member of the public should be readmitted into the Site until it is checked and confirmed safe by a fire officer.</p>
<b>Staff positions/individual duties – Spiegel tent</b>
<p><b>Production manager/front of house manager (if neither are available, then the company manager)</b> Initiate announcements from the microphone at the tech desk, to evacuate the Spiegel tent and then direct customers to the nearest exit, if clear, from the middle of the stage.</p>
<p><b>Usher 1 &amp; 2</b> Ensuring front doors are clear and open, Usher 1 standing inside, Usher 2 standing outside. Physically and vocally directing people towards the front exit of the Site, assisting patrons with accessibility needs.</p>
<p><b>Usher 3</b> Ensure stage right back fire door of the Spiegel is clear and open, physically and vocally directing people towards the front exit of the site, assisting patrons with accessibility needs.</p>
<p><b>Stage Manager</b> Enters from backstage to the middle of the stage to physically and vocally encourage and direct patrons towards the front exit.</p>
<p><b>Technician 1</b> On standby at the end of the aisle by the stage, encouraging and directing people safely towards the exit.</p>
<p><b>Technician 2</b> To attend back stage area and dressing room to ensure they are clear of performers, patrons and hazards.</p>



## Underbelly's Marble Arch Theatre

### Fire Risk Assessment Document

Location: **Marble Arch, London**

*Areas covered by Risk Assessment:*

**Section A.** **Risk Assessment Related to the outbreak of Fire in Marble Arch Theatre**

**Section B.** **Risk Assessment Related to Control of Fire in Marble Arch Theatre, Temporary Infrastructure, Surrounding Buildings, and the Evacuation of Personnel**

*Overall assessment of risk:*

**Section A.** The risk of outbreak of fire in Marble Arch Theatre, based on information provided by contractors and specialists, as well as experience of previous sites, is ranked as low.

**Section B.** The risks related to control of Fire in Marble Arch Theatre, Temporary Infrastructure, Surrounding Buildings and the evacuation of Personnel, based on the advice received from specialists and subsequent layouts and controls put in place, must be ranked as low.

Signed..... Sarah Fleming – Operations Manager, Underbelly Ltd.

Date: .....



**Evaluation of Risk**

The Set-up we have planned for Marble Arch Theatre, before any control measures are put in place, has a risk ranked as medium. This risk is reduced to Low with the control measures that we have put in place, and the management plan in place.

The risk, to property and personnel both within the site and surrounding buildings, is ranked as Low after the control measure and evacuation procedures are put in place.

**Section A: Risk Assessment Related to the outbreak of Fire in Marble Arch Theatre**

Event Start Date (Inc. build): TBC

Event End Date (Inc. break): TBC

Signed.....(Operations Manager) Date:  
 .....

Assessment of risk: **Low**

The priority of Remedial action is shown on the under noted, individually, point-by-point after **Control Measures**.

**NB. Individual point(s) ranked medium after Control Measures require priority for monitoring purposes**

Activity	Hazards	Groups at Risk	Control Measures	Risk
<ul style="list-style-type: none"> <li>Risk of Outbreak of Fire in Marble Arch Theatre.</li> </ul>	<ul style="list-style-type: none"> <li>Electrical Fires</li> </ul>	<ul style="list-style-type: none"> <li>Event Staff</li> <li>Security Staff</li> <li>Public</li> <li>Performers</li> <li>Staff in Surrounding Buildings</li> </ul>	<ul style="list-style-type: none"> <li>The power for the venue comes more than one supply. Each has been incorporated into an overall temporary power distribution plan.</li> <li>A power distribution design is undertaken to ensure suitable end user protection and guarantee there is no possibility of over loading.</li> <li>All electrical equipment and cabling are hired from reputable suppliers, and all equipment holds a valid PAT testing certificate. Equipment is visually inspected prior to installation</li> </ul>	<ul style="list-style-type: none"> <li>Low</li> <li>Low</li> <li>Low</li> </ul>

			<ul style="list-style-type: none"> <li>and again during the installation.</li> <li>Cabling will be mechanically protected (taped or covered - cable ramp) as appropriate to avoid any damage and therefore potential risk of fire or electrocution</li> <li>The electrical installation will be undertaken in line with BS7909:2011</li> </ul>	<ul style="list-style-type: none"> <li>Low</li> <li>Low</li> </ul>
	<ul style="list-style-type: none"> <li>Naked Flames on Site</li> </ul>	<ul style="list-style-type: none"> <li>Event Staff</li> <li>Security Staff</li> <li>Public</li> <li>Performers</li> <li>Staff in Surrounding Buildings and their Children</li> </ul>	<ul style="list-style-type: none"> <li>No street performers, (e.g. fire breathers) are permitted to enter the site and perform. This is enforced by Security staff.</li> <li>Electric patio heaters may be used on site but will be closely monitored by staff and only used when crowd numbers allow – to be determined by the site manager</li> </ul>	<ul style="list-style-type: none"> <li>Low</li> <li>Med</li> </ul>
	<ul style="list-style-type: none"> <li>Smoking on Site</li> </ul>	<ul style="list-style-type: none"> <li>Event Staff</li> <li>Security Staff</li> <li>Public</li> <li>Performers</li> </ul>	<ul style="list-style-type: none"> <li>Smoking is only permitted within the Designated Smoking Areas. These areas are public FOH locations and a designated staff smoking area. Smoking shall not be allowed in other areas.</li> <li>In the public FOH area plenty of ashtrays, and cigarette buckets are provided. They are emptied and cleaned regularly to avoid rubbish building up in them, which could be a source of a fire.</li> <li>The materials FOH are flame proof or Class 1. See materials in site below.</li> <li>The Staff smoking area is a controlled area with cigarette buckets and ashtrays.</li> </ul>	<ul style="list-style-type: none"> <li>Low</li> <li>Low</li> <li>Low</li> <li>Low</li> </ul>
	<ul style="list-style-type: none"> <li>Fire on Stage</li> </ul>	<ul style="list-style-type: none"> <li>Event Staff</li> <li>Security Staff</li> <li>Public</li> <li>Performer</li> </ul>	<ul style="list-style-type: none"> <li>Limited aspects of performances contain naked flame onstage</li> <li>Only trained performers and staff will be allowed to handle naked flames and equipment</li> <li>Flames are limited to stage areas and will not be taken in to the audience areas</li> <li>Staff will be clearly briefed about timing of fire within</li> </ul>	<ul style="list-style-type: none"> <li>Med</li> <li>Low</li> <li>Low</li> <li>Low</li> </ul>

			shows and during any act containing fire Front of House and Technical staff will be on guard and ready with fire blankets and other equipment.	
--	--	--	--	--

**General Information**

Materials used on site:

- All Fabric materials, for example table clothes etc., are durably flame retardant.
- All timber constructions have framing made from timber with half hour fire protection.
- All materials used for cladding of timber constructions are treated with a flame protection product.
- No materials without inherent flame fire protection, or treatment with a flame protection product, shall be used on site.

These materials mean that the risk of fire outbreak or spread is low.

Fire Prevention:

- **FIRE EXTINGUISHERS.** There will be water/foam and CO2 extinguishers placed around the site as necessary.
- There will also be fire blankets in the dressing rooms and behind the bar.
- All staff will be trained in the use of fire extinguishers and will all be fully briefed on the fire procedures for the site.

Evacuation Routes:

- All evacuation Routes will be suitably signed and illuminated to ensure a safe easy exit from Marble Arch Theatre.

**SECTION B - Risk Assessment Related to Control of Fire in Marble Arch Theatre and Surrounding Buildings and the Evacuation of Personnel**

Event Start Date (Inc. build): TBC

Event End Date (Inc. break): TBC

<i>Signed</i> .....(Operations Manager) <i>Date:</i> .....  Assessment of risk: <b>Low</b>
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The Marble Arch Theatre is on an island with plenty of wide-open spaces around. There is no real risk to surrounding buildings. There are good evacuation routes from Marble Arch Theatre into open areas beyond:

Location of any temporary structure in Marble Arch Theatre:

All Structures in Marble Arch Theatre are mainly located with plenty of space around them to allow for a free flow of people.

Fire Exits: The main exit route is through the front entrance. There is also exits all around the venue to allow for additional egress.

Risk Assessment prepared by:

Underbelly Ltd. 4<sup>th</sup> Floor, 36-38 Hatton Gardens, London EC1N 8EB

If you have any queries or questions, please contact:

Tel: 07968279889 Email: sarah@underbelly.co.uk

## 37 Protecting children from harm

37.1. This section explains how the Event aims to carry out its duties relating to the protection of children and vulnerable adults from harm.

37.2. Under 16s

- All stewards and security staff will be briefed to be extra vigilant with regards to any under-16s in the venue. The Event is likely to attract a younger audience and the security team should help to ensure that there is a safe environment for all in our venue.

37.3. Facilities for young adults aged 16 and 17

- Welfare services
  - All facilities that are mentioned throughout the Event Management Plan are available to young adults aged 16 and 17.
  - It is recognised that they are potentially a more vulnerable group than the over 18s as they may be more prone to encountering difficulties such as being separated from their friends, missing transport home and losing items.
- Film projection certification
  - Whilst it is not anticipated that any films will be shown as part of the Event, any films that are shown on site will have a U certificate, or will be exempt from classification.

37.4. The goal of the lost/found children and vulnerable adult's policy is to reunite each lost/found child or vulnerable adult with its parent(s), guardian(s) or personal assistant. On Site, there shall be links to medical provision and possible local police as well as other onsite services and facilities.

37.5. DBS/CRB checks

- Because of the nature of the work, the staff that run the lost children service and other child friendly areas on Site are not exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and are not therefore entitled to withhold information about any convictions including those which for other purposes are "spent" under the provisions of the act and they must disclose any convictions when applying for the position. The security contractor will ensure suitable checked staff are available.
- There shall be both male and female welfare staff that will have been subject to the appropriate checks as outlined above to ensure that there is the ability to look after lost children by welfare staff of the same sex. The lost/found children policy shall also extend to looking after the parents/guardians and siblings of lost/found children.

37.6. Staff practices

- Staff shall be trained in the potential problems relating to inappropriate handling or touching of children and vulnerable adults and staff shall be conversant with procedures for discipline and dealing with uncooperative children or their parents. Practices that threaten, frighten or humiliate children or vulnerable adults shall not be used under any circumstances.

37.7. Procedure to be followed by Underbelly staff and contractors on Site.

This procedure covers:

- Location of lost/found child and vulnerable adult meeting points.
- Safety points.
- If a child/vulnerable adult is found but missing their guardian.
- If someone reports that a child/vulnerable adult in their care is missing.
- Contact numbers.
- Schedule A – lost/found child and vulnerable adult incident report.

i. Location of lost/found child and vulnerable adult meeting points



- First Aid Room.

#### ii. Safety points

- For your own safety and theirs, always:
  - Remain in a public area with the child/vulnerable adult until the guardian is located.
  - Escort the child/vulnerable adult to the welfare and information area within the Site.
  - Entrust the child/vulnerable adult to welfare staff.
  - Keep physical contact to a minimum. Do not engage in contact that could be misconstrued as inappropriate.
  - Do not restrain unless to prevent physical injury to yourself, other visitors, property or to prevent a criminal offence.
  - Do not accompany a child or vulnerable adult to a public toilet unless necessary and accompanied by another member of staff.
  - Do not announce the lost/found child or vulnerable adult to the public.
  - Ensure that the child/vulnerable adult is not left in the presence of only one member of staff.

#### iii. If a child/vulnerable adult is found but missing their guardian

- **Obtain as many details as possible:**
  - Get down to their level.
  - Explain who you are.
  - Ask their name.
  - Ask the name of their guardian and if they have any contact details for them.
  - Physical description of their guardian (clothing/colour of hair/identifiable features).
  - Reassure them that their guardian will be found.
- **Attempt to locate:**
  - The guardian in the immediate vicinity. Ask around for the **guardian by name**. Do not announce to the public that a child/vulnerable adult has been found.
  - **Radio or contact** Control for a “badged” steward to meet you and head towards the welfare area. Staff to say, “A found child/vulnerable adult has been located on Site”. Your call will be logged.
  - If a child/vulnerable adult is reluctant to come with you, explain that you are going to look for their guardian, but try to keep them in sight whilst doing so.
  - If necessary, call for help and stay with the child/vulnerable adult until they have been reunited with someone that the child/vulnerable adult recognises and is willing to be with.
- **On arrival at the welfare area**
  - Ensure someone takes responsibility for the child/vulnerable adult.
  - Provide details of the child/vulnerable adult/guardian.
  - Time of incident.
  - Where you found the child/vulnerable adult.
  - The lost child/vulnerable adult form must be filled out.
  - Before returning to your duties, inform the Venue/duty manager that you have handed the child/vulnerable adult over.
- **The welfare steward will then**
  - **Inform Venue/duty manager** of lost/found child/vulnerable adult incident. The Venue/duty manager may make an announcement for the guardian to contact them or a member of staff. Under no circumstances should it be announced that a child/vulnerable adult has been found.
  - **Conduct** an extensive search to locate the guardian including mobilising external patrol guards.
  - **Call the police** to report the lost/found child/vulnerable adult incident.
  - **Continue to reassure** them that their guardian will be found.





- Welfare staff are responsible for the child/vulnerable adult until their guardian is located and will remain at the welfare area in the Site. The Underbelly Venue/duty manager should complete the lost/found child and vulnerable adult incident report (Schedule 1) and hand a copy of the form to Underbelly management who will ensure they are dealt with properly.
- Any lost/found child and vulnerable adult incident report should not be left on display for data protection purposes.
- If you are approached by a guardian, then establish the identity of the guardian before releasing the child/vulnerable adult into their care. Ensure the child/vulnerable adult and guardian know each other by asking questions and establish the guardian's identity e.g. bus pass, credit card.
- The bottom section of the lost/found child and vulnerable adult incident report should be signed by the person collecting the child/vulnerable adult. If you are not sure about handing the child/vulnerable adult over, contact Control who will liaise with the police.
- Once a child/vulnerable adult has been reunited with their parent or guardian, all agencies that have been involved shall be informed.

iv. If someone reports that a child/vulnerable adult in his or her care is missing

- **Obtain as many details as possible**
  - Ask their name.
  - Ask the name of the child/vulnerable adult.
  - Physical description of the child (clothing/colour of hair/identifiable features).
  - Ask age of child/vulnerable adult.
  - Full contact details of family/home/school.
  - Ask where the child/vulnerable adult was last seen, what they were doing e.g. taking parting in an event/activity.
  - Reassure them that their child/vulnerable adult will be found.
- **Attempt to locate** the child/vulnerable adult in the immediate vicinity. Ask around for the **child/vulnerable adult by name.**
- **Radio or contact** Venue/duty manager to say, "A missing child/vulnerable adult has been located on Site" and ask them to come to the meeting point on Site.
- **On arrival of Venue/duty manager** provide:
  - Details of the child/vulnerable adult's guardian.
  - Time of incident.
  - Where the child/vulnerable adult was last seen.
- **Venue/duty manager will then:**
  - **Inform all staff** of lost/found child/vulnerable adult incident.
  - **Escort** the guardian to the Site office.
  - **Conduct** an extensive search to locate the child/vulnerable adult.
  - **Call the police** to report the lost/found child/vulnerable adult incident.
  - **Continue to reassure** them that their child/vulnerable adult will be found.

The Venue/duty manager should complete the lost/found child and vulnerable adult incident report (Schedule 1) and hand it to Underbelly management for their records.

- **Major incident plan and associated arrangement – procedures for children/vulnerable adults:**
  - For all children/vulnerable adults the emergency procedures are the same as for an adult and are as details in the major incident plan and associated arrangements. It is assumed that the child shall be accompanied by their parent or guardian. If this is not the case, then they shall be treated per the lost/found children/vulnerable adult policy outlined above.





LOST/FOUND CHILD AND VULNERABLE ADULT INCIDENT REPORT

Date and time of incident	
Location of incident	
Incident reported by	
Police called (Y/N)	
Name of child/vulnerable adult	
Name of guardian	
Contact details of guardian	
Type of identification provided by guardian (e.g. credit card)	
Time child/vulnerable adult/guardian reunited	



## 38 Ecology and Reinstatement

38.1. All reasonable measures will be taken to minimise ecological damage. This includes damage to surrounding trees and existing foliage. Protective Material will be laid on all turf to ensure minimum damage to grass.

38.2. Underbelly will ensure the de-installation period is as short as practicably possible, to allow for reinstatement of grass.

## 39 Sustainability Policy

39.1. Underbelly is a UK-based live entertainment company that runs several festivals and events across the country.

Underbelly understands that the events that it manages have environmental, social and economic impacts. It is therefore committed to the development, implementation and continual improvement of a sustainable event management system to minimise any negative impacts of its operations.

Underbelly's approach is to embed sustainable management principles across all events for which it is responsible.

Underbelly's sustainable event management principles are:

- **Integrity & Ethical Behaviour:** To act ethically and with integrity in our event operations with regard for the law and without bias, including in our dealings with our employees, customers, suppliers and towards society and the environment.
- **Inclusivity & Accessibility:** To produce high quality events which are inclusive and accessible to people of all ages, backgrounds and abilities.
- **Environmental Performance:** To minimise the impact of events on the environment.
- **Collaboration & Transparency:** To collaborate and build relationships with stakeholders and the public and to ensure that all stakeholders have access to all relevant information about event operations.
- **Legality:** To meet and exceed all applicable legal and regulatory requirements in all activities.
- **Stewardship:** To show leadership and best practice in sustainable event management.

Underbelly is committed to continuous improvement and will monitor its performance against agreed sustainability objectives.

**Premises History**

There is no licence or appeal history for the premises.

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

**Mandatory Conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;
      - (i) 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
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

- (b) 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;
  - (c) 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;
  - (d) 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;
  - (e) 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 a disability).
- 5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 6.
  - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
  - (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
    - (a) a holographic mark, or
    - (b) an ultraviolet feature.
- 7. The responsible person must ensure that—
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and



- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

- 8. (i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

- (ii) For the purposes of the condition set out in paragraph 8(i) above -

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

- (b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

Where -

- (i) P is the permitted price,
  - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
  - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
    - (i) the holder of the premises licence,
    - (ii) the designated premises supervisor (if any) in respect of such a licence, or
    - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
  - (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
  - (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

- (iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
  - (iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.  
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
9. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.
10. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

#### **Conditions consistent with the operating schedule**

11. Licensable activities shall be restricted to a maximum of 40 weeks per calendar year.
12. At least (1) SIA licensed door supervisor shall be on duty at each entrance of the premises at all times when it is open for business.
13. The Premises Licence Holder shall comply with all reasonable requirements of Westminster Police Licensing Team, Environmental Health Consultation Team, Westminster City Council, the London Fire and Emergency Planning Authority and the Metropolitan Police Service.
14. Unless otherwise agreed, no later than 28 days prior to the event the Premises Licence holder must ensure an Event Management Plan is presented to the parties listed in the above conditions for their comments. The Event Management Plan shall include, as a minimum:  
Emergency and Evacuation procedures;  
Crowd management and stewarding arrangements;  
A detailed plan showing site layout and emergency egress points;  
A detailed plan showing CCTV locations installed by the Premises License Holder;  
Risk Assessments  
A schedule detailing types and locations of emergency equipment  
Sanitary accommodation
15. So far as is reasonably practicable the Premises Licence Holder shall ensure that the event is run in accordance with the Event Management Plan.
16. No alcohol shall be taken outside of the boundary of the licensable area.

17. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
18. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
19. In relation to the sale of alcohol, a Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
20. The age of the audience members to the Spiegeltent shall be appropriate to the performance.
21. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer of the City Council at all times whilst the premises is open.
22. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
23. An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:
  - a) all crimes reported to the venue
  - b) all ejections of patrons
  - c) any complaints received concerning crime and disorder
  - d) any incidents of disorder
  - e) all seizures of drugs or offensive weapons
  - f) any refusal of the sale of alcohol
  - g) any formal visit by a relevant authority or emergency service.
24. Any special effects or mechanical installations shall be arranged, operated and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used on 10 days' prior notice being given to the licensing authority where consent has not previously been given.
  - dry ice and cryogenic fog
  - smoke machines and fog generators
  - pyrotechnics including fireworks
  - firearms

- lasers
  - explosives and highly flammable substances.
  - real flame.
  - strobe lighting.
25. No person shall give at the premises any exhibition, demonstration or performance of hypnotism, mesmerism or any similar act or process which produces or is intended to produce in any other person any form of induced sleep or trance in which susceptibility of the mind of that person to suggestion or direction is increased or intended to be increased. NOTE: (1) This rule does not apply to exhibitions given under the provisions of Section 2(1A) and 5 of the Hypnotism Act 1952.
  26. Licensable activities at events in the Spiegeltent shall only be provided to persons who are ticket holders for that event.
  27. The number of persons accommodated in the Spiegeltent (excluding staff and performers) shall not exceed **650 (TBC)**.
  28. The licence holder shall ensure that any queuing for the Spiegeltent performances shall take place within the licensed area.
  29. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
  30. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
  31. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
  32. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
  33. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment.
  34. All fabrics, curtains, drapes and similar features including materials used in finishing and furnishing shall be either non-combustible or be durably or inherently flame-retarded fabric. Any fabrics used in escape routes (other than foyers), entertainment areas or function rooms, shall be non- combustible.
  35. The certificates listed below shall be submitted to the licensing authority upon written request:
    - a) Any permanent or temporary emergency lighting battery or system
    - b) Any permanent or temporary electrical installation
    - c) Any permanent or temporary emergency warning system

36. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between 23.00 hours and 07.00 hours on the following day.
37. No deliveries to the premises shall take place between 23.00 and 07.00 on the following day.
38. Flashing or particularly bright lights on or outside the premises shall not cause a nuisance to nearby properties (save insofar as they are necessary for the prevention of crime).
39. No fumes, steam or odours shall be emitted from the licensed area so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.
40. A sufficient number of easily identifiable, readily accessible receptacles for refuse must be provided, including provisions for concessions. Arrangements must be made for regular collection. Public areas must be kept clear of refuse and other combustible waste prior to, and so far as is reasonably practicable, during the licensed event.
41. A minimum of 28 days prior to the event a Noise Management Plan to promote the prevention of public nuisance shall be provided to Westminster City Council's Environmental Health Consultation Team for approval. The Noise Management Plan shall state the maximum permitted music noise level applicable at the nearest noise sensitive premises. Once approved in writing it shall be implemented by the Premises Licence Holder.
42. Residential properties and the relevant amenity group(s) in the immediate vicinity of Leicester Square will be contacted as soon as reasonably practicable (and in any event no later than 28 days) prior to the
43. Event advising them of the times of the Event and any sound check or rehearsal times and giving them a telephone number to contact in the event that they have any complaints.
44. Any generators, refrigerators or other machinery running overnight will be silenced, screened or sited so as not to be audible outside the boundary of the Gardens.
45. Electrical generators, where used, must be:
  - Suitably located clear of buildings, marquees and structures, and free from flammable materials;
  - Enclosed to prevent unauthorised access;
  - Able to provide power for the duration of the event;
  - Backed up electrical generators are to be provided to power essential communications, lighting and safety systems in the event of primary generator failure.

46. The minimum number of toilet accommodation shall include:
  - a) Women's Cubicles (16)
  - b) Men's Cubicles (2)
  - c) Urinals (7)
47. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and firefighting equipment.
48. Full structural design details and calculations of all and any structures to be erected within the licensed area must be submitted to the Westminster City Council Building Control. A certificate from a competent person or engineer that a completed structure has been erected in accordance with the structural drawings and design specification must be available for inspection prior to a relevant structure being used during the licensed event.
49. All fabric, including curtains and drapes used on stage for tents and marquees, or plastic and weather sheeting, shall be inherently or durably flame retardant to the relevant British Standards. Certificates of compliance must be available upon request by an authorised officer of Westminster City Council, The London Fire Brigade.
50. Any moving flown equipment must contain a device or method whereby failure in the lifting system would not allow the load to fall. All hung scenery and equipment must be provided with a minimum of two securely fixed independent suspensions such that in the event of failure of one suspension the load shall be safely sustained.
51. The Premises Licence Holder must maintain a regular safety patrol at all times when the public are present in the licensed area to check for and guard against possible emergency hazards. The area underneath any stage and fixed seating areas is to be kept clear of flammable materials.
52. The Premises Licence Holder must ensure that competent persons are employed to assess the electrical requirements at the event and the compatibility of the electricity supply with the equipment to be used. Appropriate safety devices (such as 30mA Residual Current Devices at Source) must be used for electrical apparatus, particularly for any electrical equipment exposed to adverse conditions or electrical equipment to be used in association with hand held devices (e.g. microphones). The competent person must make a certificate of inspection of the electrical installation available for inspection.
53. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and firefighting equipment provided.
54. No licensable activities shall take place at the premises until the licensing authority are satisfied that the premises are constructed or altered in accordance with the appropriate provisions of the District Surveyor's Association - Technical Standards for Places of Entertainment and the reasonable

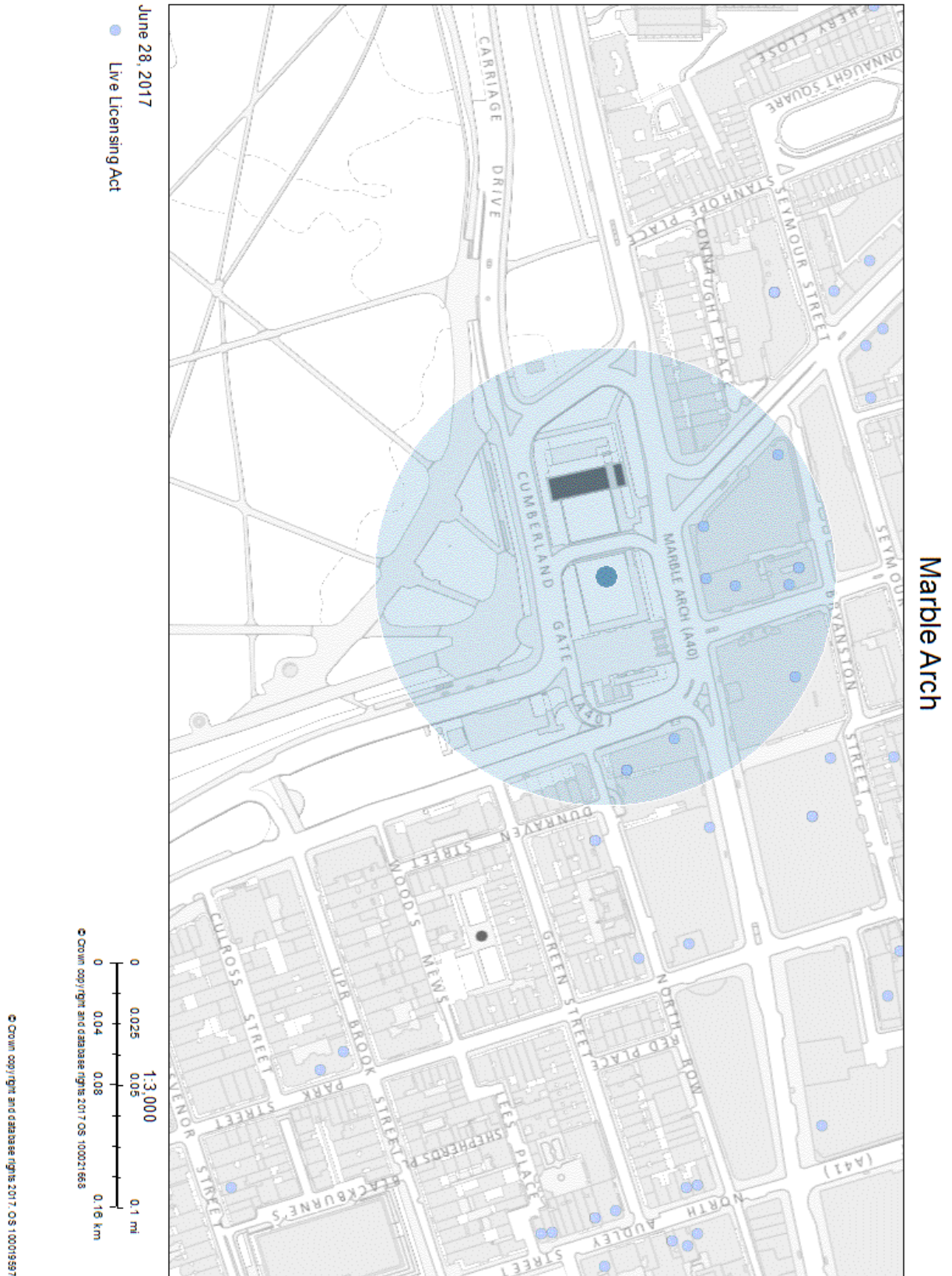
requirements of Westminster Environmental Health Consultation Team, at which time this condition shall be removed from the licence by the licensing authority.

**Conditions proposed by the Environmental Health**

55. There shall be at least one personal licence holder on site during operational hours. Details of the personal licence holder (including name and contact number) shall be displayed in a prominent position on site.
54. All staff engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high visibility jackets or vests.
55. Licensable activities shall be restricted to a maximum of 40 weeks only operating between (month) and (month) in any calendar year where this licence is in effect.



**Residential Map and List of Premises in the Vicinity**



Marble Arch

