



City of Westminster

Item No:

Date:

Licensing Ref No:

Title of Report:

Report of:

Wards involved:

Policy context:

Financial summary:

Report Author:

Contact details

Licensing Sub-Committee Report

28 April 2022

22/02072/LIPN- New Premises Licence

Underbelly Festival
Open Space in Centre
Cavendish Square
London
W1G 9DB

Director of Public Protection and Licensing

West End

City of Westminster Statement of Licensing Policy

None

Roxsana Haq
Senior Licensing Officer

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1.	Application						
1-A	Applicant and premises						
Application Type:		New Premises Licence, Licensing Act 2003					
Application received date:		1 March 2022					
Applicant:		Underbelly Ltd					
Premises:		Underbelly Festival					
Premises address:		Open Space in Centre Cavendish Square London W1G 9DB			Ward:		West End
					Cumulative Impact Area:		None
					Special Consideration Zone:		West End Buffer SCZ
Premises description:		According to the application this is for a time limited premises licence. The Underbelly Festival is a live performance venue offering affordable live entertainment between 13 April 2022 and 8 August 2022 (licensable activities during the period 28 April 2022 to 31 July 2022)					
Premises licence history:		The application is on similar terms to the time limited premises licence previously granted to the applicant in 2021 (Licence 21/03706/LIPN). The proposed licence conditions are the same as per Premises Licence 21/03706/LIPN. A copy of this licence can be found at Appendix 3 .					
Applicant submissions:		As part of the application form, the applicant provided the following information: <i>“Underbelly Festival is a live performance venue situated in the heart of London. A feast of fun and affordable live entertainment, Underbelly is one of the UK’s top summer festival providers. Time limited proposal between 13 April 2022 and 8 August 2022 (licensable activities during the period 28 April 2022 to 31 July 2022) for a Premises Licence authorising licensable activities on Cavendish Square for the Underbelly Festival.”</i> The applicant has provided an operational management plan which can be found at Appendix 2 .					
Applicant amendments:		None					

1-B	Proposed licensable activities and hours						
Sale by retail of alcohol				On or off sales or both:			On sales
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:00	22:00	22:00	23:00	23:15	23:15	22:00
Seasonal variations/ Non-standard timings:			N/A				

Recorded Music				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:00	22:00	22:00	23:00	23:15	23:15	22:00
Seasonal variations/ Non-standard timings:		N/A					

Live Music				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:00	22:00	22:00	23:00	23:15	23:15	22:00
Seasonal variations/ Non-standard timings:		N/A					

Plays				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:00	22:00	22:00	23:00	23:15	23:15	22:00
Seasonal variations/ Non-standard timings:		N/A					

Films				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:00	22:00	22:00	23:00	23:15	23:15	22:00
Seasonal variations/ Non-standard timings:		N/A					

Performance of Dance				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:00	22:00	22:00	23:00	23:15	23:15	22:00
Seasonal variations/ Non-standard timings:		N/A					

Anything of a similar description to Live Music, Recorded Music or Performance of Dance				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:00	22:00	22:00	23:00	23:15	23:15	22:00
Seasonal variations/ Non-standard timings:		N/A					

Hours premises are open to the public							
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	12:00	12:00	12:00	12:00	12:00	12:00	12:00
End:	22:30	22:30	22:30	22:30	23:45	23:45	22:30
Seasonal variations/ Non-standard timings:		N/A					
Adult Entertainment:		None					

2.	Representations
2-A	Responsible Authorities
Responsible Authority:	Environmental Health Consultation Service
Representative:	Anil Drayan
Received:	28 March 2022
<p>I refer to the application for a time limited Premises Licence for the above premises.</p> <p>Representations are made as the proposal may undermine the licensing objectives of Public Nuisance, Public Safety and Protection of Children from Harm.</p> <p>It is noted that this application is largely similar to the Premises Licence, 21/03706/LIPN, granted last year and proposes the same conditions including that the operational use shall only be after being agreed by the Safety Advisory Group process set up for the event.</p> <p>The applicant is requested to contact the undersigned as Environmental Health may wish to 'tweak' a couple of the conditions.</p> <p>Environmental Health shall also provide information on what impact, if any, last year's event caused with regards to the licensing objectives should the application go for determination by the Licensing Sub-Committee.</p>	
Responsible Authority:	Metropolitan Police Service
Representative:	PC Reaz Guerra
Received:	23 March 2022
<p>With reference to the above application, I am writing to inform you that the Metropolitan Police, as a Responsible Authority, are objecting to this application as it is our belief that if granted the application would undermine the Licensing Objectives.</p> <p>There is insufficient detail contained within the operating schedule to promote the licensing objectives.</p> <p>It is for these reasons that we object to this application.</p> <p>Should you wish to discuss the matter further please contact PC Reaz Guerra</p>	

2-B	Other Persons		
Name:	[REDACTED]		
Address and/or Residents Association:	[REDACTED] [REDACTED] [REDACTED]		
Status:	Valid	In support or opposed:	Opposed
Received:	22 March 2022		
<p>I am the owner of [REDACTED] Please register this as our objection to the grant of this License.</p> <p>Underbelly Ltd, the applicant, used the square last year and the space has not recovered from use since!</p> <p>There are several other reasons why we object to the license being granted:</p> <ul style="list-style-type: none"> • It is a lot to bear in terms of noise, given it ran for at least 4 months • The public space is restricted during build/takedown and also over the course of the event, which makes it incredibly hard to walk dogs or enjoy the space. • This is a public space that a private company shouldn't be profiting from. • Specifically to last year I did not like the fact that a whole run of toilets were right next to Harcourt House. <p>To summarise I do not feel that the space was treated well, it was left in an awful condition, and it was a long period for time for degradation to take place. Last time I feared of what would happen to the space, however, this time I know and have evidence for how the space will be ruined further. It is public space that should be treated properly for all to enjoy, not just those who pay to enter a festival.</p> <p>Following on from my first comments, I believe it is worth noting that we are in the Harley Street Conservation area.</p> <p>On the Planning Applications Sub Committee report last year it was noted that "on the basis that it is only intended to be in place for a period of four months, it is considered that the impact on the heritage assets is one of less than substantial harm". However, this must surely be considered semi-permanent and not temporary. The event ran for a 1/3 of the year last year and is planned for the same amount of time this year. I do not believe that is temporary, and I believe the harm to the Conservation area is substantial.</p>			

Name:		[REDACTED]	
Address and/or Residents Association:		[REDACTED] [REDACTED] [REDACTED] [REDACTED]	
Status:	Valid	In support or opposed:	Opposed
Received:	23 March 2022		

I am writing to you on behalf of [REDACTED]. Please register this letter as our objection to the grant of the license.

Last year we found the Underbelly festival caused significant noise levels to disrupt sleeping patterns.

There was damage to the natural environment of the park, trees, grasses etc. (Not to mention diesel fumes from generators being pumped into the air)

When the Festival was being erected there were significant electricity surges in the surrounding buildings. This can cause damage to sensitive electronic equipment.

The road closers at the west side of the park caused significant difficulty to the patients of the Cancer hospital in 19 Harcourt house.

The line of public porta loos outside the park caused an odor that could be smelt from quite a distance.

This beautiful park should be able to be enjoyed by all the people of London in the summer months not just paying attendees.

Thank you for taking my comments into consideration when granting a License

Name:		[REDACTED]	
Address and/or Residents Association		[REDACTED] [REDACTED] [REDACTED] [REDACTED]	
Status:	Valid	In support of opposed:	Opposed
Received:	17 March 2022		

We are the owners of [REDACTED]. Please register this as our objection to the grant of this License.

Underbelly Ltd, the applicant, used the square last year and the space has not recovered from use since! Photographs showing the damage to the cultivation and grass areas can be sent to you any time.

There are several other reasons why we object to the license being granted:

- It is a lot to bear in terms of noise, given it ran for at least 4 months
- The public space is restricted during build/takedown and also over the course of the event, which makes it incredibly hard to walk dogs or enjoy the space. This is a public space that a private company shouldn't be profiting from.
- Specifically to last year we did not like the fact that a whole run of toilets were right next to Harcourt House.

To summarise we do not feel that the space was treated well, it was left in an awful condition, and it was a long period of time for degradation to take place. Last time we objected in fear of what would happen to the space, however, this time we know and have evidence for how the space will be ruined further. It is public space that should be treated properly for all to enjoy, not

just those who pay to enter a festival.

Following on from my first comments, I believe it is worth noting that we are in the Harley Street Conservation area.

On the Planning Applications Sub Committee report last year it was noted that "on the basis that it is only intended to be in place for a period of four months, it is considered that the impact on the heritage assets is one of less than substantial harm". However, this must surely be considered semi-permanent and not temporary. The event ran for a 1/3 of the year last year, and is planned for the same amount of time this year. I do not believe that is temporary, and I believe the harm to the conservation area is substantial.

Name:	[REDACTED]		
Address and/or Residents Association	[REDACTED] [REDACTED] [REDACTED]		
Status:	Valid	In support or opposed:	opposed
Received:	17 March 2022		

We are local residents who are 100% against "Underbelly" operating in Cavendish Square AGAIN this year. We want to make this known asap to prevent it from happening.

If this were a three day event, we would have no objection. It was a THREE month scheduled event plus there was time on either side of that, closer to 4 months considering the set up time and the take down time. There were big white plastic bundles that were stored on the foot path for a couple of weeks before, which nobody knew whose they were, etc. This was really way too long, then the dead grass etc.

In other squares in Westminster there might be an afternoon event or even a three day music festival. That is all fine and good and lovely, music in the squares etcbut again NOT three months plus, a complete take over. I want to go to the square to sit in silence not to go through gates and noise, crowds and smelling food etc. Again, if it were a short timed event it would be a boost, instead it is a real drag.

The timing was horrible last year; we needed to have a place to go locally during the pandemic. The summer is when we would really like to use the square as would the locals, shoppers, dog walkers etc. we do not want this take over/noise etc in this small square to be here again. Last summer, with the guards, the noise, the lack of space etc. it was so off putting. Their carnival music on the north side of Cavendish square was unbearable for an art gallery I was in communication with.

Nobody made sure that the locals had actually received information on this proposal. I know most of the locals and can confirm that we all received NOTHING. THERE WAS ABSOLUTELY NO COMMUNICATION ABOUT THE PLANNING APPLICATION TO USE THE SQUARE. WE WOULD HAVE OBJECTED ASAP.

We only happened to see a notice posted on the square's fence which seemed to indicate that we had some voice. When I wrote referencing it, it was apparently too late to stop them coming, the notice was about the liquor being served.

Please do not have them return to Cavendish square a small venue really NOT for this sort of huge, loooong event. Please instruct us as to how we can prevent this from happening asap.

Please do not let Underbelly and their Spiegel tent set up camp again in Cavendish square, it is too small a square and the tranquillity of the square is too important to locals, shoppers and visitors and it goes on too long and is too large of an event. Have some consideration.

Again, I thank you all for your attention.

3.	Policy & Guidance
The following policies within the City of Westminster Statement of Licensing Policy apply:	
<p>Special Consideration Zones Policy SCZ1 applies:</p>	<p>A. In addition to meeting the other policies within this statement, applications within a designated Special Consideration Zone should demonstrate that they have taken account of the issues particular to the Zone, in question as identified within the 2020 Cumulative Impact Assessment, and should set out any proposed mitigation measures in relation to those issues within their operating schedule.</p> <p>West End Buffer Special Consideration Zone</p> <p>D47. The West End Buffer area is the area that was identified in the 2020 Cumulative Impact Assessment as West End Zones 1 and 2, which are not included in the designated Cumulative Impact Zone (CIZ). This area is approximately 0.66km² and occupies approximately 3.6% of the borough's footprint. There are approximately 2,300 residential households within this area. The rate of incidents per square kilometre was nearly four times the borough average. This area is closely associated with dispersal due to the large number of transport hubs; which includes a national rail station, a number of Underground stations and large numbers of night bus routes.</p> <p>D48. Although all incident rates are well above the borough average, the key local issues that need to be considered by applicants are:</p> <ul style="list-style-type: none"> • Robberies. • Theft. • Antisocial behaviour on and around public transport. • Incidents relating to ambulance call outs at night to the locations of licensed premises for intoxication, injury related to intoxication and/or assault.
<p>Cinemas, Cultural Venues, Live Sporting Premises and Outdoor Spaces Policy CCSOS1 applies:</p>	<p>A. Applications outside the West End Cumulative Zones will generally be granted subject to:</p> <ol style="list-style-type: none"> 1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1. 2. The hours for licensable activities are within the council's Core Hours Policy HRS1. 3. The operation of any delivery services for alcohol and/or late-night refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1. 4. The applicant has clearly demonstrated that the sale by retail of alcohol and late-night refreshment will be ancillary to the venue's primary function as a cinemas, cultural and live sporting venues and outdoor space. 5. The applicant has taken account of the Special Consideration Zone Policy SCZ1 if the premises are located within a designated area. 6. The application and operation of the venue meeting the definition for a cinema, cultural venue, live sporting premises or outdoor space as per Clause C.

C. For the purposes of this policy the primary function of a cinema, cultural venue and live sporting premises is defined as:

1. Cinema

For the exhibition of feature or shorts films to an audience.

2. Cultural Venues

- a. Theatres: for the performance of plays, dramatic or other entertainment performances to an audience.
- b. Performance Venues: for a live performance in front of an audience which may include concert halls, comedy clubs or similar performances venues.
- c. Cultural Uses: for the exhibition of art (e.g. galleries), a museum, or historical building/site that is open for visitors to visit on payment.

3. Live sporting premises: the premises or the use to which the licence is intended for

- a. Live sporting events in the form of boxing and wrestling which takes place either inside or outside in the presence of an audience.
- b. Live sporting events that are licensable as they are being held within a building where the sport and audience are accommodated wholly or partly inside that building.
- c. Live sporting events that will take place outside a building, where the live sporting event is not a licensable activity but other licensable activities, are provided ancillary to that live sporting event.

4. Outdoor space

The use of an outdoor space for licensable activities and other purposes as part of or ancillary to an event, small to large concerts, national significant musical concert or events (e.g. Hyde Park), Mayoral or council organised events and seasonal activities (e.g. Christmas market or Winter Wonderland).

5. For the purposes of C1 to C3 above:

- a. The sale of alcohol and late-night refreshment must be an ancillary function to the primary purpose of the venue.
- b. An audience may include either invited guests, members of that venue or associated organisation or members of the public who have purchased a ticket or not.

4. Equality Implications

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

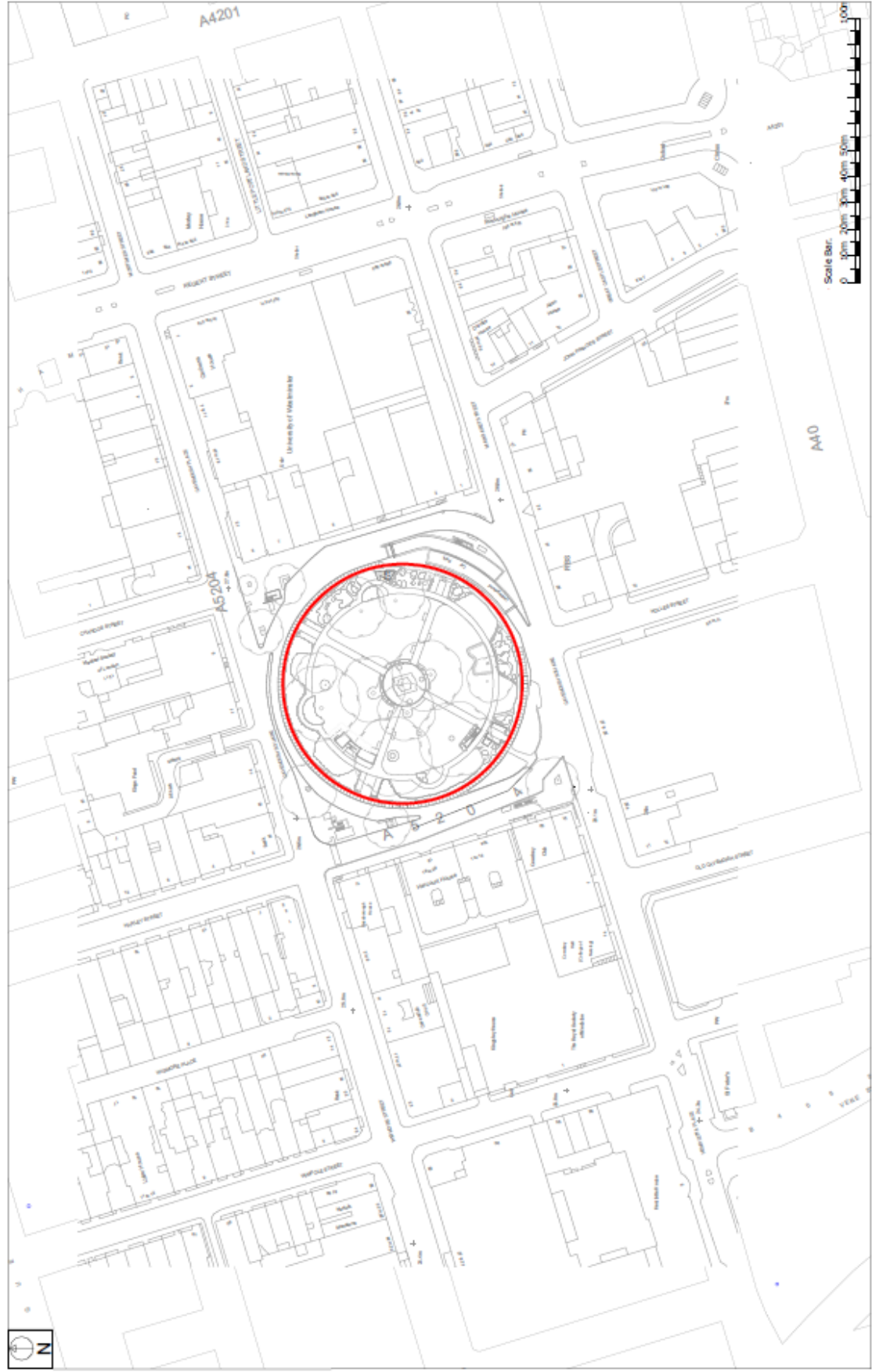
5.	Appendices
Appendix 1	Premises plans
Appendix 2	Applicant supporting documents
Appendix 3	Premises history
Appendix 4	Proposed conditions
Appendix 5	Residential map and list of premises in the vicinity

Report author:	Roxsana Haq Senior Licensing Officer
Contact:	Telephone: 020 7641 6500 Email: rhaq@westminster.gov.uk

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

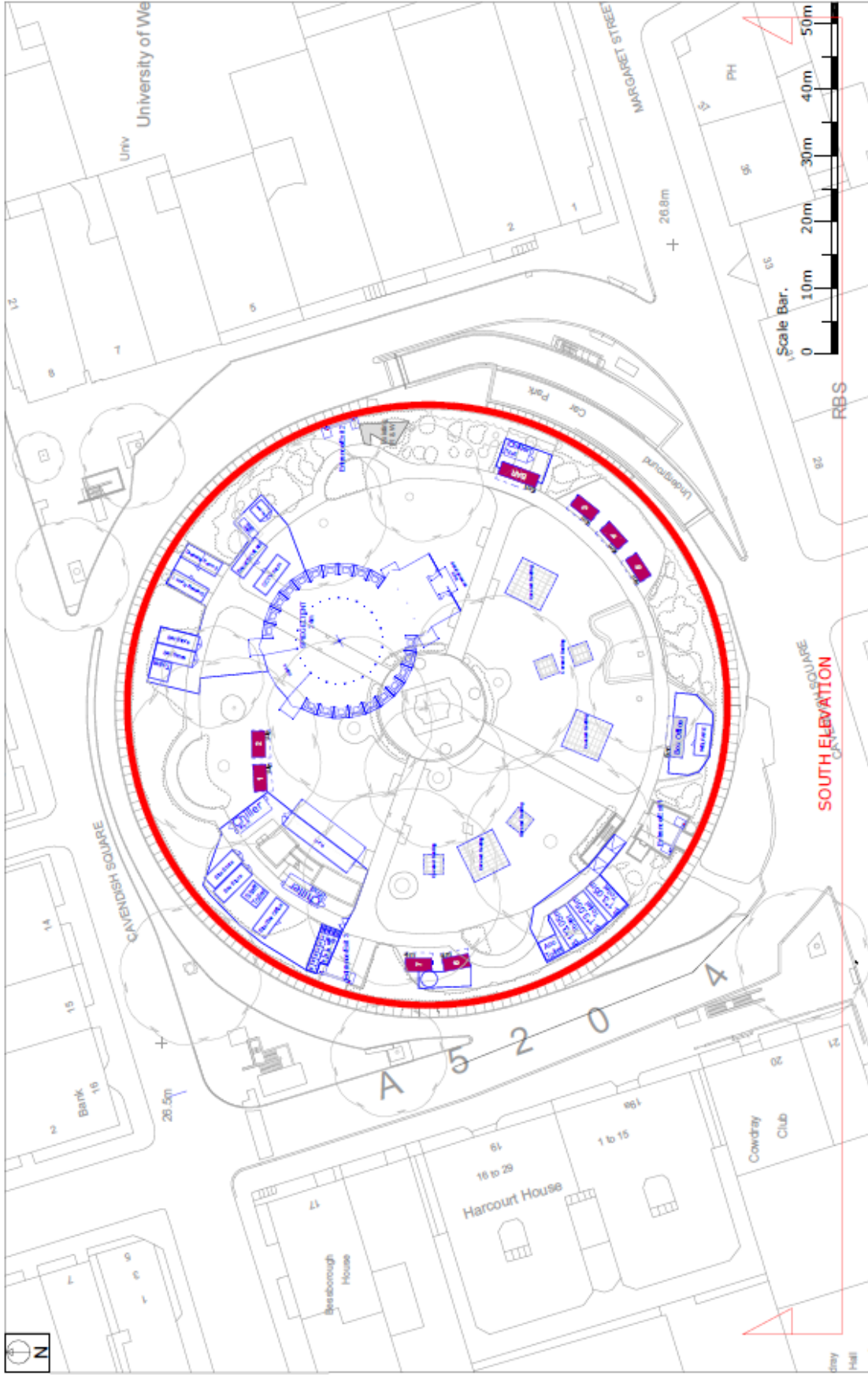
Background Documents – Local Government (Access to Information) Act 1972

1	Licensing Act 2003	N/A
2	City of Westminster Statement of Licensing Policy	October 2021
3	Amended Guidance issued under section 182 of the Licensing Act 2003	April 2018
4	Environmental Health Consultation Service	28 March 2022
5	Metropolitan Police Service	23 March 2022
6	Interested Party 1	22 March 2022
7	Interested Party 2	23 March 2022
8	Interested Party 3	17 March 2022
9	Interested Party 4	17March 2022

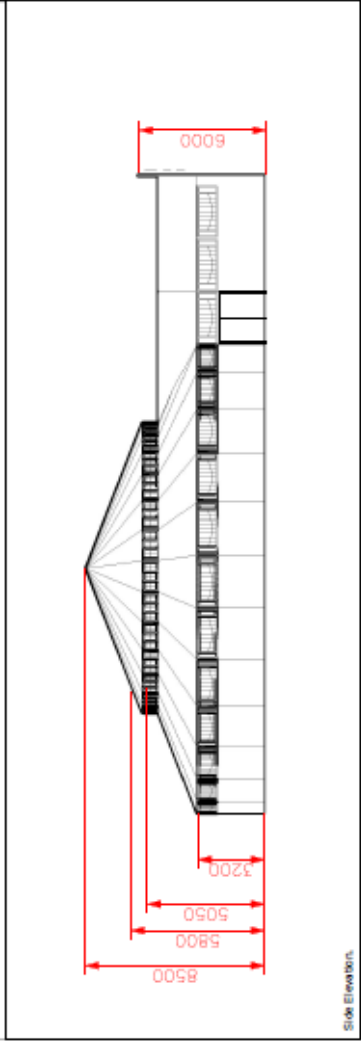
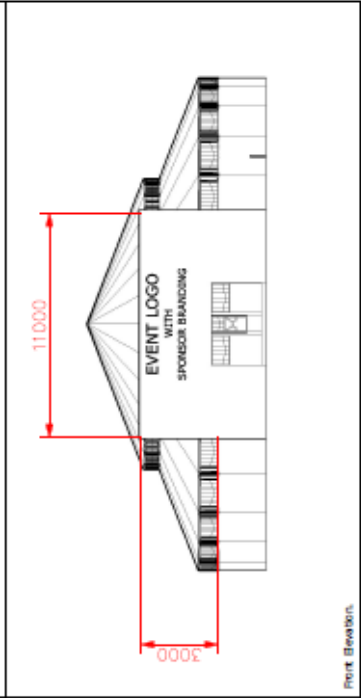
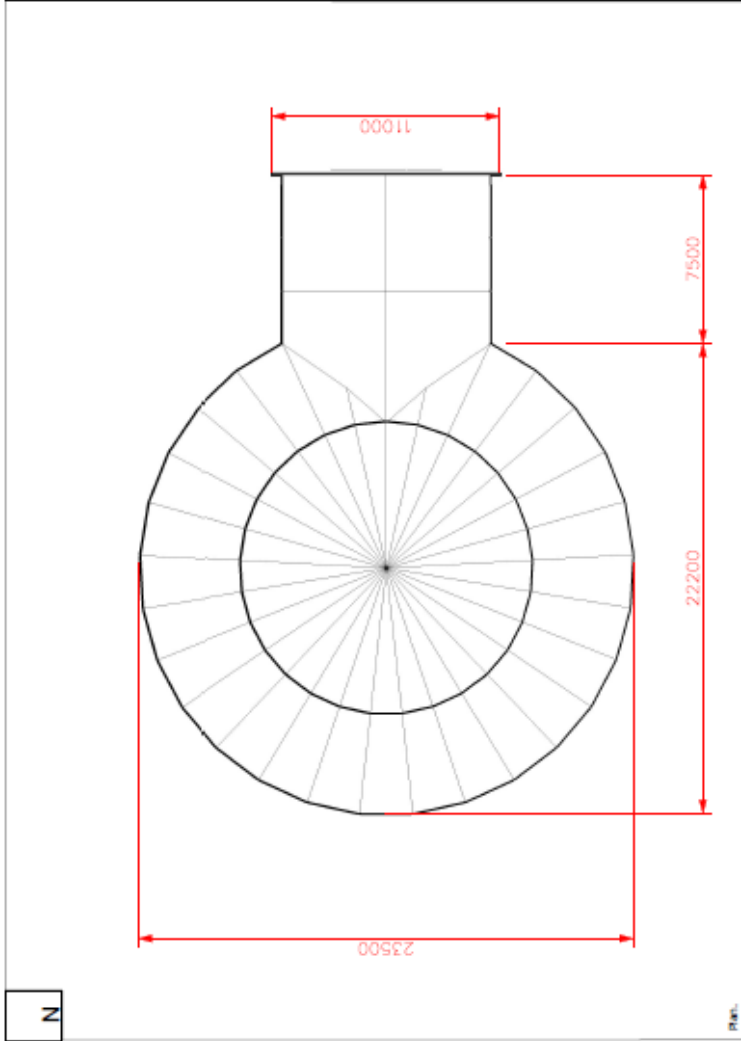
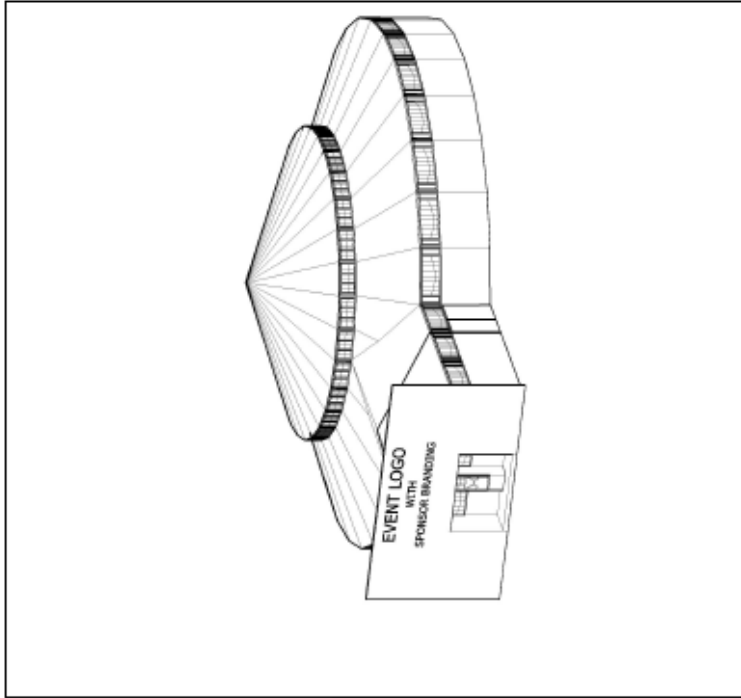


UBS
Ambit of Site

<p>UNDERBELLY ARCHITECTS AND INTERIORS 100/102-104/106/108/110/112/114/116/118/120/122/124/126/128/130/132/134/136/138/140/142/144/146/148/150/152/154/156/158/160/162/164/166/168/170/172/174/176/178/180/182/184/186/188/190/192/194/196/198/200/202/204/206/208/210/212/214/216/218/220/222/224/226/228/230/232/234/236/238/240/242/244/246/248/250/252/254/256/258/260/262/264/266/268/270/272/274/276/278/280/282/284/286/288/290/292/294/296/298/300/302/304/306/308/310/312/314/316/318/320/322/324/326/328/330/332/334/336/338/340/342/344/346/348/350/352/354/356/358/360/362/364/366/368/370/372/374/376/378/380/382/384/386/388/390/392/394/396/398/400/402/404/406/408/410/412/414/416/418/420/422/424/426/428/430/432/434/436/438/440/442/444/446/448/450/452/454/456/458/460/462/464/466/468/470/472/474/476/478/480/482/484/486/488/490/492/494/496/498/500/502/504/506/508/510/512/514/516/518/520/522/524/526/528/530/532/534/536/538/540/542/544/546/548/550/552/554/556/558/560/562/564/566/568/570/572/574/576/578/580/582/584/586/588/590/592/594/596/598/600/602/604/606/608/610/612/614/616/618/620/622/624/626/628/630/632/634/636/638/640/642/644/646/648/650/652/654/656/658/660/662/664/666/668/670/672/674/676/678/680/682/684/686/688/690/692/694/696/698/700/702/704/706/708/710/712/714/716/718/720/722/724/726/728/730/732/734/736/738/740/742/744/746/748/750/752/754/756/758/760/762/764/766/768/770/772/774/776/778/780/782/784/786/788/790/792/794/796/798/800/802/804/806/808/810/812/814/816/818/820/822/824/826/828/830/832/834/836/838/840/842/844/846/848/850/852/854/856/858/860/862/864/866/868/870/872/874/876/878/880/882/884/886/888/890/892/894/896/898/900/902/904/906/908/910/912/914/916/918/920/922/924/926/928/930/932/934/936/938/940/942/944/946/948/950/952/954/956/958/960/962/964/966/968/970/972/974/976/978/980/982/984/986/988/990/992/994/996/998/1000</p>	Drawing Number: UB-CSS-22-001
	Drawing Title: UNDERBELLY CAVENDISH SQUARE SUCHER 2022 LOCATION PLAN



	Drawing Number:	UB-CSS-22-003
	Client:	UNDERBILLY CAVENDISH SQUARE
	Drawing Scale:	1:500 @ A3
	Drawing Date:	04-02-2022
DRAWN BY: SUMMER 2022 PROPOSED SITE PLAN		DRAWING REVISION: 10-02-2022



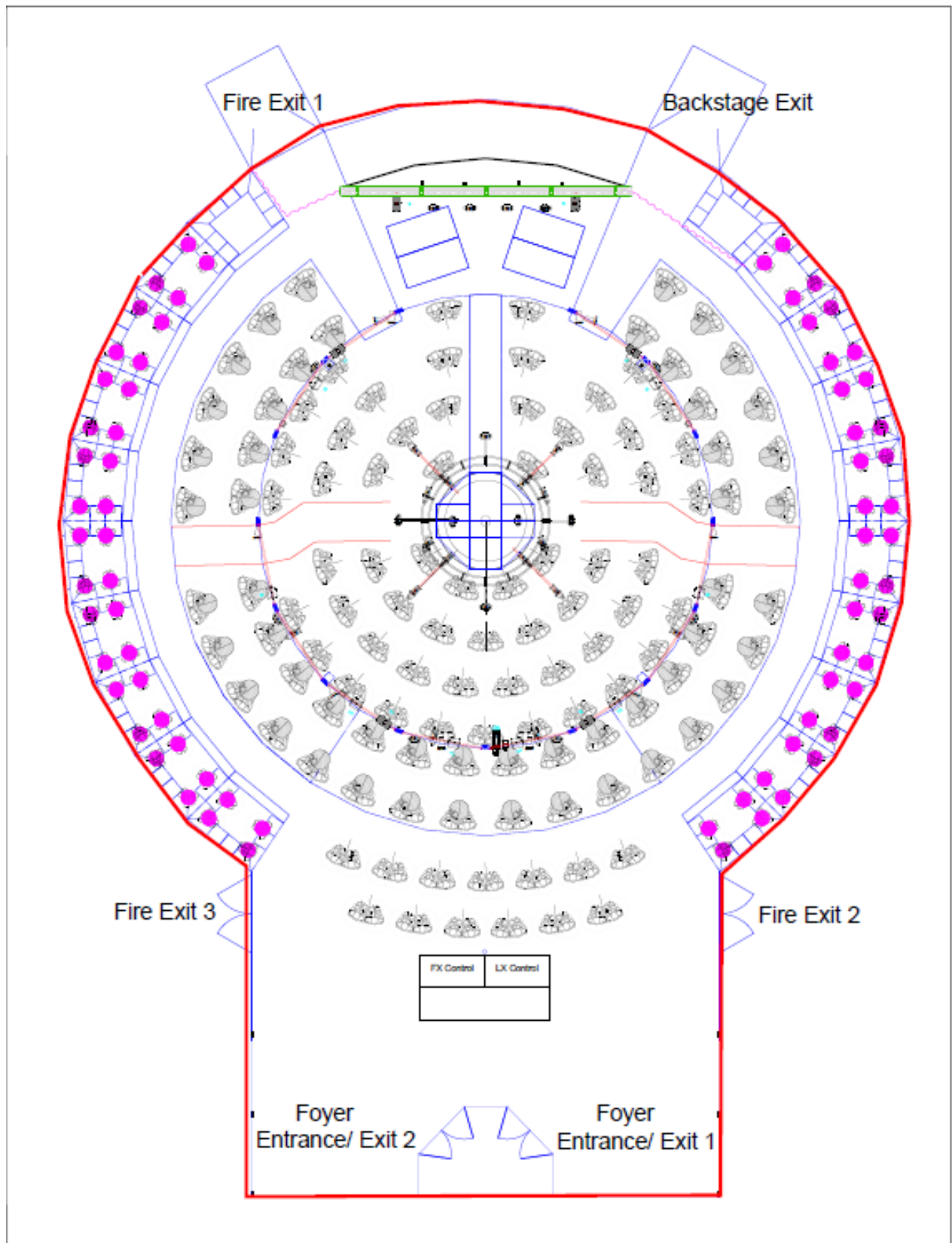
Notes

- Steel and Aluminum frame.
- Painted timber wall panels with coloured glazing.
- Grey tent fabric roof sections.
- Decorative front facade.
- Decorative wood panelling and interior with velvet hangings.
- Interior seating layout to vary to suit.

Underbelly An Event, A Day, A Night, A Weekend, A Year 2022	Drawing Number: JB-CS-22-010
DRAWING TITLE UNDERBELLY CAVENDISH SQUARE	DRAWING SCALE: 1:200 @ A3
SPELGELENT DETAILS	Drawing Version: 08-01-2022
	Drawing Date: 08-02-2022

Side Elevation.

Front Elevation.

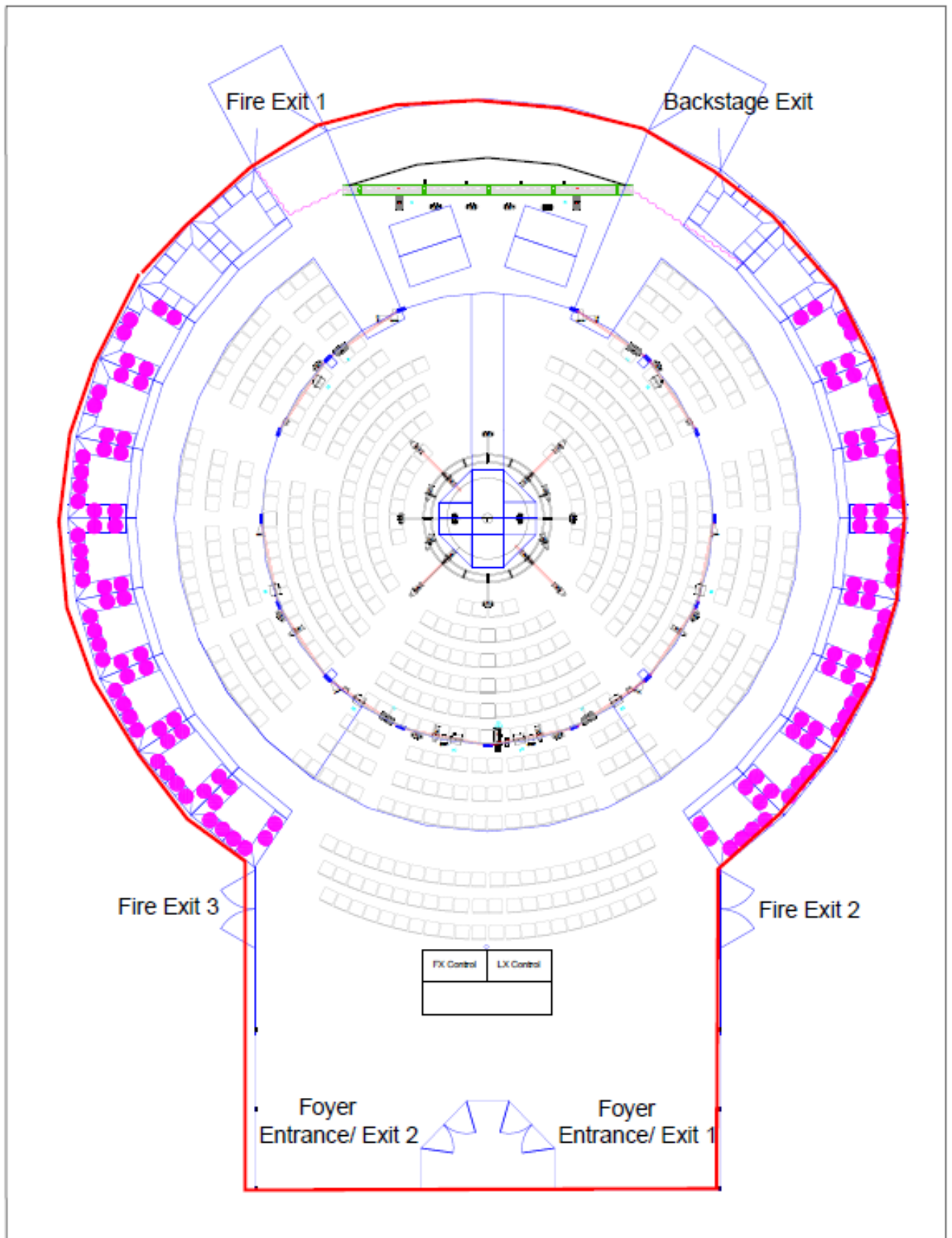


underbelly
 200, Strand, London, WC2R 0AL
 Drawing Title:
 Underbelly Cavendish Square
 2021
 Venue Plan

Drawing Number: UB/CS 21-201	Drawn by:	Drawing Scale: 1:100 @ A3
	Drawing Revised: 09-04-2021	Drawing Date: 08-04-2021

NOTE:
 Indicative 1m social distanced seating layout.
 310 seated capacity.

 Licensable activities



 100 Broad St, 10th Floor, New York, NY 10038 Tel: +1 212 260 1000 Email: info@underbelly.com		Drawing Number: UB/CS 21-202	Notes: Indicative seating layout. 600 seated capacity.  Licenseable activities
	Drawn By:	Drawing Scale: 1:100 @ A3	
	Drawing Revised: 09-04-2021	Drawing Date: 08-04-2021	
Drawing Title: Underbelly Cavendish Square 2021 Venue Plan			

Applicant Supporting Documents

Appendix 2

The applicant has provided additional submissions as set out on the next pages.

22/02072/LIPN

UNDERBELLY FESTIVAL CAVENDISH SQUARE, W1G 9DB

APPLICATION FOR A TIME LIMITED PREMISES LICENCE

APPLICANT SUBMISSIONS

Introduction

1. The application is for a time limited Premises Licence to authorise licensable activities for the Underbelly Festival at Cavendish Square between 29 April to 31 July 2022, with the site clear up completed by 8 August 2022.
2. The application proposes a new Premises Licence on the same terms as the applicant's summer 2021 time limited Premises Licence reference 21/03706/LIPN granted by the Licensing Sub-Committee on 17 June 2021, except for:
 - a. Changes to the proposed hours for licensable activities, resulting in an overall reduction in hours and earlier closing times, albeit with an additional 15 minutes for the sale of alcohol on Friday and Saturday evenings to 23:15 (although the supply of alcohol will usually finish by 23:00) to reflect the 2022 programming schedule agreed with the City Council's Special Events Team.
 - b. Amended wording of condition 63 relating to searching procedures. The amendments to the searching condition have been agreed with the Police and Counter Terrorism unit.
3. A document highlighting the minor amendments to the 2021 Premises Licence is appended to these submissions.

4. There are two key components to the festival:
 - a. the Spiegeltent Theatre - a self-contained theatre/cabaret tent with a capacity of up to 650 seated audience members (although limited to 450 seated audience members in 2022);
 - b. food and beverage units around Cavendish Square.
5. The Spiegeltent will house a range of live cabaret, comedy, music and children's theatre. Access to the Spiegeltent will be for ticket holders or invited guests only. There will be free access to the rest of the event site, albeit controlled by the applicant's management and team of SIA supervisors.
6. The Underbelly Festival was established in 2009 on the Southbank. It has since become a recognised and much anticipated part of London's vibrant summer calendar of cultural events.
7. The applicant has also successfully managed a wide range of affordable theatrical and cultural pop-up events across London and further afield, including the Edinburgh Fringe Festival, a licensed Christmas Market in Trafalgar Square, award winning shows as part of Christmas Festivals in Leicester Square and a pop-up 650 seat theatre showing "Five Guys Named Moe" in Marble Arch.
8. The applicant has enjoyed strong and cooperative working relationships with the Westminster City Council Special Events Team and Responsible Authorities during all of these specially curated cultural events in Westminster. The applicant is an operator that Westminster trusts.

LOSPG & Event Management Plan

9. The Covid-19 pandemic has had a severe impact on the applicant. Event programming has proved extremely difficult. With the assistance of the City Council's Special Events Team, the opportunity to operate the summer festival at Cavendish Square arose in 2021. The applicant worked with the Licensing Operational and Safety Planning Group

(LOSPG) to formulate a comprehensive Event Management Plan to ensure that the festival was operated to the highest professional standards and promoted all four licensing objectives. Continued partnership working and experience from 2021 has led to fine tuning of the event planning process and an enhanced Event Management Plan for 2022.

- 10. Membership of the LOSPG normally consists of members of the Metropolitan Police Service, City Council officers, Special Events Team officers, the Environmental Health Consultation Team, the London Fire Brigade and any other specialist advisors deemed required by the LOSPG (for example the Counter Terrorism Unit).
- 11. The current version of the Event Management Plan is over 30 pages long and has been submitted to the Licensing Authority. In addition, there are more detailed documents covering dispersal, deliveries, servicing, an arboriculture impact assessment, noise impact assessment, acoustic surveys, counter terrorism procedures, drugs policy, emergency evacuation, fire safety, food hygiene, noise management, searching policy, CCTV and general operational plans.
- 12. These documents are the result of the applicant’s extensive experience and helpful input from members of the LOSPG, who have all been provided copies and had an opportunity to comment on all of the documents. The documents outline a number of safety and security procedures, including sensitive information on counter-terrorism measures. As a result, these procedural documents have been provided to members of LOSPG but are not submitted for publication in the reports pack to mitigate the risk of key security measures falling into the wrong hands.
- 13. In summary, the Event Management Plan and supporting procedures cover all aspects of the festival operation, including:

1.	Introduction
2.	Opening times
3.	Attractions and shows

4.	The site and the surrounding area
5.	The Producers
6.	Management structure
7.	Staffing
8.	Staff training
9.	Stakeholder engagement
10.	Food concessions
11.	Access
12.	Amenity and dispersal
13.	Cleaning and waste
14.	Noise Management
15.	Alcohol management and licensing objectives
16.	Security and crowd management
17.	Medical
18.	Power and lighting
19.	Sanitation and welfare
20.	Deliveries
21.	Customer service and complaints
22.	Lost property
23.	Accreditation and passes
24.	Health and safety and risk assessments
25.	Evacuation plan and emergency procedures
26.	Sustainability
27.	Counter terrorism
28.	Duty manager reporting
29.	Incident and near miss reporting
30.	Protecting Children from Harm
31.	Security Plan
32.	Contingency Planning
33.	Licensing Objectives

14. The applicant invites the Licensing Sub-Committee to be reassured that the full Event Management Plan and supporting procedural documents have been carefully devised, fine-tuned since 2021 and closely scrutinised by the group of expert officers forming the LOSPG.

Conditions

15. The comprehensive measures set out in the Event Management Plan are supported by Premises Licence conditions agreed with the Responsible Authorities and imposed by the Licensing Sub Committee in 2021. The majority of these conditions are tried and tested under the applicant's previous Premises Licences at Trafalgar Square, Leicester Square and the Marble Arch Theatre. These conditions have received previous approval from the Licensing Authority and are proven to promote the Licensing Objectives in Westminster.

Stakeholder Engagement

16. The applicant initiated a stakeholder engagement programme before the 2021 event and earlier this year to explain the 2022 proposals. The applicant entered positive engagement with some respondees to these letters.

Representations

17. Four representations against the application were submitted by local residents. The key concerns and applicant's responses are summarised below:

Concern	Response
The event is not temporary	The application proposes a time limited Premises Licence only.

	The applicant understands that there are redevelopment plans in the area which would prevent an event in 2023.
Complaints about 2021	<p>The applicant is not aware of any recorded complaints in 2021, other than a local resident suggesting that the festival should return to the Southbank.</p> <p>The applicant wrote to local residents in 2021 and in early 2022 but received no responses setting out any concerns.</p>
Restricted public access	<p>As agreed with the City Council's Special Events Team, public access to Cavendish Square will be maintained throughout the summer event period.</p> <p>The event enhances public access allowing more people to enjoy one of Westminster's open spaces.</p>
Toilets	<p>The location of toilets are fixed due local sewer access.</p> <p>The toilets are maintained and kept clean to safeguard high standards of hygiene and guest satisfaction. The applicant is not aware of any problems with odour in 2021 but will keep this under careful review this summer.</p>
Damage to natural environment in park	The Event Management Plan includes procedures and commitments relating to Ecology & Reinstatement and Sustainability.

Statement of Licensing Policy

18. The Event Management Plan, supported by comprehensive conditions, promote the Licensing Objectives Policies CD1, PS1, PN1 and CH1.

19. The premises is located outside of the West End Cumulative Impact Zone. This means that there is no presumption to refuse.
20. The premises is located in the West End Buffer Special Consideration Zone. The procedures set out in the Event Management Plan and licence conditions address the issues identified at paragraph D48 of the Policy. In addition, as a time limited proposal, there is no realistic possibility of the premises contributing to any of these issues on a long or permanent basis.
21. The applicant invites the Licensing Sub-Committee to consider the application proposals, in particular the supply of alcohol, under the Cinemas, Cultural Venues, Live Sporting Premises & Outdoor Spaces Policy CCS0S1. This policy recognises and promotes the following:

F8: the council welcomes the vital contribution that cinemas, cultural venues and live sporting premises make in providing the diverse culture and entertainment that attracts people of all ages into Westminster and maintains its status as a world-class city. The council as the licensing authority accepts that these types of uses are unlikely to be linked with crime and disorder, and generally have less impact on residents than other licensable activities.

22. Policy paragraph D26 recognises that cultural venues and outdoor spaces provide “real positive benefits to the area”. For example by “providing a wider entertainment offer, other than alcohol” to a varied customer base a premises can “provide positive benefits to the local community and visitors”. Where the higher risk activity, such as the sale of alcohol, is ancillary to the main function of the premises and is limited in offer it is recognised that a premises “is significantly less likely to have an impact on the licensing objectives”.
23. The proposed hours are well within, and in fact terminate earlier than, the Core Hours for Cultural Venues and Outdoor Spaces under Policy HRS1.

Summary

24. The application is for a time limited Premises Licence on materially the same terms as approved by the Licensing Sub Committee in 2021. The applicant is committed to a professional implementation of its enhanced Event Management Plan and procedures to address concerns made by local residents.

25. The applicant invites the Licensing Sub-Committee to grant the application accordingly. In doing so, Members can signal their support to a trusted and professional events operator that hopes to bring back some of Westminster's much-missed cultural entertainment offer this summer.

THOMAS & THOMAS PARTNERS LLP

Application for Time Limited Premises Licence

Underbelly Festival Open Space In Centre, Cavendish Square, W1G 9DB

APPLICATION SUMMARY

2021 PREMISES LICENCE DIFFERENCES IN RED

Proposed Hours

	2022	2021
Sale of Alcohol	Sunday and Monday : 12:00 – 22:00 Tuesday – Thursday : 12:00 – 23:00 Friday and Saturday: 12:00 – 23:15	Monday – Sunday: 10:00 – 23:00
Regulated entertainment	Sunday – Wednesday: 12:00 – 22:00 Thursday : 12:00 – 23:00 Friday and Saturday: 12:00 – 23:15	Sunday – Wednesday: 10:00 – 22:00 Thursday – Saturday: 10:00 – 23:30
Opening Hours	Sunday – Wednesday: 12:00 – 22:30 Thursday : 12:00 – 23:30 Friday and Saturday: 12:00 – 23:45	Monday – Wednesday: 10:00 – 23:30 Thursday to Saturday: 10:00 – 00:00 Sunday: 10:00 – 23:30

Proposed Conditions

11. At least one SIA licensed door supervisor shall be on duty at each entrance and exit of the premises at all times whilst it is open for business.
12. The operational use of this licence shall be agreed through the Licensing, Operational and Safety Planning Group (LOSPG) process where:
 - i. The LOSPG shall be chaired by a representative of the City Councils City Promotions, Events & Filming Team (CPEF) and
 - ii. Membership of the LOSPG shall normally consist of invited representatives of the designated event organiser, the Metropolitan Police Service, Officers of the City Council from CPEF and the

Environmental Health Consultation Team (EHCT), London Fire Brigade and any other appropriate and specialist advisor as required by the chairman of the LOSPG to achieve agreement and to meet the objectives of the Licensing Act.

13. 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 Dispersal Policy;
 - c. A detailed plan showing site layout and emergency egress points;
 - d. A detailed plan showing CCTV locations installed by the Premises Licence Holder;
 - e. Risk Assessments;
 - f. A schedule detailing types and locations of emergency equipment;
 - g. Sanitary accommodation;
 - h. The capacity of fully enclosed locations where alcohol is sold;
 - i. A detailed Counter Terrorism risk assessment;
 - j. Security/Stewarding arrangements;
 - k. Search Policy.
14. So far as is reasonably practicable the Premises Licence Holder shall ensure that the event is run in accordance with the Event Management Plan.
15. 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.
16. No alcohol shall be taken outside of the boundary of the licensable area.
17. Notices shall be prominently displayed at all exits (including the Spiegel tent) 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. A challenge 25 proof of age scheme for the sale of alcohol 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 Spiegel tent 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 are 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 are 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 the 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
 - (g) any refusal of the sale of alcohol
 - (h) 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 Spiegel tent shall only be provided to persons who are a ticket holder for that event.
27. The number of persons accommodated in the Spiegel tent (including staff) shall not exceed 600.
28. The licence holder shall ensure that any queuing for the Spiegel tent performances shall take place within the licensed area.
29. The safe capacity of the Square shall be continuously reviewed, and action taken if necessary, to ensure the capacity remains at a safe capacity.
30. All drinking vessels used in the venue shall be made from compostable material other than glass, except for wine or sparkling wine (including champagne) in the Spiegel tent. There shall be no glass allowed into the auditorium or external areas.
31. 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.
32. 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.
33. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
34. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
35. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment.
36. 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.
37. 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

38. There shall be no external entertainment beyond 22.00 hours.
39. 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.
40. No deliveries to the premises shall take place between 23.00 and 07.00 on the following day.
41. 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).
42. 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.
43. 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.
44. 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 Councils 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.
45. Residential properties and the relevant amenity group(s) in the immediate vicinity of Cavendish 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.
46. 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.
47. Electrical generators, where used, must be:
 - i. Suitably located clear of buildings, marquees and structures, and free from flammable materials.
 - ii. Enclosed to prevent unauthorised access.
 - iii. Able to provide power for the duration of the event.
 - iv. Backed up electrical generators are to be provided to power essential communications, lighting and safety systems in the event of primary generator failure.
48. The minimum number of toilet accommodation shall include:
14 Women's Cubicles

3 Men's Cubicles

10 Urinals.

49. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and fire fighting equipment.
50. 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.
51. 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 and the London Fire Brigade.
52. 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.
53. 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 are to be kept clear of flammable materials.
54. 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.
55. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and fire fighting equipment provided.

56. 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 Surveyors 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. [[Now condition 70](#)]

56. The noise levels within the performance venue shall be monitored and adjusted to ensure that they do not exceed 85dB(A) LAeq over any 15 minute period when measured at the mixing/control desk.
57. For the external entertainment there shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence.
58. Regulated entertainment shall be restricted to the Spiegel tent.
59. The Premises Licence holder shall ensure that the management team register and successfully complete the nationally recognised counter terrorism training product referred to as ACT eLearning package or can demonstrate that the ACT eLearning produce has been successfully completed within the preceding 12 months (before the start of the proposed event/open to the public) and that all staff employed by or at the premises, including contracted and 3rd party complete the ACT eLearning training prior to them being employed on the premises.
60. A copy of the premises Dispersal Policy will be available at the premises for inspection by a Police Officer and/or an authorised Officer of Westminster City Council.
61. The Premises Licence Holder shall ensure that alcohol is not allowed to be brought into the licensed area by members of the public.
62. The name and contact telephone number of the Designated Premises Supervisor shall be displayed in a prominent position on site, so that is it clearly visible.
63. A written search policy will be in place and security staff will be briefed on the provisions of such policy to be aware of their responsibilities and actions required by that policy. Such policy will include the procedure for searching prior to entry of customers into the licensed area of Cavendish Square, which will include:
 - a. randomised body searches at all times
 - b. risk assessed bag searches before 6pm
 - c. compulsory searches of all bags of persons entering the event by hand after 6pm

to ensure that no alcohol or prohibited items are brought on site. Any customer refusing to permit to the search procedure will be refused entry into the licensed area of Cavendish Square. Any queues formed at the entry to the site shall be supervised by security staff to prevent disorder and anti-social behaviour.

~~A written search policy will be in place and security staff will be briefed on the provisions of such policy to be aware of their responsibilities and actions required by that policy. Such policy will include the procedure for searching prior to entry of customers into the licensed area of Cavendish Square, which will include randomised body and compulsory searches of all bags by hand to ensure that no alcohol is brought on site. Any customer refusing to permit to the search procedure will be refused entry into the licensed area of Cavendish Square. Any queues formed at the entry to the site shall be supervised by security staff to prevent disorder and anti social behaviour.~~

64. The Premises Licence Holder shall ensure that:
- (a) All licensed SIA door staff on duty at the event shall be equipped with Body Worn Video (BWV), capable of recording audio and video in any light condition as per the minimum requirements of the Westminster Police Licensing Team,
 - (b) All recordings shall be stored for a minimum period of 31 days with date and time stamping, and
 - (c) the viewing of BWV recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31-day period.
65. Beer, Lager or Cider shall not be served in any measure greater than a pint.
66. A minimum of 3 SIA licensed stewards shall be on duty at the premises at all times whilst it is open for business. When more than 1 of the site entrances are open, a minimum of 4 SIA licensed stewards shall be on duty at the premises at all times whilst it is open for business. The Premises Licence Holder shall regularly risk assess the requirement for additional SIA licensed stewards to be on duty. Regular patrols within the licensed area of Cavendish Square will be conducted by those SIA licensed stewards on duty.
67. All SIA licensed door supervisors will wear high visibility jackets or vests.
68. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
69. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
70. 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 Surveyors 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.
71. ~~No licensable activities shall take place at the Premises after 26 September 2021 for the avoidance of doubt.~~



UNDERBELLY FESTIVAL AT CAVENDISH SQUARE 2022

OPERATIONAL EVENT MANAGEMENT PLAN v1.6

Revision History

Date	Version	Description	Author
01/02/2022	1	First Draft	Ryan Beattie
14/02/2022	1.1	Revised Dates	Ryan Beattie
17/02/2022	1.2	Revised Timings	Ryan Beattie
14/03/2022	1.3	Updates to Waste	Ryan Beattie
04/04/2022	1.4	Added appendices	Ryan Beattie
14/04/2022	1.5	Revised Dates and Search Policy	Ryan Beattie
16/04/2022	1.6	Amended Timings	Ryan Beattie

Table of Contents

1	Introduction	3
2	Opening Times	3
3	Attractions and Shows	4
4	The Site and the Surrounding Area	5
5	The Producers	6
6	Management Structure	6
7	Staffing.....	7
8	Staff Training	7
9	Stakeholder Engagement	7
10	Food Concessions	10
11	Access	10
12	Amenity and Dispersal.....	11
13	Cleaning and Waste	11
14	Noise Management.....	11
15	Alcohol Management and Licensing Objectives	12
16	Security and Crowd Management	12
17	Medical	13
18	Power & Lighting.....	15
19	Sanitation and Welfare	15
20	Deliveries	15
21	Customer Service and Complaints	15
22	Lost Property	16
23	Accreditation and Passes	16
24	Health and Safety and Risk Assessments.....	17
25	Evacuation Plan and Emergency Procedures	17
26	Sustainability Policy.....	18
27	Counter Terrorism.....	19
	APPENDIX 1 - Example Duty Manager Report.....	20
	APPENDIX 2 - Incident and Near Miss Report	21
	APPENDIX 3 - Protecting Children from Harm	22
	APPENDIX 4 – Draft Security Plan	25
	APPENDIX 5 – Contingency Plans	28
	APPENDIX 6 – Licensing Objectives	34

1 **Introduction**

- 1.1. The purpose of this Operational Management Plan is to support the application for full planning permission and advertisement consent to allow temporary installation of structures and signage associated with Underbelly Festival at Cavendish Square (“the Event”) which will take place in Cavendish Square Gardens, Marylebone, London W1G 0PR (“the Site”). The Event principally comprises of a temporary theatre: a 24m diameter Spiegel tent (a travelling tent, constructed in wood and canvas and traditionally used as an entertainment venue). Alongside the Spiegel tent will be a box office, outdoor bars, food concessions, toilet blocks, dressing rooms, office units and cabins.
- 1.2. The Event is organised by Underbelly Ltd, a UK company that specialises in festivals and outdoor events. More information on Underbelly can be found at www.underbelly.co.uk.
- 1.3. Underbelly has been operating public events for over twenty years and has specific, extensive experience of designing, installing and operating large scale, low impact, high-quality inner-city events for over twenty years in both London and Edinburgh, around the UK and internationally. We pride ourselves on responsible management of all of our events, ensuring we have positive relations with our patrons, stakeholders and our neighbours, both residential and commercial. Underbelly continues to work with local authorities across the UK, building and developing on previous years’ events due to their success. This event management draws on Underbelly’s wealth of experience successfully and safely producing live, large-scale events.
- 1.4. The operational period of the Event will be from 29th April to 31st July 2022.
- 1.5. The installation will commence on 20th April 2022.
- 1.6. The de-installation will end on 8th August 2022.
- 1.7. The development is of a temporary nature and the site and surroundings will be returned to their former state at the end of the period. When the Event is not ‘active’, access to the gardens will remain unimpeded for the public to enjoy.
- 1.8. This document is a working document and will be updated as necessary as circumstances change.

2 **Opening Times**

- 2.1. The advertised site times are when the festival site will be ‘active’. Entry to the gardens for the public will remain unrestricted outside of these times, subject to standard park opening times: 08:00 Monday to Saturday, and 09:00 on Sunday and bank holidays.

2.2. ***Standard Site Advertised Opening Hours***

Day	Opening – Closing Time
Monday	12:00 – 22:00
Tuesday	12:00 – 23:00
Wednesday	12:00 – 23:00
Thursday	12:00 – 23:00
Friday	12:00 – 23:00
Saturday	12:00 – 23:00
Sunday	12:00 – 22:00

2.3. The Site Management Team, in direct consultation with Underbelly's Senior Management team, has the authority and discretion to temporarily close the Site. This will be done in the interest of public safety, should such any situation arise.

2.4. **Performance Times for Shows in Spiegeltent**

Day	Opening – Closing Time
Monday	12:00 – 22:00
Tuesday	12:00 – 22:00
Wednesday	12:00 – 22:00
Thursday	12:00 – 23:00
Friday	12:00 – 23:00
Saturday	12:00 – 23:00
Sunday	12:00 – 22:00

2.5. As per 2021, the premises licence application will request 'hours open to the public' later than the advertised site closing time to permit later shows in the Spiegeltent on Thursday, Friday and Saturday evenings. This will allow for a graded dispersal of the Site in accordance with the security and stewarding plan as detailed later in this Operational Management Plan.

2.6. **Provision of Food and Drink**

Day	Opening – Closing Time
Monday	12:00 – 22:00
Tuesday	12:00 – 23:00
Wednesday	12:00 – 23:00
Thursday	12:00 – 23:00
Friday	12:00 – 23:00
Saturday	12:00 – 23:00
Sunday	12:00 – 22:00

2.7. Last orders will be given 30 minutes prior to the relevant closing time and all customers shall vacate the premises within 20 minutes of service ceasing.

3 Attractions and Shows

3.1 There are two key components to the Event:

- Spiegeltent theatre
- Bar and food units

3.2 The Spiegeltent is a self-contained theatre and cabaret tent which will have a capacity of up to 480 seated (depending on stage layout and seating configuration) and 600 standing (depending on stage size and layout).

3.3 The Spiegeltent will house a range of live cabaret, comedy, music and children's theatre. The Spiegeltent may also be used for ad-hoc events and functions in conjunction with, or for, local stakeholders, businesses and Westminster City Council.

3.4 Access to the Spiegeltent will be for ticket holders or invited guests only. There will be free access to the rest of the site.

3.5 Within the site there will also be the following ancillary units and facilities:

Units and Facilities	
Storage Container	5
Dressing Room	2
Offices	2
Box Office	1
Welfare cabin	1
Toilets	6 toilet units and a water tank.
Bar Unit	2
Catering	C. 7
Bar Office	1
Chillers	2
Security and First Aid Unit	1
Tables under umbrellas/pergolas	C. 16
Other tables	C. 20
Waste and Refuse Area	1 new for event, 1 existing area.
Power	1 Generator
Air Handling Unit	1

4 The Site and the Surrounding Area

- 4.1. The site is situated in Cavendish Square Gardens, Marylebone within the City of Westminster. The hedge-lined perimeter is reinforced by a low canted wall of blue-brown Lunsford bricks topped by steel barriers. The site is surrounded by roads on all sides.
- 4.2. The original gardens were laid out by Charles Bridgeman in the 18th Century, however, it was initially used for grazing sheep. The gardens were used by the Convent of the Holy Child of Jesus school for play and sports days from the 1880s till the 1960s and remained private, accessible by residents only for that period. With the installation of the underground car park, the gardens were relandscaped and opened as an open public space in 1972.
- 4.3. Below the Site there is an underground car park operated by Q-Park. It has 444 car parking spaces and 83 motorcycle spaces. There are 4 electric charging points.
- 4.4. There is a pedestrian elevator in the southwest corner of that services the car park.
- 4.5. The Site is in close proximity to a variety of modes of public transport and, as such, has excellent public transport accessibility (PTAL score of 6b).
- 4.6. The nearest London Underground station is Oxford Circus which is a 5-minute walk away. Oxford Circus Underground Station serves the Bakerloo, Victoria and Central lines.
- 4.7. There are 17 bus stops within a 5-minute walk. These service bus routes 7, 12, 22, 55, 73, 88, 94, 98, 113, 139, 159, 390, 453, N3, N7, N8, N15, N18, N22, N25, N55, N73, N98, N109, N113, N136, N137, N207.
- 4.8. The nearest Santander Cycle Hire docking stations are located at Chapel Place, Broadcasting House and Little Argyle Street - all a short walk from Cavendish Square.
- 4.9. There is a 24-hour taxi rank available on Cavendish Square at John Lewis.

- 4.10. A disabled person's parking space is also on Cavendish Square. In addition to this there are 14 other Blue Badge Bays within 300m of the Square. Full details and locations of on-street Blue Badge parking and other bays can be found on the WCC website at <https://www.westminster.gov.uk/parking/disabled-parking/where-you-can-park-disabled-badge>
- 4.11. The gardens will remain open to the public at all times during the day, with restricted access only if capacity warrants it. As throughout the rest of the year, the gardens will be closed at night.

5 The Producers

- 5.1. Underbelly Ltd is a live entertainment and event production company based in London and Edinburgh that specialises in long duration events in sensitive locations.
- 5.2. Underbelly's recent summer festivals and events have included Underbelly Festival at Cavendish Square, London Wonderground at Earls Court, West End Live in Trafalgar Square (on behalf of Westminster City Council) and Underbelly at the Edinburgh Festival Fringe.
- 5.3. Underbelly's recent winter festivals and events have included Christmas in Leicester Square and Christmas in Trafalgar Square (both in partnership with Westminster City Council), Edinburgh's Christmas and Edinburgh's Hogmanay (both delivered on behalf of City of Edinburgh Council).
- 5.4. Underbelly has permanent offices in London and Edinburgh with a full-time staff of 25 people, including permanent staff in Producing, Programming and Design, Marketing and Comms, F&B, Ticketing, Operations & HR and Technical Production.

6 Management Structure

- 6.1. Underbelly will have day-to-day responsibility for the operation of the Event.
- 6.2. Underbelly's main point of contact for the Event are Ryan Beattie, Head of Operations and David Watson, Head of Production. They will have overall responsibility for the site and will delegate to the site, bar, box office and front of house management teams as required.
- 6.3. The Senior 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.
- 6.4. The Head of Production will be responsible for the build and strike of the Event, day-to-day health and safety and line management of the site management and maintenance team.
- 6.5. The site management team consists of a Site Manager who will be supported by an Assistant Site Manager.
- 6.6. Underbelly's Head of Bars & Catering, Bertie Woodhead, will be the Designated Premises Supervisor and will have day-to-day responsibility for the management of the bar operation.
- 6.7. During the build and strike periods of the Event, health and safety site supervision will be conducted by Sygma Health & Safety, under the management of Underbelly's Head of Production.

7 **Staffing**

7.1. 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
Site / Duty Manager	1	11:00-22:30	11:00-22:30	11:00-23:30	11:00-23:30	11:00-23:30	11:00-23:30	11:00-23:30
Box Office Manager	1	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00
Box Office Staff	1	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00	11:30-21:00
Cleaning Team	1-2	11:00-22:30	11:00-22:30	11:00-23:30	11:00-23:30	11:00-23:30	11:00-23:30	11:00-23:30
Bar Manager	1	11:00-22:30	11:00-22:30	11:00-23:30	11:00-23:30	11:00-23:30	11:00-23:30	11:00-23:30
Bar Staff	Variable	11:30-22:30	11:30-22:30	11:30-23:30	11:30-23:30	11:30-23:30	11:30-23:30	11:30-23:30
Front of House Manager	1	As required	As required	As required	As required	As required	As required	As required
Front of House Staff	Variable	As required	As required	As required	As required	As required	As required	As required
Technical Team	3	As required	As required	As required	As required	As required	As required	As required

8 **Staff Training**

8.1. A handbook and site induction will be made available to all 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.
- Health and safety in the workplace training and outline obligations.
- Sustainability Policy
- ACT (Counter Terrorism) training
- Any other training to accommodate conditions given by police, licensing and other authorities.

9 **Stakeholder Engagement**

9.1. Underbelly is committed to engaging with communities and businesses affected by our events. Actions will include:

- A local letter drop to local residents and businesses which will include an online link to the Event Dispersal Plan and Noise Management Plan.
- Staff surveys. Forms will be emailed to the staff to complete.
- Random public surveys which will be conducted by the staff.

9.2. Stakeholder engagement is managed in-house by the operations department, who are responsible for planning, coordinating and delivering engagement activity for each event in our portfolio. For Underbelly Festival Cavendish Square, the primary relationship with residents, businesses and stakeholders is managed by the Senior Operations Manager.

9.3. Key contacts at the organisation level are shown in Table 1. Together they are responsible for planning the programme of events the Underbelly undertakes. They also take on roles in the initial and detailed planning and operation of individual events.

Table 1. Organisation Level Contacts

Role	Description	Needs/Expectations
Underbelly Directors	<i>Ed Bartlam & Charlie Wood</i> Responsible for overall decision making within the company including all strategy and long-term planning and decision making with regard projects and events.	<ul style="list-style-type: none"> - Overall company sustainability. - Upholding and expanding Underbelly's reputation for high quality event management and production. - Ability to continue managing existing events and expand event management portfolio. - Increased productivity. - Compliance with all regulations and legal requirements (including health & safety).
Head of Production	<i>Dave Watson</i> 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"> - Health & safety performance. - Sustainable management of project costs and budgets. - Knowledge and compliance with regulations and legal requirements particularly with respect to noise, structures and licencing. - Compliance of contractors and suppliers.
Head of Operations	<i>Ryan Beattie</i> 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"> - Health & safety performance. - Environmental performance. - Knowledge and compliance with regulations and legal requirements particularly with respect to staffing, waste, licencing and security. - Compliance of contractors and suppliers.
Marketing Manager	<i>Lauren Carroll</i> Responsible for planning and provision of all marketing, print and signage for events	<ul style="list-style-type: none"> - Compliance of contractors, suppliers and other associated companies (e.g. print suppliers, marketing companies).
Head of Bars & T Catering	<i>Bertie Woodhead</i> Responsible for planning and provision of bar and catering services	<ul style="list-style-type: none"> - Compliance of staff with regulations and legal requirements particularly with respect to licencing.
Site Manager(s)	<i>TBC</i> Responsible for ensuring all management teams directions are carried out and the smooth running of the site	

9.4. Table 2 contains the specific Event contacts for Underbelly Festival Cavendish Square. Their roles will include the following responsibilities:

Table 2. Underbelly Festival Cavendish Square 2022 Contacts

Role	Description	Needs/Expectations
Project Manager & Site 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 Underbelly Festival, this role will be undertaken by Underbelly.	<ul style="list-style-type: none"> - Compliance with all regulations and legal requirements. - Sustainable management of the event budget. - Attendee and community approval of the Event.

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

Table 3. Engagement of key stakeholders, contractors and event suppliers

Underbelly Contact	Engagement techniques
Ongoing Underbelly Staff	<ul style="list-style-type: none"> - All provided with copy of the Event sustainability policy and sustainability management system - All invited to be part of review process. - Input to risk assessments as required.
Event Owner	<ul style="list-style-type: none"> - Regular meetings. - Provision of Event sustainability policy as part of Event Management Plan.

Contractors	<ul style="list-style-type: none"> - Commitment to sustainability and relevant sustainability objectives and risks identified in contractor documentation. - Selection process considers sustainability credentials.
Suppliers	<ul style="list-style-type: none"> - Commitment to sustainability and relevant sustainability objectives and risks identified in contractor documentation. - Selection process considers sustainability credentials.
Staff	<ul style="list-style-type: none"> - Compliance with sustainability policy and objectives a key requirement in staff contracts. - All staff provided with staff handbook including key sections of sustainability policy, actions and objectives. - Staff briefings.
Health and Safety Manager – Sygma Safety	<ul style="list-style-type: none"> - 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.
Traders	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - As required by regulations and legislation.
Community – Local residents and businesses	<ul style="list-style-type: none"> - Community briefings. - Underbelly will send out a letter to local 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.

10 **Food Concessions**

- 10.1. The Event will include approximately 6 food concessions.
- 10.2. The Event market is organised by Underbelly who have been operating high quality, attractive metropolitan sites in Edinburgh and London for several years. There will be a focus on local traders with priority given to those from the local area. Food traders will provide a diverse and extensive mix of gastronomic delights, including international specialties and local artisan producers.
- 10.3. All the relevant documentation pertaining to safe temporary event site trading, including a Covid-19 risk assessment and insurance will be in place ahead of trading commencing.

11 **Access**

- 11.1. Public access to the gardens and to the Event will be maintained during opening hours. The northwest and southwest gates will primarily be used for customers, with the southeast gate being used depending on customer levels. The northeast gate will be used solely for staff and performers.
- 11.2. The gardens will be closed overnight and opened at the usual year-round, opening time in the morning. This is 08:00 Monday to Saturday and 09:00 on a Sunday and bank holidays.
- 11.3. Public access through the gardens will be maintained at the usual park openings times, throughout the build and strike periods, except when it is not safe or appropriate to do so.

- 11.4. During the build period, a safe route will be secured through the square whilst maintaining safe, sterile working areas during construction activities when possible. Full closure of the gardens will be required on a number of pre-determined days.
- 11.5. Public access to the gardens during the build and strike periods is at the discretion of Underbelly Production Management, with defining factors including health and safety requirements and daily dynamic risk assessments for the Site. This will be controlled and managed by Underbelly Site Management and Security Management teams.
- 11.6. The site will provide level access to all the event facilities in accordance with Part M of the building regulations.

12 Amenity and Dispersal

- 12.1. This proposal seeks to create a family orientated 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 neighbouring premises or residents. There will be a security operation in place at all times.
- 12.2. See separate Dispersal Plan for more information.

13 Cleaning and Waste

- 13.1. There will be a dedicated cleaning team ensuring the toilets are clean, sanitised and well presented.
- 13.2. A cleaning log will be completed after each cleaning rotation of the Site and monitored by the Site Manager to ensure that the maximum cleaning requirements are being achieved.
- 13.3. Toilets will be cleaned frequently throughout the day and the frequency will increase in peak times.
- 13.4. In accordance with Underbelly's Sustainability Policy, waste will be separated where possible for recycling. There will be multiple bin station locations throughout the site. In public areas, waste will be split into general waste, dry recycling and food waste. Back of house will also have glass bins. Bins will be emptied regularly into a central bin area.
- 13.5. Trade waste bins will be kept in an enclosure within the site and emptied at times allowed within the overall management plan.
- 13.6. We will work with the cleaning team to ensure that Site and immediate surrounding area is kept litter free. We will conduct periodic patrols of the immediate surrounding area.
- 13.7. The enforced disposal of any alcoholic drinks before customers leave the Event, reducing any waste that might have been irresponsibly discarded.
- 13.8. As per their contract with Underbelly, food traders are responsible for the disposal of waste cooking oil. Used cooking oil must be stored within individual food units and collected by an authorised collector. Waste cooking oil must be collected, as a minimum, weekly.

14 Noise Management

- 14.1. See separate Noise Management Plan.

15 Alcohol Management and Licensing Objectives

- 15.1. A separate alcohol licence will be sought from the local licensing authority for the Event. Whilst that is covered by another legislative regime from planning, key particulars compromise of the following:
- 15.2. Underbelly will be operating and managing the bar operation.
- 15.3. The main bar, Spiegeltent and satellite bar will be full bar offerings including soft drinks and hot drinks.
- 15.4. There will be various seating areas provided in the outside area.
- 15.5. Qualifications and training:
- Underbelly will ensure that there is always a Personal Licence holder on site during operational hours.
 - 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.
- 15.6. Key points of the Underbelly alcohol management plan are:
- Underbelly operates a Challenge 25 policy. This means anyone who looks under 25 will be asked for ID. The only acceptable forms of identification that are recognised are photographic identification cards such as driving licence, passport or proof of age card with the PASS hologram. Clear signage will be on every bar informing customers that this scheme is in operation.
 - All staff will undertake a minimum 2 hours licensing and responsible alcohol service training.
 - Alcohol sold from the bars will be for consumption onsite only. SIA security will be positioned at all gates to prevent people leaving with alcoholic drinks.
 - Drinks will be served in compostable or paper cups, with the exception of a bottle of wine which will be served with four compostable glasses.
 - No 'happy hours' or time limited price promotions will be run.
 - No quantity-based price promotions will be run (e.g. no buy one, get one free offers).
 - Beer will be available in ½ pint vessels.
 - Wine will be available in 125ml measures.
 - All ABVs and prices will be clearly displayed.
 - Free drinking water will be readily available.
 - SIA security staff will be onsite during all operational hours.
 - Signs will be placed at all entrances and exits requesting all customers to leave quietly and to be aware of neighbors
 - 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 will be carefully monitored and managed by the site manager.
- 15.7. See appendix 6 for measures implemented to promote the four licensing objectives.

16 Security and Crowd Management

- 16.1. There will be appropriate levels of SIA security on the site at all times. This will be 24 hours a day from the beginning of the build to the last day of breakdown.

- 16.2. A minimum of 3 SIA licensed stewards shall be on duty on the premises whilst it is open for business. When more than 1 of the site entrances is open, a minimum of 4 SIA licenced stewards shall be on duty at the premises. Staffing levels will be continually assessed depending on demand.
- 16.3. A full security management plan will be developed in conjunction with our security provider.
- 16.4. The premises will install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system will continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.
- 16.5. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member will be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
- 16.6. SIA security will conduct searches on entry to the site when the Event is 'active':
- Randomised body searches at all times
 - Risk assessed bag searches before 18:00
 - Compulsory searches of all bag of persons entering the event after 18:00

See Search Policy for more details.

- 16.7. The site is free to enter or pass through. Underbelly will only restrict access when crowd density requires it. Stewards on each gate will use clickers so that customer numbers are known at all times.
- 16.8. Shows in the Spiegeltent will be ticketed to manage the flow of audience members and ensure the seated capacity of 500 and standing capacity of 600 within the venue is maintained at all times.
- 16.9. Shows in the Spiegeltent are programmed so that it is unlikely the site will reach capacity. If the site does reach capacity, Underbelly will manage the gates into the site to allow for a "one-in, one-out" policy until the volume of people decreases. Security will be deployed to facilitate this, by using clickers to monitor the numbers onsite at any given time.
- 16.10. The capacity of the Site will be assessed continually by site management staff to ensure it remains a pleasant and safe environment. If the density of people is at risk of increasing beyond a comfortable level, then gate control will be put in place to reduce flow or close entry. This method of dynamic assessment allows for eventualities like a show coming to an end and provides time to adjust levels in advance. This includes ensuring that social distancing guidelines, as required, are always met.
- 16.11. See Appendix 4 for more details of security numbers and positions.

17 Medical

- 17.1. There will a dedicated and qualified first aider onsite during the full operational run, including build and strike.
- 17.2. The security office will also function as a first aid point. All staff and traders will be made aware of this.
- 17.3. Each incident will be logged digitally, 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 site 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

- 17.4. Serious injuries may be reportable to RIDDOR. In this case the site manager along with the operations manager will fill in a F2508 form. This will be sent to the HSE as soon as possible. Internal investigations and a full incident report will be carried out by the site manager and the production manager.

18 Power & Lighting

- 18.1. The majority of the site will be powered by mains power. The Spiegeltent air handling unit (AHU) will be powered using a “super-silent” diesel generator.
- 18.2. The use of generator onsite is considered in the Noise Management Plan and it has been demonstrated that the noise will have a negligible impact at the nearest noise sensitive receptors. Please see the Noise Management Plan for more details.
- 18.3. Fuel for the generator will be stored in a bunded fuel tank in a backstage location. Fuel will be delivered to the site in a tanker and transferred into the on-site storage tank. Deliveries will be undertaken in line with the Delivery and Servicing Plan and occur approximately once every month.
- 18.4. The electrical system will be installed, inspected and tested in line with BS7909.
- 18.5. In the event of power failure across the site, emergency battery powered lights will switch on automatically. See Contingency Plans document for more detail.
- 18.6. Temporary lighting will be added to the site to provide safe and appropriate lighting for customers and audience members. This will commence at daily pre-agreed times (dusk onwards). This will be phased as ambient light levels change throughout the season in order to present an appropriate and welcoming atmosphere to the Event.

19 Sanitation and Welfare

- 19.1. There will be temporary toilets installed into the site with a minimum of:
 - 1 ramped accessible toilet with baby changing facilities
 - 1 set of toilets including urinals (minimum of 10 urinals and 3 cubicles)
 - 2 sets of toilets without urinals (minimum of 14 cubicles)
- 19.2. These temporary toilets will open when the Event is ‘active’.
- 19.3. Staff and traders will use temporary toilets installed in the bar compound area.
- 19.4. Performers will use temporary toilets installed in the backstage compound area.
- 19.5. All toilets will go direct to sewer so no servicing will be required.

20 Deliveries

- 20.1. Please see separate Deliveries and Servicing Plan.

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 them throughout the event lifecycle.
- 21.2. Prior to the Event, Underbelly will write to nearby residents and businesses to inform them about the Event, including giving them a schedule of events.

- 21.3. Residents will be given contact details of an email address and mobile number for making contact to Site. Residents can communicate with the site manager in respect of noise and any other concerns with the operation of the Event. The email account will be monitored during office hours. The mobile phone will be monitored 24 hours a day from the beginning of the build period until the end of the strike period. The mobile phone will be monitored by the Site Manager during Event opening hours, and by a security supervisor at all other times.
- 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.
- 21.5. 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 are able to 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 a safe in the site 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 Event website. 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. All lost property will be retained 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 traders, contractors, performers and public 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 and site
Crew	Visiting contractors and suppliers
Trader	Food concession staff
Underbelly staff	Underbelly staff
Artist	Performers within the Spiegeltent

24 Health and Safety and Risk Assessments

- 24.1. Underbelly is committed to ensuring the safe operation of the event.
- 24.2. Underbelly not only adheres to health and safety laws and legislations but embraces the spirit of the acts.
- 24.3. 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.
- 24.4. 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.
- 24.5. All traders 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.
- 24.6. 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.
- 24.7. All health and safety at Underbelly Festival Cavendish Square 2022 will be the responsibility of the Underbelly Head of Production and site manager, working with Sygma Health & Safety in accordance with health and safety legislation and good working practice.
- 24.8. During the build and strike 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.
- 24.9. 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.

25 Evacuation Plan and Emergency Procedures

- 25.1. Site management must be informed immediately of any incidents, including fires, within the Event footprint, regardless of size.

- 25.2. See Fire Safety Plan for details of the fire precautions and procedures in place onsite.
- 25.3. See Evacuation Plans for evacuation procedures from the Spiegeltent and the whole site.

26 **Sustainability Policy**

- 26.1. Underbelly is a UK-based live entertainment company that runs several festivals and events across the country.
- 26.2. 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.
- 26.3. Underbelly's approach is to embed sustainable management principles across all events for which it is responsible.
- 26.4. 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 general 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.
- 26.5. Underbelly is committed to continuous improvement and will monitor its performance against agreed sustainability objectives.

Engagement and Feedback

- a. We will conduct engagement in the form of letter to ensure that our stakeholders are informed about our commitment to sustainability and have the opportunity to view our policy objectives and provide feedback. This will be included in communication to:
- Staff (e.g. Contracts)
 - Traders and contractors
 - Community (e.g. Resident letters etc.)

Example statement: Underbelly is committed to sustainability at all our events. If you have any comments, questions or feedback about how we can improve sustainability at our events or would like to view a copy of Underbelly's Sustainability Policy, please email sustainability@underbelly.co.uk

- b. All engagement and feedback received must be logged in a Stakeholder Engagement Log (or similar).
- a. Copies of all engagement should be kept and stored.

Sustainable Event Management

During the event the person(s) as detailed in the Operational Management Plan (often the Site Manager) will be responsible for:

- Managing sustainability risk and opportunities
- Ensuring the site is run sustainably, in line with Underbelly's Policy and Objectives
- Reporting any issues and feedback
- Reporting on Objectives

- We will collect data to report on whether we are improving and / or meeting our objectives
- Further details on the date we need to collect is in. It will include information about:
- Waste and Bins – complaints received, no. of contaminated bins
- Types and no. of cups used
- Power and fuel used
- Ways in which visitors and staff travel to site
- Percentage of infrastructure re-used
- Crowd numbers (compared to agreed capacities)
- Security staff (compared to requirements)
- Accessibility of venues and shows – physical and via discounted tickets for students, unemployed etc.
- Jobs made available to local staff
- Complaint responses
- Site Assessments

Event Review and Report

A post event review will be conducted to consider performance against objectives and principles. This should be documented in a report which will be made available to stakeholders if requested.

27 Counter Terrorism

- 27.1. A Counter Terrorism risk assessment has been conducted in conjunction with our health and safety advisors, and a counter terrorism procedure has been produced. Underbelly's senior management team, including the Designated Premises Supervisor, have undertaken the ACT Strategic course and the Counter Terrorism Policy and Procedure has been written as a result of these learning outcomes.
- 27.2. All members of staff and contractors working onsite, including all security personnel, will be required to undertake the ACT E-learning training. This will be mandatory, and copies of certificates will be kept on file centrally for the duration of the Event.
- 27.3. In addition, operational staff members will receive ACT Operational in-person training as part of their onsite induction and staff training.
- 27.4. Subject to capacity of the Metropolitan Police to provide the training, operational staff members will also receive SCan training as part of their induction and staff training.
- 27.5. Full-time Underbelly and onsite managers will download the PSO Shield app.
- 27.6. All non-management onsite staff and contractors will be asked to download the ACT app.
- 27.7. Underbelly will engage with the Metropolitan Police Protective Security Operations to develop security minded communications for its online platforms, web pages, and other marketing material, in order to deter and disrupt online attack planning. Underbelly's marketing managers have also undertaken the SCan Communications Professionals course.
- 27.8. Underbelly will check that any existing CCTV systems in place on the site will be working. In addition, Underbelly will be installing a temporary CCTV system for the duration of the Event.
- 27.9. There will be no Unmanned Aerial Systems (drones) allowed with the Event site of the immediate vicinity.
- 27.10. Procedures are further detailed in the Counter Terrorism Policy.

APPENDIX 1 - Example Duty Manager Report

Site Manager Report – Underbelly Festival Cavendish Square 2022

Date: / /

SITE MANAGER	DAY	EVENING
NAME:		

SITE OPEN TIME	SITE CLOSE TIME

SAFETY & SECURITY	
Security Supervisor Name	

ATTRACTIONS	OPEN	CLOSE	COMMENTS
Market			
Bar			
Other			

REPORT ON SERVICES AND ISSUES CONCERNING SITE	
WEATHER	
SITE POWER	
WATER	
SECURITY	
CROWD CONTROL & QUEUING	
FIRST AID	
BAR	
FOOD CONCESSIONS	
TOILETS	
WASTE SERVICES	
CLEANING	
OTHER	

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

APPENDIX 2 - Incident and Near Miss Report

A copy of this should be sent alongside the site manager report and to 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:

Following the incident using contemporaneous notes taken by:

APPENDIX 3 - Protecting Children from Harm

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

Under 16s

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

Facilities for young adults aged 16 and 17

Welfare services

All facilities that are mentioned throughout the Operational 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.

Disclosure and barring service

Specific security personnel shall be designated to look after children, and they shall have been SIA licensed which incorporates a CRB/DBS check. They shall work in teams of at least two and they shall ensure that paperwork is completed for all lost and found children/vulnerable adults.

The goal of the lost/found children and vulnerable adults' 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.

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.

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.

Procedure to be followed by Underbelly staff, traders 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

- By security office.

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 absolutely necessary and accompanied by another member of staff.
 - Do not announce the lost/found child or vulnerable adult to the general 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 general 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, “Miss Potter has been located in the Pasture”. 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 which is located back of house**
 - 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 Site manager that you have handed the child/vulnerable adult over.
- **The welfare steward will then**
 - **Inform site manager** of lost/found child/vulnerable adult incident. The site 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 in order 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.
- Security staff are responsible for the child/vulnerable adult until their guardian is located and will remain at the welfare area on site. The Underbelly site 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** site manager to say, "Miss Potter has been located" and ask them to come to the meeting point on Site.
- **On arrival of site manager** provide:
 - Details of the child/vulnerable adult's guardian.
 - Time of incident.
 - Where the child/vulnerable adult was last seen.
- **Site manager will then:**
 - **Inform all staff** of lost/found child/vulnerable adult incident.
 - **Escort** the guardian to the Site office.
 - **Conduct** an extensive search in order 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 site manager should complete the lost/found child and vulnerable adult incident report 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 according to the lost/found children/vulnerable adult policy outlined above.

APPENDIX 4 – Draft Security Plan

	Shift Start	Shift End	Shift Hrs	No. SIA Staff
Monday	06:00	12:00	6.00	1
	12:00	16:00	4.00	3
	16:00	22:30	6.50	4
Tuesday	06:00	12:00	6.00	1
	12:00	16:00	4.00	3
	16:00	23:30	7.50	4
Wednesday	06:00	12:00	6.00	1
	12:00	16:00	4.00	3
	16:00	23:30	7.50	4
Thursday	06:00	12:00	6.00	1
	12:00	17:00	5.00	3
	17:00	00:00	7.00	5
Friday	06:00	12:00	6.00	1
	12:00	16:00	4.00	3
	16:00	00:00	8.00	6
Saturday	06:00	12:00	6.00	1
	12:00	14:00	2.00	3
	14:00	17:00	3.00	4
	17:00	00:00	7.00	6
Sunday	06:00	12:00	6.00	1
	12:00	14:00	2.00	3
	14:00	17:00	3.00	4
	17:00	22:30	5.50	5

Location	Role	Duties
1	Entrance/ Exit	<ul style="list-style-type: none"> • Constant manning of gate • Control and direction of members of the public entering and leaving the site • Observation for and recognition of potential suspect packages. Report any findings to the supervisor, site manager or police officer. • Searching on entry as per Search Policy • Clicker counting of numbers where necessary • Must wear high visibility jackets or vests and body worn cameras • Observation for the prevention of over crowding • Provide information and directions to the public • Deter/prevent any drunk person entering the venue • Deter/prevent anyone removing alcohol from the venue, unless from authorized supplier in sealed container • Ensure there are no unaccompanied children after 21:00. • Drawing attention of exiting customers to the notices on the exits and asking them to be considerate. • Ensuring the removal of all compostable glasses and bottles from departing customers. • Actively encouraging customers not to congregate outside the Event; and • Directing customers to the nearest taxi ranks or other transportation away the area.
2	Roaming	<ul style="list-style-type: none"> • Patrol Section of site and provide support where needed • Observation for and recognition of potential suspect packages. Report any findings to the supervisor, site manager or police officer. • Must wear high visibility jackets or vests and body worn cameras • Observation for the prevention of over crowding • Provide information and directions to the public • Observation of intoxicated customers and large groups. • Deter/prevent anyone consuming alcohol not purchased from the venue. • Ensure there are no unaccompanied children after 21:00. • Observe any children in the venue and ensure they do not consume alcohol • 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;
3	Break Cover	<ul style="list-style-type: none"> • Cover other guard's roles when they are on break • Observation for and recognition of potential suspect packages. Report any findings to the supervisor, site manager or police officer.

		<ul style="list-style-type: none"> • Must wear high visibility jackets or vests and body worn cameras • Observation for the prevention of over crowding • Provide information and directions to the public • Observation of intoxicated customers and large groups. • Deter/prevent anyone consuming alcohol not purchased from the venue. • Ensure there are no unaccompanied children after 21:00. • Observe any children in the venue and ensure they do not consume alcohol • 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;
4	Overnight	<ul style="list-style-type: none"> • Patrol whole site overnight to ensure no break ins. • Any incidents must be reported in handover notes. • Must wear high visibility jackets or vests.
5	CCTV	<ul style="list-style-type: none"> • If required, at peak times, CCTV will be monitored by a trained operative. • Observation for and recognition of potential suspect packages or suspicious behaviour. Report any findings to the supervisor, site manager or police officer. • Observation for the prevention of overcrowding in particular areas • Observe for any drunk person in the venue • Observe there are no unaccompanied children after 21:00. Unrestricted access for young persons (16/17 year olds).

APPENDIX 5 – Contingency Plans

These plans outline the procedures to be adopted in the event of any emergency or major incident upon the licensed area for Underbelly Festival ‘the Event’. It should be noted that this is the Contingency Plan written by Underbelly Ltd for the Event and therefore it sits alongside but does not replace separate Major Incident/Emergency plans that will exist for Westminster City Council, the Health and Safety Executive (HSE) and the Metropolitan Police.

These procedures distinguish between –

Emergencies onsite – Any incident requiring prompt and co-ordinated action by site management, onsite security and/or blue light agencies. An emergency may be able to be dealt with by onsite teams without a direct response from the external emergency services.

Emergencies offsite – Any incident offsite but linked to the Event requiring prompt action by one or more of the emergency services. Resources controlled by Underbelly may be able to assist but need to do so under the request and command of the external emergency services.

The site manager will be responsible for all day-to-day aspects of licensing and public safety onsite. They will be onsite at all times that the Event site is open to the public and can be contacted by any member of staff by radio on channel 1. They are the most senior person responsible onsite for co-ordinating the response to emergencies. They report to and are supported by the Head of Production who has tactical command of the Event, who in turn reports to the Underbelly directors who have strategic oversight of the Event.

For incidents occurring either onsite or offsite, all staff and security guards will be aware of the requirements made of them in relation to any crime scenes, including:

- Being available for a witness statement
- Being available to attend court if necessary
- Knowing the basics of scene and evidence preservation
- Knowing about the retention of witnesses where practicable and appropriate.

Emergencies Onsite

Reasons for an emergency onsite, that may or may not require the attendance of the emergency services include:

- Fire
- Loss of power
- Loss of water supply
- Adverse weather
- Structural collapse
- Protest or terrorist activity

Fire

All incidents of fire within the event footprint must be reported to the site manager immediately by radio on channel 1.

There will be 2 categories for dealing with a fire onsite depending on the size of the fire:

Any fire that is the size of a waste paper bin and can be easily extinguished by a member of staff should be extinguished if the staff member is confident in their ability to do so.

Fire extinguishers will be made available throughout the site. All fire extinguisher points will be clearly marked and a printed copy of a site plan showing their locations will be on display in the site office.

Any fire that is larger than the size of a waste paper bin should not be tackled by Event staff, in which case the evacuation procedure should commence, co-ordinated by the site manager, including informing the fire department by calling 999.

The site manager will:

- Evaluate all information being received

- Advise all relevant agencies
- Identify the routes by which evacuation should take place
- Identify the best approach for the emergency service vehicles.

Loss of Power

The site will be powered by mains power. In the event of power loss, a secondary lighting system in the Spiegeltent and the wider site will automatically be activated.

If the power loss takes place during daytime hours where there is sufficient daylight available, it may not be deemed necessary to evacuate the site while investigations take place into the cause. If there are members of the public inside the Spiegeltent at the time, they will be evacuated from the venue into the site as per the normal venue evacuation procedures.

If the power loss takes place in the evening when there is not sufficient daylight available, and the cause is not immediately apparent, an evacuation will commence so that all members of the public have vacated the site before the battery power of the secondary lighting system runs out.

Loss of Water Supply

The site will be supplied by mains water which is stored in water bowsers to increase water pressure. In the case of loss of water supply, there will be sufficient reserves of water to allow the site manager time to investigate the cause. If the cause is not immediately evident, or will take longer to resolve, the site must be evacuated as it is necessary to have a water supply at all times that the site is open to the public. As there is no danger of harm, there is no need for an immediate evacuation.

Adverse Weather

As the Event takes place in the summer months, adverse weather which may pose a danger includes high wind speeds and electric storms. The website www.metcheck.com will be used for meteorological predictions and a weather station will be installed onsite. Underbelly has a Weather Management Plan (detailed below) which details the criteria required for action to be taken onsite, including a potential partial or full evacuation.

Structural Collapse

All temporary demountable structures will be signed off by the installing company and a certificate given to the Head of Production. The Event Health and Safety Advisor will have the necessary theoretical and practical knowledge to check such structures. Should any temporary structure collapse during the operational period of the Event, security will assist in the evacuation of the necessary part of the site to avoid any injuries or minimise any further injuries which may be caused by subsequent structural defects.

Protest or Terrorist Activity

Should any protest or terrorist activity become apparent onsite, the Counter Terrorism procedure should be immediately enabled.

Emergencies Offsite

Emergencies offsite that may affect the operations of Underbelly Festival, Cavendish Square include:

- Road traffic accidents on Cavendish Square or the immediate area
- Sudden closure of London Underground stations
- Protest or terrorist activity in the vicinity

Should an incident occur outside of the site boundary, it is anticipated that the site manager will be informed through the relevant authorities.

An assessment will be made by the site manager whether it is safe to continue operating the Event. In some instances, it may be deemed safer to continue with the Event, rather than instigating the dispersal of all attendees into an ongoing incident.

Weather Management Plan

In the most extreme weather conditions, the Site Manager and Production Manager will take the decision to close and evacuate the site.

Underbelly will erect a weather station on the site to measure wind and other weather conditions, with data sent directly to an app. The Site Manager will check this data frequently. In addition, Underbelly will take regular 3 hourly interval / 5 day forecasts from www.metcheck.com with particular attention to wind and lightning.

In severe weather conditions, it may be necessary to close the site and take action on the Spiegeltent structure.

Wind

The wind speed values set out below and the actions that we take against them are based on constant wind speeds. However, please note that the wind is likely to be gusting at a higher speed than the constant wind speed. It is therefore sensible to take an average of the gust values over a 10-minute period and use that as the wind-speed.

In the interests of public comfort and safety, the Site Manager or Production Manager may make a decision to take a preventative action without waiting for the constant wind-speed to be necessarily reached. If you are ever in any doubt, always act earlier rather than later.

Any questions regarding wind management should be directed to the Production Manager.

The wind speeds are set out below:

Wind Force	m/s	km/h	mph
Wind Force 5	8.0 – 10.7 m/s	30 – 39 km/h	19 – 24 mph
Wind Force 6	10.8 – 13.8 m/s	40 – 50 km/h	25 – 31 mph
Wind Force 7	13.9 – 17.1 m/s	51 – 62 km/h	32 – 38 mph
Wind Force 8	17.2 – 20.7 m/s	63 – 75 km/h	39 – 48 mph
Wind Force 9	20.8 – 24.4 m/s	76 – 78 km/h	47 – 54 mph
Wind Force 10	24.5 – 28.4 m/s	88 – 102 km/h	55 – 63 mph

The actions for the wind speeds are set out below:

Wind Force	Action Required
Wind Force 5	<ul style="list-style-type: none">○ Attention should be paid to bar umbrellas, signage boards and smaller more vulnerable items on site as these may start to become unstable at this wind speed.
Wind Force 6	<ul style="list-style-type: none">○ Bar umbrellas will now be unstable and should be lowered.○ Inform food concessions that it may be necessary to shut their stalls.○ Continue to monitor items above.
Wind Force 7 (Low)	<ul style="list-style-type: none">○ Notify the Production Manager if available.○ Ask the food concessions to close.○ Refuse entry to the site.○ If a show has not yet started, do not let it go up.

Wind Force 7 (High)	<ul style="list-style-type: none"> ○ Evacuate the Spiegeltent and the site. ○ Non-essential staff should leave the Site (i.e. bar staff). Only Operations / Site Manager with Security staff.
Wind Force 8	<ul style="list-style-type: none"> ○ Site Manager to evacuate Security from site.
Wind Force 9	<ul style="list-style-type: none"> ○ Evacuate all personnel from the Site. ○ Call emergency services on 999 and inform police of possible structural failure.

These actions are meant as guidance only. On site it may be necessary to take actions before these wind-speeds are reached.

Electrical Storms

Lightning strikes the ground in Britain about 300,000 times a year. 30-60 people are struck by lightning each year in Britain, and on average, 3 (5-10%) of these strikes are fatal.

There are three different ways of being struck by lightning:

Direct strike: the lightning hits you and goes to earth through you.

- Side Flash: the lightning hits another object and jumps sideways to hit you.
- Ground strike: the lightning strikes the ground then travels through it hitting you on the way.

The speed of sound through air is approximately 343 m/s. This is approximately 0.21 miles per second, therefore a good rule of thumb is that for every 5 seconds of time between the lightning flash and the associated thunder clap, the strike is 1 mile away. For ease, you can estimate the distance the lightning is from your position by dividing the time (in seconds) between the flash and the thunder by 5, this giving a distance in miles. E.g. 30 seconds divided by 5 make the lightning approximately 6 miles away.

In line with guidance, when a lightning strike is within 6 miles of the site, it is recommended that customers and staff are moved to a safe location.

Safe locations include:

- Large substantial buildings (with permanent wiring and plumbing to provide safe pathways for current from strikes to go to ground);
- Fully enclosed metal vehicles which are earthed (such as buses) to guide the current around the occupants.

Unsafe areas and situations include:

- Open spaces, especially where large numbers of people are assembled together
- Close vicinity to large structures or trees
- Small permanent and temporary structures and shelters especially metal structures
- Under a single tree or a small group of trees
- Close to a large body of water or saturated ground
- In open areas
- Close to antenna towers
- Anything that increases a person's height (umbrellas etc.)
- Use of any type of telephone.

The procedure below should be implemented if lightning is forecast. It is based on 30/30 rule and assumes that live data is not available direct from the Met Office. It should be remembered that thunderstorms have a tendency to reverse course and come back over an area that they have just passed.

Lightning Procedure:

- If thunder and lightning is forecast, Site Management will pay particular attention to the weather.
- Due to the nature of our sites and the lack of suitable safe locations, weather reports will be monitored closely.
- If a storm approaches, and the time between thunder and lightning is reducing (but still above 30 seconds), Site management should inform production management through the Site Management WhatsApp group. Management should make sure this is acknowledged and if not, inform senior management by phone.
- The site manager should instigate show stops and a full evacuation of the site (all non-essential personnel) if they witness thunder and lightning separated by 30 seconds or less, on two occasions, or immediately if they witness a single occurrence of thunder and lightning separated by 20 seconds or less.
 -
- All patrons and staff should be sent to the closest location of safety.
- Once evacuation is complete the site manager should continue to monitor the times between the lightning and the thunder claps as well as the time of the most recent lightning site.
- The Site Manager will issue the instruction for sites to be re-opened on the basis of there being no lightning for 30 mins or, any lightning within that 30mins being no closer than 6 miles away (ie. more than 30s between the lightning and the thunder clap. Each time any lightning is detected within 6 miles, the clock restarts).

APPENDIX 6 – Licensing Objectives

Crime and Disorder

- A suitable number of security personnel will be employed for the size and demographic of the expected audience.
- All security personnel will be registered with the Security Industry Authority (SIA).
- All security personnel will display their SIA identification badge at all times.
- All security personnel will wear yellow reflective tabards.
- A door supervisor register will be kept and include names, dates and times of the persons employed in such capacity.
- The premises will install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
- The CCTV system will continually record whilst the premises are open for regulated activities and during all times when customers remain on the premises.
- A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member will be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
- Notices will be displayed at the entrances to the premises advising that CCTV is in operation.
- All draught and bottled products will be served in compostable 'plastic' glasses. The only exception to this is bottles of wine which will be served with four cups. Staff will regularly clear tables of any bottles of wine sold.
- Customers will not be permitted to take open containers of alcohol or soft drinks from the premises.
- Bottle bins for collection of empty bottles will be accessible to members of the public.
- The premises will operate a Challenge 25 Proof of Age policy for the sales of alcohol where the only acceptable forms of identification are recognised photographic identification cards – photographic driving licence, passport or proof of age card containing the PASS hologram.
- Clear signage will be in place on every bar stating that a Challenge 25 policy is in place.
- Staff will be trained in, and fully aware of, the law relating to the sale of alcohol to those under the age of 18.
- No time limited price promotions will be run.
- A Drugs Policy will be in operation at the premises.
- Crime prevention notices will be displayed warning customers of the possibility of crime which may target them. This will include signage asking customers to ensure all personal property is looked after and always kept with them. Staff will ensure all unattended bags are reported to site management immediately.
- A Personal Licence Holder will be at the premises at all times when alcohol is being sold or regulated entertainment is being provided.
- Food is available to be purchased at all times when the premises are open.
- All transactions will be cashless so no money will be kept on the premises.
- There will be no tolerance to criminal behaviour and if any crimes occur then the police will be contacted immediately.

Public Safety

- A suitable fire risk assessment has been conducted the necessary control measures will be implemented.
- All exit doors will be easily operable without the use of a key, card, code or similar means.
- Exit doors will be regularly checked to ensure they function satisfactorily, and records of these checks will be kept.
- Step and stair edges will be appropriately highlighted so as to be conspicuous.
- Hangings, curtains and temporary decorations will be maintained in a flame retardant condition.
- Upholstered seating will be fire retardant and comply with current fire safety regulations.
- Curtains, hangings and temporary decorations will be located so as not to obstruct exits, fire safety signs or fire-fighting equipment.
- Emergency lighting tests will be conducted weekly, and records of these checks will be kept.
- An evacuation policy will be in place. All staff members will be trained in fire and emergency evacuation procedures.
- All exit doors will open outwards.
- Adequate arrangements will exist to enable the safe movement within the premises of disabled people and their safe evacuation in the event of an emergency.
- Adequate and appropriate first aid equipment and materials will be available on the premises.
- At least one suitably trained first aider will be on duty when the public are present.
- First aiders will be trained to deal with alcohol and drug related problems.
- In the absence of adequate daylight, suitable and sufficient artificial lighting will be provided and maintained in areas accessible to the public.
- Fire safety signs will be adequately illuminated.
- Emergency lighting will be installed and regularly maintained in all indoor areas and exit routes.
- Emergency lighting batteries will have a minimum capacity of 15 minutes to allow adequate evacuation of the premises.
- All electrics on the premises will be installed in accordance with BS7909: Temporary Power Systems.
- The premises will have current and suitable Public Liability Insurance to the sum of £10 million.
- The use of special effects will be arranged, operated and stored so as to minimise any risk to the safety of the audience, performers and staff.
- Special effect including the following will only be used with prior notification of the Westminster City Council Licensing department and/or London Fire Brigade
 - Dry ice machines and cryogenic fog;
 - Smoke machines and fog generators;
 - Pyrotechnics, including fireworks;
 - Real flame;
 - Firearms;
 - Motor vehicles;
 - Strobe lighting;
 - Lasers;
 - Explosive and highly flammable substances.
- All safety signs warning customers about the risks to their health and safety will comply with BS5378 1980: Safety Signs and Colours.
- Free drinking water will be available at all times when the premises is open to the public.
- A continuous and accurate record will be maintained of the number of patrons within the premises.
- Bag searches will be a condition of entry at all times.
- The premises are signed up to the Women's Night Safety Charter.

Prevention of Public Nuisance

- A noise management plan has been devised and will be in operation at the premises.
- A dispersal plan has been devised and will be in operation at the premises.
- The doors to the Spiegeltent will be kept closed when regulated entertainment is taking place.
- The Spiegeltent will have an air handling system to avoid the need to open the doors for ventilation.
- Prominent, clear and legible notices will be displayed at all exits requesting customers to respect the needs of nearby residents and to leave the premises and the area quietly.
- There will be no use of explosives, pyrotechnics and fireworks of a similar nature which could cause disturbance in surrounding areas.
- Disposal of empty bottles into waste receptacles will not take place between the hours of 23:00 and 07:00 to minimise disturbance to nearby occupiers.
- Deliveries of kegs, bottles, food or other materials necessary for the operation of the business will be carried out at such a time as to prevent nuisance and disturbance to nearby residents.
- Management will ensure that staff who depart when the premises has ceased trading conduct themselves in such a manner to avoid causing disturbance to nearby residents.
- For the final hour of opening, background music will be reduced in volume and be discernibly quieter.
- Security personnel will be positioned at exits, particularly at closing times to ensure noise from customers leaving the premises is minimised.
- A full acoustic survey into the impact of noise from the premises has been carried out.
- Refuse receptacles will be cleaned with disinfectant at least weekly.
- All external lighting, including floodlighting, will be directed away from adjacent occupiers.
- Litter receptacles are placed around the premises for customers to use and are emptied at least daily.
- Staff will undertake a litter pick around the perimeter of the premises daily.

Protection of Children from Harm

- The premises will operate a Challenge 25 Proof of Age policy for the sales of alcohol where the only acceptable forms of identification are recognised photographic identification cards – photographic driving licence, passport or proof of age card containing the PASS hologram.
- Clear signage will be in place on every bar stating that a Challenge 25 policy is in place.
- Staff will be trained in, and fully aware of, the law relating to the sale of alcohol to those under the age of 18.
- A Lost/Found Children and Vulnerable Adult policy will be in place.
- All staff working on the premises will be 18 years old or older.
- Young persons will not be allowed access to any shows that contain unsuitable content. Any show that has content that is unsuitable for young persons will have clear warnings during the booking process.
- Any performances where age restrictions will be imposed will be:
 - Advertised on all related promotional material
 - Made clear at the point of sale
 - Enforced at point of entry to the Spiegeltent

UNDERBELLY FESTIVAL

CAVENDISH SQUARE W1

Underbelly Festival



Underbelly Festival is London's original cultural pop-up festival.

Created in 2009, on the bank of the Thames between the London Eye and Royal Festival Hall, the festival has become a recognised and much anticipated part of London's vibrant summer calendar of cultural events.

Underbelly Festival is known as both London's **affordable** festival of live entertainment and a festival with **multiple strands of programming** which cater for all ages, all demographics and importantly those that might not otherwise go into a traditional theatre.

Underbelly Festival is fun, accessible, informal and suited to an incredibly wide audience that want to be entertained in the truest sense of the word.

Since its opening in 2009, Underbelly Festival has sold over 1.2 million tickets to shows and welcomed millions more to its festival site for socialising and free summer entertainment.








Underbelly Festival in Cavendish Square




After a successful run in 2021, Underbelly Festival is planning to return to Cavendish Square Gardens in 2022.








Most relevant ▾


 Comment as Underbelly Festival    

 **Tamzine MacDonald**
Joshua Kirk check out this it's a great evening out in London x

Like Reply Hide 9 w

↳ 1 reply

 Comment as Underbelly Festival    

 **Kyria Primark**
Great to have this in our area!!

Like Reply Hide 28 w

Key information for **Underbelly Festival at Cavendish Square:**

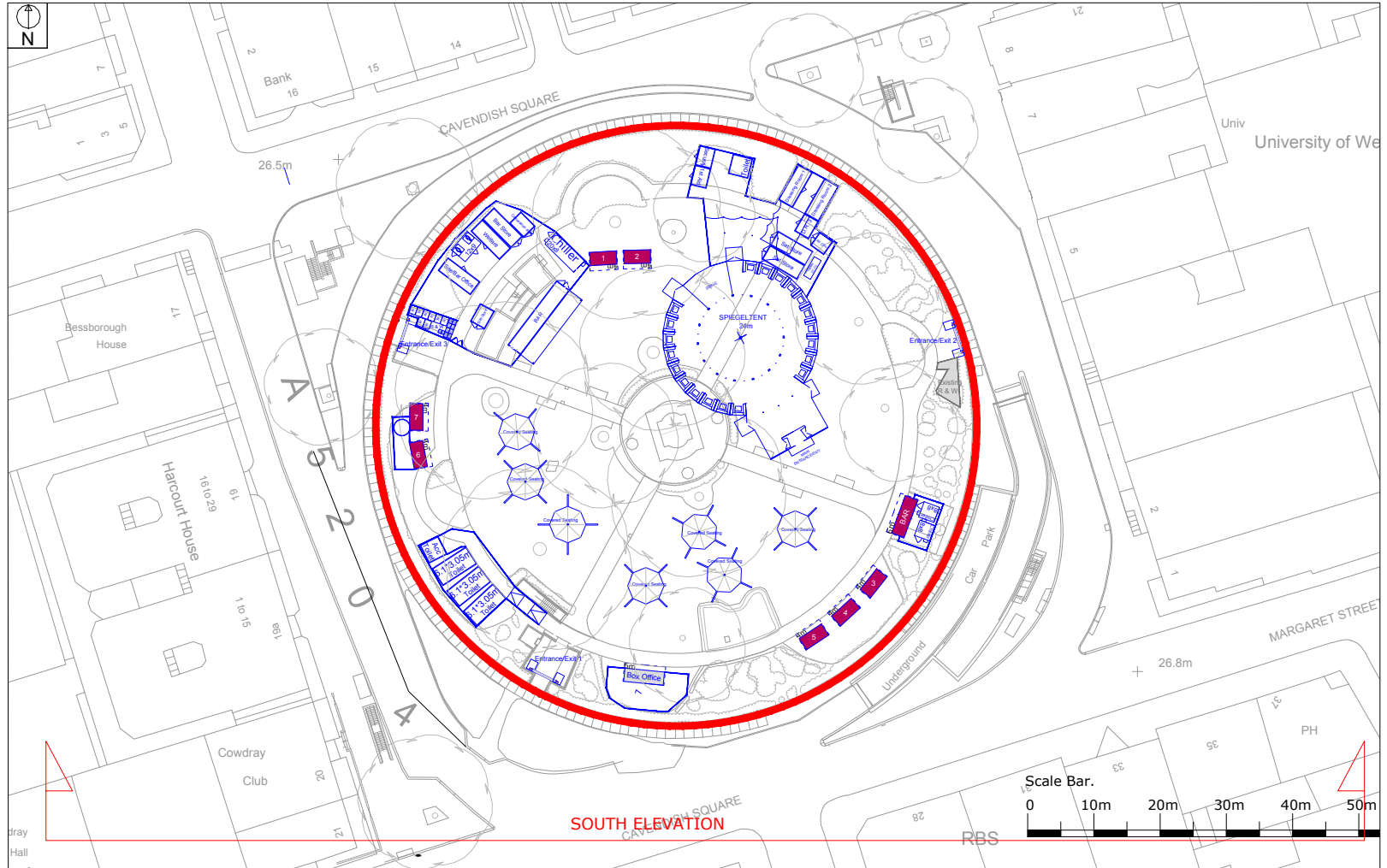
Performances will take place in our Spiegeltent, a temporary performance venue with a seated capacity of up to 450.

A beautiful, high class, alfresco summer food and drink experience with a focus on local independent street food traders.

Other infrastructure required in the site include a box office, toilets, dressing rooms and ancillary cabins and offices.



Site Plan



Key Dates and Times

Build Period	20th April to 28th April
Operational Period	29th April to 31st July
Strike Period	1st August to 8th August

Standard Site Operational Hours

Day	Site Open	Site Close
Monday	12:00	22:00
Tuesday	12:00	23:00
Wednesday	12:00	23:00
Thursday	12:00	23:00
Friday	12:00	23:00
Saturday	12:00	23:00
Sunday	12:00	22:00



Spiegeltent Shows



Stewarding and Security

- Stewarding will be provided by Total Event Solutions (TES) who we have successfully worked with previously at Christmas in Leicester Square and Trafalgar Square, West End Live, Pride and in Cavendish Square in 2021.
- We will have dedicated security supervisors to ensure continuity.
- The site will have SIA-accredited stewards in place 24 hours a day from the beginning of the build until the last day of the breakdown.
- During operational hours, stewards will be positioned at each entrance, as well as stewards patrolling the site.
- Random body searches at all times and bag searches (random before 18:00 and compulsory after 18:00) will be in operation.
- A comprehensive CCTV system will be installed, continually recording, with recordings being kept for 31 days.
- Following discussion with Metropolitan Police Counter Terrorism department, a full counter terrorism procedure for 2022 has been written.

Access and Egress

- The main customer entrances will be the southwest and northwest gates to the gardens to allow us to manage entry to the gardens. The northeast gate will be used solely for staff and performers. The east gate will be used for evacuation purposes only.
- Access and egress to the site will be constantly monitored to ensure the safety and comfort of customers, nearby residents and the surrounding area.
- Based on 2021, we do not expect queues of customers waiting to enter our sites. Any queueing (e.g. entry to the venue) will take place within the footprint of the site.
- Our programme has been designed so there is never an occasion when a performance ends at the same time the site closes. This allows for graded dispersal, rather than all customers leaving at the same time.
- We are able to utilise our security stewards to help with dispersal in the immediate vicinity and direct customers to the nearest transport links.
- Signs will be posted at the exits to the site asking customers to leave quietly and this will be reinforced by security personnel. Security personnel will discourage customers from congregating outside the site, and will direct them to the nearest public transport links.

Noise Management

- An acoustic assessment and noise management plan has been developed, taking into consideration live and amplified music and voice, people noise from patrons and audience members, plant and machinery, contractors and in-house staff.
- The performance programme has been scheduled so that there is no noise disturbance at anti social times. Speaker layout within the tent has been designed so that speakers are pointing down at audience members rather than across, to prevent the requirement of heavy or over amplification.
- A front of house noise limit of 85dB over 15 minutes at the sound desk will be implemented to be within the limits outlined in the Noise Council's Code of Practice on Environmental Noise Control at Concerts.
- Nearly all functions of the site will be powered by mains power. One small generator will be used to power the Spiegeltent air handling unit. This will only be used during performances.
- There will be no overnight noise generated from site plant equipment.

 underbelly



Underbelly Limited
36 Hatton Garden
London
EC1N 8EB

T: 020 7307 8480
ufresidents@underbelly.co.uk

18 February 2022

Dear resident / business of Cavendish Square,

UNDERBELLY CAVENDISH SQUARE

In advance of us submitting a planning application seeking a return to Cavendish Square this summer, we wanted to write to you with a summary of the event and to provide you with contact details to which you can address any concerns or queries.

Hosted in Cavendish Square for the first time in 2021, Underbelly Festival has actually been operating since 2009 and is now a recognised and much anticipated part of London's calendar of cultural events. The festival is an affordable and accessible celebration of live entertainment performed in a Spiegeltent, a beautiful mirrored wooden theatre tent that will host a variety of family shows, theatre, comedy, cabaret and circus performances.

Our proposed footprint for 2022 would replicate that of our 2021 festival and will primarily comprise of the Spiegeltent, some food stalls and a bar.

Cavendish Square will remain accessible to the public throughout the day, as per the standard opening hours, before being closed to the public overnight as normal. During the installation and de-installation period, parts of the gardens will need to be closed to the public as a safety precaution, but we will strive to keep the parts and the periods to as small an area and as short a time as possible.

KEY DATES (subject to planning)

- The event would be operational from 28th April to 31st July 2022.
- The installation would commence on or after 13th April 2022.
- The de-installation would end on or by 8th August 2022.
- The food and drink offering would be available daily from midday, until 10pm on Sundays and Mondays, and 11pm Tuesday-Saturday.

Creating a safe and secure site for our customers, audiences and neighbours in a manner that does not disturb the local area is hugely important to us and something that we take very seriously. We are committed to minimising disruption and would be operating within acceptable noise levels to be agreed with Westminster City Council. We will be engaging with the police and other emergency services as well as having a dedicated stewarding presence on site at all times. This will include bag searches of anyone entering the gardens after midday each day for increased safety.

We are confident that the event will not disturb you, but if you would like to discuss any issue or query that you have with either the site or the event, then please do send us an email at ufresidents@underbelly.co.uk or contact us at **020 7307 8480** and we will make sure we respond as fully as possible.

We will be in touch again nearer the time of the event to give you further information on residents ticket discounts and other information. We very much look forward to welcoming you to Underbelly Cavendish Square this summer!

Yours faithfully

Ed Bartlam & Charlie Wood

Directors of Underbelly





Underbelly Limited
4th Floor, 36-38 Hatton Garden,
London,
EC1N 8EB

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

13 April 2022

Dear [REDACTED]

Underbelly Festival Cavendish Square Summer 2022

We hope this letter finds you well. Westminster Council have provided us with a copy of your representation in respect of our premises licence application for the summer 2022 Cavendish Square event. Thank you for taking the time to comment on our proposals.

We were sorry to hear about your concerns. Although we did not receive any negative feedback last year, please do not hesitate to contact us if you would like to discuss the application further. We are committed to operating professionally and responsibly alongside the local communities and will take action to address any concerns raised.

Please see attached copy of the original consultation letter you should have received in February for ease of reference. We also wanted you to know that we have reduced the closing times of the event for 2022 and will continue to implement our comprehensive event management plan to ensure the event is run successfully this summer.

Finally, we confirm that the current premises licence application is for this summer only. We understand that due to development plans there is no possibility of a festival in 2023, which we hope will help to address some of the concerns raised.

Please do not hesitate to contact us if you have any further queries arising.

Yours sincerely

Bertie Woodhead

02073078480

bertie@underbelly.co.uk



Underbelly Limited
4th Floor, 36-38 Hatton Garden,
London,
EC1N 8EB

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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Underbelly Limited
4th Floor, 36-38 Hatton Garden,
London,
EC1N 8EB

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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Yours sincerely

Bertie Woodhead

02073078480

bertie@underbelly.co.uk

Premises History

Appendix 3



City of Westminster
64 Victoria Street, London,
SW1E 6QP

Schedule 12
Part A

WARD: West End
UPRN: 010033547287

Premises licence

Regulation 33, 34

Premises licence number:	21/03706/LIPN
Original Reference:	21/03706/LIPN

Part 1 – Premises details

Postal address of premises:

Underbelly Festival
Open Space In Centre
Cavendish Square
London
W1G 9DB

Where the licence is time limited, the dates:

1 July 2021 to 26 September 2021

Licensable activities authorised by the licence:

Performance of Dance
Exhibition of a Film
Performance of Live Music
Playing of Recorded Music
Anything of a similar description to Live Music, Recorded Music or Performance of Dance
Performance of a Play
Sale by Retail of Alcohol

The times the licence authorises the carrying out of licensable activities:

Performance of Dance

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Exhibition of a Film

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Performance of Live Music

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Playing of Recorded Music

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Anything of a similar description to Live Music, Recorded Music or Performance of Dance

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Performance of a Play

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Sale by Retail of Alcohol

Monday to Sunday: 10:00 to 23:00

The opening hours of the premises:

Monday to Wednesday: 10:00 to 23:30
Thursday to Saturday: 10:00 to 00:00
Sunday: 10:00 to 23:30

Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:

Alcohol is supplied for consumption on the Premises.

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:

Underbelly Limited
4TH Floor
36-38 Hatton Garden Hatton Garden
London
EC1N 8EB

Registered number of holder, for example company number, charity number (where applicable)

0420654

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:

Name: Mr Hubert N P Woodhead

Please note: It is the policy of the Licensing Authority not to display the address details of a designated premises supervisor.

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:

Licence Number: 20120075
Licensing Authority: Ryedale District Council

Date: 24 June 2021

This licence has been authorised by Jessica Donovan on behalf of the Director - Public Protection and Licensing.

Annex 1 – 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.

8(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.

8(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.

8(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.

Annex 2 – Conditions consistent with the operating Schedule

None

Annex 3 – Conditions attached after a hearing by the licensing authority

11. At least one SIA licensed door supervisor shall be on duty at each entrance and exit of the premises at all times whilst it is open for business.
12. The operational use of this licence shall be agreed through the Licensing, Operational and Safety Planning Group (LOSPG) process where:
 - i. The LOSPG shall be chaired by a representative of the City Councils City Promotions, Events & Filming Team (CPEF) and
 - ii. Membership of the LOSPG shall normally consist of invited representatives of the designated event organiser, the Metropolitan Police Service, Officers of the City Council from CPEF and the Environmental Health Consultation Team (EHCT), London Fire Brigade and any other appropriate and specialist advisor as required by the chairman of the LOSPG to achieve agreement and to meet the objectives of the Licensing Act.
13. 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 Dispersal Policy;
 - c. A detailed plan showing site layout and emergency egress points;
 - d. A detailed plan showing CCTV locations installed by the Premises Licence Holder;
 - e. Risk Assessments;
 - f. A schedule detailing types and locations of emergency equipment;
 - g. Sanitary accommodation;
 - h. The capacity of fully enclosed locations where alcohol is sold;
 - i. A detailed Counter Terrorism risk assessment;
 - j. Security/Stewarding arrangements;
 - k. Search Policy.
14. So far as is reasonably practicable the Premises Licence Holder shall ensure that the event is run in accordance with the Event Management Plan.
15. 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.
16. No alcohol shall be taken outside of the boundary of the licensable area.
17. Notices shall be prominently displayed at all exits (including the Spiegel tent) 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. A challenge 25 proof of age scheme for the sale of alcohol 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 are 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 are 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 the 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
 - (g) any refusal of the sale of alcohol
 - (h) 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.

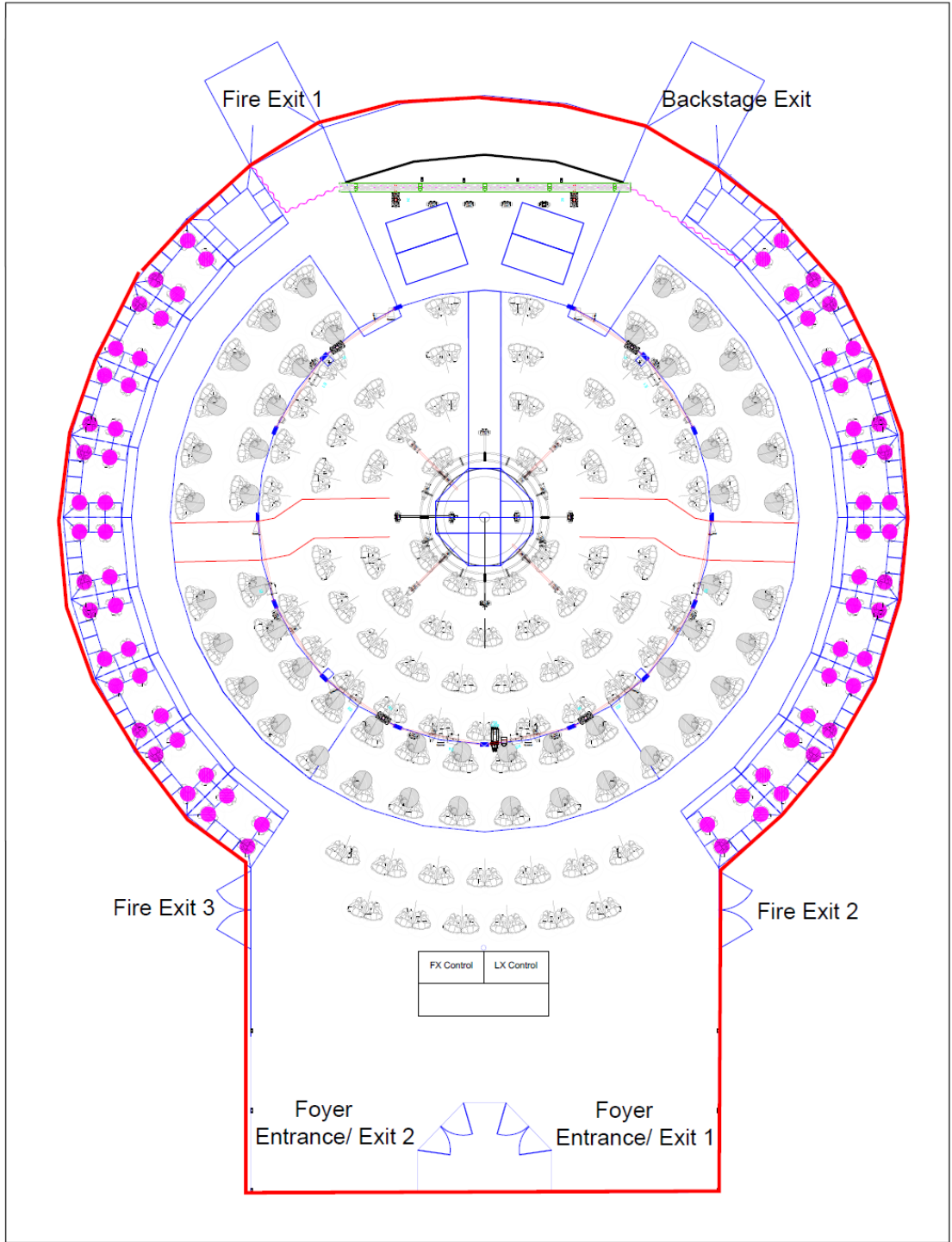
26. Licensable activities at events in the Spiegeltent shall only be provided to persons who are a ticket holder for that event.
27. The number of persons accommodated in the Spiegeltent (including staff) shall not exceed 600.
28. The licence holder shall ensure that any queuing for the Spiegeltent performances shall take place within the licensed area.
29. The safe capacity of the Square shall be continuously reviewed, and action taken if necessary, to ensure the capacity remains at a safe capacity.
30. All drinking vessels used in the venue shall be made from compostable material other than glass, except for wine or sparkling wine (including champagne) in the Spiegeltent. There shall be no glass allowed into the auditorium or external areas.
31. 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.
32. 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.
33. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
34. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
35. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment.
36. 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.
37. 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
38. There shall be no external entertainment beyond 22.00 hours.
39. 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.
40. No deliveries to the premises shall take place between 23.00 and 07.00 on the following day.
41. 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).

42. 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.
43. 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.
44. 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 Councils 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.
45. Residential properties and the relevant amenity group(s) in the immediate vicinity of Cavendish 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.
46. 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.
47. Electrical generators, where used, must be:
 - i. Suitably located clear of buildings, marquees and structures, and free from flammable materials.
 - ii. Enclosed to prevent unauthorised access.
 - iii. Able to provide power for the duration of the event.
 - iv. Backed up electrical generators are to be provided to power essential communications, lighting and safety systems in the event of primary generator failure.
48. The minimum number of toilet accommodation shall include:
 - 14 Women's Cubicles
 - 3 Men's Cubicles
 - 10 Urinals.
49. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and fire fighting equipment.
50. 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.
51. 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 and the London Fire Brigade.

52. 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.
53. 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 are to be kept clear of flammable materials.
54. 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.
55. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and fire fighting equipment provided.
56. 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 Surveyors 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.
57. The noise levels within the performance venue shall be monitored and adjusted to ensure that they do not exceed 85dB(A) LAeq over any 15 minute period when measured at the mixing/control desk.
58. For the external entertainment there shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence.
59. Regulated entertainment shall be restricted to the Spiegeltent.
60. The premises licence holder shall ensure that the management team register and successfully complete the nationally recognised counter terrorism training product referred to as ACT eLearning package or can demonstrate that the ACT eLearning produce has been successfully completed within the preceding 12 months (before the start of the proposed event/open to the public) and that all staff employed by or at the premises, including contracted and 3rd party compete the ACT eLearning training prior to them being employed on the premises.
61. A copy of the premises Dispersal Policy will be available at the premises for inspection by a Police Officer and/or an authorised Officer of Westminster City Council.
62. The Premises Licence Holder shall ensure that alcohol is not allowed to be brought into the licensed area by members of the public.
63. The name and contact telephone number of the Designated Premises Supervisor shall be displayed in a prominent position on site, so that is it clearly visible.

64. A written search policy will be in place and security staff will be briefed on the provisions of such policy to be aware of their responsibilities and actions required by that policy. Such policy will include the procedure for searching prior to entry of customers into the licensed area of Cavendish Square, which will include randomised body and bag searches by hand to ensure that no alcohol is brought on site. Any customer refusing to permit to the search procedure will be refused entry into the licensed area of Cavendish Square. Any queues formed at the entry to the site shall be supervised by security staff to prevent disorder and anti-social behaviour.
65. The Premises Licence Holder shall ensure that:
 - (a) All licensed SIA door staff on duty at the event shall be equipped with Body Worn Video (BWV), capable of recording audio and video in any light condition as per the minimum requirements of the Westminster Police Licensing Team,
 - (b) All recordings shall be stored for a minimum period of 31 days with date and time stamping, and
 - (c) the viewing of BWV recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31-day period.
66. Beer, Lager or Cider shall not be served in any measure greater than a pint.
67. A minimum of 3 SIA licensed stewards shall be on duty at the premises at all times whilst it is open for business. When more than 1 of the site entrances are open, a minimum of 4 SIA licensed stewards shall be on duty at the premises at all times whilst it is open for business. The Premises Licence Holder shall regularly risk assess the requirement for additional SIA licensed stewards to be on duty. Regular patrols within the licensed area of Cavendish Square will be conducted by those SIA licensed stewards on duty.
68. All SIA licensed door supervisors will wear high visibility jackets or vests.
69. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
70. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
71. No licensable activities shall take place at the Premises after 26 September 2021 for the avoidance of doubt.

Annex 4 – Plans




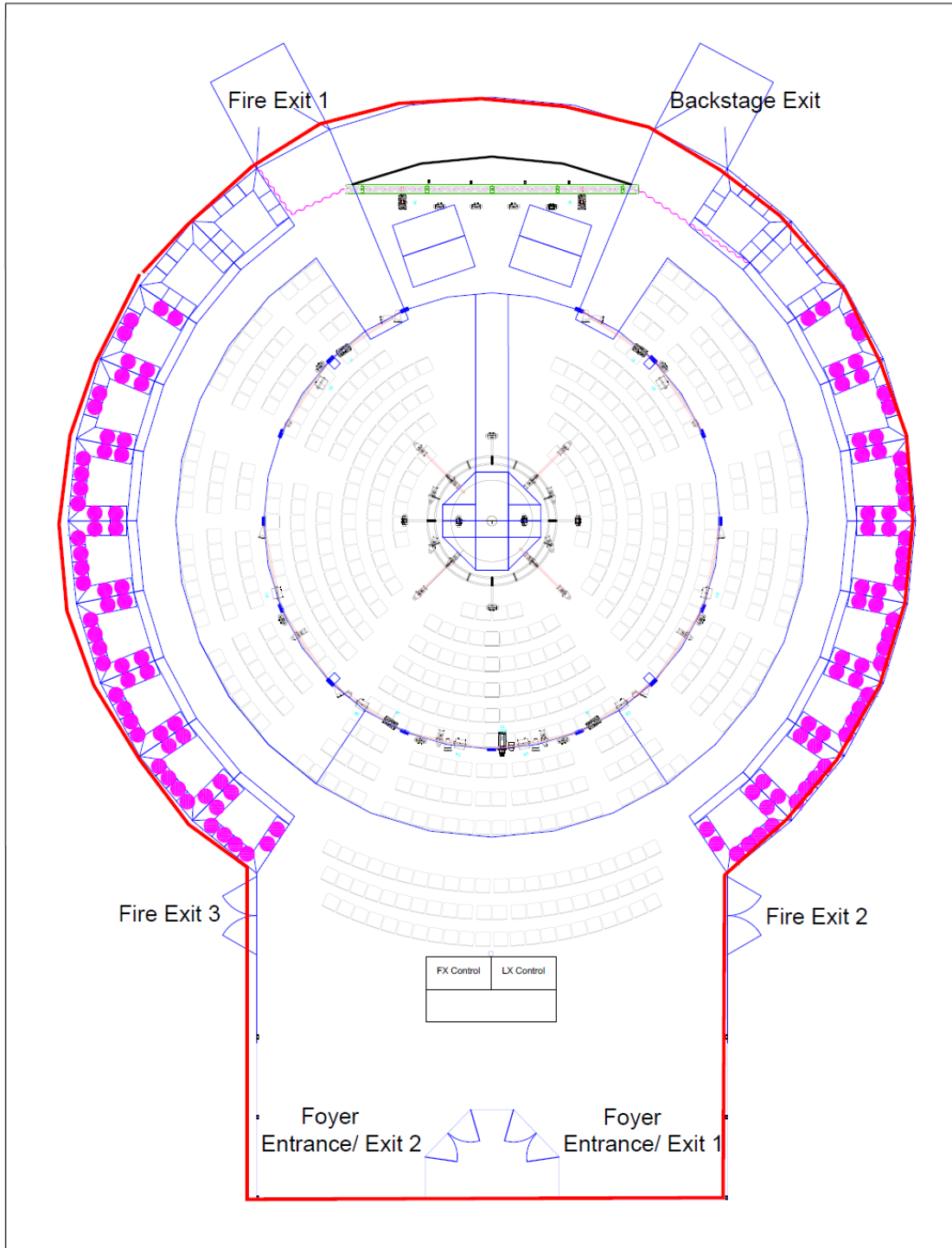
underbelly
 4th Floor, 36-38 Hatton Garden, London, EC4N 8BE
 Tel: 020 7312 1449 Fax: 0207 307 6621 • www.underbelly.com

Drawing Title:
 Underbelly Cavendish Square
 2021
 Venue Plan

Drawn By:	Drawing Number: UB/CS 21-201
Drawing Revised: 09-04-2021	Drawing Scale: 1:100 @ A3 Drawing Date: 08-04-2021

Notes:
 Indicative 1m social distanced seating layout.
 318 seated capacity.

 Licensable activities





underbelly
 4th Floor, 36-38 Hattin Gardens, London, EC3N 3BS
 Tel: 0202 912 3450 | Fax: 0202 912 3451 | Web: www.underbelly.co.uk

Drawing Title:
 Underbelly Cavendish Square
 2021
 Venue Plan

Drawn By:	Drawing Number: UB/CS 21-202
Drawing Revised: 09-04-2021	Drawing Scale: 1:100 @ A3
	Drawing Date: 08-04-2021



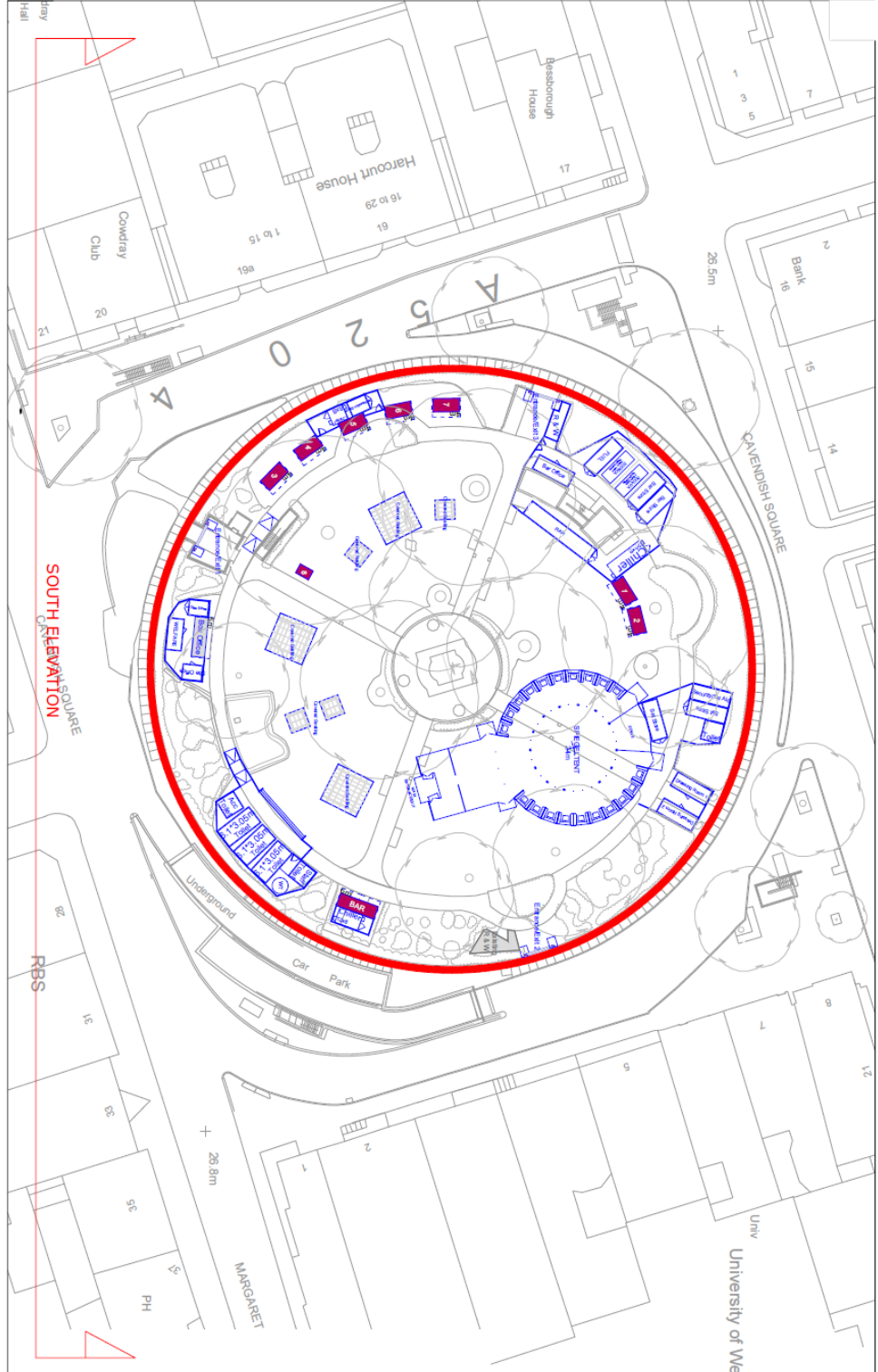
Notes:
 Indicative seating layout.
 650 seated capacity.

 Licensable activities

		Drawing Number: UB-CS5-21-003
Drawing Title: UNDERBELLY CAVENTISH SQUARE SUMMER PROPOSED SITE PLAN	Drawn By: KE	Drawing Scale: 1:500 @ A3
Date: 23-03-2021	Drawing Revised: 15-02-2021	

Notes

Amidit Of Site



City of Westminster
64 Victoria Street, London,
SW1E 6QP

Schedule 12
Part B

Premises licence
summary

WARD: West End
UPRN: 010033547287

Regulation 33, 34

Premises licence number:	21/03706/LIPN
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Part 1 – Premises details

Postal address of premises:
Underbelly Festival Open Space In Centre Cavendish Square London W1G 9DB

Where the licence is time limited, the dates:
1 July 2021 to 26 September 2021

Licensable activities authorised by the licence:
Performance of Dance Exhibition of a Film Performance of Live Music Playing of Recorded Music Anything of a similar description to Live Music, Recorded Music or Performance of Dance Performance of a Play Sale by Retail of Alcohol

The times the licence authorises the carrying out of licensable activities:
Performance of Dance
Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30
Exhibition of a Film
Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30
Performance of Live Music
Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30
Playing of Recorded Music
Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Anything of a similar description to Live Music, Recorded Music or Performance of Dance

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Performance of a Play

Sunday to Wednesday: 10:00 to 22:00
Thursday to Saturday: 10:00 to 23:30

Sale by Retail of Alcohol

Monday to Sunday: 10:00 to 23:00

The opening hours of the premises:

Monday to Wednesday: 10:00 to 23:30
Thursday to Saturday: 10:00 to 00:00
Sunday: 10:00 to 23:30

Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:

Alcohol is supplied for consumption on the Premises.

Name and (registered) address of holder of premises licence:

Underbelly Limited
4TH Floor
36-38 Hatton Garden Hatton Garden
London
England
EC1N 8EB

Registered number of holder, for example company number, charity number (where applicable)

04206540

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:

Name: Mr Hubert N P Woodhead

State whether access to the premises by children is restricted or prohibited:

Restricted

Date: 24 June 2021

This licence has been authorised by Jessica Donovan on behalf of the Director - Public Protection and Licensing.

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.

8(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.

8(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.

8(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. At least one SIA licensed door supervisor shall be on duty at each entrance and exit of the premises at all times whilst it is open for business.
12. The operational use of this licence shall be agreed through the Licensing, Operational and Safety Planning Group (LOSPG) process where:
 - i. The LOSPG shall be chaired by a representative of the City Councils City Promotions, Events & Filming Team (CPEF) and
 - ii. Membership of the LOSPG shall normally consist of invited representatives of the designated event organiser, the Metropolitan Police Service, Officers of the City Council from CPEF and the Environmental Health Consultation Team (EHCT), London Fire Brigade and any other appropriate and specialist advisor as required by the chairman of the LOSPG to achieve agreement and to meet the objectives of the Licensing Act.
13. 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 Dispersal Policy;
 - c. A detailed plan showing site layout and emergency egress points;
 - d. A detailed plan showing CCTV locations installed by the Premises Licence Holder;
 - e. Risk Assessments;
 - f. A schedule detailing types and locations of emergency equipment;
 - g. Sanitary accommodation;
 - h. The capacity of fully enclosed locations where alcohol is sold;
 - i. A detailed Counter Terrorism risk assessment;
 - j. Security/Stewarding arrangements;
 - k. Search Policy.
14. So far as is reasonably practicable the Premises Licence Holder shall ensure that the event is run in accordance with the Event Management Plan.
15. 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.
15. No alcohol shall be taken outside of the boundary of the licensable area.
16. Notices shall be prominently displayed at all exits (including the Spiegel tent) requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
17. 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.
18. A challenge 25 proof of age scheme for the sale of alcohol 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.

19. The age of the audience members to the Spiegel tent shall be appropriate to the performance.
20. 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 are open.
21. 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 are 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 the Police or authorised officer throughout the entire 31-day period.
22. 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
 - (g) any refusal of the sale of alcohol
 - (h) any formal visit by a relevant authority or emergency service.
23. 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
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 - firearms
 - lasers
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24. 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.
25. Licensable activities at events in the Spiegel tent shall only be provided to persons who are a ticket holder for that event.

26. The number of persons accommodated in the Spiegeltent (including staff) shall not exceed 600.
27. The licence holder shall ensure that any queuing for the Spiegeltent performances shall take place within the licensed area.
28. The safe capacity of the Square shall be continuously reviewed, and action taken if necessary, to ensure the capacity remains at a safe capacity.
29. All drinking vessels used in the venue shall be made from compostable material other than glass, except for wine or sparkling wine (including champagne) in the Spiegeltent. There shall be no glass allowed into the auditorium or external areas.
30. 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.
31. 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.
32. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
33. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
34. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment.
35. 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.
36. 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
37. There shall be no external entertainment beyond 22.00 hours.
38. 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.
39. No deliveries to the premises shall take place between 23.00 and 07.00 on the following day.
40. 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).
41. 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.

42. 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.
43. 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 Councils Environmental Health Consultation Team for approval. The Noise Management Plan shall state the maximum permitted music noise level applicable at the nearest noise Holder.
44. Residential properties and the relevant amenity group(s) in the immediate vicinity of Cavendish 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.
45. 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.
46. Electrical generators, where used, must be:
 - i. Suitably located clear of buildings, marquees and structures, and free from flammable materials.
 - ii. Enclosed to prevent unauthorised access.
 - iii. Able to provide power for the duration of the event.
 - iv. Backed up electrical generators are to be provided to power essential communications, lighting and safety systems in the event of primary generator failure.
47. The minimum number of toilet accommodation shall include:
 - 14 Women's Cubicles
 - 3 Men's Cubicles
 - 10 Urinals.
48. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and fire fighting equipment.
49. 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.
50. 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 and the London Fire Brigade.
51. 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.

52. 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 are to be kept clear of flammable materials.
53. 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.
54. All spare fuel, including LPG, must be kept and stored safely in accordance with relevant Health and Safety legislation and suitable safety signage and fire fighting equipment provided.
55. The noise levels within the performance venue shall be monitored and adjusted to ensure that they do not exceed 85dB(A) LAeq over any 15 minute period when measured at the mixing/control desk.
56. For the external entertainment there shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence.
57. Regulated entertainment shall be restricted to the Spiegel tent.
58. The premises licence holder shall ensure that the management team register and successfully complete the nationally recognised counter terrorism training product referred to as ACT eLearning package or can demonstrate that the ACT eLearning produce has been successfully completed within the preceding 12 months (before the start of the proposed event/open to the public) and that all staff employed by or at the premises, including contracted and 3rd party compete the ACT eLearning training prior to them being employed on the premises.
59. A copy of the premises Dispersal Policy will be available at the premises for inspection by a Police Officer and/or an authorised Officer of Westminster City Council.
60. The Premises Licence Holder shall ensure that alcohol is not allowed to be brought into the licensed area by members of the public.
61. The name and contact telephone number of the Designated Premises Supervisor shall be displayed in a prominent position on site, so that is it clearly visible.
62. A written search policy will be in place and security staff will be briefed on the provisions of such policy to be aware of their responsibilities and actions required by that policy. Such policy will include the procedure for searching prior to entry of customers into the licensed area of Cavendish Square, which will include randomised body and bag searches by hand to ensure that no alcohol is brought on site. Any customer refusing to permit to the search procedure will be refused entry into the licensed area of Cavendish Square. Any queues formed at the entry to the site shall be supervised by security staff to prevent disorder and anti-social behaviour.

63. The Premises Licence Holder shall ensure that:
 - (a) All licensed SIA door staff on duty at the event shall be equipped with Body Worn Video (BWV), capable of recording audio and video in any light condition as per the minimum requirements of the Westminster Police Licensing Team,
 - (b) All recordings shall be stored for a minimum period of 31 days with date and time stamping, and
 - (c) the viewing of BWV recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31-day period.
64. Beer, Lager or Cider shall not be served in any measure greater than a pint.
65. A minimum of 3 SIA licensed stewards shall be on duty at the premises at all times whilst it is open for business. When more than 1 of the site entrances are open, a minimum of 4 SIA licensed stewards shall be on duty at the premises at all times whilst it is open for business. The Premises Licence Holder shall regularly risk assess the requirement for additional SIA licensed stewards to be on duty. Regular patrols within the licensed area of Cavendish Square will be conducted by those SIA licensed stewards on duty.
66. All SIA licensed door supervisors will wear high visibility jackets or vests.
67. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
68. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
69. 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 Surveyors 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.

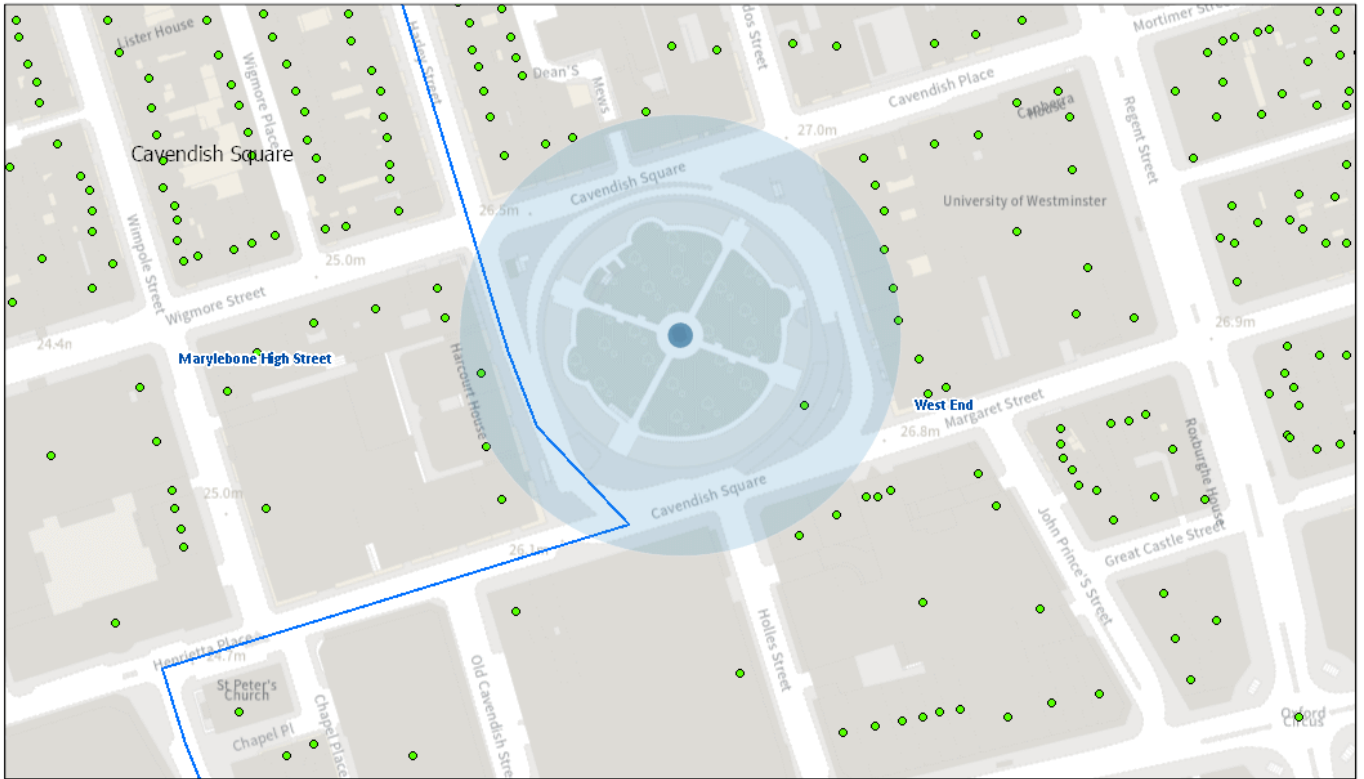
Conditions proposed by the Environmental Health Service

70. 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 Surveyors 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 Metropolitan Police Service.

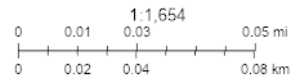
None

Underbelly Festival, Open Space In Centre Cavendish Square London W1G 9DB



13/04/2022, 14:21:54

- Property Mailing List
- Ward Labels
- Borough Boundary - Mask
- Borough Boundary - Detailed
- Ward Boundaries



Resident Count: 0

Licensed premises within 75 metres of Open Space In Centre, Cavendish Square, London W1G 9DB				
Licence Number	Trading Name	Address	Premises Type	Time Period
None				