

SUPPLEMENTARY

LICENSING SUB-COMMITTEE

Thursday, 18 May 2023

**Agenda Item 3a Licensing Supplementary Public Pack (Pages 1 -
374)**

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**COMPLETE
LICENSING**

LDN RIVERSIDE

10.05.23

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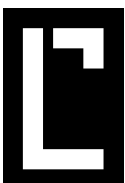
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LDN RIVERSIDE

The Team

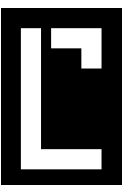
ROBERT SUTHERLAND
LICENSING CONSULTANT

Robert is a highly experienced solicitor specialising in all forms of licensing and gambling issues for operators and landlords. His clients include one of the most prestigious concert venues in the country, well-known nightclubs in the West End, gentlemen's clubs across the country, music festivals including the Secret Garden Party, and sports venues for cricket and football. He has dealt with all aspects of outdoor music festivals including working with safety advisory groups in the planning and setting up of large events such as Gay Pride.

Robert also acts for a number of leading sexual entertainment venue operators, both independent and multi-national brands around the country, and has been actively involved in dealing with local authorities in their determination of sexual entertainment venue policies. Robert is a solicitor advocate and is able to represent clients in the higher courts. During his career he has held roles which have provided him with great insight into and understanding of the court system, including Licensing Justices' Clerk for North and South Westminster for a number of years. Robert is also a Fellow of the Institute of Licensing.

RICHARD BUNCH
CRIME AND DISORDER CONSULTANT

Richard joined the police in 1990 and retired in 2016. He retired with the Certificate of service signed by the Commissioner, stating his service had been "Exemplary". He was Westminster Police Licensing Sergeant working in City Hall with the Westminster Local Authority Licensing Team, Environmental Health and supervised the Westminster Police Licensing Team. He was responsible for crime, disorder, licensing applications and reviews covering 6,500 varied Westminster Borough Licensed premises.



RICHARD VIVIAN
ACOUSTICIAN, BIG SKY ACOUSTICS

Richard Vivian is founder of Big Sky Acoustics. Established in 2002, Big Sky specialises in entertainment noise control and works closely with licensed premises operators, event organisers and local authorities on the management and control of noise associated with live and pre-recorded music entertainment. The company can provide support for both licensing and planning noise matters including detailed surveys, assessment, noise monitoring and expert witness evidence for applications, appeals, inquiries and hearings.

RICHARD BEALE
RB HEALTH AND SAFETY SOLUTIONS LTD

Richard worked in the theatre, production and events environment for 25 years as a specialist health and safety consultant. During this time he has sat as a specialist advisor for a number of industry guidance publications and have worked closely with enforcing authorities. He is a Chartered Safety Practitioner (CMIOSH) and he currently being interviewed to become a chartered fellow of IOSH.





**COMPLETE
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LDN RIVERSIDE

**INTRODUCTION TO
APPLICATION**

LDN Riverside is a new nightclub venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

LDN Riverside is the sister venue of the widely successful LDN East, situated in Canning Town, which since opening 18 months ago has moved from strength to strength attracting crowds and promoters from London and the home counties through its doors to experience immersive music events, interactive World Cup fan zones and the local business within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 1822 including staff.

THE OPERATING TEAM

The Directors, Managers, and DPS, are set out in the following pages. They will attend the hearing to address questions from the committee. As well as Health and Safety Advisor, Acoustician, and Crime and Disorder Consultant.

THE PREMISES AND SITE

The site poses several challenges. The site is accessed through an industrial estate off the A13. The road off the A13 is subject to fly tipping and untidy. The premises site is in an industrial estate which consists of warehouses and banks of containers to the south is Barking Creek, a tidal reach which is separated from the industrial estate by a metre high concrete wall. The surrounding area between the industrial estate and the A13 is currently rough land which has been used for dumping old cars, other waste, and messy fly tipping.

There is a waste pumping station situated between the A13 with houses we understand to be for occasional use by workers at the pumping station. These houses are closest to the proposed licensed premises. Other residential property is located approximately 250 metres away across wasteland. The nearest public transport to the site is a bus stop on the A13, with the nearest train station at Barking Station.

Although the site was developed as warehousing and industrial purposes and will continue operate at other times in such a way, these activities will cease prior to the venue opening each weekend and will remain non-operational during the opening of LDN Riverside.



PROPOSED APPLICATION

It is with these challenges in mind that the applicants have put together a comprehensive team of experts to develop strategies and operational plans to ensure that each of the licensing objectives is promoted and that LDN- Riverside can operate, safely and lawfully at this location. Given the current challenges it is very much one of the aims in opening this venue that it will add to the area and help improve the surrounding environment with the additional lighting, fencing, security, and C.C.T.V coverage.

- Any Bank Holiday and New Years Eve.
- Provision of films: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Provision of live music: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Provision of recorded music: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Performance of dance: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- Late Night Refreshment: 2300Hrs to 0500hrs Friday to Sunday.
- Supply of Alcohol: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.

EVENT SAFETY MANAGEMENT PLAN (ESMP)

A key element of the operation of the premises under a premises licence is the ESMP. Whilst the latest draft ESMP is comprehensive and addresses key issues that have been identified I would draw specific attention to the:

- Transport management plan
- Noise management plan
- Dispersal plan and
- Security Plan
- The ESMP is strengthened through the proposed conditions.
- Major Incident Plan



EMPLOYMENT

The premises will create employment in Barking and Dagenham and give almost 100 new jobs. Operationally, this will include twenty-seven security guards, three medical staff, seven welfare staff, five traffic marshalls, over twenty-five bar staff, four litter pickers, four toilet attendants, and four cloakroom staff. The daytime office will have eight permanent staff, including booking and sales staff, an office administrator, a bookkeeper, and a full-time handyman. This significant employment will give both skilled and unskilled jobs.

SUMMARY

The applicant, the ESMP compiled by the team of experts, the proposed conditions, and the management team together, will ensure that the premises can operate in a manner that promotes the licensing objectives and I would commend this application to the committee.





**COMPLETE
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LDN RIVERSIDE

Proposed Conditions

- 1) The premises will install and maintain a comprehensive CCTV system covering all parts of the premises as per the minimum requirements of the Metropolitan Police. Further:
 - (a) All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
 - (b) The CCTV system will continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.
 - (c) All recordings will be stored for a minimum period of 31 days with date and time stamping.
 - (d) Viewing of recordings will be made available immediately upon request of the Metropolitan Police or Responsible Authority Officer throughout the preceding 31 day period, providing the request complies with the Data Protection Act or any other Primary Legislation
 - (e) All searches will be recorded on the CCTV system
 - (f) There will be external CCTV (installed and operated) which monitors the queue.
 - (g) A staff member from the premises who is conversant with the operation of the CCTV system will be always on the premises when the premises are open. This staff member will be able to provide Metropolitan Police or Authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested, providing the request complies with the Data Protection Act or any other Primary Legislation.
 - (h) The CCTV system will be checked daily to confirm that it is working.
 - (i) The CCTV system will be maintained bi-annually and details of maintenance will be made available upon request to the council.
 - (j) The licence holder will always ensure that there is a sufficient supply of portable media (USB sticks, DVDs or similar) to be provided to the Metropolitan Police in the event of copy CCTV footage being requested.
 - (k) The recording equipment and data storage devices will be kept in a secure environment and fitted with security functions (such as passwords) to prevent recordings being tampered with.
 - (l) The system will be register with the Information Commissions Office.
 - (m) The system will abide by the Surveillance Camera Code of Practice.

- 2) When engaged, all SIA licensed door supervisors will:
 - a) wear their SIA badges;
 - b) be equipped with closed circuit radios;
 - c) be equipped with "body worn video" camera devices that will record both sound and images. All recordings will be stored for a minimum of 31 days with date and time stamping. Viewing of recordings will be made available immediately upon request of the Metropolitan Police or Responsible Authority Officer throughout the preceding 31 day period, providing the request complies with the Data Protection Act or any other Primary Legislation; and
 - d) when stationed outside the premises, wear high visibility jackets or vests.
 - e) ask customers not to stand around talking in the street outside the premises and ask customers to leave quickly and quietly.



- f) require all patrons who enter the premises to be searched
 - g) ask anyone who appears to be drunk to leave the premises
 - h) refuse entry to anyone else appears to be intoxicated, or under the influence of drugs.
 - i) will remain on site until 30 mins after the last person has left the area.
 - j) refuse entry to any customer carrying open or sealed beverage containers.
 - k) refuse entry to anyone who declines to be searched.
 - l) be required by terms of their employment to start recording of there Body Warn Video for any event that would generate a log entry in Condition 7.
 - m) To eject and/or refuse entry to anyone who is found in possession of an illegal substance or weapon.
- 3) There shall be a personal licence holder on duty on the premises at all times when the premises are open to sell alcohol.
- 4) No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- 5) Notices shall be prominently displayed:
- a) at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
 - b) all entrances and exits advising customers that CCTV is operating at the premises and will be a minimum size of 200 x 148 mm and clearly legible at all times when the premises conducts licensable activities.
 - c) at the entrance and exits stating that the premises has a zero tolerance towards drugs and weapons, and if any is found is possession of either the police will be called.
 - d) throughout the premises warning of potential criminal activity such as theft that may target customers shall be displayed.
 - e) outside the premises indicating the licensable hours and opening hours permitted under the premises licence.
 - f) throughout the premises advising customers that the premises operates a Challenge 25 proof of age scheme.
 - g) at all entrances informing customers of that their ID will be scanned upon entry, and refusal will result in no admission.
 - h) in every toilet cubical informing people that if they feel unwell, they should contact the inhouse medical team.
 - i) for “ask for anglea”
 - j) raising awareness of drink spiking



- 6) A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence or passport.
- 7) A log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Metropolitan Police, which 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 faults in the CCTV system or searching equipment
 - e) any refusal of the sale of alcohol
 - f) any visit by a relevant authority, Metropolitan Police, London Ambulance Service or The London Fire Brigade.
 - g) any CCTV images seized by Metropolitan Police or other relevant authority or supplied by license holder on request, including name of person requesting and name of person supplying
 - h) any attempted underage alcohol purchases
 - i) any acts of violence or criminal damage
 - j) any theft or attempted theft of alcoholic drinks
 - k) any attempted underage alcohol purchases
- 8) The premises licence holder will ensure that all staff are trained commensurate with their roles at the premises including:
- a) The Licensing Act 2003, responsibilities in supporting the four key objectives.
 - b) Crime Scene Preservations
 - c) Welfare and Vulnerability Engagement (WAVE) training

The premises licence holder will ensure that records of staff training are kept and made available to Responsible Authority Officers on request.

The premises licence holder will ensure that refresher training is provided every 6 months.

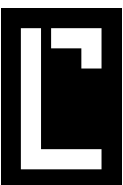
- 9) The premises licence holder shall provide and maintain a dedicated telephone number of the designated premises supervisor for use by any responsible authority or any person who may wish to make a complaint during the operation of the licence. This shall be provided to The London Borough of Barking & Dagenham and Metropolitan Police. The premises licence holder shall ensure that any changes to these details are sent to these parties within seven days.



- 10) Deliveries or collections of materials necessary for the operation of the business (including waste or recyclable materials, and bottles) shall be carried out at such time or in such a manner as to prevent nuisance and disturbance to nearby residents.
- 11) The premises licence holder will devise and maintain the following policies:
- a) Dispersal
This policy will include but not limited to:
 - i. How patrons leaving the premises will be directed away from the premises;
 - ii. How patrons will be informed of the services of taxi and private hire operators;
 - iii. What staff will be responsible for supervising those leaving the premises and how they will supervise such persons;
 - iii. Any 'wind' down periods;
 - iv. Methods to prevent re-entry to the premises;
 - v. How bottles and glasses will be prevented from being removed from the premises.
 - vi. Any management controls and practical steps
 - vii. All measures to control any noise generated by patrons leaving the premises
 - b) Security
This policy will include but not limited to:
 - i. Clear expectations of staff roles (including the DPS, managers/supervisors and door supervisors);
 - ii. Staff training regarding identification of suspicious activity and what action to take;
 - c) Drugs, this will be a zero-tolerance policy with regard to the use/possession of controlled drugs and psychoactive substances Including but not limited to:
 - i. Dealing with patrons suspected of using drugs on the premises;
 - ii. Scrutiny of spaces including toilets or outside areas;
 - iii. The handling of items suspected to be illegal drugs or psychoactive substances.
 - iv. Steps taken to discourage and disrupt drug use on the premises
 - v. Steps to be taken to inform patrons of the premises drug policy/practice.

A copy of the policies will be on site and available to view by an authorised officer of London Borough of Barking & Dagenham, or the Metropolitan Police immediately. Any revisions to the above policies shall be submitted to The London Borough of Barking & Dagenham, and the Metropolitan Police Service with 28 days of such revisions.

- 12) At all times the venue will carry out a risk assessment as to the number of SIA Door Supervisors needed at the venue. Further on Friday, Saturdays, and Sundays there will be a minimum ratio of 1 per 75.



- 13) The Designated Premises Supervisor will actively seek to be a member of any active local Pub Watch and attend pub watch meetings on a regular basis.
- 14) Windows and doors shall be closed at 22:00 when live or recorded music is playing except for the immediate entrance or egress of persons to or from the premises.
- 15) No person under 18 years of age shall be allowed admitted to the premises or allowed to remain on the premises after 21:00 except in the company of an adult. Further No person under 18 years of ages shall be allowed admitted to the premises or allowed to remain on the premises after 23:00. Notwithstanding the above, with the written agreement of Metropolitan Police a copy of which will be held at the premises reception, person under 18 years of age shall be allowed on the premise for specific events.
- 16) No patrons, DJ's, performers, (along with their guests and entourage) or guests of staff will be admitted (or re-admitted) to the premises unless:
 - (a) They have passed through a functioning metal detecting search arch and been physically searched in accordance with the Premises' entry policy which will include a full bag search and;
 - (b) The searching will be supplemented by the use of two functional metal detecting wands operated by a male and (so far as reasonably possible) female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions. Where a female Door Supervisor is not available this shall be logged.
 - (c) The have had their ID scanned on entry;
- 17) Notwithstanding the above patrons, DJs, performers (along with their guests and entourage) or guests of staff may be admitted to the premises if:
 - (a) they are attending a private, pre-booked event (when a list of attendees will be kept at the premises for a minimum of 31 days after the event); or
 - (b) a biometric scanning system is in place (where fingerprint scanning is required for all customers) and they have had their ID scanned previously; or
 - (c) in exceptional circumstances where a member of a larger group of patrons does not have a formal identity document with them, the manager on duty may on being satisfied as to the



identity of the individual may admit the individual at the manager's discretion without ID being scanned and recorded.

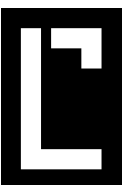
- i) A record will be made including full face photo, name and address of the individual and any means by which identity is confirmed.
- ii) A maximum of 2 persons in any one group may be admitted under this discretion.
- iii) A maximum number of persons admitted under this discretion on any one night is 20.
- iv) The record will be retained at the premises for inspection by the Responsible Authorities for a minimum period of 31 days.
- v) The record must also contain the date and time of the admission and the name of the manager (who must hold a personal licence) authorising entrance without scanning will also be recorded;

Or

- (d) with the written agreement of the police, a copy of which will be kept at the premises.

The premises licence holder will not permit entry to any person who refuses to be searched.

- 18) The premises shall install and maintain a computer-based identification entry system.
 - a) The provision and maintenance of such equipment shall be to the satisfaction of the Metropolitan Police Service.
 - b) The details of customers recorded by the system is to be made available to the Metropolitan Police Service upon request throughout the preceding 31 day period, providing the request complies with the Data Protection Act or any other Primary Legislation.
- 19) A noise limiter must be fitted to the musical amplification system and maintained in accordance with the following criteria:
 - (a) the limiter must be set at a level to ensure that no noise nuisance is caused to residents.
 - (b) The operational panel of the noise limiter shall then be secured by key or password and access shall only be by persons authorised by the Premises Licence holder.
 - (c) No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.



(d) If deemed necessary, by an authorised officer of The London Borough of Barking & Dagenham, the noise limiting device shall be reset to a level in consultation with authorised officer of The London Borough of Barking & Dagenham, the licence holder will be available to accommodate this limiter setting within 14 days of notification.

20) The licence holder will conduct a vigorous vetting procedure for any Private Party, Promoter (and their known associates), DJ or artist or outside agent. This vetting must be documented and should consider

- (a) any open-source material,
- (b) reference checks, from previous event
- (c) Where the above is a company checks will be made with companies house
- (d) Electoral roll registration

If there are any concerns these should be communicated to the Metropolitan Police at least 14 days before the event.

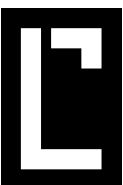
21) The licence holder will record the following details for any Private Party, Promoter (and their known associates), DJ or artist or outside agent. This record must be documented and should contain:

- (a) Date and time of event and brief description of it;
- (b) Name of the promoter(s), that is, the person(s) responsible for organising the event;
- (c) Where the promoter is a company, its registered number.
- (d) the proper address of the promoter
- (e) contact telephone number for promoter.

The Licence holder will provide the details upon request to an authorised officer of The London Borough of Barking & Dagenham, or a Police Officer of Metropolitan Police, providing the request complies with the Data Protection Act or any other relevant legislation.

22) When SIA are employed at the premises the licence holder will:

- a) keep a photographic copy of each SIA door supervisor's badge.
- b) Record the Name, Date of Birth, Contact telephone number, email address, Start time of duties, end time of duties and the name of the agency they are employed by.
- c) The Licence holder will inform the police if they change the company that provides SIA Door Supervisors.

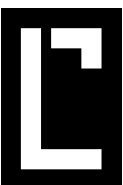


The Licence holder will provide the details upon request to an authorised officer of The London Borough of Barking & Dagenham, or a Police Officer of Metropolitan Police, providing the request complies with the Data Protection Act or any other relevant legislation.

- 23) All drinking vessels used in the venue shall be a sustainable material other than glass. All drinks in glass bottles are to be decanted into aforementioned non-glass carafes prior to being served, with the exception of champagne or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear all empty champagne and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles or drink directly from the bottle. When the venue is operating solely as a "Night Club" bottle will be restricted to the VIP area only.

Notwithstanding the above, with the written agreement of Metropolitan Police a copy of which will be held at the premises reception, glass drinking vessels may be used for private or pre-booked events.

- 24) Drugs and weapons seized will be placed in a locked receptacle set aside for this purpose. The means for securing or unlocking the receptacle will be retained by the premises licence holder or the designated premises supervisor or in their absence any other responsible person. A record shall be made of the seizure, the time, date and by whom, and to whom the items were handed on to in a bound book specifically kept for that purpose. Such a book to be produced to an authorised officer of The London Borough of Barking & Dagenham or a Police officer from the Metropolitan Police upon request. The premises licence holder shall make suitable arrangements with the Metropolitan Police for the collection of any seized items.
- 25) Every Friday, Saturday, and Sunday as well as at any other non-standard timings the premises licence holder shall designate at least one (1) State Registered Paramedic, NMC Registered Nurse, or GMC Registered Doctor on site. Further the Premises Licence Holder will carry out a risk assessment as to the number of Medical and/or Welfare Staff (and their qualifications) needed at the venue. Further a register of Medical and welfare staff will be maintained at the premises, and available for inspection to an authorised officer of The London Borough of Barking & Dagenham, or a Police Officer of Metropolitan Police.





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LDN RIVERSIDE

Venue Press Pack



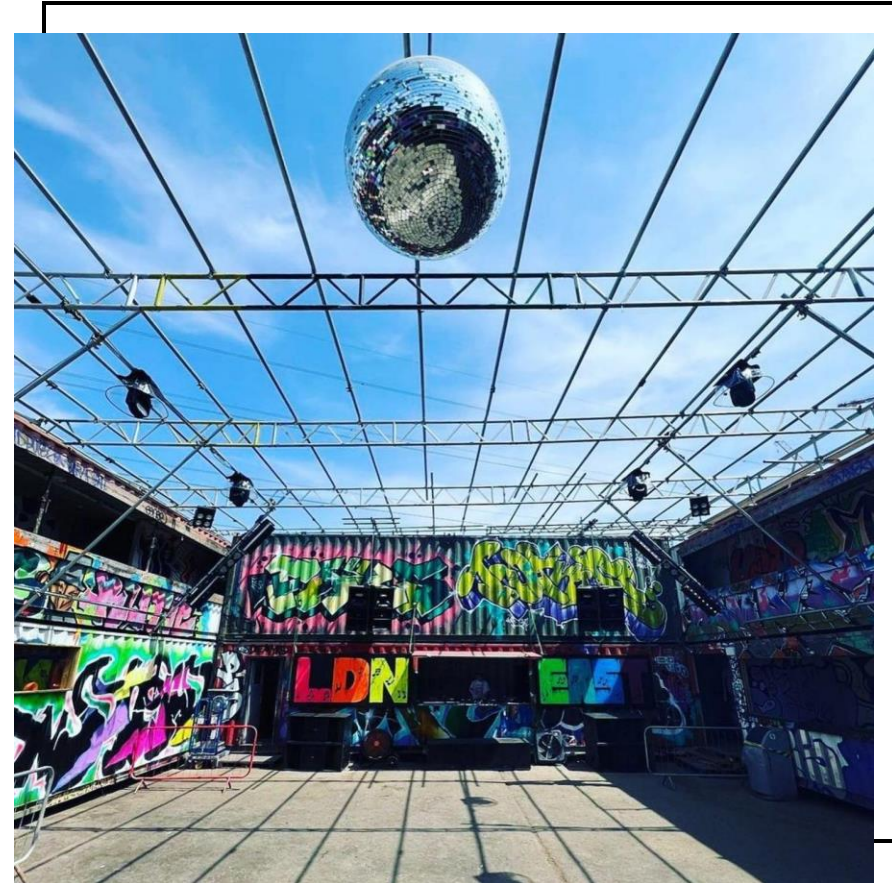
LDN Riverside

Barking's Newest Music and Culture Centre

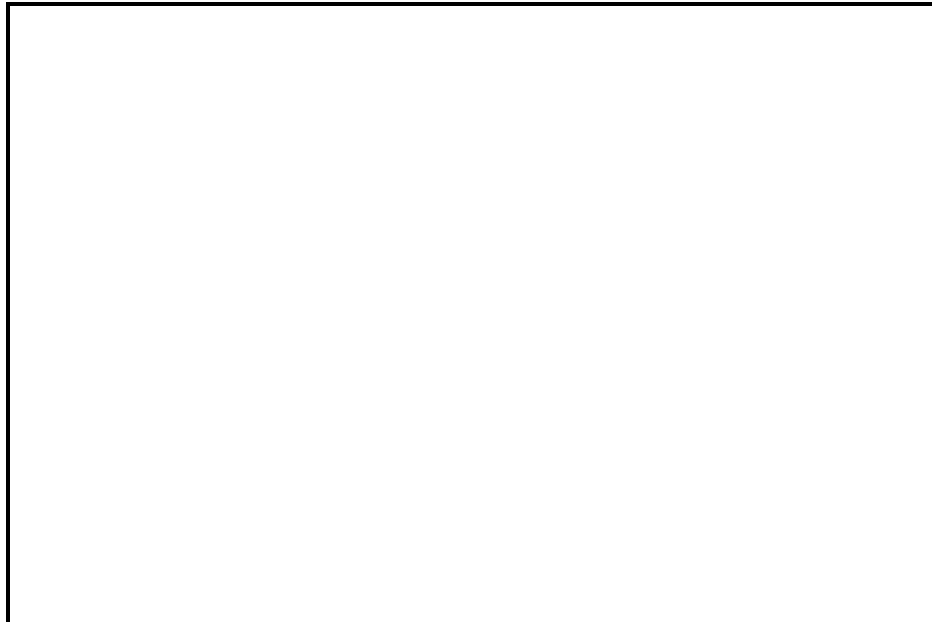
Who We Are

LDN Riverside is a new music venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

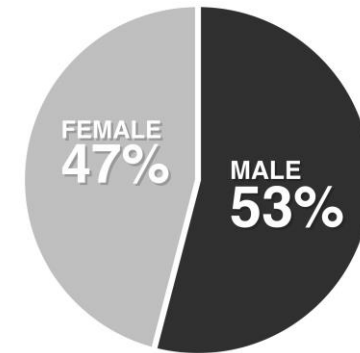
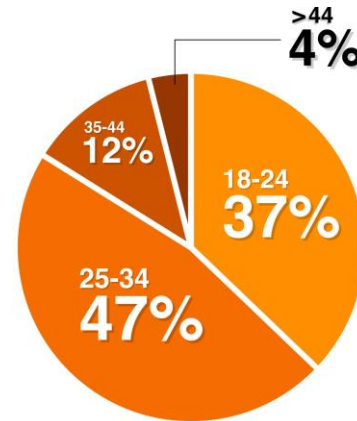
LDN Riverside is sister-venue to the widely successful LDN East, situated in Canning Town, which since its opening 18 months ago, has moved from strength to strength attracting crowds and promoters from London and the home-counties through its doors to experience immersive music events, interactive World Cup fan-zones, and the local businesses within, including record shops and local food outlets.



Our Tribe



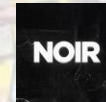
LDN Riverside aims to captivate the young and middle age demographic, and would expect to draw from a large catchment area, including locally, Greater London, and Essex in particular.



The Music

We are committed to working with local promoters to grow their brands and following, offering a variety of competitive packages for venue rental and dry-hire to cater for brands with a variety of capacities and target audiences, and include within the hire fee full management of security, medical practitioners, traffic operatives, AV production and bar management to ensure that all aspects of operations are to our rigorous standards.

LDN Riverside would focus in particular on House and Electronic music, to cater for our affluent, millennial target audience.

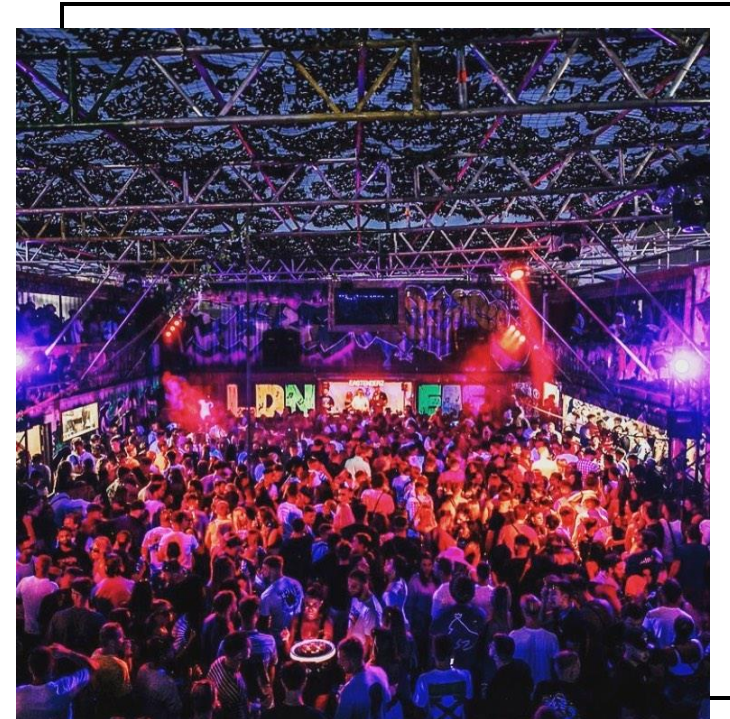


Audio/Visual Production & Noise Management

Working alongside our acoustic and technical production team at *Cosmic Electronics*, LDN Riverside strives to produce the highest quality immersive sound and light displays, featuring a permanent sound, projection and lighting rig available to all that hire the venue.

We understand the importance of minimising exposure to staff working onsite, as well as potential disturbance to local residents, and operate all venues with a strict sound-desk limiter and compressor to calibrated in accordance with any license noise conditions. In addition, noise levels at places of work (e.g. bars/offices) as well as nearby residential spots will be monitored periodically and logged to ensure they are within acceptable limits.

Complimentary ear-plugs will also be available to all attendees and staff onsite. A publicly available telephone contact number will be monitored at all times when the venue is open, allowing stakeholders, local authorities and residents to contact the venue with any concerns.



 **COSMIC**
ELECTRONICS

 **LDN**
RIVERSIDE

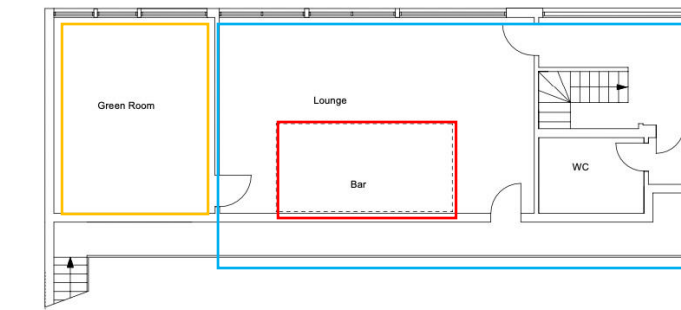
Layout

Access/accreditation Levels:

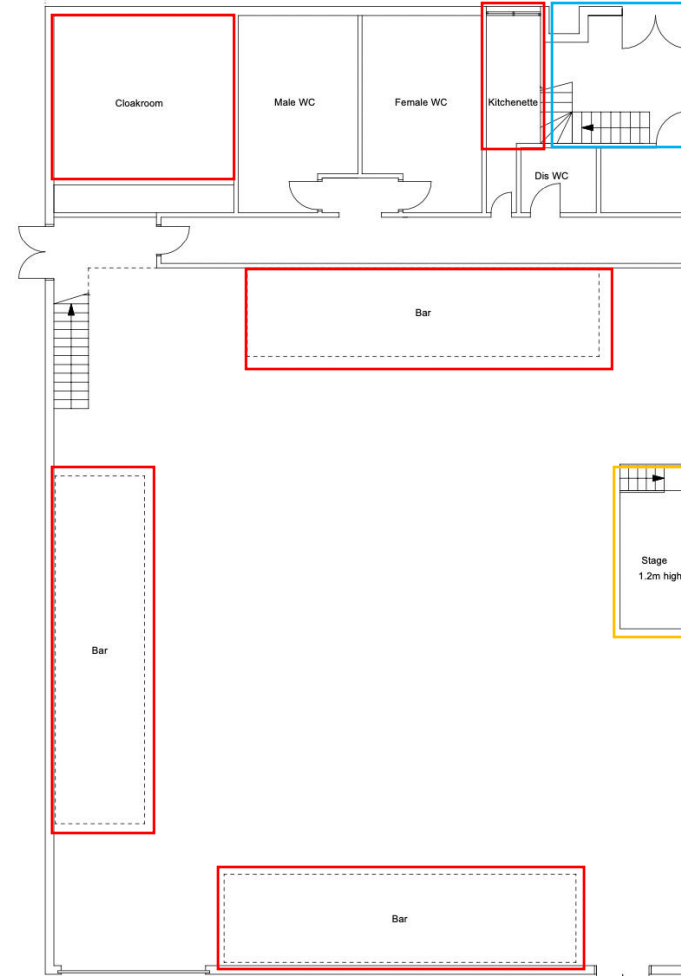
Artists only

VIP ticket holders only

Staff only



MEZZANINE PLAN



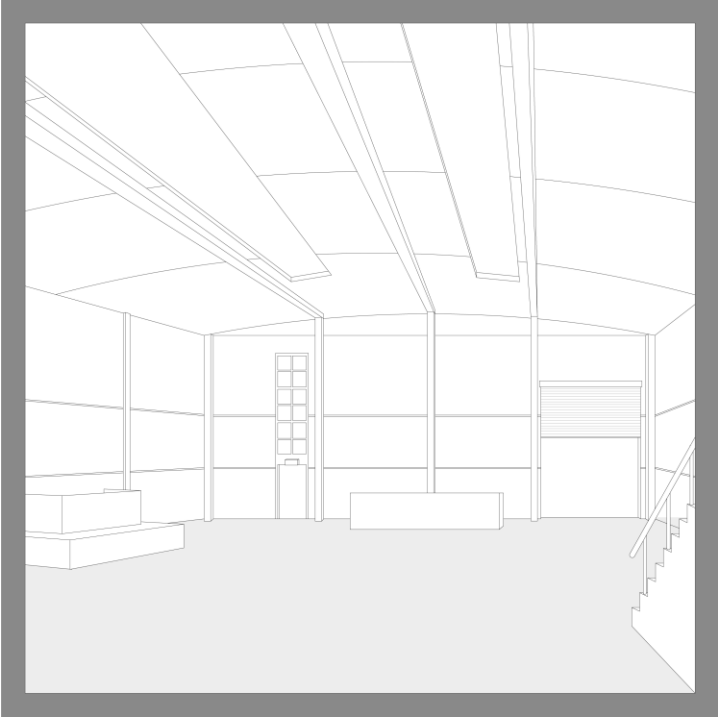
GROUND FLOOR PLAN

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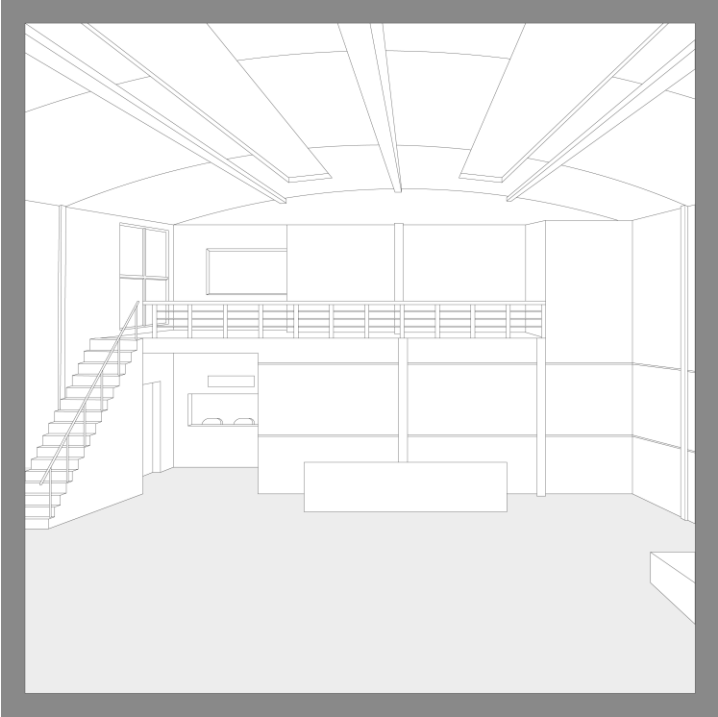
UNIT J ABBEY WHARF

CCTV will be in operation around the entire venue perimeter, in addition to throughout the inside of the venue, monitoring all entrances, exits, crowd areas and bars, in accordance with our CCTV plan, formulated by our partners at Sterling Security Systems. It will be monitored in all opening hours by the event controller.

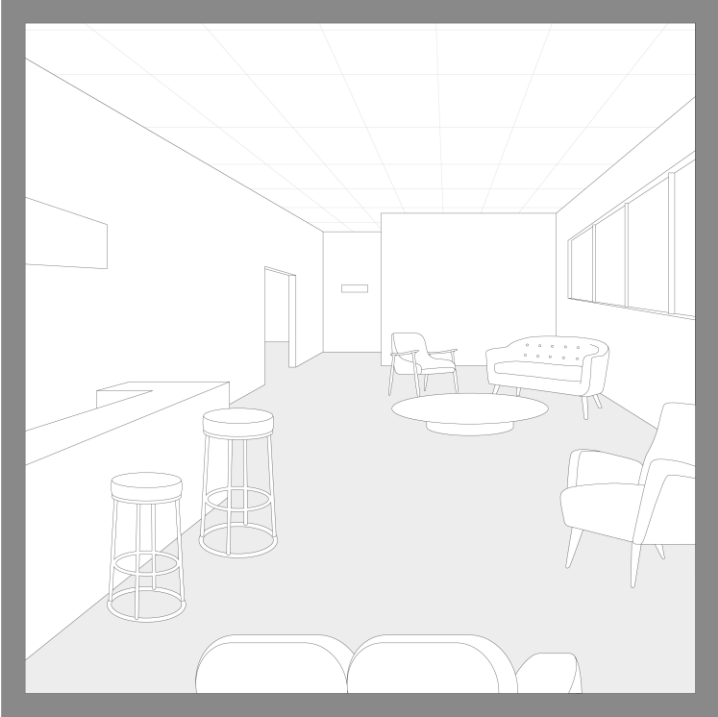
A Look Ahead



Main Room



Main Room/VIP Balcony



VIP Area / Green Room

Attendee Site Map

Artistic Map (not to scale)

Page 28

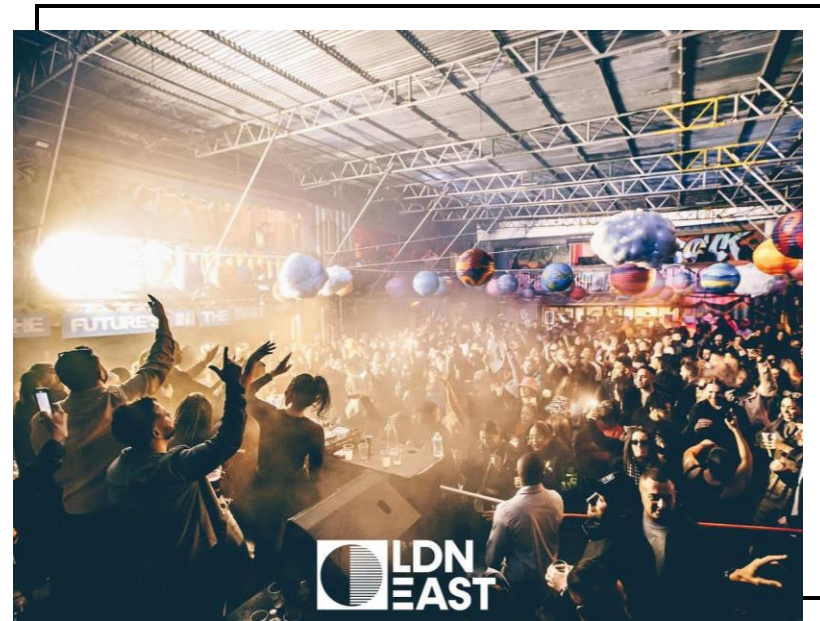


Featured Areas

Perfect for hire for special events or corporate gatherings, LDN Riverside's upstairs mezzanine level will feature an open plan lounge style VIP Section, offering a private entrance, bar and washrooms, with tables and sofas to relax on, and un-paralleled views of the action down below from a private balcony overlooking the main space.

With packages starting from £40 per head inclusive of food and drink, the venue can offer an affordable and contemporary environment for patrons to enjoy the event in style.

In addition, the food court area the front of the property will hold feature to local food and coffee vendors to cater for a variety of dietary requirements and cuisines.



Meet The Team

– Co-Founder & Operations Director

With extensive experience in property management, including restaurants and pubs, and a passion for music and the live events industry, set out to create a vibrant and customer-focused nightlife brand with the launch of the now renowned LDN East in Canning Town, and festival venue Wheeler's Farm in Chelmsford. He is now looking to harness the energy and excitement of Barking's new re-development in his latest venture: LDN Riverside.

Existing ventures:

- LDN East: Nightclub - Canning Town
- Wheeler's Farm: Festival venue – Chelmsford
- Gold Standard Personal Training: Gymnasium – Debden
- Linguine: Restaurant – Hainault
- Riverside: Restaurant – Sudbury

Meet The Team

– Co-Founder & Financial Director

Spanning three decades, financial career has led him from mail room assistant to head of trading, working at various boutique and large cap financial firms. He routinely handles large scale trades, budget forecasting and large risk-management profiling. Russell now brings his years of expertise to LDN Riverside to manage investment, development and finances.

Previous employment:

- Peel Hunt and Company: Market Maker - 1989-1996
- Teather & Greenwood: 1996-2000
- Landsbanki: Head of Market Making - 2000-2006
- Fox Davies & Company: Head of Market Making - 2006-2012
- FinnCap Ltd: Head of Trading - 2012-2018

Meet The Team

- **GM & HR Director**

Beginning his career managing marketing and PR campaigns enabled to transition effortlessly into the live events sector, tour managing with AEG for the likes of Justin Bieber and Bon Jovi. He now hopes to combine these two skillsets forming long-lasting and meaningful partnerships with local brands and workforces at LDN Riverside.

Previous employment:

- AEG Live: Tour Manager June - 2013-2022
- Elevate Staffing: Event Manager – 2022-present
- We Build Teams: Founder – 2021-present

Meet The Team

– Talent/Bookings Director

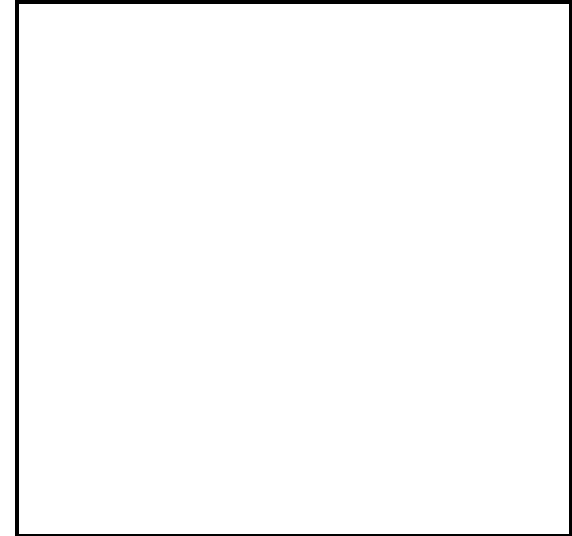
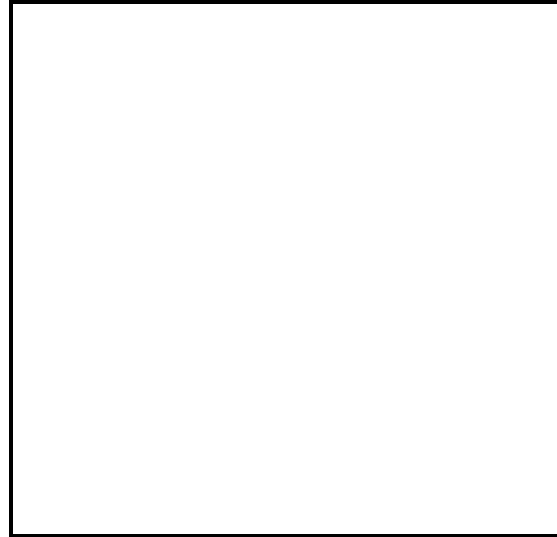
Living and breathing the live music industry, co-founded the now renowned We Are Fstvl in Upminster, transforming it from a grassroots festival into one of the UK's largest and most eminent electronic music events. He sidestepped to heading up Ministry of Sound's Artist and Talent procurement scheme, and is committed to bringing the same expertise to LDN Riverside to cultivate a diverse talent portfolio.

Previous employment:

- KK Design: Graphic Designer/Account Manager – 1998-2002
- Independent Promoter: 2002-2005
- The Cross/TheKey/Canvas/Pacha London: Group Promotions Manager – 2005-2009
- We Are FSTVL: Founder/Director - 2012-2015
- Ministry of Sound: Head of Artist Bookings, Marketing & Brand Strategy – 2015-2019
- Rinse FM: General Manager – 2019-2020

Our Staff

We understand that a great customer experience starts with a great team and ethos. In partnership with our recruitment consultants, We Build Teams, LDN Riverside is committed to hiring young, ambitious team members to join our operational and service team, pledging to recruit a minimum of 60% of our workforce from the local borough, and plan to work in tandem with the Barking and Dagenham Job Centre Plus to achieve this.



Our Partners

LDN Riverside is collaborating with some of the UK's leading suppliers and contractors to ensure that all its offerings put customer experience, safety and security at the forefront of operations.



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LDN RIVERSIDE

Expert Witness Report

1.0 QUALIFICATIONS AND EXPERIENCE

- 1.1 I retired from the police service in April 2016 having served in both Sussex and Metropolitan Police Services. On retirement I was issued with a certificate of service detailing that my career had been exemplary.
- 1.2 Throughout, my three decades of service, I served in many differing roles in both uniform and detective roles including major crime branches, community policing and on retirement as a substantive sergeant I was responsible for the police licensing team in the City of Westminster. I have also managed several departments as an acting Police Inspector.
- 1.3 I qualified as a divisional and major crime branch detective at the National Criminal Investigation Centre in Maidstone, Kent. Following on from this I qualified as an Advanced Interviewer, Family Liaison Officer, Exhibits Officer, and Disclosure Officer. I have also worked on Divisional Drug Squads, Sussex Police Corporate Development Department, Sussex Police Unsolved Crime Investigations, Metropolitan Police City of Westminster Homeless Unit. I am a qualified Key Decision maker on CPS Charging Standards and worked for two years within the country's busiest custody at Charing Cross Police Station fulfilling this role.
- 1.4 Following this I was the Crime Operations Manager for the Oxford Street, Regent Street and Bond Street crime team working from West End Central Police Station. Through this period, I was the co-author of Operation Blizzard which is a Policing initiative used through the busy autumn nights and Christmas period in the West End of London. The initiative was designed to support West End Business Improvement Districts (BIDS) responsible for both night – time and day-time economies within this high-profile area of the City of Westminster. Such was its success with its policing to demand methodology and the subsequent success in driving down crime and disorder, the Mayor of London firmly embedded the operation within the Capitals Policing plan.
- 1.5 My final role within the police was the Licensing Sergeant for the City of Westminster working in partnership with the City of Westminster Licensing Authority. I was responsible for over 6,500 licensed premises across Westminster. This gave me a great deal of knowledge in dealing with and advising on Licensing issues, Crime & Disorder within premises, reviews, and problem solving in with a partnership approach.
- 1.6 Finally, my service within Sussex Police gave me the opportunity to work with Licensed Premises in rural towns, villages and bigger coastline towns and cities. I have been awarded



two commendations for bravery, and a merit for my direct involvement in assisting the Metropolitan Police in recovering a kidnap victim whilst a member of the Major Crime Branch in Sussex Police.

- 1.7 I understand that my duty is to help the licensing authority and court to promote the licensing objectives in an appropriate and proportionate way by giving independent assistance by way of objective unbiased opinion on matters within my expertise, both in preparing reports and giving oral evidence. I understand that this duty overrides any obligation to the party by whom I am engaged or the person who has paid or is liable to pay me. I can confirm that I have complied with and will continue to comply with that duty.

2.0 INTRODUCTION

- 2.1 I have been instructed to complete a crime and disorder review and comment on representations relating to the Premises License application by LDN Riverside Ltd at a premises known as Unit J, Abbey Wharf Industrial Estate, Kingsbridge Road, Barking IG11 0BP.
- 2.2 Should the application be successful this will be the sister venue to the already successful LDN East located in Canning Town. This has operated with a similar business model for the past 18 months without issue.
- 2.3 The success is due to the professionals that operate LDN East and who now look to introduce a venue in Barking. The vision is to provide a Cultural and Entertainment Hub for the London Borough of Barking and Dagenham's young professional demographic.
- 2.4 The team that are making this application are all long established professionals within the entertainment and hospitality industry. This is the same team that head up the successful LDN East venue. They are:
- A) – Co. Founder and Ops Director
 - B) – Co. Founder and Financial Director
 - C) – General Manager & HR Director
 - D) – Bookings & Talent Director
- 2.5 These four professionals provide a team of expertise that the licensing authority can have the greatest of confidence in. They have a proven track record and will support the licensing



objectives in the Barking area and provide a venue that will support the local economy and give employment.

- 2.6 The LDN Riverside team are looking to invest in and convert a current unused industrial unit into an entertainment venue with a premises license. The application has been with the following licensable activities.
- a) Provision of plays: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - b) Provision of films: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - c) Provision of live music: 1800Hrs on Fridays to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - d) Provision of recorded music: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - e) Performance of dance: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
 - f) Late Night Refreshment: 2300Hrs to 0500hrs Friday to Sunday.
 - g) Supply of Alcohol: 1800Hrs Friday to midnight Sunday – Extension to trade on any Bank Holiday and New Years Eve.
- 2.7 The application is seeking licensable activity including the supply of alcohol for a concentrated limited period in each given week. The application seeks a premises license to cover all possible event profiles, whether that be live/recorded music in the night-time periods or proposed family orientated events through daytime periods. The space at LDN Riverside is looking to be multi-functional.
- 2.8 I have produced this document to support the application and ensure the four licensing objectives are met by LDN Riverside Ltd. These are of course:
- Preventing Crime and disorder.
 - Securing Public Safety.
 - Preventing Public Nuisance.
 - Protecting Children From harm.
- 2.9 This crime and disorder report has been produced to form part of the application. The LDN Riverside team have invested in a team of consultants to produce varied reports and policies to support the application and ongoing licensable activity. This includes an Event Safety Management Plan (ESMP). A full crime and disorder policy document, acoustics report and, a full press pack detailing the vision and plans for the site. A large investment to show LDN Riverside commitment to support the licensing objectives.



2.10 I have looked at the overall potential for LDN Riverside with regard to the venue having any likelihood of generating crime and disorder and impacting on the Police and other emergency services. I have also considered whether the venue will have an impact on the local community with regards to noise and nuisance. All of which I will comment on further in this report.

2.11 To achieve this the following key areas will be covered and adopted in a policy document which has been produced by the Complete Licensing supporting team of consultants. This policy document is submitted separately and forms part of the application pack. This is to ensure the venue operates to the highest standards, giving confidence to the Licensing Committee, Police and all other responsible authorities that the Licensing Objectives will be met.

- Working in partnership as detailed in the licensing act 2003.
- Major incident policy.
- Security Policy.
- Potential offences and related issues to be managed.
- Drunkenness & Disorderly Policy.
- Noise & Nuisance & Anti-Social Behaviour Policy.
- Theft/Lost Property Policy.
- Premises Drug & Weapon Policy.
- Sexual Assault Policy.
- Recording Policy.
- CCTV
- "Ask Angela"
- Welfare and Vulnerability Engagement Training (WAVE)



3.0 WORKING IN PARTNERSHIP

- 3.1 The successful control of crime and disorder and subsequent investigation should it be required can be best achieved through close partnership working. This is identified in the Licensing Act 2003
- 3.2 Strong professional working relationships between the owners, management, supporting consultants, staff, and security teams and all local stakeholders are key to the successful delivery of the licensing objectives.
- 3.3 The constant share of information and joined up working will deliver the best possible outcome for all. The following will be adopted into the venues managed approach to partnership work and the control of crime and disorder. The owners of the venue welcome the opportunity to work closely with the following organisations and groups:
- Metropolitan Police East Area Licensing Team.
 - Metropolitan Police Safer Neighbourhood Team (SNT) Thames View Police area
 - Barking & Dagenham Town Council Licensing Authority.
 - Barking & Dagenham Town Council Environmental Health.
 - Barking & Dagenham Council Community Safety Department.
 - Barking & Dagenham Local Authority Inspectors
 - London Ambulance Service.
 - London Fire Brigade
 - Barking & Dagenham Business Improvement Districts.
 - Local Residents Associations.
 - Pub and Club watch schemes.
 - Local public and private transport operators.



4.0 POTENTIAL CRIME & DISORDER OFFENCES

4.1 The Crime and Disorder Policy ensures the owners, operators, management, and staff will consider the below potential offences, incidents and responsibilities whilst the venue is carrying out licensable activities.

- Offences against the Licensing Act 2003 (Underage drinking, drunkenness).
- Theft (Contrary to Sec 1-7 Theft Act 1968)
- Criminal Damage Act 1971 (Potential offences to venue, surrounding properties and vehicles).
- Crimes of violence (Assaults ABH/GBH, Common Assaults).
- Child Exploitation 2003 Criminal Justice Act.
- Child Neglect Contrary to Children & Young Persons Act.
- Sexual Offences
- Anti-Social Behaviour (Noise & nuisance)
- Potential terrorist threats and activity. (Crowded Places)
- Harassment.
- Bribery & Corruption.
- Littering.
- Public Order (Client Dispersal.)
- Street Management



5.0 SITE AND SURROUNDING AREA

- 5.1 The premises itself is currently an unoccupied industrial unit. It is a reasonably large premises covering 6663sq ft or 619sqm. The premises last operated as a curtain manufacturer and retail unit. It has now been unused for a considerable amount of time. The unit sits within the Wharf Industrial estate all of which is managed by the same landlord. The landlord is very supportive of this venture for obvious business-related reasons.



Image 1 - Satellite map of proposed venue location.

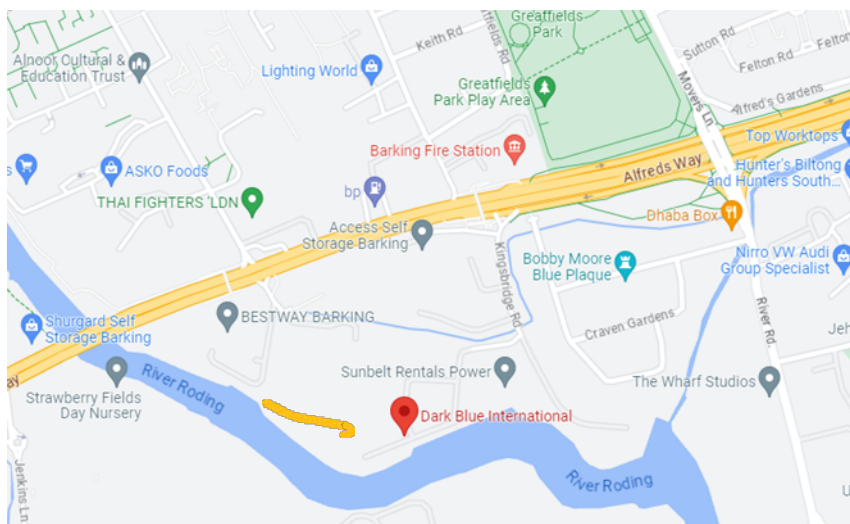


Image 2 - Map of premises location



- 5.2 The estate is made up of various industrial buildings and sits to the south side of Barking town centre. The nearest residential area is located some 250 metres away and some of which seems to be very run down.
- 5.3 There are a number of active units on the industrial estate. It appears the main activity is during the working week, but I understand there may be occasional weekend activity amounting to one or two HGV's on the estate every few weeks. A few distribution companies operate from differing buildings. Large HGV's appear to operate in the area. Other industrial vehicles and equipment are actively in use. The estate appears to operate a circular ingress and egress system to allow a safe flow of vehicles.
- 5.4 I am presuming that all the active units on the estate operate with the appropriate Health & Safety measures and legislation in place. They must look to cover their staff and visitors in the area.
- 5.5 At the present time certain areas of the industrial estate appear untidy. There is one particular area where pallets have been dumped. I presume am informed this is from one of the distributors on the estate. This is unsightly and I would suggest dangerous and a hazard which does not appear to have been considered by current businesses on site. None of the detritus shown in any images from the applicant's team of consultants, police or other responsible authorities have been caused by any activity from LDN Riverside Ltd.
- 5.6 The venue is currently empty giving a wide-open space and a blank canvass for the LDN Riverside team to develop and work with. This gives an ideal opportunity to design out any possible areas that would give rise to crime potential. In addition to this the appropriate CCTV and security options can be placed to give the appropriate cover and safety.
- 5.7 There is also the opportunity to ensure that all the exterior of the building and the surrounding areas can be considered with CCTV coverage, lighting and to cover all health and safety issues.





Image 3 - Current Frontage of LDN Riverside Unit

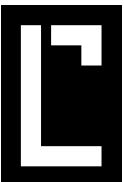




Image 4 - View of entire industrial building - LDN Riverside far end.

- 5.8 I the time of writing I have not personally visited the location. However, in conversation with my colleagues we are of the opinion that this unit and its location give rise to being ideally situated.
- 5.9 The building is located some 250 metres from the nearest residential property. There are no windows at the venue that face towards the residential property which will ensure the venue does not create any unnecessary noise and nuisance.
- 5.10 With the correct investment details of which have been commented on in the ESMP and the press pack, the identified danger areas of the river Roding, the industrial traffic, lighting, and pedestrian/client footfall can all be successfully catered for.



6.0 REPRESENTATIONS

- 6.1 There have been a number of representations from the police, local businesses, and the local authority departments. The content of the representations mostly revolves around the suitability of the location. This includes the perceived dangers from the other businesses that operate on the industrial estate, the proximity of the river, ditches that flank the roadways into the venue, and the general condition of the area.
- 6.2 At the time of writing, I am in possession of representations from the Metropolitan Police East Area Licensing Team, Local Authority Health & Safety, Local Authority Licensing Enforcement, Local Authority Environmental health and a further five objections from local businesses.
- 6.3 I will start with the Police objection. Naturally the Police will object as there will be an instant presumption that such a venue with a capacity of 1822 people including staff will become an instant crime generator and a drain on local resources and emergency services.
- 6.4 The Police comment on the suitability of the area with regard to the safety of pedestrians, the lack of lighting through the estate and the potential for serious crimes being committed in these unlit and dark areas. They also comment on public safety issues with regard to nearby businesses and the sanitary conditions of the area.
- 6.5 The supporting documents clearly identify that these areas have been considered at length and suitable resolutions offered and the submitted within the ESMP, Crime & Disorder Policies, business plans etc. The fact there will be ticket only admission, with no pedestrian access granted and the fact there is transport provision, increased lighting, professional security, and experienced operators in place I am of the opinion this venue can operate to the highest standards and support the licensing objectives.
- 6.6 The Local Authority Health & Safety and Licensing Authority Enforcement have completed a visit to the location. They have also expressed similar concerns with regard to pedestrian access and the overall suitability of the location. They particularly make comment with regard to the industry in the immediate vicinity and the potential risks. Both these authorities and the police have produced images of the local area. These show large vehicles, containers being unloaded and even goods that are not associated with my client's venue blocking exit and entry points to our proposed venue. In any circumstance I would suggest such activity in and around a neighbouring business is not acceptable. I note that an image of a car being accessible to members of the public displaying electrical warning signs has also been displayed. I would suggest again even with the current activity on the industrial estate Health



and Safety is not being considered or adopted by the local businesses. Again, I refer the licensing committee to view our the ESMP, Policies and other supporting documents to this application which consider and resolve all the representations made.

- 6.7 Images have been produced showing current rubbish and detritus in and around the area of the industrial estate. This is currently being produced by the operating businesses who appear to be having little regard for the local area and the health and safety of those that visit and work in the area. The introduction of this venue will do nothing more than raise the standards of the area and remove the well-known broken window affect and promote a more positive environment.
- 6.8 The representations from 2 of the local businesses are one of concern for the potential increase in activity in the area. I think it has to be noted that it is unlikely the venue will be operating at anywhere near full capacity throughout the proposed periods of licensable activity. The majority of events at the venue will take place through the weekend evening and night-time periods having the least amount of impact on the businesses in the area. I note some businesses claim they operate 7 days a week and late in the day. Also, that a nearby body repair shop can have vehicles delivered through the night. I cannot imagine any of the vehicle movements in the area are constant 24 hours each day. I understand the landlord of the whole industrial site has confirmed that the other units will not have large vehicle movements over the weekends. This will be of considerable assistance in managing road traffic safety on site. If due to unforeseen circumstances there is a need for a large vehicle movement on site then as in many real-life situations, this is a factor for all the businesses to manage safely and work together. Possibly an opportunity for all the businesses in the estate to review the working practices and try to raise the profile of the area.
- 6.9 I understand that other businesses on site have had the opportunity to learn more about the proposed entertainment venue and from the lack of representations from the majority of the local businesses and also some positive feedback from some it would appear they are satisfied of the improvements. It would also appear that the 2 local businesses who have made a representation are concerned about the potential for crimes to be committed against their premises. Again, I refer these businesses to view all the documents submitted by our clients to ensure the premises operates to the highest level and supports the licensing objectives. This is a concept that is the unknown to the current businesses being operated on the estate. It may give the impression that thousands of people will be milling around causing crime, disorder, and public safety issues. This will not be the case.
- 6.10 There have been no representations from any nearby residents or members of the public that I am aware of at this time.



7.0 CRIME & DISORDER FIGURES THAMES VIEW POLICE AREA

- 7.1 I have taken the opportunity to review the official declared crime figures for the Metropolitan Police Thames View Police area. Confirmed figures are available until March 2023. These official figures have been taken from the Police UK database.
- 7.2 The London Borough of Barking and Dagenham as a whole has its normal mixture of residential and commercial properties you would expect to find in a London borough of this demographic. The Thames View area sits to the southern end of the borough and being close to the river Thames a large industrial area and public services facilities can be found. Such as the Thames Water treatment plants. The area is primarily commercial with residential social housing of Westminster Road, Waverley Gardens and Craven Gardens.
- 7.3 The crime types and figures are consistent and comparable with an area of this nature. As you will see from the images below the monthly, yearly, and three-year figures confirm this.
- 7.4 Crimes of violence, Vehicle Crime and Anti-Social Behaviour are the most recorded through these three measurable periods. The area of the industrial estate and the nearby residential area record low crime figures. The majority of which appear to be committed within the residential estate.
- 7.5 I am of the opinion that should this premises license be granted the licensable activity will have little or no impact on these crime figures and cause undue pressure on the Police or other emergency services.



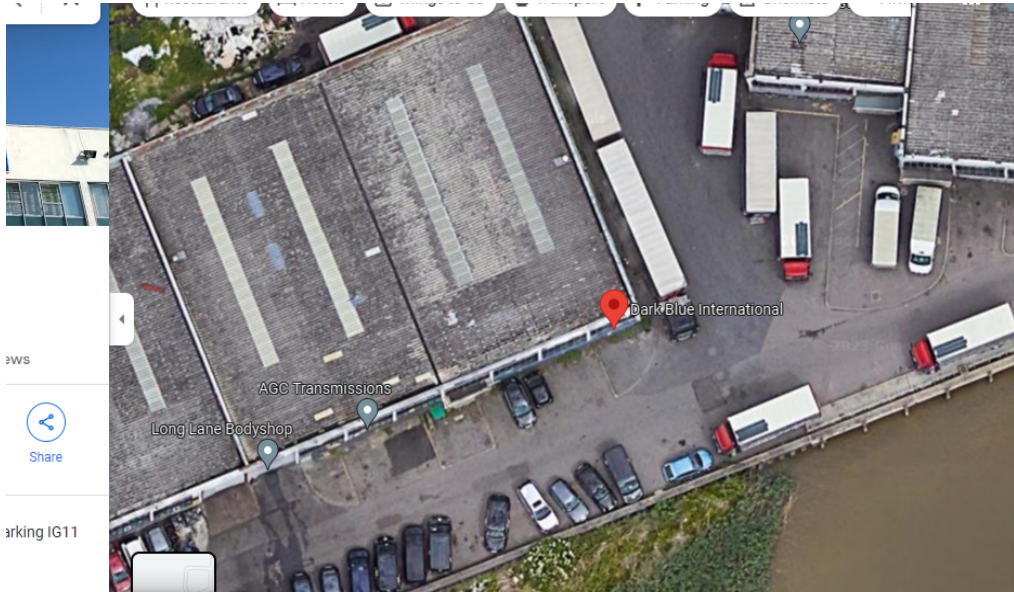


Image 5 - Overhead view of proposed venue

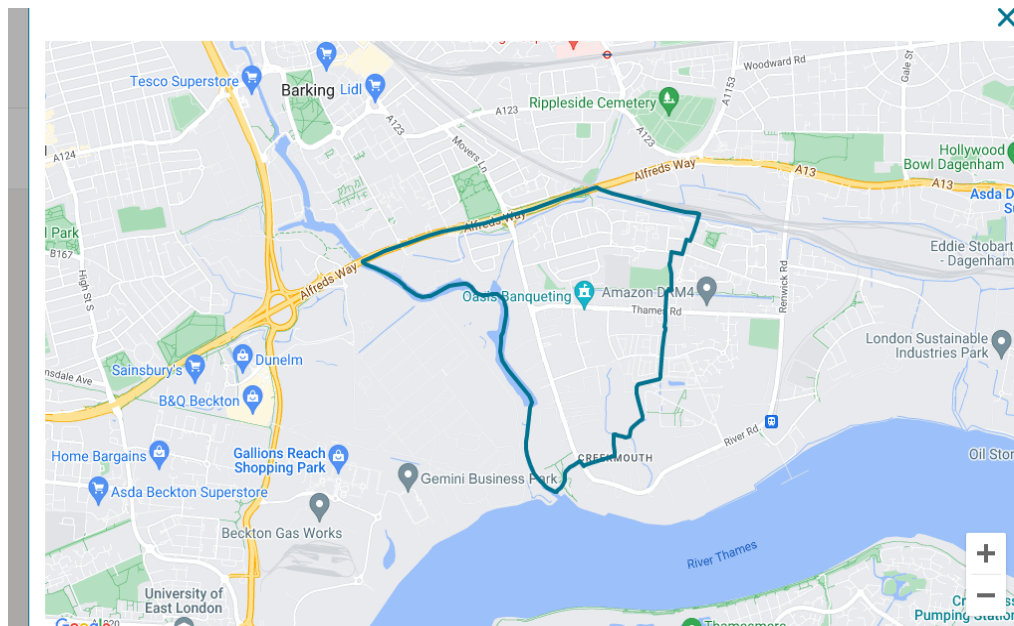


Image 6 - Metropolitan Police Thames View Police Area



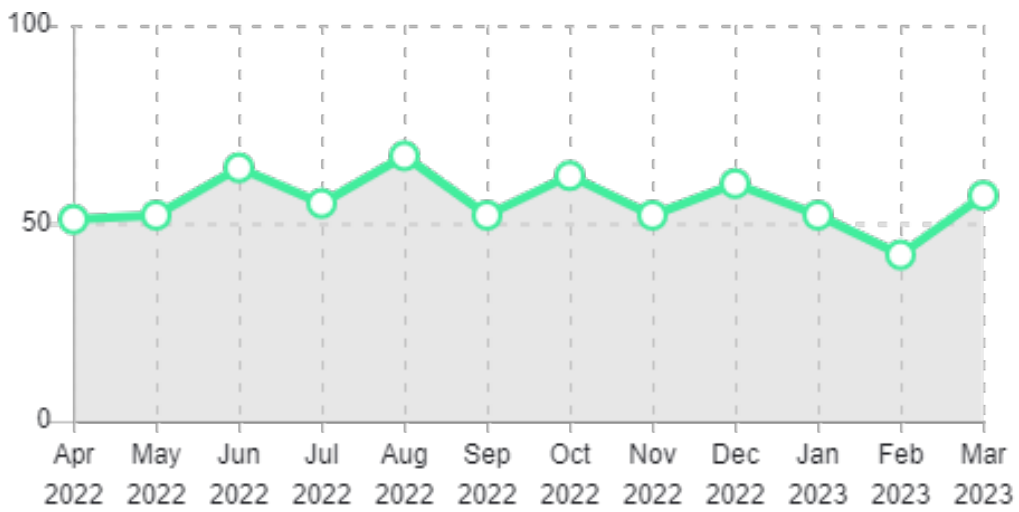


Image 7 - Recorded Crimes - Rolling 12 months to March 2023 Thames View Police area.

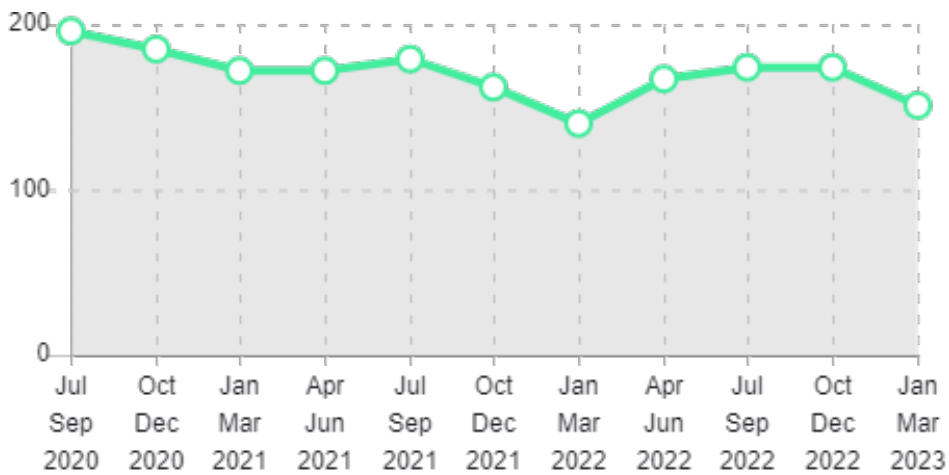


Image 8 - Recorded Crimes (Quarterly) - Rolling 3 years to March 2023 Thames View Police area.



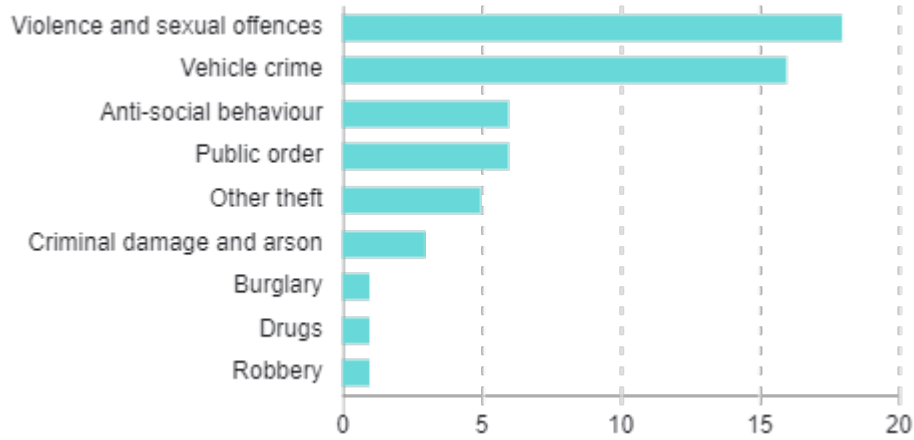


Image 9 - Crimes by type - March 2023 Thames View Police area.

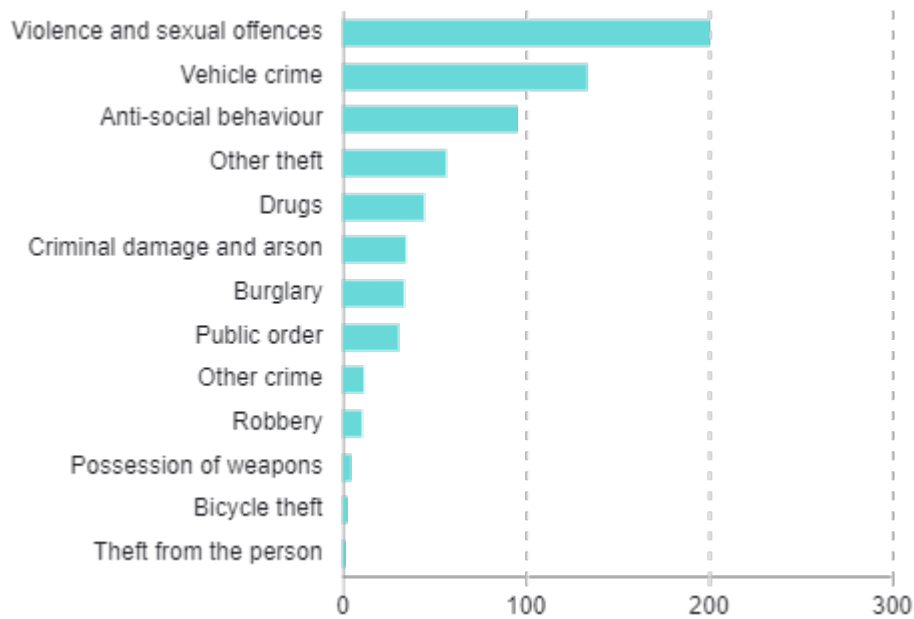


Image 10 - Crimes by type - Rolling 12 months to March 2023 - Thames View Police area.



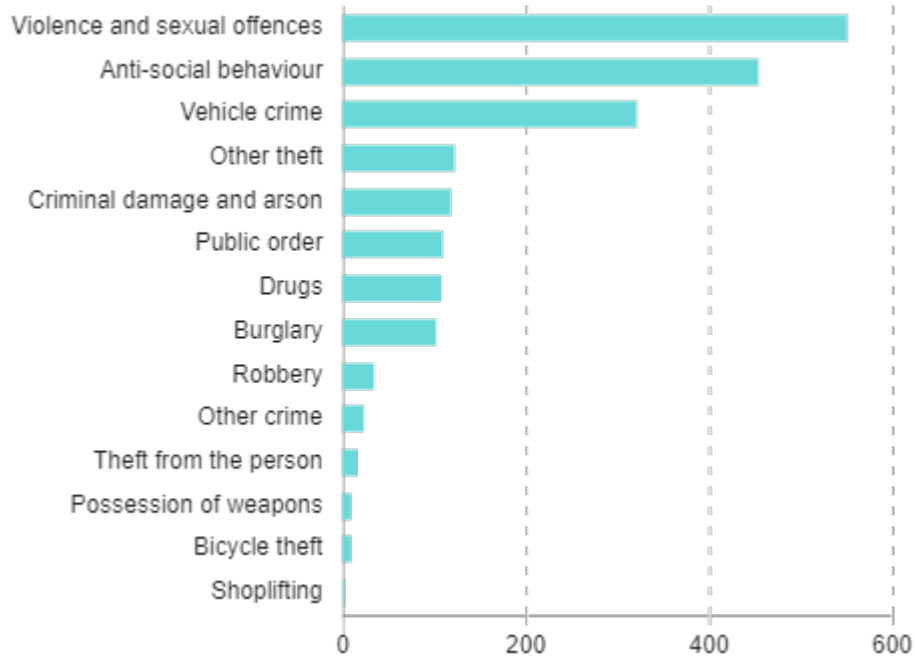


Image 11 - Crimes by type - Rolling 3 years to March 2023 Thames View Police area.

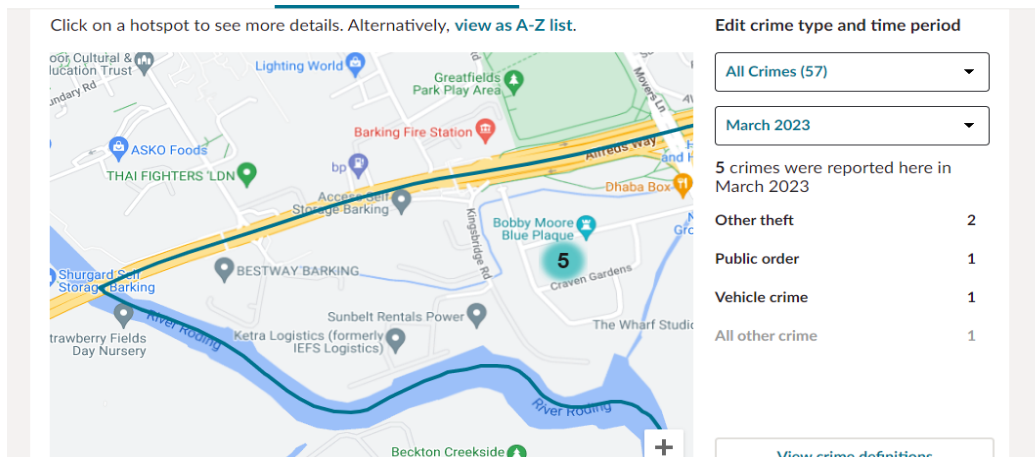


Image 12 - Crime Map - March 2023 Kingsbridge Road area.



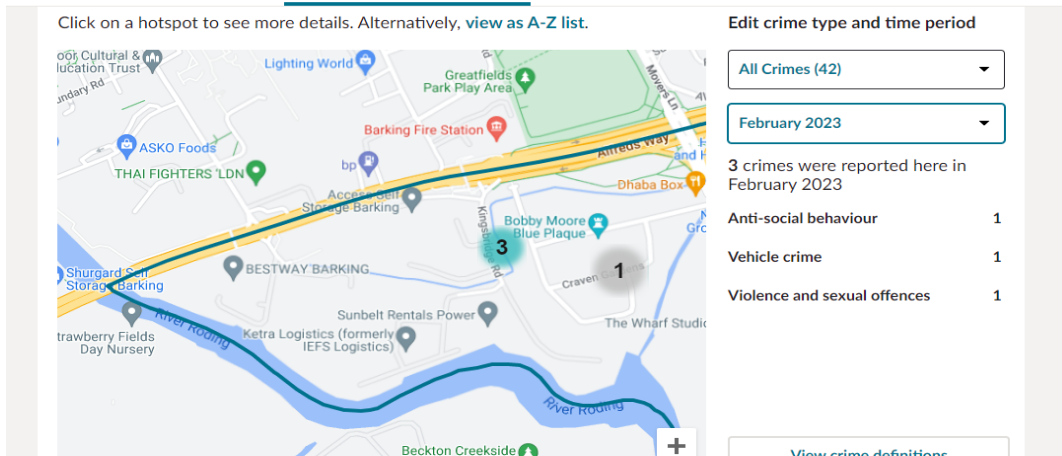


Image 13 - Crime Map - February 2023 Kingsbridge Road area.

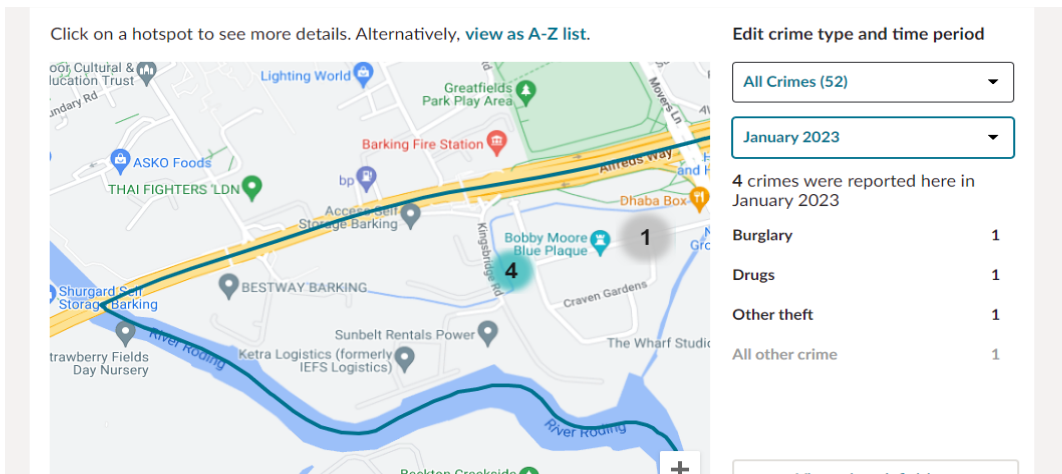


Image 14 - Crime Map - January 2023 Kingsbridge Road area.



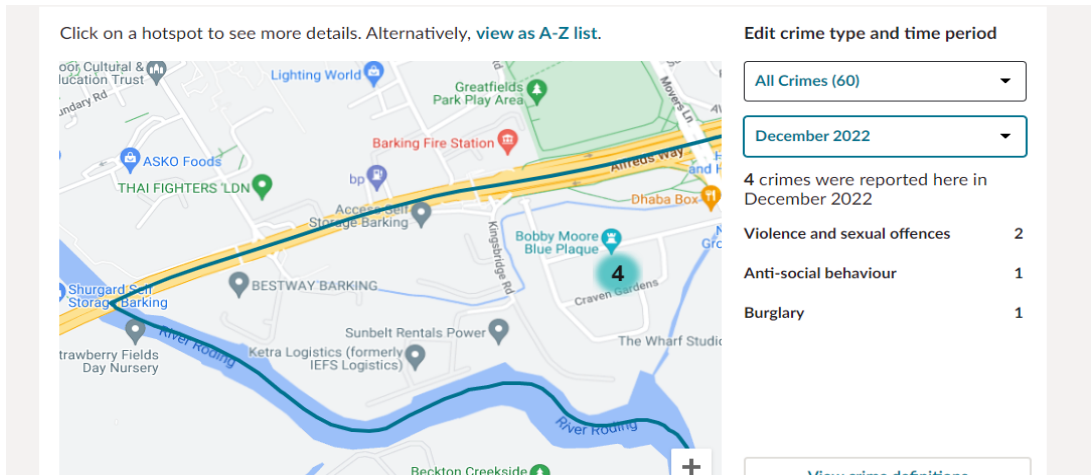


Image 15 - Crime Map - December 2022 Kingsbridge Road area.

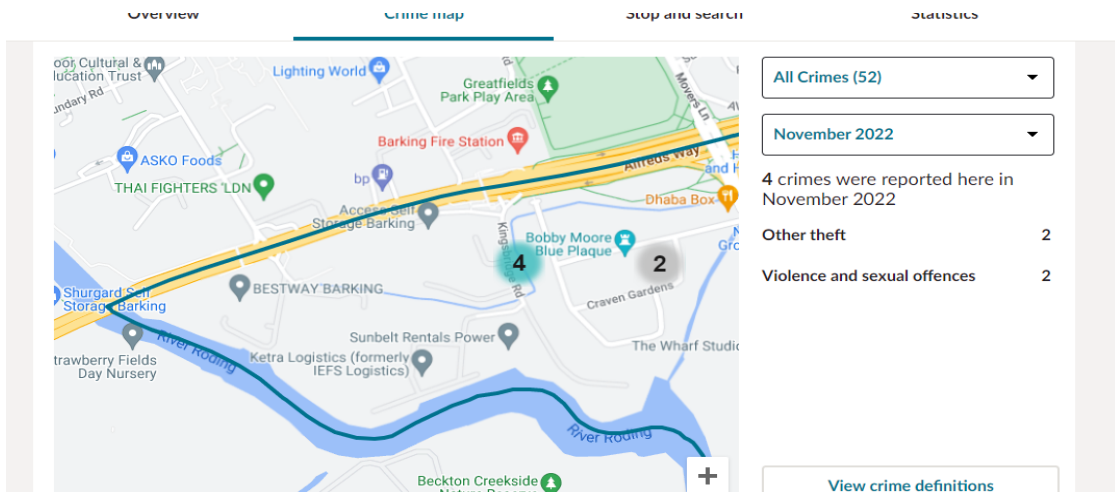


Image 16 - Crime Map - November 2022 Kingsbridge Road area.



9.0 CONCLUSION

- 9.1 The concept of a premises license in a industrial premises is nothing new. Many areas of the country have embraced the use of industrial and warehouse units for the provision of licensable activities. Such venues can be found in European cities too.
- 9.2 The hospitality has taken a massive hit in recent years with the pandemic and the increased costs of running a business. High Street and town centre property rentals have rocketed along with energy costs and general overheads. Venues such as this can give an affordable option.



Image 16 - Example of Industrial Unit Club and Entertainment venue.





Image 17 - St Ives Brewery, entertainment venue and restaurant.

- 9.3 St Ives Brewery, restaurant and entertainment venue is located in the centre of the Marsh Lane Industrial Estate, Hayle. This venue is surrounded with industry, and constant movement of vehicles. An ideal example of what can be achieved in such premises.
- 9.4 This is an ideal opportunity to make best use of a currently unused industrial unit. It will raise the profile of the immediate area. Create jobs and support the local economy.
- 9.5 It is easy to assume that such a venue will have a negative impact on the police and other emergency services. The ESMP and associated policies will ensure this will not be the case. The licensing sub-committee can be confident of this.
- 9.6 The area currently has a very low level of crime which is currently located with the nearby residential estate. I am confident this will remain the case when this premises is operational.
- 9.7 The business owners and operators are fully aware of their responsibilities around health and safety, environmental health, and the licensing objectives as a whole.
- 9.8 This is an opportunity for the area of Barking to embrace. A business is looking to invest in your local area.
- 9.9 The venue will only operate with ticket only events.



- 9.10 Pedestrian access to the venue is not an option. Patrons will only be able to travel to the venue on transport provided or vehicles.
- 9.11 The majority of Licensable activities will take place when the industrial estate is not in use for large commercial vehicles at it's busiest.
- 9.12 With the venue requiring development there is an ideal opportunity to install the correct CCTV and locations for it and design out any potential crime issues.
- 9.13 The owners and operators have invested in a full ESMP and risk assessment. This will ensure the safety of the public, ensure there is no crime and disorder, manage dispersal etc.
- 9.14 The venue is looking to attract a young/middle aged professional demographic giving another level of security with regard to the prevention of crime and disorder.
- 9.15 The venue removes the likelihood of town centre crime, disorder, and anti -social behaviour.
- 9.16 There is the minimum amount of impact to local residents.
- 9.17 The owners and operators have sought the advice of Complete Licensing Consultants who have a strong association with the Barking and Dagenham area and many of its licensed premises.
- 9.18 Taking all into consideration the licensing sub-committee can be confident that the licensing objectives will be met, and the committee can be confident in granting this premises license.





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LDN RIVERSIDE

Event Safety Management Plan



EVENT SAFETY MANAGEMENT PLAN

LDN Riverside

Unit J Abbey Wharf Barking IG11 0BD

LDN Riverside

Version 2

May 2023

RB Health and Safety Solutions Ltd.



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SECTION A: EMERGENCY SITE CONTACTS

Job Role	Name	Contact Number
Venue Manager		TBC
Operations manager		TBC
General manager		TBC
Security Manager		TBC
Medical Manager		TBC

SECTION B: INTRODUCTION

The Venue

Name : LDN Riverside
Venue Type : Nightclub
Location : Unit J Abbey Wharf Barking 1G11 0BD

LDN Riverside is a new venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking’s young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

LDN Riverside is the sister venue of the widely successful LDN East, situated in Canning Town, which since opening 18 months ago has moved from strength to strength attracting crowds and promoters from London and the home counties through its doors to experience immersive music events, interactive World Cup fan zones and the local business within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 1822 including staff. As this is site is a ticket only venue with no pedestrian access. Tickets will be checked on arrival before access to site and scanned on entrance. This will be heavily communicated on purchase of the ticket with 3 reminder emails pre-event alongside stating this prominently on the LDN Riverside website. Onsite this will be reinforced with ‘No Pedestrian’ signage and verbally explained by the security team.

There will be one stage located in the main room, bars, VIP areas and a food outlet. To the back of the area there will be an enclosed outside area.

As this is a ‘No Pedestrian access’ customers will arrive via a vehicle and be dropped off at the designated drop off point, enter the venue via the queuing system and leave via vehicle from the pickup point.

1. Welcome to the Safety Management Plan for LDN Riverside

- 1.1 This Event Management Plan (EMP) has been prepared for LDN Riverside This document has been produced to clearly lay out Health and Safety and Compliance requirements and provisions for use of the aforementioned premises as a nightclub and cultural centre. This will include the operating procedures behind the planning, build and management of the Premises and the event footprint.
- 1.2 The purpose of the document is to provide a central reference point for information to be communicated to all parties involved in all stages of the event, including the premises manager, venue management, and any service providers or contractors who may be employed during any stage of the planning or running of the premises event.
- 1.3 This document ties in multiple service areas, identifies potential hazards and suitable control methods. It highlights that with good planning, the right knowledge, instructing competent contractors and good communication, a safe and successful event in the premises can be delivered.
- 1.4 This document including the additional appendices such as risk assessment and operational plans will, when combined, provide the method statement for this event.
- 1.5 It is the objective that the Premises management deliver a safely planned and organised event that meets all the statutory obligations under the relevant legislation. We will incorporate agreed recommendations from Safety Advisory Groups, agreed licencing conditions and any further requirements from the responsible local authorities.
- 1.6 This EMP document is intended not only to provide general information about the premises event, but also to detail the management plans and actions of the organisers with regards to public and worker safety.
- 1.7 RB Health and Safety Solutions (RBHSS) have been instructed by LDN Riverside to be the Health and Safety advisor for this Premises license application. RBHSS are a company specialising in the theatre, production, and events environment. We are accredited by several organisations such as IOSH and the FAIB and key consultants hold membership of the HSE's Occupational Safety and Health Consultants Register (OSHCR), where we are listed as one of the only theatre health and safety production and events specialists.
- 1.8 The event will be managed by a team of professionals with a proven track record of running safe events. A number of skilled consultancy employees will be charged with the creation of this Event safety Management Plan, to advise on best practices and support the event management team.
- 1.9 This document and the plans contained herein are intended to outline how the organisers intend to manage the event in line with the objective inherent in the Licensing Act 2003 and the highest standards of Health and Safety and Welfare for all workers and attendees.
- 1.10 RBHSS will manage this document for LDN Riverside ensuring version control is in place and the current document is up to date.

2. Confidentiality & Copyright

- 2.1 Please note – this document remains the property of LDN Riverside at all times, and Copyright exists, resting with the original authors of the document.
- 2.2 Do not reproduce this document or parts thereof without the express permission of the document owner.

3. Operational Requirements

- 3.1 Once the Premises Licence has been approved The Premises management will adhere to any conditions included at all times.
- 3.2 Prior to the opening of the event, the Premises Management will meet, if required, a Health and Safety Officer from the local authority Environmental Health Department to confirm compliance with Health and Safety Legislation and specific Health and Safety conditions of this Notice and Premises License.
- 3.3 To ensure pedestrian and vehicle separation the barrier system will be built as a priority.
- 3.4 SIA will be on site prior to event open to ensure no unauthorised person can access the site on foot.

4. Roles and Responsibilities

Venue Manager

This is the person responsible for managing the contracted elements of the venue and overseeing the live operational management of the venue, including safety management, security, first and emergency procedures. Responsible for the strategic planning and decision making, including instructing, and vetting competent contractors. Responsible for all aspects of the event including the health and safety in all areas.

Operations Manager

Is the DPS for the venue. Responsible for managing and implementing the contracted elements of the venue and overseeing the live operational management of the venue,

General Manager

Responsible for managing and implementing the contracted elements of the venue such as medical and welfare provisions and overseeing the live operational management of the venue in regards to Bar staff provision and waste management.

Security Manager

TBC – On site manager –

The security Manager's role is to oversee and lead on key decisions for the delivery of their core role.

Trojan's main role during the premises event is to ensure it runs safely for all staff and members of the public. Security will be placed in positions that are required for the safe running of the premises and wider event footprint. Security is in place to ensure that the 4 licensing objectives are adhered to:

- the prevention of crime and disorder.
- public safety.
- the prevention of public nuisance.
- the protection of children from harm.

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Medical Manager

TBC – On Site manager –

Responsible for managing and implementing the medical plan for the venue when operational. Reporting regularly to venue management on incidents and advising when additional provision may be required.

Be aware of all routes around the venue and external areas to allow for fast response when required.

Support the security team and guide on best actions with regards to alcohol and drug related concerns.

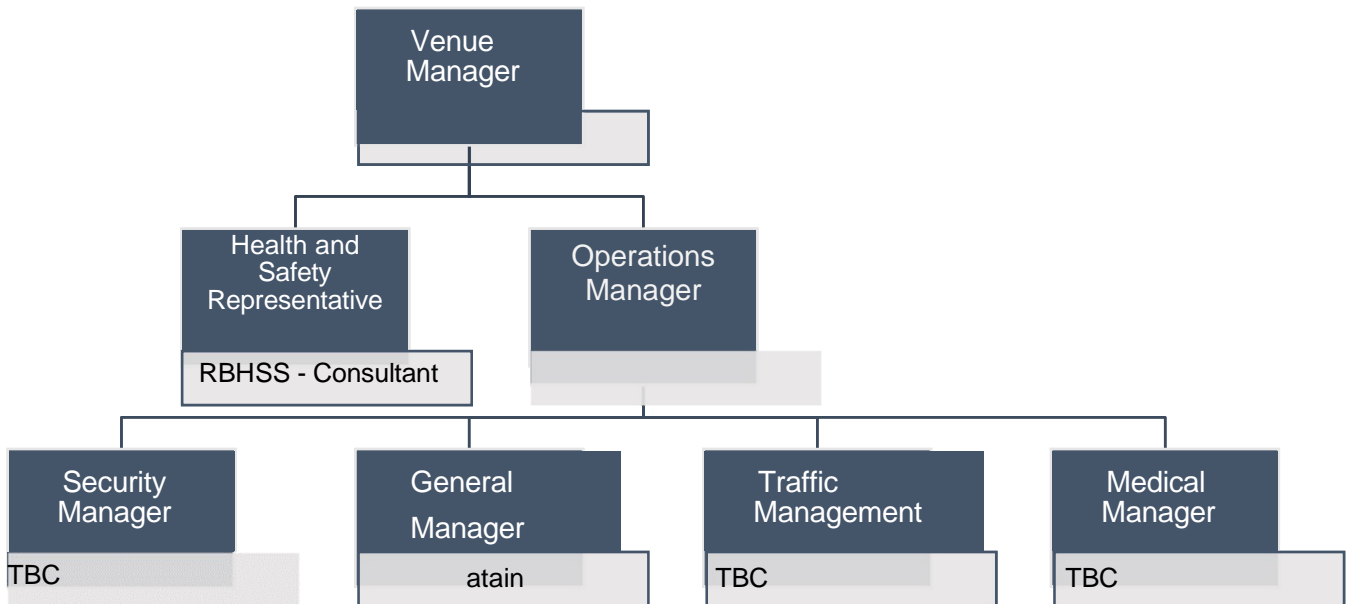
Health and Safety Representative

RB Health and Safety Solutions Ltd (RBHSS) – On Site Consultant TBC

RB Health and Safety Solutions Limited offer the experience and knowledge to manage all aspects of Event safety. They will utilise the skills from their consultancy team that range from Work at Height and Fire risk management experts to Technical Production experts. These resources will be at hand to make sure the event is compliant with regulations and the organisers of the event receive the best advice on safe management and operation of their premises and event footprint.

5. Safety Management Structure

The organogram below lays out the overall hierarchy to be followed regarding management and implementation of Health and Safety policies, procedures and control measures.



6. Schedule of Works

- 6.1 A full schedule of works including build/break for each operational day are included in **Appendix O**

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7. Event Details

Venue Name	LDN Riverside
Venue Location	Unit J Abbey Wharf Barking IG11 0BD
Premise licence notable restrictions	N/A
Licensed operating hours (proposed)	<p>Provision of plays From 18:00 hrs on Friday to midnight Sundays Extension to trade on any bank holiday and New Years Eve</p> <p>Provision of films From 18:00 hrs on Friday to Midnight on Sundays] Extension to trade on any bank holiday and New Years Eve</p> <p>Provision of Live Music From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p> <p>Provision of Recorded Music From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p> <p>Performance of Dance From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p> <p>Late Night Refreshment Friday to Sunday 23:00 hrs to 05:00 am each night</p> <p>Supply of Alcohol From 18:00 hrs on Friday to midnight on Sundays Extension to trade on any bank holiday and News Years Eve</p>
Venue Prep / Build Day	Each Friday, Saturday, Sunday
Breakdown / Get-Out Days	Each Friday, Saturday, Sunday
Expected maximum Attendance Numbers	1822
Venue Manager	
Venue Contact email	_____
Venue Contact phone	TBC

8. Site Plans

INGRESS / EGRESS PLAN

INFRASTRUCTURE PLAN

Points of note:

- One way traffic
- Uber/Shuttle bus drop off and pick up point
- Vehicle / Pedestrian separation in place
- Muster point

SECTION C: HEALTH AND SAFETY

9. Guidance & Source Material

9.1 The information contained within this document has been compiled, drawing guidance from a number of relevant sources of legislation and legislative guidance as listed below.

- **The Health and Safety at Work (etc) Act 1974** is the umbrella Act under which the Health and Safety provisions and control listed within are covered. Specific areas may be covered in greater detail under one or more of the following publications.
- The Management of Health & Safety at Work Regulations (1999)
- The Regulatory Reform (Fire Safety) Order 2005
- Electricity at Work Regulations 1989
- Fire Safety Risk Assessment – Large Places of Assembly: HM Government, (2007)
- Pas79-1 Fire risk assessment premises other than housing 2020
- Manual Handling Operations Regulations 1992
- Managing Crowds Safely, (2000)
- The Construction (Design and Management) Regulations, (2015)
- The Licensing Act, (2003)
- Temporary Demountable Structures, Guidance on procurement, design and use, (2017)
- Work at Height regulations 2005
- Control of substances hazardous to Health Regulations 2002
- Provision of use of work equipment regulation 1998
- Lifting Operations and Lifting Equipment Regulations 1998
- The health and safety (first-aid) regulation 1981
- The control of Noise at Work Regulations 2005
- Private security industry Act 2001
- Technical Standards for Places of Entertainment 2015 (rev 2022)
- 18th Edition IET Wiring Regulations (BS7671:2018)
- BS7909:2011 Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes

10. Licensing

10.1 LDN Riverside will support the four licensing objectives by working with contractors and professionals who are leaders in expertise of their field. The venue manager will positively engage and collaborate with any external agencies and local licensing authorities, to improve on local knowledge and streamline implementation of any changes they deem necessary to ensure the organisation fully supports the four licensing objectives as below.

10.2

Please refer to **Appendix V**

11. Risk Assessment

- 11.1 RBHSS have identified that there are a range of risk assessments required to identify general and site-specific risks during different phases of the event.
- 11.2 Each risk assessment follows the Health and Safety Executive (HSE) guidance including.
- who might be harmed and how?
 - what you're already doing to control the risks
 - what further action you need to take to control the risks
 - who needs to carry out the action?
 - when the action is needed by
- 11.3 The risk assessments are designed to help the Organiser reduce the risk of their activities to as low as is reasonably practicable. This is achieved by organisational planning such as redesigning, or by Health and Safety controls such as safety devices on machines.
- 11.4 The venue management understands that risk assessments must be communicated clearly to all staff including volunteers and contractors.
- 11.5 Risk assessment findings are communicated either via an online induction process or an onsite toolbox talk. In some incidences this will include both. This is the decision of the event management team at the planning stage and on the day to assess and agree best procedure to implement.
- 11.6 Online contractor inductions will be sent 72 hrs (minimum) before the planned access to site. Upon receipt, the contractor will send inductions to all personnel who will be on site to complete and submit, resulting in a record of all staff on site being 'Signed Off' on the induction.
- 11.7 Where hazards still have a high level of risk after control measures are in place, a Safe System of Work or Method Statement will be created with the objective of communicating enhanced controls. The Safe System of Work is concerned with the integration of people, equipment and materials in a safe working environment to produce the safest possible conditions in a specific work area.
- 11.8 Permit to Work systems will also be in place for tasks such as Hot works, high voltage electrical works, and some working at height tasks. A Permit to Work is a formal written system used to control certain types of work with a high potential risk.
- 11.9 The Risk Rating is a semi-quantitative method; a mixture of qualitative and quantitative methods using probability statistics:
- Probability (Likelihood) X Severity (Consequence) = Risk Rating**
- 11.10 The General Risk Assessment in **Appendix A** covers the installation of the event footprint infrastructure and event management. This will work alongside contractors' own assessments, such as building fencing, installing lighting towers, security, medical and venue management.
- 11.11 Contractor vetting will require that they supply suitable and sufficient RAMS in advance of the event date to allow for reviewing of the documents by the LDN Riverside and the Health and Safety representative.
- 11.12 The specific assessment will take precedence with regards to those tasks they have been created for but must incorporate all expected Hazards and Controls as noted in the General Event risk assessment.

12. Induction Process

12.1 Site Induction -

All personnel must complete a 'Site induction' before starting work on site. As mentioned above, this will be either online prior to the venue event footprint build or when they arrive to the premises.

It is the responsibility of each contractor to ensure their onsite team has completed the necessary induction before commencement of work.

12.2 Contractor responsibilities:

- Complete and sign off on induction.
- Report to Venue Manager/event control when entering site before offloading equipment.
- Ensure any person operating heavy machinery, such as telehandler, forklifts, Mobile Elevated Work Platforms (MEWPs) etc. has, in advance, supplied suitable certification of their training and competency. When on site it is expected that they will keep this documentation with them to show if requested.
- Any hired in plant and equipment must come with an inspection and compliance certification record, this must be available on request.

12.3 As part of the on-site induction, all staff, contractors, suppliers, and traders will be provided with the following:

- Site rules
- Access/egress including vehicle access/egress points and procedures.
- Local key persons and contacts.
- PPE requirements.
- Site Orientation.
- General on-site working arrangements and requirements including welfare, location of the venue management office, security, first aid area plus communications and briefings.
- The need to cooperate and share safety information with other employees and contractors.
- Accident reporting process and procedure.
- Fire/evacuation procedure.
- Security procedures.
- Communication routes and methods.
- Emergency procedures.

13. Accident Reporting

13.1 All accidents and incidents (near-misses) must be reported both to maintain a record in the event of future complications, and to actively work to prevent reoccurrence.

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- 13.2 Reports must be made using the correct accident report form in the live event information in **Appendix S** and will be made available to managers and organisers of the event, and to the venue management team.

14. Site Preparation

- 14.1 Prior to commencing any site work, the management team will check the site to ensure it is safe to proceed with the event build phase.
- 14.2 If any additional work is required for the site to be up to the expected standard, the landowner will be notified.
- 14.3 If required, local service providers will be contacted to ensure the area is clear of any services.
- 14.4 The site will be marked up using water-based marking out paint.
- 14.5 All main contractors will have had a site visit in advance of the event to understand the topography of the land.

15. Personal Protective Equipment (PPE)

- 15.1 All personnel will be required to wear the correct PPE for the task that is being undertaken. It is the responsibility of each contractor to ensure all their personnel are complying in accordance with their site-specific Risk Assessment.
- 15.2 It is to be noted that non-compliance could result in removal from the site.
- 15.3 Mandatory PPE may be required in specific areas during the build / de-rig stage. This may include:
- Hi-Vis vests.
 - Reinforced-toe Safety Boots.
 - Hard Hats (when working in close vicinity to personnel working at height).

16. Safe Systems of Work

- 16.1 It is the responsibility of the contractor to ensure safe systems of work are being used at all times by their personnel.
- 16.2 All safe systems of work must be communicated to staff who should be fully supervised when undertaking tasks that are part of a safe system of work.

17. Permit to Work

- 17.1 Permits to Work will be required for any high-risk areas or activities. The following have been identified as high-risk activities.
- Work at height
 - Hot works
 - Heavy Mains (high voltage) Installation
- 17.2 Permission for these activities will only be granted by the Principal Contractor or the Health and Safety Advisor depending on event specific line of command.
- 17.3 The Permit to work will only be issued once relevant RAMS have been authorised by a competent person.
- 17.4 Control of the Permits to work will be with the Principal Contractor who must keep records, and monitor controlled activity, especially for Hot Works where a designated 'fire watch' time is mandated upon the completion of the works (Check 1 - 30 minutes after, Check 2 - 60 minutes after).

18. Site Vehicle Management

- 18.1 All deliveries will be scheduled intermittently to minimise the interference with the normal flow of the local traffic.
- 18.2 A schedule of vehicle arrivals will be found as part of the production schedule in **Appendix O**. At this stage there is a suggested schedule for the build for the event footprint, this may change when the Premises starts to become operational.
- 18.3 All delivery drivers will be instructed to go to the nominated reception point and request details about their activity on site or delivery.
- 18.4 Where it is a delivery only, the name of the onsite recipient must be agreed before allowing the vehicle to enter the site.
- 18.5 In the case when the delivery driver is also working on site, then the vehicle must be parked up and the person will be inducted to site and signed off before entering.
- 18.6 When required, a banksman will be allocated to manage the movement of the vehicle, especially when a vehicle is reversing.
- 18.7 All vehicles are asked to follow the highway code requirements, indicate when turning left or right. Maximum speed on site is set to 5 mph.
- 18.8 When the premises is live, management will be instructed to only allow deliveries outside the time of the event, unless there is a necessary requirement. This will be judged on a case-by-case scenario, with permission granted only by the Venue Manager or General Manager. Additional banksmen will be utilised to ensure safe passage of the vehicle as required.
- 18.9 Unwanted interaction between pedestrians and vehicles can present a high-risk situation, which must be monitored and managed to reduce the risk as far as is reasonably practicable.

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- 18.10 The points below should be followed to make pedestrian and vehicle interaction as safe as possible especially during busy periods.
- **DO** separate pedestrian and vehicular movements, both physically (with cones, tape or barriers) and visually (using yellow painted lines on the ground).
 - **DO** ensure that this segregation is adhered to. Keep pedestrians out of areas where vehicles may be manoeuvring.
 - **DO** ensure that only persons necessary for the loading/ offloading operations are permitted in the delivery area. It should not be used as a pedestrian access/ egress to and from site, unless a specific walkway has been segregated, risk assessed, and is monitored for this specific purpose.
 - **DO** ensure that all pedestrians (including drivers) operating in the delivery space are wearing Hi-Vis clothing.
 - **DON'T** allow vehicles to enter the delivery area without the driver first announcing their presence and being allowed onto site (either by security staff or traffic marshal/ banksman).
 - **DON'T** let drivers remain in their cabs during loading or offloading. Make sure they switch off the engine, apply the parking brake, **remove the keys** and exit the vehicle.
 - **DO** provide banksmen for safe manoeuvring of the vehicle into position whilst on the venue premises.
 - **DON'T** allow vehicles to move without the authorisation of a site banksman who will check to ensure that there are no obstructions or persons in the line of fire.

19. Work at Height

- 19.1 Working at height will always be a final resort, however it is recognised that it may be necessary during event builds. Working at height will always be kept to a minimum.
- 19.2 Contractors who are required to work at height will produce RAMS for the specific task to the Health and Safety Advisor prior to commencing work. This will be part of the 'Permit to Work' process.
- 19.3 The RAMS must specify if the work at height will require safety systems to be in place, such as nets, air bags or Harness users. If harness users are to be present, then RAMS must show what type such as work position, work restraint or fall arrest, and detail relevant certifications and competencies for staff and equipment involved.
- 19.4 Where fall arrest is being used, a documented rescue plan must be supplied with the RAMS in advance of the event date.
- 19.5 All ladders need to be certified and checked before use. Users need to check the ground and suitability of equipment.
- 19.6 Contractors constructing scaffold towers should have an in date Prefabricated Access Supplier and Manufacturers Association (PASMA) certificate.
- 19.7 If a safety harness is required for the activities, ensure:
- The wearer knows how to check, wear, and adjust before use and how to connect / disconnect themselves safely to or from the designated anchor point;
 - The harness has an inspection record and has been inspected within the last 6 months;
 - The harness is attached to a weight bearing, designated safe point on a platform or anchor point on a stage structure;

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- Installation of equipment to which the harness is planned to be fixed shall be supervised by a competent person;
 - A rescue plan must be available with suitable trained staff and equipment supplied on site for this task.
- 19.8 It is the duty of the competent person overseeing the activities that they have checked the equipment before the working at height takes place.

20. Electrical Safety

- 20.1 All electrical installations and equipment must comply with the general requirements of the Electricity at Work Regulations 1989 and only competent persons should carry out electrical installation work.
- 20.2 All temporary electrical systems should be managed in accordance with the requirements of BS 7909, this may be lighting used for outside illuminations.
- 20.3 The event organiser should appoint a responsible person with the necessary abilities to take overall responsibility for the safe installation, testing, operation and deconstruction of temporary electrical installations.
- 20.4 **Temporary Electrical systems** – Any extra electrical items installed above the venue's fixed wiring system.
- All Temporary Electrical Systems are to be accompanied with the correct completion certificates and forms:
- **Form G1:** for use with BS 7909, Code of Practice for temporary electrical systems for entertainment and related purposes
 - **Schedule of Test Results G2:** for use with BS 7909, Code of Practice for temporary electrical systems for entertainment and related purposes
 - **Confirmation of Electrical Completion G3** - for use with BS 7909, Code of Practice for temporary electrical systems for entertainment and related purposes
- 20.5 All cables will be rated to meet the provisions of electrical safety and any unusual environmental and adverse weather conditions to which the cables will be exposed.
- 20.6 PAT Testing although not a legal requirement is recognised as a good example that a company is checking their equipment regularly, however it is noted that a visual inspection is also a good indicator of this. To this end, the Health and Safety advisor will carry out random checks throughout the site and any damaged or obviously faulty pieces of equipment will be taken out of use.
- 20.7 All cabling should be routed to minimise tripping hazards, potential mechanical damage and in a position that facilitates safe installation and removal. Particular care should be paid to position of cable connections.

21. Fire Safety –

Legislation

The Regulatory Reform (Fire Safety) Order 2005 replaced previous fire safety legislation and came into force on 1 October 2006.

- 21.1 The Fire Safety Order applies in England and Wales. It covers 'general fire precautions' and other fire safety duties which are needed to protect people in case of fire in and around most premises. The Order requires fire precautions 'where necessary' and to the extent that it is reasonable and practicable in the circumstances to prevent the outbreak and spread of fire and mitigate the detrimental effects of fire.
- 21.2 Responsibility for complying with the Fire Safety Order rests with the 'responsible person', who must carry out a fire risk assessment which must focus on the safety in case of fire of all 'relevant persons'. It should pay particular attention to those at special risk, such as the disabled and those with special needs, and must include consideration of any dangerous substance likely to be on the premises. The fire risk assessment will help to identify risks that can be removed or reduced and to decide the nature and extent of the general fire precautions that are needed to protect people against the fire risks that remain.
- 21.3 Like general health and safety legislation the Regulatory Reform Order is built upon the principles of risk assessment and enhances previous legislation in that it applies not only to persons at work, but to all persons lawfully on the premises as well as those not on the premises but in the vicinity who may be affected by a fire on the premises.

Fire Safety Management

- 21.4 Good management of fire safety is essential to ensure that fires are unlikely to occur; that if they do occur they are likely to be controlled or contained quickly, effectively and safely; or that, if a fire does occur and grow, everyone in your premises is able to escape to a place of total safety easily and quickly.
- 21.5 The risk assessment carried out will help you ensure that your fire safety procedures, fire prevention measures, and fire precautions (plans, systems and equipment) are all in place and working properly, and the risk assessment should identify any issues that need attention.
- 21.6 The aims of the fire risk assessment are:-
- To identify the fire hazards
 - To reduce the risk of those hazards causing harm to as low as reasonably practicable and
 - To decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in your premises if a fire does start.
- 21.7 The FRA in **Appendix E** will take into consideration the following.
- Numbers attending and audience profile.
 - Event type and activities on site
 - Duration of the event
 - Any specific hazards at your event.

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Fire Safety Routes

- 21.8 The capacity of an escape route is determined by the rate at which people pass along the route during each minute of the defined escape time. The following are suggested rates of passage for open-air parts of venues:
- on all routes within seated accommodation (including gangways and ramps) and stairways 66 people/metre width//minute
 - on all routes in other parts of the event or venue (including within standing accommodation) 82 people/metre width//minute.
- 21.9 The width and capacity of the escape routes required for the number of people present can be calculated by using the formula:

Total exit width = number of people / flow rate x escape time
(i.e. Total exit width equals number of people divided by the flow rate multiplied by the escape time)

Evacuation Time

- 21.10 The maximum escape time can vary dependent on various factors, including the size of the venue, whether full or partial evacuation is employed, etc. This is normally between 5 and 10 minutes. These times depend largely on the level of fire risk present, with the figure of five minutes suggested for higher-risk events, and a longer period for lower fire-risk events.
- 21.11 The escape times for individual structures should be based on between 2- and 3-minutes dependent on risk.
- 21.12 Main Blue Light Access to the site is via the Kingsbridge Road, Barking
- 21.13 Main Emergency Access to the site is via the Kingsbridge Road Barking. All Access points are able to be dismantled quickly to allow emergency access to the entire site if required.

ON DISCOVERING A FIRE OR EMERGENCY

- **DO** – Contact the control room and report which potential emergency you are near and your position.
- **DO** – call for assistance immediately – use the term ‘Mr Jet’ to refer to a potential fire or event control are also happy to receive plain English calls such as ‘fire’.
- **DO** – tackle the fire if you are trained and it is safe to do so.
- **DO** – always use the correct extinguisher.

ON HEARING THE VENUE FIRE ALARM OR UPON AN ANNOUNCEMENT BY EVENT FIRE MARSHALS

- **DO** – follow the direction of the event’s Fire Marshals
- **DO** – leave the event site calmly by the nearest available exit as directed.
- **DO NOT** – stop to collect personal belongings.

AFTER LEAVING THE SITE

- **DO** – go to the assembly point as directed.
- **DO** – move well away from any potential danger.
- **DO** – leave clear access for emergency services.
- **DO NOT** – attempt to re-enter the area until you are told it is safe to do so.
- **DO NOT** – leave the assembly area until you are told it is safe to do so.

SETTING THE ALARM OFF ACCIDENTLY

- **DO** – report the matter to the project manager or venue staff immediately.

22. Temporary Demountable Structures (TDS)

- 22.1 The venue may have at times some TDS including the stage.
- 22.2 All contractors are required to submit site-specific RAMS for the event before the installation is able to commence.
- 22.3 All contractors are required to submit structure-specific weight loading calculations. These must show safe working load of roof beams, the stage floor for loading and wind resistance information.
- 22.4 If stage structure has PA/ LED screen wings that are part of the overall structure, calculations for these structures must be included.
- 22.5 All TDS will be certified as complete by the installing company and the certificate will be passed to the Health and Safety Advisor for the onsite event file.
- 22.6 During the build and de-rig phases the TDS are most vulnerable to the elements. Weather monitoring will take place throughout the duration of the event.
- 22.7 In the event that it is deemed unsafe to build or take down, work will be paused until it is safe to do so.
- 22.8 Please see the weather management plan in **Appendix M** for more details

23. CoSHH

- 23.1 All parties involved in all stages of the venue event will be required under their own Health and Safety arrangements (in line with the Control of Substances Hazardous to Health Regulations 2002) to provide suitable and sufficient risk assessments for products and chemicals that they will be using during their undertakings.
- 23.2 The Venue will ensure any chemicals or products controlled under the CoSHH regulations and used during any phase of this event must be accompanied by a suitable and sufficient CoSHH Risk Assessment and Material Safety Data Sheet, which must be accessible and stored along with, or close to the chemical or product in question.

24. Health and Safety Monitoring

- 24.1 The Health and Safety Advisor will advise when the site can open to the public for access. This will be based on a variety of checks of the site infrastructure, such as fire access and sign-off on structures and services.
- 24.2 An emergency lighting test will be run before opening to confirm all units and generator are operational.
- 24.3 There will be a vehicle curfew 1 hour before gates open.
- 24.4 In extenuating circumstances, vehicles may need to move around the site. This will be done using a banksman, using hazard lights or beacons (if the vehicle is equipped with these) and at the maximum speed of 5mph.
- 24.5 Once the Health and Safety Advisor deems the site safe to open, they will communicate this via Event Control.
- 24.6 Event Control will then check all other departments are ready to open and only then will the site be opened and made live to the public.

EVENT SAFETY MANAGEMENT PLAN

- 24.7 Event Control will log all activities reported after this time.
- 24.8 Safety checks will continue to be carried out especially during changes in light level, such as dusk and low light and during crowd access and egress.

SECTION D: LIVE OPERATIONAL ELEMENTS

25. Overview of tickets

26.

- 26.1 Ticket pricing - is TBC.
- 26.2 Tickets can be purchased online.
- 26.3 Tickets are for over 18s only.
- 26.4 Tickets will be via email.
- 26.5 It will be pre-sold tickets ONLY, No walk ups.
- 26.6 Tickets will be scanned at the main entrance, where there will a record of total numbers scanned on to the site.
- 26.7 No Pedestrians on site, drive up venue only, up to date ticket information/ gate opening time and travel details will be communicated to the ticket holder via the main website and social media channels.

27. Communication

- 27.1 Communication during all phases of the event will be using two-way hand-held radios.
- 27.2 In the event that communications via radio are compromised communication will be via Mobile Phones or messenger runners with Event Control being the central point of contact.
- 27.3 Radios are to be carried upon a person at all times and are not to be left unattended.
- 27.4 During the event itself, all radio communication is to be either essential event-related communications (e.g. curtain calls, security issues) or emergency communications only.

Radio Channels	
Channel 1	
Channel 2	
Channel 3	
Channel 4	
Channel 5	
Channel 6	
Channel 7	
Channel 8	

- 27.5 The table above can be used to record the available radio channels (if using a multi-channel system) and the personnel reachable on those channels.
- 27.6 If radios are not being used, or a system of mobile telephones is also in use, please include this information above.

SECTION E: SECURITY AND CROWD MANAGEMENT

28. Event Security overview

28.1 Security for the event will be managed by Trojan Security. Below are the contact details for Trojan Security and an overview of the controls that will be put in place throughout various stage of the preparation for the operational stage of the venue.

Security Contractor	Trojan Security
Main Contact	TBC
Secondary Contact	TBC

28.2 The appointed security company Trojan Security will deploy the appropriate level of staff in line with the level of risk.

28.3 The main risks which have been identified in the pre planning meetings are:

- Anti-social behaviour
- Crowd density certain areas, such as in front of stage and bars.
- Alcohol
- Drugs
- Vehicle/pedestrian separation
- Implementing procedures during an emergency

28.4 A breakdown of positions and staff allocation can be seen in the security management plan in **Appendix C** alongside a dot plan for ingress/egress.

28.5 All members of security staff are to be over the age of 18 and are to be SIA certified to a minimum level of Door Supervisor, with evidence of their suitability and reliability to be able to be produced by the security contractor if required.

28.6 Each SIA staff will wear a live recording body cam such as ‘Halo’ when on site. See **Appendix W**

28.7 A register of the security and stewards employed on site will be kept on file. This will include full name, SIA ID number, date of birth, address and it must be signed by the individual. This will be held for 12 months by the contractors if required by the organiser.

28.8 All incidents will be recorded in an incident log which will be held at Event Control.

28.9 The Security Contractor will liaise alongside the Venue Management for an agreed protocol for handing over any items deposited into amnesty boxes to the local police if they are in use at the premises.

28.10 In addition, there will be a predetermined approach for calling in any assistance for arrest on site.

28.11 All Premises events are envisaged as police free and will be planned accordingly.

28.12 The Security Contractor must also be able to provide adequate replacement staff in the event of staff members becoming ill or incapacitated.

29. Audience Profile

A data analysis will be available via the ticket platform for each event. Venue management will

EVENT SAFETY MANAGEMENT PLAN

liaise with any agency who may require this information.

- 29.1 If the event is a 18+ the demographic can be broken down further with in the ticket data.
- 29.2 In line with the proposed licensing conditions if the venue wanted to have any family events under the age of 18. They would first have a consultation with Barking and Dagenham police licensing to agree a policy for the event.

30. Admissions Policy & Security Measures

32. Crowd Management, Attendance & Capacity

Venue Capacity	1844
Expected Attendance	Calculated event by event

- 32.1 Crowd management will be undertaken in the first place by the event security contractor. The security provider will have extensive experience in managing events.
- 32.2 The primary objectives are to provide a safe and secure environment within the site and to allow the audience to enjoy the event.
- 32.3 The security team will monitor the number of admissions to ensure the maximum capacity of the venue is not exceeded.
- 32.4 The security team will monitor crowd flow and ensure continuous foot-flow is maintained.
- 32.5 Crowd control is to be evident at the stage front, to monitor crowd pressure and pre-empt and avoid crowd surges and potential crushing.
- 32.6 If some one was to enter by foot unknowingly they would be removed for site . This would be reported to Event control and the below process would be followed.
 - 2 security and 1 welfare officer would support the person from site via an agreed route on foot. .
 - Event control would advise them to return to their safe place, and support would be given.
 - Once removed a full report would be given to event control to log.

We do not envisage this would happen , how ever we recognise a procedure is required , if this was to happen.

- 32.7 The full crowd management plan can be seen in **Appendix J**.

33. CCTV

- 33.1 The close -Circuit Television (CCTV) system has been installed, including the number and positions of all cameras which have been agreed by the Barking & Dagenham Metropolitan Police Licensing team. Theis Shall be recorded on a plan of the premises which shall be kept with the licence .
- 33.2 Please refer to detail in the Licensing Policy in **Appendix V**

34. Welfare facilities

There will be a dedicated team of welfare attendants who will predominantly work with the security team to ensure customers are looked after.

Welfare role and responsibilities

- Assisting with the circulation of spectators.
- Act as a buffer for the designated Medical Team to oversee the welfare of attendees, determine if they need medical assistance and then direct the medical team to those patients
- Attend to deal with potential vulnerable people and ensure that adequate arrangements are made for them to travel home safely and be reunited with friends and family.
- Provide the means to investigate, report and take early action.

All Welfare attendants will be wearing a pink Hi-Viz tabard labelled ‘Welfare’ and will be clearly recognisable. The welfare staff will be positioned accordingly.

- 2 inside the venue – on call for any welfare support inside the venue.
- 2 outside the venue – support for any customers outside the venue
- 2 at Barking station – supporting customers – key focus - return home or to a safe place.
- 1 on the shuttle bus – support the transition from Venue to Barking station.

35. Waste Management

36.

Cleaning Contractor	TBC
Main Contact	TBC
Secondary Contact	TBC

36.1 As with all contractors, cleaning contractors must also provide evidence within their contractor application of their suitability to provide services in the form of suitable RAMS and evidence of any required certifications and competencies.

36.2 The organiser will incorporate waste management into all stages of the event.

36.3 Effective planning will result in the handing back of a clean site.

36.4 Bins will be placed in identified areas of high use, such as:

- Entrance/exit
- catering vendors
- Front of stage areas
- First aid
- Sanitary areas
- Back stage
- VIP areas

36.5 Caterers will be instructed to use recyclable containers and implements when issuing to customers.

36.6 The waste management contractor will operate throughout the event live time if required. The waste will be decanted into a larger vessel and removed from site as soon as it is safe to do so.

36.7 Litter picking will take place throughout the live event on the event site and wider event footprint. The Venue Management Team will set out the area to be covered by this.

36.8 The venue management will work with the waste management to clear up any waste

EVENT SAFETY MANAGEMENT PLAN

with in the key areas of the event footprint before the premises open each day.

- 36.9 Where possible, recycling bins will be in place and will be separated for recycling.
- 36.10 If required a sweeper vehicle will be contracted to ensure the site is left in the best possible condition.

37. Food Vendors

- 37.1 All food business operators are required to register their business with the local authority that covers the home base of the operation.
- 37.2 All traders must have a written food safety management system (FSMS) in place.
- 37.3 All food vendors must have a hygiene rating of 5.
- 37.4 All catering documents will be collated and sent to the local authority at least 3 weeks before the event.
- 37.5 Venue Management will work with the food vendor to ensure good hygiene, fire safety, disposal of waste and washing facilities are acknowledged.

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- 37.6 When required, changes will be enforced, or the vendor will be asked to leave or not trade.
- 37.7 All structures, which include mobile vehicles and carts, must be sited, designed, constructed, kept clean, and maintained in good repair and condition so as to avoid the risk of contamination, in particular from animals and pests.
- 37.8 Siting should be away from potential sources of contamination and, where possible, close to key services such as water, drainage, and electricity.
- 37.9 The structure will be located so that they have an appropriate fire separation, and the venue management will check the units have the appropriate in-date fire extinguisher.
- 37.10 Food vendors are responsible for the correct storage, disposal and removal of food waste. Food Vendors are to be instructed in the following points:

37.11 STORAGE

- Use by dates to be checked, and packaging intact for each batch.
- Any contaminated food will be discarded.
- Food will be stored at 5C or below.
- If storage temperatures rise above 8C, food will be consumed within 2 hours of the last temperature check at 8C or less. After this, all remaining stock will be discarded.

37.12 HANDLING

- Food handlers trained to Level 2 in Food Hygiene.
- Colour coded chopping boards/utensils used for meat/veg/allergens.
- Chopping boards to be cleaned between each task to prevent cross contamination of allergens. Chopping boards should be cleaned twice with sanitiser and paper towel. Contact times for sanitisers will be adhered to.
- Minimum direct handling of food products where possible.
- Where possible products containing nuts will be prepared last.
- Hair to be tied back and food grade latex gloves worn.
- Gloves to be changed after each batch of food.
- Clean aprons and spares provided.
- Serving areas to be kept clean and tidy at all times.
- Food items to be checked as within date and packaging intact prior to use.
- Serving staff to regularly wash hands i.e., before shift starts, after use of the toilet, after picking up dropped cutlery, plates and bowls etc.
- Staff to wear clean uniform – spares provided for changes if required.
- Access to back of house areas by members of public will be prohibited.
- Knives etc. to be stored safely and out of reach of the public.
- Food handlers to provide proof of food hygiene training.
- All items should be on tables – i.e. not accessible via the ground by pests.

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- Food waste must be carefully segregated and disposed of so as not to promote pests.
- When food is not in use it should be covered.
- Items with known allergens should be kept separate and in sealed containers.
- No staff to attend if they have experienced illness within 48hrs.
- Cleaning products (sanitisers etc) should be stored away from food stuffs.
- Dedicated food handlers to be appointed for items which contain nuts.

37.13 **DISPLAYING**

- Lids fitted to containers unless in use.
- Disposable trays/plates or coverings etc used, to be discarded when display batches are changed.
- Food items only displayed out of temperature for a maximum of 120 minutes, building in suitable safety margin.
- Where possible food items should be displayed out of direct sunlight, or the out of temperature times should be adjusted.
- No food item should be stored on the floor.
- Ingredients and allergen folder to be held on-site for each item at all times – so it can be quickly found, and information provided to the public.

37.14 **SERVING**

- Allergens for each item to be displayed clearly/conspicuously at the point of distribution.
- Samples only provided to parents/guardians before children can consume them.
- Waste to be stored in black bin bags away from fresh stock and clearly marked as “not for consumption”.
- Visual checks to be carried out for foreign bodies/physical hazards when handing out food. Contaminated food will be discarded.
- Dedicated food handlers to be appointed for items which contain nuts.
- Disposable items in use.

37.15 Toilets and handwashing accessible to food vendors will be provided on site.

38. Bar Management

- 38.1 The Designated person responsible (DPS) for the venue will be Gavin Perry
- 38.2 All Bars will display a copy of the licencing conditions alongside 'Challenge 25 posters'.
- 38.3 The DPS will be the main point of liaison regarding bars and will ensure that all legal guidelines for the sale of alcohol are adhered to.
- 38.4 The DPS will be the main point of contact for the licencing authority and police regarding any issues that may arise from licensing checks undertaken at the event.
- 38.5 The full Bar and alcohol policy can be seen in **Appendix V**

39. COVID-19

- 39.1 Although there are no longer any mandatory conditions in place for events, the organiser agrees where large crowds gather there is a risk of transmission, so may choose to check the COVID-19 status of the workforce to ultimately keep them safer.
- 39.2 As part of the onsite induction, personnel are reminded of personal safety measures with the transmission of COVID-19. All staff members are welcome to wear a face covering.
- 39.3 Any members of staff are who have tested positive for COVID-19 are requested not to come to site.

40. Noise Management

- 40.1 This event management plan will make every possible effort to reduce the impact of noise for the event.
- 40.2 The full Noise Management Plan can be found in **Appendix G**
- 40.3 LDN Riverside will work proactively to 'design out' as much extraneous noise pollution as is reasonably practicable.
- 40.4 The performances will be programmed to finish before any curfew.

41. First Aid

- 41.1 The first aid for this event will be provided by DRW Emergency Medical Services. The full medical information and plan is shown in **Appendix D**.
- 41.2 The Venue Manager will exercise due diligence when selecting a competent medical provider. And ensure they follow the points below:
- 41.3 The Venue Manager should:
- ensure appropriate medical, ambulance and welfare provisions are available to all those attending or involved in delivering the event.
 - minimise the effects of the event on the statutory healthcare services, by providing high quality care on site.
 - encourage engagement from the local Ambulance Service.
- 41.4 The company will be Care Quality Commission (CQC) registered and will ensure the provision is appropriate to the level of cover required for the event type and size.
- 41.5 First Aid will be positioned in a suitable area allowing for easy access to the blue route. Map to follow in next draft.
- 41.6 Main Blue Light Access to the site is via Kingsbridge Road please refer to **Appendix D**
- 41.7 All accidents or near misses will be logged during each stage of the event.
- 41.8 **Nearest Hospital**
Barking Hospital
Upney Lane
Barking
IG11 9LX (24 Hour A&E department)

42. Traffic Management Plan

- 42.1 The full traffic management plan can be seen in **Appendix K**.

43. Emergency and Major Incident Plan

44. Show Stop

44.1 Although every effort, planning and contingency have been made to allow for the show to run continuously, we note there could be the possibility of an incident affecting the event and may require a show stop, such as:

- Fire;
- Security related emergency;
- Crowd Disorder;
- Unforeseeable inclement weather;
- Structural collapse;
- Electrical outage – Loss of Sound or Lighting system.

44.2 If it is deemed necessary to temporarily stop the show due to an incident arising, the below or similar wording, either via a pre-recorded announcement or live microphone should be used (A back up loud hailer will be available in the event that the audio system has failed). Full show stop procedure in **Appendix S**

SECTION F: APPENDICES

- A – Event Risk Assessment
- B – Event Site Plans
- C – Security Management Plan
- D - Medical Provision
- E – Fire Risk Assessment
- F – Emergency & Incident Plan
- G – Noise Management Plan
- H – Main contractor contacts
- J – Crowd Management plan
- K – Traffic Management plan
- L – Bar and alcohol policy
- M – Weather Management Plan
- N – Waste Management Plan
- O – Productions Schedule / Artist Schedule
- P – Insurances / Premises License
- Q – Temporary Design Structure (TDS) Sign off
- R – Safeguarding policy
- S – Show stop Procedure & Live Event Information
- T – Production RAMS
- U – Dispersal Policy
- V – Licensing Policy
- W – Halo information Sheet

APPENDIX A – EVENT GENERAL RISK ASSESSMENT

Numerous pieces of legislation require risk assessments to be carried out and, in particular, the Management of Health and Safety (Workplace) Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people.

Hazards and risks that are not eliminated must be controlled and the control measures, be they physical or procedural, must be communicated to those who will work, or otherwise come into contact with the hazards.

This risk assessment provided by RBHSS has been based on the scope of the varied events that will take place in the LDN Riverside Venue. The assessment incorporates the information supplied by Venue Management and any assigned sub-contractors.

Risk Assessments and method statements together with details of relevant insurances will be sought from the various contractors and suppliers to the Venue Manager and will be taken into consideration in further drafts of this document.

In undertaking risk assessments, the following approach has been adopted:

1. Gather information/identify risks.
2. Implement control measures appropriate to the identified risks.
3. Evaluate residual risk.

The risk assessments below give both primary and residual risks. The primary risk is the risk associated with the identified hazard assuming that the risk associated remains completely uncontrolled. The residual risk is the level of the remaining risk produced when proposed control measures have been applied. The figures given may be interpreted using the matrix below.

The venue manager must ensure that the risk control measures are fully implemented to achieve these levels. The columns following the residual risk data indicated where additional controls are required or where special attention should be given.

For the avoidance of confusion - the columns of the risk rating sections are headed S x L=R. S is for “severity” and is given in the first column. L is for “likelihood” and is indicated in the second column.

The control measures indicated within the assessment, are considered to be reasonably practicable measures, to control the risks identified based on experience of similar events.

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A review of the assessment will be made, should further information be received which suggests that the control measures suggested are no longer sufficient to control risks or are inappropriate or if additional hazards are identified.

During the event planning and introduction of infrastructure, especially external traffic and crowd management systems, a process of continuous assessment and reassessment will be undertaken by the RBHSS Event Safety Advisers, to ensure appropriate risk controls are put in place should situations develop which are not covered within this assessment.

For the purposes of this complete venue event risk assessment, it has been broken down into different sections of the event process. Section 1: Venue Event Infrastructure covers the setting up of the fencing, lighting systems within the area, traffic management system and queuing system. Section 2: Temporary Structures applies to internal technical systems being introduced for the event, along with any external technical systems and structures that are part of the event day.

Section 3: Venue Event Open Periods cover the event time itself, the management of public when arriving to the venue, within the venue space for the event and then egressing and leaving the venue site. This will also cover external hazards such as being sited beside a tidal river along with possibility of high tide flooding.

Section 4: Fire Risk Assessment for the Venue Event.

The document is a 'Live' Document and will be changed when required, this does not fully cover any tasks that sub-contractors have been contracted to do. They will supply their own more in-depth assessments of their work-related tasks.

EVENT SAFETY MANAGEMENT PLAN

APPENDIX C – SECURITY MANAGEMENT PLAN

3.0 ASSIGNMENT INSTRUCTIONS (PART 3 – SITE SURVEY) – LDN East Ltd: Riverside

<p>3.35 ACTIONS IN THE EVENT OF PRESS/PAPARAZZI</p>	<p>Contact General manager and prevent entrance onto premises.</p>
<p>3.36 EMERGENCY CONTACT DETAILS</p>	<p>3.36.i Local Police 24 hour Police Station Iford Police Station - 270-294 High Rd, London IG1 1GT</p> <p>The front counter at Barking station only operates 10am – 17:00 Monday to Friday. The nearest front counter during core operation times are Iford police station which will be open 24 hours a day.</p> <p>3.36.ii Local Hospital Barking Hospital - Upney Ln, Barking IG11 9LX (24 Hour A&E department)</p> <p>At all times a first aider is on site and for live concerts and major events, at least one qualified medic will be present. First aid kits are located in the following locations: (TBC)</p> <p>Examples - Cloakroom Main Bar Merchandise / Ticket sales Dressing room Secondary Bar Third Bar Managers / Security office</p> <p>3.36.iii Gas TBC</p> <p>3.36.iv Electricity TBC</p> <p>3.36.v Water</p>

	TBC 3.36.vi Maintenance Technical Manager
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3.37 GENERAL ADDITIONAL INFORMATION	No public allowed. River Roding will require fencing and operative (minimum of two and welfare attendance) which is in the site plan and supporting documents. Shuttle service implemented.
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3.38 Company/Client Representative signing

COMPANY REPRESENTATIVE	ROLE/POSITION	DATE	SIGN
	Operations Manager	02.05.23	ZK
CLIENT REPRESENTATIVE	ROLE/POSITION	DATE	SIGN
	Venue Manager		

DRW EMERGENCY MEDICAL SERVICES

02/05/2023



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APPENDIX E – FIRE RISK ASSESSMENT

FIRE RISK ASSESSMENT

LDN Terminal

Unit J

Abbey Wharf

Barking

IG11 0BD



Date of Assessment: 30th April 2023

Prepared by

The Regulatory Reform (Fire Safety) Order 2005

FIRE RISK ASSESSMENT REPORT

Client LDN Terminal

Client Premises Unit J
Abbey Wharf
Barking
IG11 0BD

Undertaken by RB Health and Safety Solutions Ltd
Blacklands Business Centre

Name of Consultant

Date of Assessment 30th April 2023

Prepared for

Suggested Date of Review Ongoing

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Section 2	Executive Summary
Section 3	Introduction and Overview
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Section 5	Limitations of the Report
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Section 9	Assessment of those at Risk
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Legislation

The Regulatory Reform (Fire Safety) Order 2005 replaced previous fire safety legislation

and came into force on 1 October 2006.

The Fire Safety Order applies in England and Wales. It covers 'general fire precautions' and other fire safety duties which are needed to protect people in case of fire in and around most premises. The Order requires fire precautions 'where necessary' and to the extent that it is reasonable and practicable in the circumstances to prevent the outbreak and spread of fire and mitigate the detrimental effects of fire.

Responsibility for complying with the Fire Safety Order rests with the 'responsible person', who must carry out a fire risk assessment which must focus on the safety in case of fire of all 'relevant persons'. It should pay particular attention to those at special risk, such as the disabled and those with special needs, and must include consideration of any dangerous substance likely to be on the premises. The fire risk assessment will help to identify risks that can be removed or reduced and to decide the nature and extent of the general fire precautions that are needed to protect people against the fire risks that remain.

Like general health and safety legislation the Regulatory Reform Order is built upon the principles of risk assessment and enhances previous legislation in that it applies not only to persons at work, but to all persons lawfully on the premises as well as those not on the premises but in the vicinity who may be affected by a fire on the premises.

Background

Good management of fire safety is essential to ensure that fires are unlikely to occur; that if they do occur they are likely to be controlled or contained quickly, effectively and safely; or that, if a fire does occur and grow, everyone in your premises is able to escape to a place of total safety easily and quickly.

The risk assessment carried out will help you ensure that your fire safety procedures, fire prevention measures, and fire precautions (plans, systems and equipment) are all in place and working properly, and the risk assessment should identify any issues that need attention.

The aims of the fire risk assessment are:-

To identify the fire hazards

To reduce the risk of those hazards causing harm to as low as reasonably practicable and

To decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in your premises if a fire does start.

LDN Terminal is a new music venue based in the Riverside area of Barking, intending to provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.

LDN Terminal is sister-venue to the widely successful LDN East, situated in Canning Town, which since its opening 18 months ago, has moved from strength to strength attracting crowds and promoters from London and the home-counties through its doors to experience immersive music events, interactive World Cup fan-zones, and the local businesses within, including record shops and local food outlets.

The proposed maximum capacity of the venue is 1822 of which there will be approximately 40 staff on site during these times. Live attendee numbers will be monitored both electronically (through ticketing software) and physically, through use of a 'clicker' at the door.

There will be one stage, located in the main room, on a 1.2m raised platform. Food outlets, bars and concessionary stalls will be available, as well as a VIP area upstairs.

Alcohol will be available on site, but not allowed to be brought onto site or taken off site. Access to the site will be predominantly by vehicle. Limited consumer car parking is available and shuttle buses will run for both for access and at the end of the event to a suitable 'night tube' station to ensure all attendees egress safely and promptly. A taxi/private hire rank will also be present.

The proposed licence would cover provision of plays, films, live music, recorded music, dance, late night refreshment and alcohol supply from 18:00 on Fridays until 23:59 on Sundays, with an extension to trade on any bank holidays and New Year's Eve.

The means of escape in its current position would not support the proposed capacity, and would require additional works or reduce the capacity.

The escape routes will be appropriately signed and maintained, in accordance with the security and traffic management plans.

Ignition sources should be generally low, electricity being the main risk. It is, therefore, vital for the overall fire safety strategy that the building's electrical installation is regularly checked.

The building should be well managed, with passive fire protection in the form of fire-resisting construction.

It could not be confirmed if the current building has a fire detection system, however as detailed later in the document a fire detection system will be required to allow early warning of fire.

General maintenance for all fire engineering will be carried out by the Responsible Person for the common parts.

No major additional controls are required. However, there is a need to consider improvements that involve minor or limited cost only.

Considering the fire prevention measures observed at the time of this risk assessment, it is considered that the residual hazard from fire to staff within this building is **Moderate**.

It is considered that the residual risk to the continuity of the business **normal**.

The time for rectification is judged reasonable for the risk category based upon the guidelines set by the fire authorities with previous legislation, particularly the Fire Precautions Act 1971. However, the rectification should be undertaken sooner whenever possible.

The Fire Risk Assessment was undertaken by our consultant who is a member of the Institute of Fire Safety Managers (IFSM), a Member of the International Professional Security Association (IPSA), a Certified Technical Security Professional (CTSP), and a member of the Institute of Leadership and Management (InstLM).

The experience and expertise of our Consultant gives him the status of “Competent Person” as described in various articles of The Regulatory Reform (Fire Safety) Order 2005.

With effect from 1st October 2006 The Regulatory Reform (Fire Safety) Order 2005 became the Fire Law with repeal of the previous main and subsidiary legislation.

The Assessment was undertaken in accordance with general risk assessment principles in order to identify hazards that could contribute to injury of persons working in or resorting to the premises.

There are five aspects that our consultant has used his professional judgement to consider:

Identification of Hazards

Assessment of those at Risk

Evaluation of the Risk

Methods of Control

Further Controls that are Necessary

Due regard has been given to the standards of fire safety required for the premises and training that is necessary to maintain and wherever possible to improve those standards, and the records to be kept.

The conclusions of the Risk Assessment have been reached by consideration of the HM Government guides Fire Safety Risk Assessment – Factories and Warehouses, places of entertainment and various fire-related British Standards. The standards of the Guide and other documents have been applied reasonably to provide and maintain satisfactory Fire Safety Standards and Fire Safety Management.

The assessment consisted of a comprehensive tour of all the relevant areas. During this process the Consultant was able to identify and view at first hand (unless otherwise stated) the total work area and its curtilage. The fire risk assessment, as per the schematic showed overleaf, focussed on the following:

Identifying potential fire hazards

Identifying who could be at risk in an event of a fire

Evaluating the level of risk from the fire hazard and deciding how effective are the existing controls to eliminate, control or avoid the fire hazards (control measures include: fire safety emergency plan, fire detection and warning system, means of escape, means of fighting fire, fire safety training and fire prevention measures)

What needs to be done to mitigate the risk

Recording the assessment and communication information to persons at risk

Confirming that an appropriate process is in place to review and monitor the control measures.

During the course of the assessment it was assumed that any fire detection or firefighting equipment, emergency lighting, etc., has been supplied, installed and maintained to the current British or European standards and that the premises have been constructed with regard to building control and as detailed under the Building Regulations.

The findings of the fire assessment are recorded in this report.

Fire Risk Assessment Review

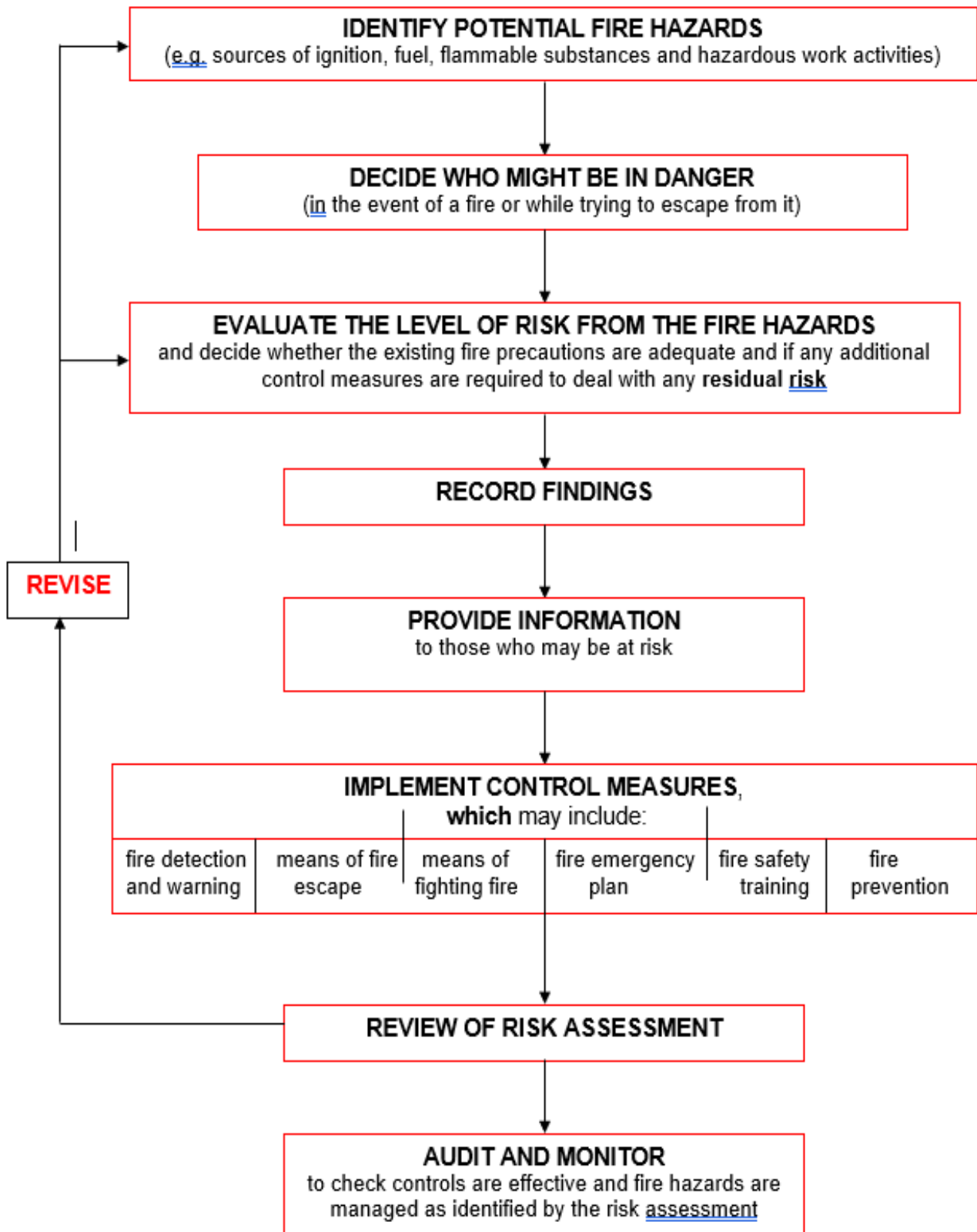
It is good practice to review the fire risk assessment annually or whenever there have been any alterations taking place either:

With the fabric of the building.

The uses to which the building is put.

Any other circumstances which may require changes to the existing fire safety arrangements.

Fire Risk Assessment



RB Health and Safety Solutions Ltd have been instructed to undertake a full Fire Risk Assessment at LDN Terminal, Unit J, Abbey Wharf, Barking, IG11 0BD.

The report does not include detailed safety procedures or method statements necessary to control and/or eliminate the risks as identified during the assessment. Guidance is provided to allow the responsible person(s) the opportunities to control and/or eliminate the defects on a short-term scale and thereby achieve legal compliance.

The report only addresses those parts of the property which were accessible at the time of the inspection. In general, the structural features of the premises and those that were hidden from open view, e.g. roof and ceiling voids, compartmentation, above ceiling ducts, cabling, separation etc., may not have been subject to inspection.

Additionally, we must stress that the process did not include a detailed review of the installation, suitability and functionality of existing life safety fire systems as this is the responsibility of the Responsible Person for the common parts of the premises. We assume that all systems have been installed to the relevant legislation and British Standards. It is further assumed that the life safety systems are being maintained in accordance with the same legislation and British Standards.

It is important to note that the assessment cannot guarantee to cover every aspect of all likely risks. All recommendations included within this report are based solely upon the evidence seen and discussions held at the time of the inspection. No assurances can be guaranteed that any subsequent inspections or routine visits undertaken by a member of an appropriate enforcing authority (with statutory powers) will not result in other areas of non-compliance being reported.

The purpose of the assessment was to address all applicable statutory requirements as imposed by relevant fire safety legislation. The assessments are intended to be suitable and sufficient in identifying the risks to employees and other persons who may be affected in respect of the activities undertaken by the tenant at the property.

This is a moderate risk building that is well managed and the likelihood of a fire occurring, and persons being adversely affected by fire is low.

However, improvements are needed in standards and Fire Safety Management for it to meet with current fire safety standards.

Findings

There are Five (5) significant findings as listed below:-

SIGNIFICANT FINDING	RISK
The current fire exit capacity would not support the required occupancy capacity of 1822	In the event of a required evacuation, the delay in getting outside of the building could result in persons becoming trapped and/or a “crush” at the doors.
Fire Extinguishers will be required to be installed.	In the event of a fire being detected, if not dealt with early could develop and could spread through the building easily, and/or compromise the escape route.
A fire detection system must be installed in accordance with BS5839	With a large volume of people in the building, detecting a fire early is required, and also warning others to evacuate the building as soon as possible.
It must be confirmed that all SIA trained security staff are Fire Extinguisher Trained	In the event of a fire developing, by tackling it at the earliest opportunity reduces the risk of a panicked evacuation, and reduce the spread.
It must be confirmed that all SIA trained security staff are Fire Marshall Trained	In the event of an activation, panic could occur, and create dangerous situations.

Building Description

The proposed maximum capacity of the venue is 1822, of which there will be approximately 40 staff on site during these times. Live attendee numbers will be monitored both electronically (through ticketing software) and physically, through use of a 'clicker' at the door.

There will be one stage, located in the main room, on a 1.2m raised platform.

Food outlets, bars and concessionary stalls will be available, as well as a VIP area upstairs.

Alcohol will be available on site, but not allowed to be brought onto site or taken off site.

Access to the site will be predominantly by vehicle. Limited consumer car parking is available and shuttle buses will run for both for access and at the end of the event to a suitable 'night tube' station to ensure all attendees egress safely and promptly. A taxi/private hire rank will also be present..

The building itself is a large warehouse.

Ground floor is approximately 807m², which is separated into two clear areas.

The toilets and entrance area/security checkpoint is approx. 493m², with the main dance floor and bar areas being approx. 315m².

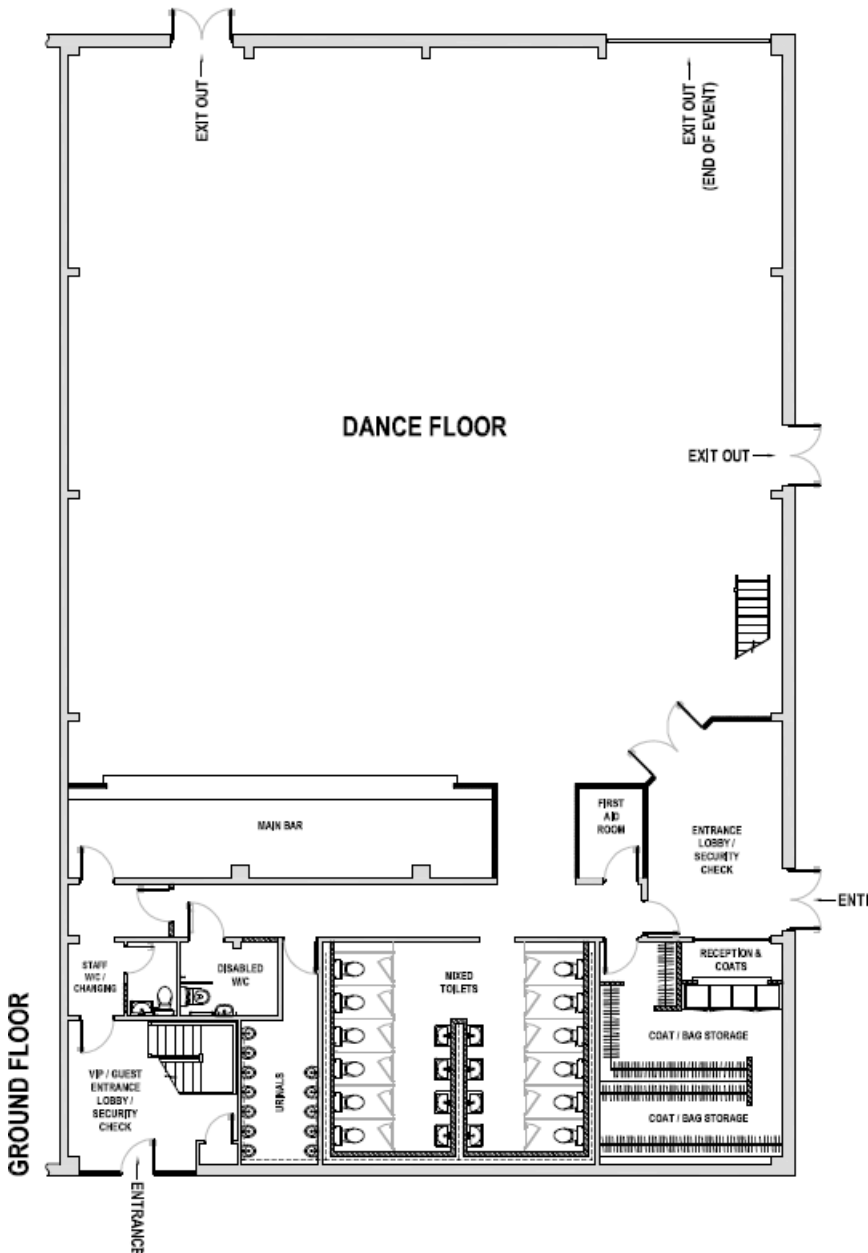
The first floor is approx. 234 m² and is predominantly the VIP area, which includes VIP Room, Green Room, VIP toilets and sound and lighting room.

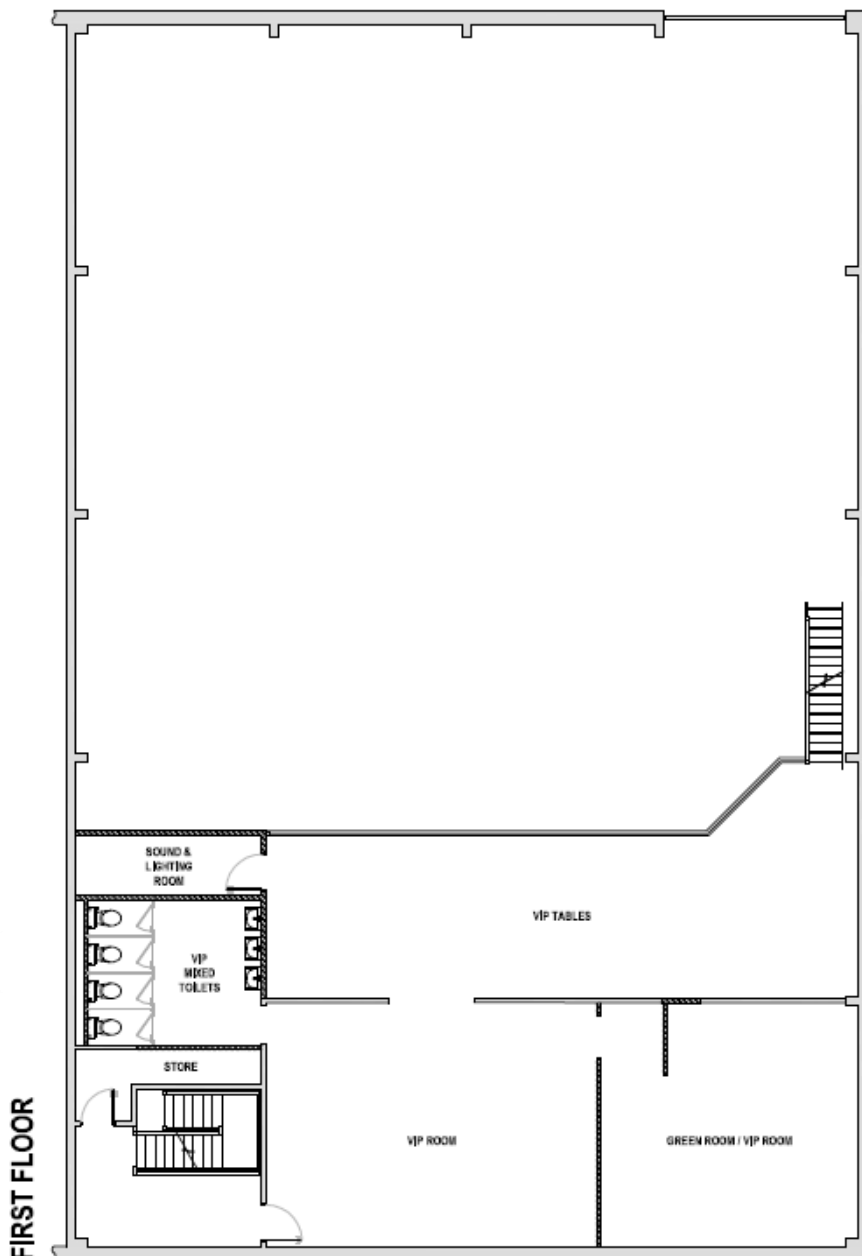
CCTV is proposed to be installed in co-ordination with the security report/policy

There is an electrical sub-station by the visitor's car park.

The plant rooms including electrical supply area could not be confirmed, however it must have a minimum of 30 minute compartmentation from all of the other areas.

Proposed layout





Fire Alarm system

In order to detect a fire at the earliest opportunity, and allow the maximum permissible time to evacuate the building a fire detection must be installed.

The fire alarm must conform to a category of L2:

Automatic fire detection installed within escape routes, rooms off escape routes and areas of high fire risk.

Manual detection installed on all exits and change of floor levels.

Sounders must be fitted with Visual Indication (Beacons). A PA system would be an advantage, however not a requirement.

In the event of an alarm there must be an interface to shut off the music.

Emergency Lighting

Emergency lighting must be installed within the building in accordance with BS5266. This includes the installation of emergency lights above each emergency exit door, first aid locations, toilets, staircases and have the ability to direct persons safely to a exit route.

Fire Extinguishers

Fire extinguishers is recommended to be provided in the following locations:

Main Entrance	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Security Check / Entrance 1	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Security Check / Entrance 2	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Medical Room	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Main Stage	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Main Bar	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Sound and Lighting Room	1 x 2kg CO2
VIP Lounge	1 x 6ltr AFFF Foam and 1 x 2kg CO2
VIP Table Area	1 x 6ltr AFFF Foam and 1 x 2kg CO2
Spare Units	4 x 6ltr AFFF Foam and 4 x 2kg CO2

These units should be either wall mounted or within a stand and have appropriate signage.

All works must be completed in accordance with BS5306 and carried out by a competent person/company.

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

The Fire Brigade should be called via Event Control to prevent multiple calls for the same incident.

Fire Training

It must be ensured that all staff including those SIA security officers are fully trained and have had Fire Marshall training within the last 12 months.

Occupancy

The occupancy figure for any building is based on the lesser of the two following calculations;

1. The number of persons who can safely reside in the premises. Using the floor space factor below will assist in working this out. Number of people = Floor area (m²) / Occupant density

2. The width and capacity of the exit routes to allow people to escape safely.

1 - Floor Space Factor

Based upon the calculations with BS9999, Building Regulations Approved Document B and Licencing requirements.

<u>Floor Space Factor</u>	
Occupied Area Type	Typical Occupant Density m²/person
Standing spectator/audience area or *bar area	0.3
Assembly area, public house, dance floor or hall etc	0.5
Dining area or restaurant	1.0
Sports area	2.0
Shop sales area	2.0
Display, production or workshop area	5.0
Office	6.0
Shop (bulky goods) sales area	7.0

Ground Floor – Excluding the toilet area the floor space is approx. 314m²
Based upon 0.3m² per person the maximum occupancy is **1046 persons**.

First Floor – The area is approx. 233m²
Based upon 0.3m² per person the maximum occupancy is **776 persons**.

For Occupancy calculation the maximum permissible occupation must not exceed 1822 persons.

2 - Current Fire Exit Capacity

The occupancy capacity is the number of people occupying a building or part of a building to be licensed and is an essential factor in assessing the suitability and adequacy of the means of escape from the premises.

Knowing the occupancy of each area within the auditorium, we have calculated the number of persons that can be accommodated in a room or premises. There has to be provision to get these people from the room in the event of emergency. Therefore, there has to be a sufficient number of doors, each of adequate width, to allow all persons to evacuate the area as quickly as possible.

If the maximum use is to be made of the building, the available exits should be sufficient in number and width to permit safe evacuation of the calculated number of persons within the building.

To calculate the exit capacity, we:

- Identify the number and size of the exits
- Use the size opening guide (see below) to calculate the number of persons who could pass through each exit
- Then assume the worst-case scenario (a fire near the largest exit making it unusable). The remaining exit or exits will give you the exit capacity.

Each door width should be a minimum of 750mm unless risk assessed otherwise. i.e., doors with historic importance (900mm for disabled exit and access).

We measure the usable width of an opening when the door is fully open. The measurement must take into consideration any projections into the doorway or elsewhere around the exit route from the opening in the room.

The number of people who could be expected to exit through a specific size opening within a specified time would be:

- 750mm opening = 100 people
- 1050mm opening = 200 people
- 1500mm opening = 300 people
- 2000mm opening = 400 people
- If a door width is above 1050mm and between the above sizes, add 15 people for every 75mm.

Note: No individual exit door should be greater than 2m in width unless risk assessed otherwise. i.e., doors with historic importance.

The current configuration of the building

Ground Floor has 4 exits, which have not be measured.

It is assumed that all doors are between 1.1m and 1.5m wide (standard sizes).

The maximum fire exit capacity is therefore calculated at 600.

The **first floor** would also be required to be **restricted to 100 persons** as there are only two means of entry exit to this area.

Occupancy Summary

Without increasing the footprint of the building, the maximum number of persons that could safely occupy the building would be **1822**.

This is not supported by the fire exit capacity, so if this number of persons is required the building must have a minimum of **7 fire exits 1500mm (1.5m) wide** spread out across the building.

Smoking Policy

In keeping with current legislation smoking shall not be permitted in any enclosed structure in accordance with legislation.

No Smoking signs shall be erected as appropriate and suitable sand buckets or stable ashtrays set up in designated outdoor smoking areas.

This will be enforced by the security team and venue management.

Catering Provision

All catering areas (concessions and bars included) will be Risk-Assessed and firefighting provision will be determined, with suitable appliances provided and located strategically as per the positions highlighted in the site plan.

No LPG cylinders or open flame devices will be permitted within the building.

Fire Strategy

The construction together with the fire-resisting doors installed provides half-hour fire-resisting compartments between the different uses of the building.

A B.S.5839 pt 1 L2 fire alarm system is installed with automatic fire detection must be installed with a control panel are sited in the ground floor reception entrance. Fire alarm call points are to be sited in each floor by the exits from the offices and building exits. The fire alarm must be tested weekly by a competent person and 6 monthly by a competent person/company..

In the event of fire, the alarm will be raised by automatic detection or by the discoverer operating a fire alarm call point or using the interim measures for raising the alarm.

Persons in the building will evacuate by the available escape routes and go to their assembly area clear of the building outside the main entrance.

Designated staff members are on hand at all times whenever disabled or non-ambulant persons are in the premises to assist with the evacuation procedures.

The fire evacuation co-ordinator will call the Fire and Rescue Service to attend the incident at the building.

The assembly point will be clearly marked and displayed on all evacuation plans.

Means of Escape

The internal stairs from the first -floor discharge into the ground floor area.

All external doors lead directly outside of the building.

All premises are prone to two categories of hazards; fire hazards and general hazards that may adversely affect persons evacuating from fire.

Fire Hazards

For a fire to start three constituents are needed:-

A source of ignition;
Fuel; and
Oxygen.

If any one of these is missing, a fire cannot start. Taking steps to avoid the three coming together will therefore reduce the chance of a fire occurring.

Ignition Source	Method of Control
Electrical installation	5 yearly PIR Tests.
Electrical appliances	Portable Appliance Testing.
Smoker's materials	No Smoking inside the building.
Naked flames (e.g. candles)	Not Permitted.
Cooking appliances	Training, Power Isolation.
Heating appliances	Portable Appliance Testing.
Lighting appliances	Regular Testing.
Hot work processes	Contractors vetted for Method Statements.
Arson	Security, Housekeeping.

Fuel	Method of Control
Paper and cardboard products, including stationary, packaging and decorations	Regular Housekeeping.
Textiles and soft furnishings	Fire Retardant furnishings.
Plastic, foam, rubber, etc furniture	Fire Retardant furnishings.
Flammable chemicals and solvents (office and cleaning)	COSHH, segregation and safe storage.
Flammable chemicals and solvents (process)	COSHH, segregation and safe storage.
Gas in the meters and pipelines	Meter shut offs.
Flammable gases	None used.
Waste products	Regular Housekeeping.
Packaging and stored materials	Locked store cupboard doors.

Oxygen	Method of Control
Natural ventilation	Shutting doors and windows.
Extract ducts in the kitchen	N/A
Oxidising agents	N/A
Oxygen supplies	N/A

General Hazards

Our Consultant applies his professional knowledge and experience to check and assess fire and general hazards in the premises. These are the deficiencies in the general fire precautions that can affect safety when a fire has started somewhere in the building and come into categories:-

Means of escape

Protection to the means of escape

Fire alarm and detection system

Fire-fighting equipment

Maintenance of systems and provisions

Fire safety management, planning and the Fire Emergency Plan

Fire Safety and procedures training.

Section 9	Assessment of those at Risk
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The areas where persons may be in the premises are as follows:

PERSONS WHO MAY BE AT RISK	AREAS WHERE PERSONS RESORT
Company employees	Toilets, Ground and First floors.
Visitors	Toilets, Ground and First floors
Contractors	Toilets, Ground and First floors
Lone Worker	Toilets, Ground and First floors
Young Person	Toilets, Ground and First floors
Disabled Person	Toilets, Ground and First floors
Expectant Woman	Toilets, Ground and First floors
Company employees	Toilets, Ground and First floors

Our Consultant has assessed the level of risk to persons who were in the premises, and those who may be in the premises at any time.

There were no persons at special risk at the time of the risk assessment and there are no parts of the premises that are likely to present such risk.

Risk is the chance that harm will be caused by a hazard. It is measured in terms of severity, likelihood & population affected.

A simple approach to quantifying risk is to define measures of severity and likelihood, such as the descriptors given below. This allows the construction of a risk matrix which can be used as the basis of identifying acceptable and unacceptable risk.

RISK = Severity x Likelihood

MEASURES OF SEVERITY (CONSEQUENCE)

LEVEL	DESCRIPTOR	DESCRIPTION
1	Negligible	Minor local first aid treatment (e.g. minor cuts/abrasions) causing minimal work interruption.
2	Minor	Injury requiring formal first aid treatment causing interruption of work for 3 days or less. Moderate financial loss.
3	Serious	RIDDOR reportable - over 3 day lost-time injuries. Medical treatment required. Moderate environmental implications. High financial loss. Moderate loss of reputation. Moderate business interruption.
4	Major	RIDDOR reportable - major injuries. Permanent Injuries. High environmental implications. Major financial loss. Major loss of reputation. Major business interruption.
5	Fatalities	Single or multiple deaths involving any persons.

Taking into account the nature of the building and the occupants, as well as the fire protection and procedural arrangements observed at the time of this risk assessment, it is considered that the consequences for life safety in the event of fire would be **Minor**.

MEASURES OF LIKELIHOOD (PROBABILITY)

LEVEL	DESCRIPTOR	CHANCE	DESCRIPTION
1	Very unlikely	0 - 20%	The event may occur only in exceptional circumstances.
2	Unlikely	21 - 40%	The event could occur at some time.
3	Moderate	41 - 60%	The event should occur at some time.
4	Likely	61 - 80%	The event is expected to occur in most circumstances.
5	Certain	81 - 100%	The event will occur in most circumstances.

Taking into account the fire prevention measures observed at the time of this risk assessment, it is considered that the hazard from fire (probability of ignition) at this building is **unlikely**.

RISK ASSESSMENT MATRIX - LEVEL OF RISK

SEVERITY	LIKELIHOOD				
	Very Unlikely	Unlikely	Moderate	Likely	Certain
Negligible	1	2	3	4	5
Minor	2	4	6	8	10
Serious	3	6	9	12	15
Major	4	8	12	16	20
Fatalities	5	10	15	20	25

KEY:  Trivial risk  Tolerable risk  Moderate risk  Substantial risk  Intolerable risk

Accordingly, it is considered that the risk to life from fire at this building **tolerable**.

Risk Level	Action and timescale
Trivial	No action is required and no detailed records need be kept.
Tolerable	No major additional controls required. However, there may be a need for consideration of improvements that involve minor or limited cost.
Moderate	It is essential that efforts are made to reduce the risk. Risk reduction measures should be implemented within a defined time period. Where moderate risk is associated with consequences that constitute extreme harm, further assessment may be required to establish more precisely the likelihood of harm as a basis for determining the priority for improved control measures.
Substantial	Considerable resources may have to be allocated to reduce the risk. If the building is unoccupied, it should not be occupied until the risk has been reduced. If the building is occupied, urgent action should be taken.
Intolerable	Building (or relevant area) should not be occupied until the risk is reduced.

The time for rectification is judged reasonable for the risk category based upon the guidelines set by the fire authorities on previous legislation, particularly the Fire Precautions Act 1971; however, the rectification should be undertaken sooner whenever possible.

Please note that, although the purpose of this section is to place the fire risk in context, the above approach to fire risk assessment is subjective and for guidance only. All hazards and deficiencies identified in this report should be addressed by implementing all recommendations contained in the following sections. The risk assessment should be reviewed periodically.

CAUSES OF FIRE: SAFE USE & STORAGE / SECURITY

Security against arson by vigilance and security systems will assist the prevention of fire by arson. Such attacks could be by vandals, terrorists or by a disgruntled employee or ex-employee.

Care in the handling, storage and use of combustible and flammable materials is necessary for fire prevention.

No.	Query	Answer	Control/Comment
1	Are the premises secure against unauthorised entry with access doors kept fastened shut?	Yes	CCTV installed, and Security officers on site at all public performance times
2	Are piped flammable gases used in the premises?	No	None Noted or permitted
3	Are liquefied petroleum gases or highly flammable liquids used or stored in the Workplace?	No	None noted or permitted
4	Is good housekeeping practiced with waste cleared, bagged, and safely stored for regular disposal?	N/a	Building occupation at proposal Stage
5	Is access into Plant Rooms and Electrical Riser Ducts restricted to approved contractors and trained employees only?	N/a	

CAUSES OF FIRE: ELECTRICAL INSTALLATION / EQUIPMENT/ GAS INSTALLATIONS

Correct installation, testing and maintenance of heat producing appliances, and the checking of cables, connectors and procedures will reduce the likelihood of fire due to defect.

No.	Query	Answer	Control/Comment
6	Does a competent electrician carry out the 5-yearly inspection of the electrical installation and are reported faults rectified?	N/k	Prior to occupation this must be confirmed
7	Are portable electrical appliances tested in accordance with the Electricity at Work Regulations?	N/k	Prior to occupation this must be confirmed
8	Are cables controlled with none across walkways or escape routes to cause a trip hazard?	N/k	Prior to occupation this must be confirmed
9	Are any multi-outlet connectors in use controlled to ensure that the circuit is not overloaded?	N/k	Prior to occupation this must be confirmed
10	Are any electrical appliances beneath desks and similar areas kept clear of storage that may prevent ventilation and cause overheating?	N/k	Prior to occupation this must be confirmed
11	Are electrical riser ducts kept free from storage and rubbish?	N/k	Prior to occupation this must be confirmed
12	Are employees trained in the safe use of electrical work equipment and in the care of electrical cables, plugs, connectors and adaptors?	N/k	Prior to occupation this must be confirmed
13	Is there a control procedure for employees to report defects in their equipment and are faults repaired quickly or the equipment isolated from electrical power when necessary?	N/k	Prior to occupation this must be confirmed
14	Are natural gas appliances and machines installed and maintained by GAS SAFE registered contractors	N/k	Prior to occupation this must be confirmed
15	Are Permits to Work and Permits to Access utilised for control of contractors and for special processes?	N/k	Prior to occupation this must be confirmed

CAUSES OF FIRE: SMOKING POLICY

The careless disposal of lighted smoking materials is a major cause of fire. Adequate control will assist to reduce the outbreak of fire from this cause.

No.	Query	Answer	Control/Comment
16	Is the smoking policy enforced with correct information given to all employees, tenants and Contractors that attend the building?	N/k	Prior to occupation this must be confirmed
17	Are there indications of smoking in the Workplace – staff rooms, plant rooms and storage areas?	N/k	Prior to occupation this must be confirmed

CAUSES OF FIRE: CLEANERS & CONTRACTORS

The vetting before appointment and fire safety education of contractors is important as their incorrect actions may result in a fire due to accident or ignorance.

No.	Query	Answer	Control/Comment
18	Are cleaning materials kept clear of other storage in a cleaner's cupboard or store?	N/k	Prior to occupation this must be confirmed
19	Have the Contractors that attend the Workplace been given fire safety advice including the following? The causes and prevention of fire The action to take on discovering a fire and how to raise the alarm The importance of fire-resisting doors The escape routes from the building Their evacuation assembly area.	N/k	Prior to occupation this must be confirmed
20	Are records available of the instruction provided?	N/k	Prior to occupation this must be confirmed
21	Are all contractors vetted for competence and approved adequate Health & Safety standards, including ongoing audit of Fire Safety Training.	N/k	Prior to occupation this must be confirmed

CAUSES OF FIRE: WORK EQUIPMENT / WORK SERVICES

In areas where maintenance is undertaken and in plant rooms with constantly operating mechanical and electrical equipment, there is added need for care to prevent fire from those operations. Additionally, in these areas small amounts of combustible material such as rags, papers and packaging may accumulate near the sources of ignition. A fire could then start and due to the waste it may rapidly develop.

No.	Query	Answer	Control/Comment
22	Are automatic and/or manual shutdown controls provided to the gas lines and to the boilers? To the oil line and the oil-fired boilers?	N/k	Prior to occupation this must be confirmed
23	Is access into the Plant Rooms restricted and controlled?	N/k	Prior to occupation this must be confirmed
24	Are the Plant Rooms free from combustible and general storage?	N/k	Prior to occupation this must be confirmed
25	Do the cleaners check the Plant Rooms and remove any accumulated rubbish?	N/k	Prior to occupation this must be confirmed
26	Are there suitable and sufficient inspection and maintenance procedures for the work, heating and lighting equipment?	N/k	Prior to occupation this must be confirmed
27	Is the housekeeping of a good standard in all areas?	N/k	Prior to occupation this must be confirmed

FIRE DETECTION & FIRE WARNING

The fire alarm system is installed and maintained to a satisfactory standard to provide means of manual or automatic detection of fire in its early stages. With adequate sounders providing a suitable level of audibility persons can quickly evacuate from the danger.

No.	Query	Answer	Control/Comment
28	Is the Workplace provided with a manual fire alarm system conforming to BS 5839: Part 1?	N/k	Prior to occupation this must be confirmed
29	Is automatic fire detection installed in the Workplace?	N/k	Prior to occupation this must be confirmed
30	Is the alarm audible throughout the Workplace?	N/k	Prior to occupation this must be confirmed
31	Are fire alarm call points, detectors and sounders free from obstruction, defects and damage?	N/k	Prior to occupation this must be confirmed
32	Is a digital communicator installed for automatic call to the Fire Brigade via a monitoring station?	N/k	Prior to occupation this must be confirmed

FIRE-RESISTING STRUCTURES

The floors, walls, and other compartment areas must be of sufficient fire-resistance for a fire to be contained to a limited area and not to spread and adversely affect the persons working in or resorting to the building.

No.	Query	Answer	Control/Comment
33	Are all flooring slabs imperforate and a minimum one-hour fire-resisting standard?	N/k	Prior to occupation this must be confirmed
34	Are the staircase enclosures of a minimum half-hour fire-resisting standard?	N/k	Prior to occupation this must be confirmed
35	Are the Plant Rooms separated from the remainder of the building by 30-minute fire-resisting construction?	N/k	Prior to occupation this must be confirmed
36	Are the riser ducts enclosed in a minimum half-hour fire-resisting construction with access panels in place and doors kept locked shut?	N/k	Prior to occupation this must be confirmed
37	Is the Workplace separated from the adjoining Workplaces in the building by a minimum half-hour fire-resisting construction?	N/k	Prior to occupation this must be confirmed
41a	Have any penetration holes been repaired following work?	N/k	Prior to occupation this must be confirmed

MEANS OF ESCAPE & PROTECTION

The means of escape is the route that a person takes from any point where they may work to the street where they are in safety from fire. The protection to the means of escape is the fire-resisting construction and factors such as directional signs and emergency lighting that make the route safe for employees in a fire situation.

No.	Query	Answer	Control/Comment
38	Are all fire exit doors easy to open without use of a key?	N/k	Prior to occupation this must be confirmed
39	Are any electric door locks fitted to secure escape doors closed correctly installed?	N/k	Prior to occupation this must be confirmed
40	Are break glass switches installed to disable the electric locks and allow the exits to be used?	N/k	Prior to occupation this must be confirmed
41	Are fire-resisting self-closing doors maintained effectively self-closing?	N/k	Prior to occupation this must be confirmed
42	Are all fire-resisting doors to cupboards, stores and plant rooms kept locked shut?	N/k	Prior to occupation this must be confirmed
43	Where fire-resisting doors are held open by electro-magnet door hold-open devices is smoke detection installed on both sides of the doorway?	N/k	Prior to occupation this must be confirmed
44	Do inner rooms have either vision panel fitted for visual warning of fire, or smoke detection installed in the outer area for audible warning of fire?	N/k	Prior to occupation this must be confirmed
45	Are the travel distances to floor exits or to protected routes satisfactory?	N/k	Prior to occupation this must be confirmed
46	Are there sufficient exit routes of adequate width?	N/k	Prior to occupation this must be confirmed
47	Are all exit routes maintained free from storage and obstruction?	N/k	Prior to occupation this must be confirmed
48	Where there is a by-pass escape route are all doors in the by-pass Workplace easily opened without the use of a key?	N/k	Prior to occupation this must be confirmed
49	Where there are external structures are they maintained in good condition?	N/k	Prior to occupation this must be confirmed

50	Is escape lighting (normal lighting) and emergency lighting provided to all escape routes?	N/k	Prior to occupation this must be confirmed
51	Is emergency lighting installed in all plant rooms?	N/k	Prior to occupation this must be confirmed
52	Are all doors closed as the rooms are vacated at the end of the working day to prevent the spread of fire?	N/k	Prior to occupation this must be confirmed

FIRE SAFETY SIGNS

Signs are installed as instruction, information and warning. They supplement the fire safety installations and protection for persons in the Workplace.

No.	Query	Answer	Control/Comment
53	Are sufficient FIRE EXIT directional signs installed?	N/k	Prior to occupation this must be confirmed
54	Do final exit doors have FIRE ESCAPE KEEP CLEAR notices fixed on the outer face?	N/k	Prior to occupation this must be confirmed
55	Are internal fire-resisting doors clearly marked with the appropriate notices?	N/k	Prior to occupation this must be confirmed
56	Are Fire Action Notices fixed adjacent to each fire alarm call point with detail sections completed?	N/k	Prior to occupation this must be confirmed
57	Are HAZARD warning notices needed to indicate hazards that are not apparent such as restricted headroom and concealed steps?	N/k	Prior to occupation this must be confirmed
58	Do all existing signs comply with the Safety Signs Health & Safety (Safety Signs & Signals) Regulations 1996	N/k	Prior to occupation this must be confirmed

FIRE FIGHTING EQUIPMENT AND INSTALLATIONS

Firefighting equipment is provided to allow a trained person tackle a small fire in its early stages. This will prevent the spread of smoke and fire that may affect others directly or by preventing an escape route being used.

No.	Query	Answer	Control/Comment
59	Are suitable numbers, type and location of portable fire extinguishers and fire blankets in place?	N/k	Prior to occupation this must be confirmed
60	Where required, are portable fire extinguishers indicated by notices?	N/k	Prior to occupation this must be confirmed
61	Are there other fire extinguishing systems in the Workplace? E.g. Inergen, fixed deluge purge with water or foam, sprinklers etc?	N/k	Prior to occupation this must be confirmed

FIRE SAFETY CHECKS, TESTS & SERVICE

All fire protection, installations and equipment need to be checked, tested and serviced at regular intervals. In such checks and faults will be detected and rectified so that the equipment will operate when needed. The servicing of equipment is to keep it in good condition and to test that it does work.

No.	Query	Answer	Control/Comment
62	Are the escape routes checked daily to ensure they are free from obstruction and can be used?	N/k	Prior to occupation this must be confirmed
63	Are all exit doors checked monthly to ensure they operate correctly?	N/k	Prior to occupation this must be confirmed
64	Is a quarterly check of the fire safety signs carried out to ensure that all are in position and in good condition?	N/k	Prior to occupation this must be confirmed
65	Is the fire alarm system tested weekly to ensure the system and sounders operate correctly?	N/k	Prior to occupation this must be confirmed
66	Is a quarterly service of the fire alarm system carried out?	N/k	Prior to occupation this must be confirmed
67	Is a monthly test of the emergency lighting carried out?	N/k	Prior to occupation this must be confirmed
68	Is a six-monthly service of the emergency lighting carried out?	N/k	Prior to occupation this must be confirmed
69	Are all fire appliances checked monthly to ensure they are in position and with tamper seals in place?	N/k	Prior to occupation this must be confirmed
70	Are all fire extinguishers serviced annually?	N/k	Prior to occupation this must be confirmed
71	Regular inspection, test and service of other fire safety systems installed?	N/k	Prior to occupation this must be confirmed
75a	If a lightning conductor is installed has it been tested and is there an up to date test certificate?	N/k	Prior to occupation this must be confirmed

FIRE INSTRUCTION & TRAINING

Instruction and training is fundamental for employees to be aware of the causes of fire, prevention of fire and safe controlled evacuation of the building in the event of fire.

No.	Query	Answer	Control/Comment
72	Is there an Emergency Plan having clearly defined written fire safety and fire evacuation procedures?	N/k	Prior to occupation this must be confirmed
73	Where there is shift work are control procedures in place?	N/k	Prior to occupation this must be confirmed
74	<i>Do employees receive first day induction training inclusive of the following?</i> Action to take on discovering a fire Locations and method of operation of Fire Call Points The evacuation procedure to an Assembly Point of safety Special arrangements and responsibilities for high-risk personnel e.g. disabled persons, contractors, visitors, lone workers etc. The importance of general fire safety and housekeeping. The importance and the function of fire doors Instruction on the type of fire extinguisher and its use including practical use.	N/k	Prior to occupation this must be confirmed
75	Is the training repeated as necessary and at least annually?	N/k	Prior to occupation this must be confirmed

FIRE EVACUATION & DRILLS

Fire evacuation drills are necessary to test the procedures and as training for control personnel and employees. Familiarity with the procedures assists automatic reaction in a stressful fire evacuation situation.

No.	Query	Answer	Control/Comment
76	Is a fire drill organised by a competent person and completed in each period of 6 months?	N/k	Prior to occupation this must be confirmed
77	Do part time, shift and Saturday workers take part in evacuation drills?	N/k	Prior to occupation this must be confirmed
78	Is there debriefing of control personnel after the evacuation drill?	N/k	Prior to occupation this must be confirmed
79	Do disabled employees take part in the fire evacuation drill?	N/k	Prior to occupation this must be confirmed
80	Is the co-ordinator clearly identifiable?	N/k	Prior to occupation this must be confirmed
81	Are there adequate arrangements for calling the fire service from outside of the building and outside of normal working hours?	N/k	Prior to occupation this must be confirmed
82	Is there a "Fire Evacuation Folder" with report sheets, drawings of the premises and information for the fire fighters?	N/k	Prior to occupation this must be confirmed

CONSULTATION WITH OTHER PERSONS

The Landlord of a multi-occupancy building should ensure that adequate consultation takes place with the Employers of Workplaces in the Building. This is to assist all occupants to comply with a uniform procedure and standards in the building.

No.	Query	Answer	Control/Comment
83	Does the Landlord take an active role in overseeing fire safety in the building?	N/k	Prior to occupation this must be confirmed
84	Do persons responsible from the Workplaces consult with the Landlord on matters of fire safety?	N/k	Prior to occupation this must be confirmed

FIRE SAFETY RECORDS

There are two important reasons for keeping records of the active controls for fire safety equipment and installations, procedures and training:

To act as a reminder of necessary tasks and their frequency

The record would be the main item of a defence if the fire authority were to decide on a prosecution due to contravention taking place!

No.	Query	Answer	Control/Comment
85	Is a copy of the Emergency Plan kept in the Workplace?	N/k	Prior to occupation this must be confirmed
86	Is a Fire Logbook kept in the Workplace?	N/k	Prior to occupation this must be confirmed
87	Are correct entries being made in the Fire Logbook?	N/k	Prior to occupation this must be confirmed

Section 12

Further Control Measures Required

This section sets out specific defects found and the remedial measures (further controls) needed. The measures are those considered by our Consultant to be necessary to meet a reasonable standard of general fire precautions in the premises.

The Responsible Person should review the measures and initiate action in the recommended time scale as follows:

HIGH PRIORITY	<u>Initiate</u> remedial action immediately**. Completion to be prioritised but may not always be immediate.
MEDIUM PRIORITY	Review within one week*. All work that can be undertaken by site staff is to be progressed with the <u>aim for</u> completion in two weeks. For all work that needs outside contractor's involvement, obtain quotations for work as soon as possible. Place orders and <u>aim for</u> completion within a month subject to the contractor's availability and the contract extent.
LOW PRIORITY	Review within one week*. All work that can be undertaken by site staff is to be progressed with the aim for completion in not more than three months. For all work that needs outside contractors' involvement, obtain quotations as soon as possible. Place orders and <u>aim for</u> completion within a further three months maximum.
NOTE	A note will be placed on the fire risk assessment when control measures have been implemented following the completion of a significant finding. This will usually be for when the non-compliance cannot meet current day standards or restrictions are in place for heritage sites. These notes may have been agreed with the local Fire Authority. The note will stay in the further control measures as they cannot be completed but will be reviewed regularly. If any changes occur, then the control measures should be reviewed, and any further consultation should take place with the Fire Authority if required.

In the following table listing the Further Control Measures Required; the Responsible Person should enter the name of the person or contractor responsible for the rectification in the column headed "BY WHOM" and the date for completion in the column headed "BY WHEN". When a deficiency is completed and signed off no further action is required.

As an item of work is completed and has been checked satisfactory by the responsible person, he/she should sign and date in the last two columns in the correct rows.

Note: ** If the Consultant considers that there is a need for urgent remedial action, he will specify a date or time for completion.

* Where there are constraints that render the "aimed-for" date of completion impractical the Responsible Person should ensure that the required/recommended actions are included in a programmed schedule of works that involves minimum practical timescales and which demonstrates that the issues are being correctly addressed.

APPENDIX F – EMERGENCY & INCIDENT MANAGEMENT

EMERGENCY AND MAJOR INCIDENT PLAN

An Emergency is defined as “An event or situation, with a wide range of serious consequences, which requires special arrangements to be implemented by one or more of the emergency responder agencies.” Incident management is key for strategic crisis management such as brand, image, value, reputation and corporate liability,

The purposes of incident management are to:

Minimise the risk to human life and well-being
Minimise the risk to property, infrastructure and environment
Reduce or avoid losses
Minimise the length of time the event will have to suspend or disrupt trading
Provide a framework for planning, preparation and response by staff
Provide a framework for supporting the emergency services effectively
Reassure the public and stakeholders that reasonable steps have been taken to manage incident risks
Protect the brand, value and reputation

Major Incident or Emergency

In the unlikely event that a major incident is declared either by the emergency services or whereby the resources of the venue cannot cope with a developing scenario then the police will assume command of the scene, although the fire and rescue service may be responsible for health and safety in the immediate area affected by events such as a fire, explosion, building collapse or hazardous material release.

Where possible the event control will pass information via the M/ETHANE model below M/ETHANE Form is included in this Appendix

M	Major Incident Declared?
E	Exact Location
T	Type of Incident
H	Hazards present or suspected.
A	Access routes that are safe to use.
N	Number, type and severity of casualties
E	Emergency services present and those required

The Venue Manager will contact management teams to lead in all areas, ensuring that any incident can be dealt with quickly and efficiently.

EVENT SAFETY MANAGEMENT PLAN

M/ETHANE Form

Time Date _____
 Organisation _____
 Name of Caller Tel No _____

M	Major incident	Has a Major Incident been declared? YES/NO <i>(If no, then complete ETHANE message)</i>	
----------	----------------	--	--

E	Exact Location	What is the exact location or geographical area of incident	
T	Type of Incident	What kind of incident is it?	
H	Hazards	What hazards or potential hazards can be identified?	
A	Access	What are the best routes for access and egress?	
N	Number of casualties	How many casualties are there and what condition are they in?	
E	Emergency Services	Which and how many emergency responder assets/personnel are required or are already on-scene?	

Restricted once complete

Signature _____

APPENDIX G – NOISE MANAGEMENT POLICY

We operate a considerate business. The premises is located on an industrial estate away from residential properties and there is noise from the A13 as well as other commercial noise sources nearby, however, we will aim to manage all noise from our premises so that we do not disturb people resting and sleeping in their homes. We have a comprehensive approach to managing noise from our premises and the following points are critical to our Noise Management Policy which is used in conjunction with our end of night Dispersal Policy:

We will ensure that noise emanating from our premises will not cause a nuisance at any residential property.

Arrangements are in place to ensure that deliveries will only take place between the hours of Monday to Saturday 08:00 to 20:00 and Sunday 10:00 until 20:00 except where access at other times is unavoidable and specific procedures are in place to limit disturbance. Drivers will be told to switch off engine during deliveries, collections, and servicing, and to minimise other noise caused by their activities.

Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 20:00 – 08:00hrs.

Refuse collections are made at the times allocated for the estate. We will ensure that waste is correctly packaged, and that refuse can be removed quickly and efficiently.

Patrons will be supervised as they enter and leave the estate. Any queue will be processed quickly and efficiently. Excessively loud behaviour from patrons outside will result in refused entry to the premises.

Our sound system includes a limiter which is set and locked so that the sound system cannot operate beyond a pre-set maximum level. This will be periodically checked for effective operation.

Any glass or bottles in the area around the premises will be cleared. Bottles and glasses will not originate from our premises because we do not allow them outside the designated customer spaces, but we still make an effort to keep the public areas tidy and safe.

We are proud of the areas we work in. We will endeavour to keep the area clean and attractive for our customers and our neighbours. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area we will still clear it up.

We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.



LDN Riverside

Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD
Noise Impact Assessment & Mitigation Strategy

Prepared by: Richard Vivian, Big Sky Acoustics Ltd
On behalf of: LDN Riverside Ltd
Document Ref: 23041125r1
Date: 10th May 2023

Big Sky Acoustics document control sheet

Project title:	LDN Riverside Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD Noise Impact Assessment & Mitigation Strategy
Technical report number:	23041125r1
Submitted to:	James Hoffelner Complete Licensing Limited acting on behalf of LDN Riverside Ltd
Submitted by:	Richard Vivian Big Sky Acoustics Ltd
Prepared by:	Richard Vivian BEng(Hons) MIET MIOA MIOL Principal Acoustic Consultant

Document status and approval schedule

Revision	Description	Date	Approved
0	Approved for issue	08/05/2023	RV
1	Typographic correction. Add draft points for noise and dispersal policies	10/05/2023	RV

DISCLAIMER

This report was completed by Big Sky Acoustics Ltd on the basis of a defined programme of work and terms and conditions agreed with the Client. The report has been prepared with all reasonable skill, care and diligence within the terms of the contract with the Client and taking into account the project objectives, the agreed scope of works, prevailing site conditions and the degree of manpower and resources allocated to the project. Big Sky Acoustics Ltd accepts no responsibility whatsoever, following the issue of the report, for any matters arising outside the agreed scope of the works. This report is issued in confidence to the Client and Big Sky Acoustics Ltd has no responsibility of whatsoever nature to third parties to whom this report or any part thereof is made known. Any such party relies upon the report at their own risk. Unless specifically assigned or transferred within the terms of the agreement, Big Sky Acoustics Ltd retains all copyright and other intellectual property rights, on and over the report and its contents.

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1.0 Qualifications and experience

- 1.1 My name is Richard Vivian. I am the founder and director of Big Sky Acoustics Ltd. Big Sky Acoustics is an independent acoustic consultancy that is engaged by local authorities, private companies, public companies, residents' groups and individuals to provide advice on the assessment and control of noise.
- 1.2 I have a Bachelor of Engineering Degree with Honours from Kingston University, I am a Member of the Institution of Engineering & Technology, the Institute of Acoustics, and the Institute of Licensing.
- 1.3 I have over thirty years of experience in the acoustics industry and have been involved in acoustic measurement and assessment throughout my career. My professional experience has included the assessment of noise in connection with planning, licensing and environmental protection relating to sites throughout the UK. I have given expert evidence in the courts, in licensing hearings, in planning hearings and inquiries on many occasions.

2.0 Introduction

- 2.1 Big Sky Acoustics Ltd was instructed by Mr James Hoffelner of Complete Licensing Limited, acting on behalf of LDN Riverside Ltd, to carry out an assessment of the noise impact and mitigation methods from proposed licensable activities at Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD.
- 2.2 The application is for a music and cultural event space to operate, at the weekends only, between Friday at 18:00hrs and midnight on Sunday. LDN Riverside would provide a cultural and entertainment hub for Barking's young-professional demographic to complement the exciting influx of commercial, domestic and transportation development to the area.
- 2.3 A glossary of acoustical terms used in this report is provided in Appendix A.
- 2.4 All sound pressure levels in this report are given in dB re: 20µPa.

3.0 Site and surrounding area

- 3.1 The location of the site is shown at Appendix B.
- 3.2 Unit J was previously operated by Dark Blue International Ltd.
- 3.3 The application site is located on the Abbey Wharf Industrial Estate area. To the north of the site is the A13 / Alfreds Way and to the south and south west the River Roding and the sewage treatment works.
- 3.4 The estate is accessed via Kingsbridge Road. To the east of Kingsbridge Road is a residential area (Waverley Gardens and Westminster Gardens). The closest residential houses are on Westminster Gardens at a separation distance of approximately 250m. There are high noise levels associated with movement of goods, vehicles and other commercial operations already established at this location. Due to the separation distance to residential properties these have no impact on residential amenity and I could not find any references to historic noise complaints associated with commercial activity at this location.



Figure 1: Entrance to the industrial estate



Figure 2: External view of building



Figure 3: Internal view showing a typical industrial unit construction of masonry walls and corrugated roof

- 3.5 An application for a Banqueting Hall (Use Class D2) just to the north of this application site was made and granted planning consent under Application Number 14/01371/FUL in June 2015. At the time the planning officer understood that the site was unlikely to be developed for more traditional employment uses in the short and medium term and therefore such a use was in line with the National Planning Policy. The Council's Transport Development Management Team and Transport for London (TfL) advised that the development would not have a significant impact on the local highway or the TfL road network and raised no objections to the application on highways or transportation grounds. The Council's Environmental Health Team raised no objections on noise and disturbance grounds subject to conditions.
- 3.6 In addition to general industrial activity and plant noise on the industrial estate itself, there are low speed vehicle movements on the access roads and high speed traffic noise from the A13 which is 240m north of the site and closer to the residential houses on Westminster Gardens.
- 3.7 It is important when assessing the impact of noise from the proposed licensable activities that the concept of *additional* noise associated with these new activities is taken into account. The incremental change to noise levels caused by the application in an area where there is significant noise from high speed road traffic on the A13, and other local activity associated with a variety of commercial and utility operations, is, on balance, not going to impact on residential amenity if effective controls are in place to control all noise generating activity at the application site.

- 3.8 It is also a consideration that a bona-fide commercial premises can reduce crime, littering and other anti-social behaviour as the commercial operation seeks to eliminate this type of activity from the immediate area outside the premises for the benefit and safety of their own patrons and employees. This is achieved through good lighting, CCTV coverage, litter removal and a presence of professional personnel who will be able to observe, record and respond to activity in the immediate area around the premises for the benefit of all users of the industrial estate.

4.0 Criteria

Licensing Act 2003

- 4.1 The Licensing Act 2003 requires The London Borough of Barking and Dagenham, in its role as Licensing Authority, to carry out its various licensing functions so as to promote the following four licensing objectives:
- The prevention of crime and disorder
 - Public safety
 - The prevention of public nuisance
 - The protection of children from harm
- 4.2 Each objective is of equal importance. It is important to note that there are no other licensing objectives, therefore these four are of paramount importance at all times. The Licensing Authority must base its decisions in relation to determining applications and attaching any conditions to licences on the promotion of these four licensing objectives.
- 4.3 The Licensing Act 2003 further requires this Licensing Authority to publish a Statement of Licensing Policy (SLP) that sets out the policies the Licensing Authority will apply to promote the licensing objectives when making decisions on applications made under the Act. The current SLP was adopted on 26th January 2022 and is effective from 1st April 2022.
- 4.4 Paragraph 160 of the SLP states that new licences applications should not normally be granted if the premises will use amplified or live music and operate within or abutting known noise-sensitive premises containing residential accommodation except that occupied by staff of the licensed premises. There closest residential properties are 250m away and therefore this does not apply.
- 4.5 Paragraph 160 goes on to state that "*A requirement may be imposed on new licences that entertainment noise shall not be clearly audible in any residence. Noise originating from within licensed premises should not normally affect those nearby. In such cases, applicants will be encouraged to provide an acoustic report proving that there will be no noise breakout from the premises likely to cause a public nuisance to persons living or working near the licenced premises*".
- 4.6 The SLP suggests on Page 54 under the section on Model Licence Conditions that "*Noise (music and human voices), both amplified and unamplified and to other internal activities from licensable activities taking place in the premises shall be controlled to be inaudible inside adjoining and other noise-sensitive premises in the*

vicinity of the use". There are some challenges with the use of the vague and subjective term inaudible¹, though the SLP goes on to qualify "Notes 2 - At the nearest façade of the nearest noise sensitive property, the noise generated from the property to be licensed (the LAeq 5 mins) should not exceed 10dB below the minimum external background noise during the operating period. The background noise level should be expressed in terms of the lowest LA90, 15 mins.

And where noise from the property to be licensed will contain tones or will be intermittent sufficient to attract attention:

Notes 3 - At the nearest façade of the nearest noise sensitive property, the noise generated within each octave band level (LAeq 5 mins) should not exceed 5dB below the minimum external background noise level expressed in any of the individual octave band levels. The background noise level should be expressed as the lowest LA90, 15 mins for each of the octave bands during the operating period."

4.7 On page 56 of the SLP it is further suggested that *"The standard, for inaudibility, to be achieved shall be that the internal transfer of noise-to-noise sensitive premises shall comply with the noise criteria of NR30 (day), NR25 (night), and NR40 (LFmax)."*

4.8 Also on page 56 the following suggestion is given for a limiter condition: *"Sound Limiting Devices - Where a noise limiting device or devices are installed then the entertainment noise control system shall be monitored, checked, and calibrated as necessary, so that the approved levels by the Council, are not exceeded. The controls for the entertainment noise control system shall be in a secure, lockable cupboard or similar location. The entertainment noise control system is to be independent of control by persons other than the licensee. Access to the entertainment noise control system is to be restricted to the Licensee or a designated manager."*

4.9 When it comes to the evaluation of noise under the Licensing Act an understanding of the concept of public nuisance is essential. Public nuisance is not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include, in appropriate circumstances, the reduction of the living and working amenity and

¹ The terms audible and inaudible are vague, subjective and vary from person to person, location to location, and hour to hour. It is not possible to rely on subjective terminology in conditions and there are a growing number of challenges to the use of these vague terms to describe noise:

In *Uttlesford District Council v English Heritage* [2007] EWHC 816 (Admin) the term 'clearly audible' was found to be insufficiently precise as it left too much open to interpretation. It was amended in favour of a measured sound level over 15 minutes.

In *Crawley Borough Council v Attenborough* [2006] 1 70 JPR 593,594, Scott Baker LJ (sitting with Openshaw J) recorded "It is important that the terms of a premises licence and any conditions attached to it should be clear; not just clear to those having specialised knowledge of licensing, such as the local authority or the manager of the premises, but also to the independent bystander such as neighbours, who may have no knowledge of licensing at all. The terms of a licence and its conditions may of course be the subject of enforcement. Breach carries criminal sanctions. Everyone must know where they stand from the terms of the document. It must be apparent from reading the document what the license and its conditions mean". He concluded that terms that are so vague and unclear as to be, in effect, unenforceable are liable to be quashed. In *Developing Retail Ltd (R on the application of) v East Hampshire Magistrates' Court* [2011] EWHC 618 (Admin) Clare Montgomery QC, sitting as Deputy High Court Judge, considered that "without some degree of specificity as to what is meant by inaudibility, the condition is in my judgement so vague as to be unenforceable. In those circumstances I consider that the noise condition is liable to be quashed."

environment of other persons living and working in the area of the licensed premises.

- 4.10 Once those involved in making licensing decisions are satisfied of the existence of a public nuisance, or its potential to exist, the question is how to address it. Home Office Guidance² is useful in this regard and explains that in the context of noise nuisance then conditions might be a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time, noting that conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable.
- 4.11 The guidance is clear that any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community.
- 4.12 The guidance also states that any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. (This is why there is still a need for a licence for performances of live music between 11 pm and 8 am even though it is deregulated at other times).
- 4.13 As with all conditions, those relating to noise nuisance may not be appropriate in circumstances where provisions in other legislation adequately protect those living in the area of the premises.

Other relevant legislation

- 4.14 In addition to the protection afforded under planning controls, and the Licensing Act 2003, members of the public are protected from noise that is a nuisance.
- 4.15 The Environmental Protection Act 1990 part III deals with statutory nuisance which includes noise. This Act allows steps to be taken to investigate any complaints which may then result in the issuing of an abatement notice and a subsequent prosecution of any breach of the notice. A statutory nuisance is a material interference that is prejudicial to health or a nuisance.
- 4.16 The Clean Neighbourhoods and Environment Act 2005 deals with many of the problems affecting the quality of the local environment and provides local authorities with powers to tackle poor environmental quality and anti-social behaviour in relation to litter, graffiti, waste and noise. A fixed penalty notice can be issued when noise exceeds the permitted level at night as prescribed under the Noise Act 1996 as amended by the Clean Neighbourhoods and Environment Act 2005. The permitted noise level using A-weighted decibels (the unit environmental noise is usually measured in) is 34dBA if the underlying level of noise is no more than 24dBA, or 10dBA above the underlying level of noise if this is more than 24dBA.

² Revised guidance issued under section 182 of the Licensing Act 2003 (December 2022)

4.17 The Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as "*conduct that has caused, or is likely to cause, harassment, alarm or distress to any person*"; "*conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises*"; or "*conduct capable of causing housing-related nuisance or annoyance to a person*". The Act contains a range of powers intended to support Local Authority and partner bodies deal with anti-social behaviour. These include powers of premises closure in cases of nuisance or disorder which may support primary legislation.

British Standard 8233

4.18 BS8233:2014 states that for steady external noise sources, it is desirable that the internal ambient noise level in dwellings does not exceed the guideline values in the table shown in Figure 5.

4.19 Annex G of BS8233 informs that windows, and any trickle ventilators, are normally the weakest part of a brick and block façade. Insulating glass units have an insulation of approximately 33 dB R_w and, assuming suitable sound attenuating trickle ventilators are used, the resulting internal noise level ought to be determined by the windows. If partially open windows are relied upon for background ventilation, the insulation would be reduced to approximately 15 dB.

Activity	Location	07:00 to 23:00	23:00 to 07:00
Resting	Living room	35 dB $L_{Aeq,16hour}$	-
Dining	Dining room/area	40 dB $L_{Aeq,16hour}$	-
Sleeping (daytime resting)	Bedroom	35 dB $L_{Aeq,16hour}$	30dB $L_{Aeq,8hour}$

Figure 5: Indoor ambient noise levels for dwellings (from BS8233 Table 4)

Operational objectives

4.20 LDN Riverside Ltd wish to promote good relationships with their commercial and residential neighbours and therefore, in addition to all statutory obligations, it is a primary operational objective that noise from the normal operation of the multi-function event space does not impact on the local community. To support this commitment operational procedures to manage noise have been developed and will be regularly reviewed. A first draft of the proposed noise management policy and dispersal policy points can be found at Appendix C and Appendix D.

5.0 Noise prediction at noise sensitive residential properties

5.1 The closest residential façades are on Westminster Gardens to the east of the site and at a separation distance of 250m.

5.2 The existing background level has been assessed using data from noise surveys in the area. The lowest background noise level at the rear façades of properties as measured for the Banqueting Hall application³ was 46 dB $L_{A90,5 mins}$. This correlates closely with data held in our library for other locations near the A13.

³ Sound Planning Ltd, Environmental Noise Impact Assessment: Banquet Hall, Kingsbridge Road IG11, document ref: J 01631

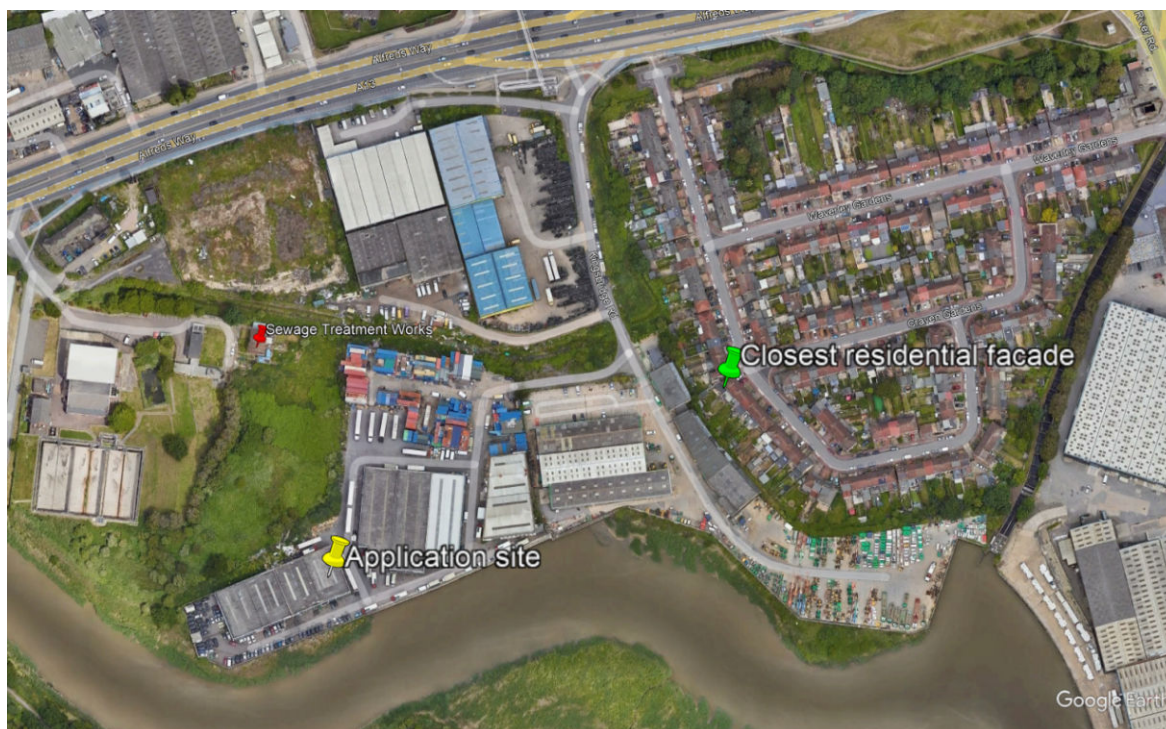


Figure 5: Closest residential façades to the east at a distance of 250m

5.3 A prediction model has been prepared based on the following assumptions:

- The sound system source levels have been taken from field measurements in a nightclub with a professional sound system with significant bass content playing dance music. Source levels were taken with the system operating at maximum levels without any form of limiter operating. In reality a limiter would be set on any sound system at the application site and so source levels would be adjusted and controlled precisely.
- For simplicity of modelling the entire building is considered to be constructed out of fluted steel (industrial shed) panels. In reality large sections of the building, including substantial sections of the walls, are of masonry construction offering higher levels of attenuation than that calculated in the model. The model therefore assumes a worst case construction of the building.
- A separation distance of 250m is used for the calculation which is the separation distance to the rear façade of the closest residential property.
- A nominal air absorption compensation (only relevant at higher frequencies) is included.
- No compensation has been made for ground absorption which would further attenuate sound, with greater attenuation over any soft ground.
- It is assumed there is clear line of sight although, in reality, there are multiple structures that provide some barrier (screening) losses.
- In considering worst case a downwind meteorological propagation enhancement has been included. There are more meteorological conditions that lead to attenuation than lead to enhancement, moreover the increases in noise level are smaller than the decreases. Enhancement only happens

when the receptor is downwind to the source and the windspeed is steady at a few metres per second. If the windspeed increases noise from leaves on trees or wind around buildings masks all other noise sources. However this worst case scenario is modelled to ensure a robust assessment.

- The model assumes windows are open on the receptor building although high background noise levels due to road traffic will mean that many residents would not have windows open. It is however their choice, and may be the only method for ventilation in older properties.

Title: LDN Riverside - propagation model

Prepared By: Richard Vivian, Big Sky Acoustics Ltd

	31.5Hz	63Hz	125Hz	250Hz	500Hz	1KHz	2KHz	4KHz	8KHz	16KHz		
1: Source level (Turbosound, 250 capacity club in Camden, empty)	92.1	111.2	108.7	94.1	94.7	99.5	92.4	93.0	87.6	80.9	102.6 dBA	113.0 dBC
2: 18g fluted steel panels, stiffened at edges and joints	10.0	10.0	30.0	20.0	22.0	30.0	28.0	31.0	31.0	31.0	Rw 27	NRC 25.00
3: Attenuation due to distance <i>Formula: 20*log(250)</i>	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0	48.0 Max	48.0 Min
4: Attenuation due to air absorption <i>Formula: AirAbs(250, 15, 60)</i>	0.0	0.0	0.1	0.3	0.6	1.1	2.4	7.4	25.9	44.5	Rw 2	Ctr -1
5: Downwind propagation enhancement <i>Formula: 2.5</i>	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5 Max	2.5 Min
6: Attenuation due to open window <i>Formula: 10</i>	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0 Max	10.0 Min
7: Receptor level <i>Formula: s1-s2--s3-s4+s5-s6</i>	26.6	45.7	23.2	18.4	16.6	12.9	6.5	-0.8	-24.8	-50.0	21.8 dBA	NR 13

Figure 6: Noise prediction at nearest residential receptor

- 5.4 The worst case prediction model concludes that noise levels would be 21.8dB at receptor positions which is substantially below the existing background level and subjectively would be considered inaudible. The ability to further "tweak" the source noise levels, and in particular low frequency (bass) sounds, by the correct setting of the sound system limiter would ensure that there is no public nuisance.
- 5.5 Any new residential developments in the area will be required to take into account the existing noise climate due to significant road traffic noise and other activity and will therefore have to provide suitable internal noise levels for normal living. This is typically achieved with modern glazing and ventilation systems.
- 5.6 The average person wishing to rest or sleep in an urban location would protect themselves from the sounds of road traffic and other activity. This may be achieved by sleeping in rooms away from roads, avoiding sleeping near open windows, or closing windows and using alternative means of ventilation.
- 5.7 Inside a residential property all external noise sources are attenuated by the glazing, by the distance from the noise source to the window, and by any physical obstruction of clear line of sight to the noise source.

6.0 Mitigation strategy - remedial works to building

- 6.1 The roof structure is the acoustically weak element of this building, with other areas of increased noise breakout being via doors and windows. However the noise prediction model demonstrated that even a weak building provides enough attenuation to ensure that residential properties at the 250m separation are protected.
- 6.2 General maintenance and upgrade works will be undertaken by a building contractor ensuring entrance and service doors are secure. Any works to the building, including general maintenance, help to further improve the ability of the building envelope to contain noise.
- 6.3 The most robust approach is to ensure that, regardless of any theoretical design for the building envelope, the noise source is controlled to the appropriate level for that building in its current state. Improvements to the building over time mean a higher limiter level could be set in future, similarly any degradation to the building envelope over time is equally covered by a limiter condition which would require a lower limit level. It is for this reason my recommendation is for a permanent sound system with a precision limiting device that is set, locked and tamperproof.

7.0 Mitigation strategy - sound system configuration

- 7.1 A high quality sound system that is optimally configured will sound dynamic and more involving to customers than a low quality system that is poorly set up. Low grade music systems tend to be operated at a higher level in an attempt by operators to make the system sound more involving. The result is poor quality sound and a higher risk of music noise breakout.
- 7.2 The ultimate safety net in any premises where there is a professional sound system is that the sound system limiter is set at a level that cannot be exceeded by unauthorised users. This level will be set at the point where there is no disturbance at nearby noise sensitive properties, then locked so that the system is tamperproof. The maximum operating level can then be agreed with an Environmental Health Officer from The London Borough of Barking and Dagenham.
- 7.3 The proposed sound system consists of professional equipment and has been provisionally specified as:
 - 6 x Pioneer Pro XY3B full range 3-way hybrid bi-amp loudspeaker
 - 6 x Pioneer Pro XY218HS horn-loaded dual 18-inch bass loudspeaker
 - 2 x Pioneer Pro XY152 full range 2-way loudspeaker
- 7.4 The system will be powered by 1 x Powersoft X8 and 1 x Powersoft X4 amplifier. These amplifiers feature embedded DSP control and so dynamics processing (the limiter) is set and locked in the amplifiers and is tamperproof as it is protected by a password that is only known to the sound system installer.
- 7.5 In addition the entire system will be run through a Allen & Heath AHM64 processor so will be suitably limited and compressed and only accessible via a laptop with login details. This allows the setting of a maximum level on the sound system which is then locked away behind a password. This limiter setting can be revisited

at any time at the request of an Environmental Health Officer and checked/re-set in their presence if required. Where amplified music is the primary noise source this is the accepted best-practice way of controlling noise.

8.0 Mitigation strategy - operational controls

- 8.1 In addition to specific requirements for operational controls enforced by conditions on the premises licence, operational procedures to manage noise have been developed. A first draft of suggested points for the noise management policy, and dispersal policy, can be found at Appendix C and Appendix D. These procedures will evolve during the application process and then be regularly reviewed.
- 8.2 Noise management procedures will be an integral part of all employee training.

9.0 Conclusions

- 9.1 Big Sky Acoustics Ltd was instructed by Mr James Hoffelner of Complete Licensing Limited, acting on behalf of LDN Riverside Ltd, to carry out an assessment of the noise sources and mitigation methods from proposed licensable activities at Unit J, Abbey Wharf, Kingsbridge Road, Barking, IG11 0BD.
- 9.2 This assessment makes reference to the the Licensing Act 2003, the local SLP, the Environmental Protection Act 1990, the Clean Neighbourhoods and Environment Act 2005, the Noise Act 1996, British Standard 8233, relevant guidance and the operational objectives of the applicant.
- 9.3 All noise from amplified music would controlled by a comprehensive and tamperproof limiter configuration on a permanently installed professional sound system. The setting of this limiter to the satisfaction of a technical officer from the licensing authority has been volunteered as a condition for the premises licence.
- 9.4 Calculations indicate that noise from music breaking out from the building, even considering worst case conditions, will be substantially below the existing background noise level at the nearest noise sensitive properties and so will be comfortably in compliance with local licensing policy requirements and the licensing objective of the prevention of public nuisance.
- 9.5 Given this location in an industrial area close to a major road and at a considerable separation distance from noise sensitive properties, the proposed controls, and willingness to take on board further controls if necessary, it is my professional opinion that the normal operation of a cultural and entertainment hub as outlined in this document and supporting documents for the application would not result in an increase in average noise levels in the area or have a detrimental impact on residents due to noise in Westminster Gardens and beyond.

Richard Vivian BEng(Hons) MIET MIOA MIOL
Big Sky Acoustics Ltd

Appendix A - Terminology

Sound Pressure Level and the decibel (dB)

A sound wave is a small fluctuation of atmospheric pressure. The human ear responds to these variations in pressure, producing the sensation of hearing. The ear can detect a very wide range of pressure variations. In order to cope with this wide range of pressure variations, a logarithmic scale is used to convert the values into manageable numbers. Although it might seem unusual to use a logarithmic scale to measure a physical phenomenon, it has been found that human hearing also responds to sound in an approximately logarithmic fashion. The dB (decibel) is the logarithmic unit used to describe sound (or noise) levels. The usual range of sound pressure levels is from 0 dB (threshold of hearing) to 140 dB (threshold of pain).

Frequency and Hertz (Hz)

As well as the loudness of a sound, the frequency content of a sound is also very important. Frequency is a measure of the rate of fluctuation of a sound wave. The unit used is cycles per second, or hertz (Hz). Sometimes large frequency values are written as kilohertz (kHz), where 1 kHz = 1000 Hz. Young people with normal hearing can hear frequencies in the range 20 Hz to 20,000 Hz. However, the upper frequency limit gradually reduces as a person gets older.

A-weighting

The ear does not respond equally to sound at all frequencies. It is less sensitive to sound at low and very high frequencies, compared with the frequencies in between. Therefore, when measuring a sound made up of different frequencies, it is often useful to 'weight' each frequency appropriately, so that the measurement correlates better with what a person would actually hear. This is usually achieved by using an electronic filter called the 'A' weighting, which is built into sound level meters. Noise levels measured using the 'A' weighting are denoted dBA. A change of 3dBA is the minimum perceptible under normal everyday conditions, and a change of 10dBA corresponds roughly to doubling or halving the loudness of sound.

C-weighting

The C-weighting curve has a broader spectrum than the A-weighting curve and includes low frequencies (bass) so it can be a more useful indicator of changes to bass levels in amplified music systems.

Noise Indices

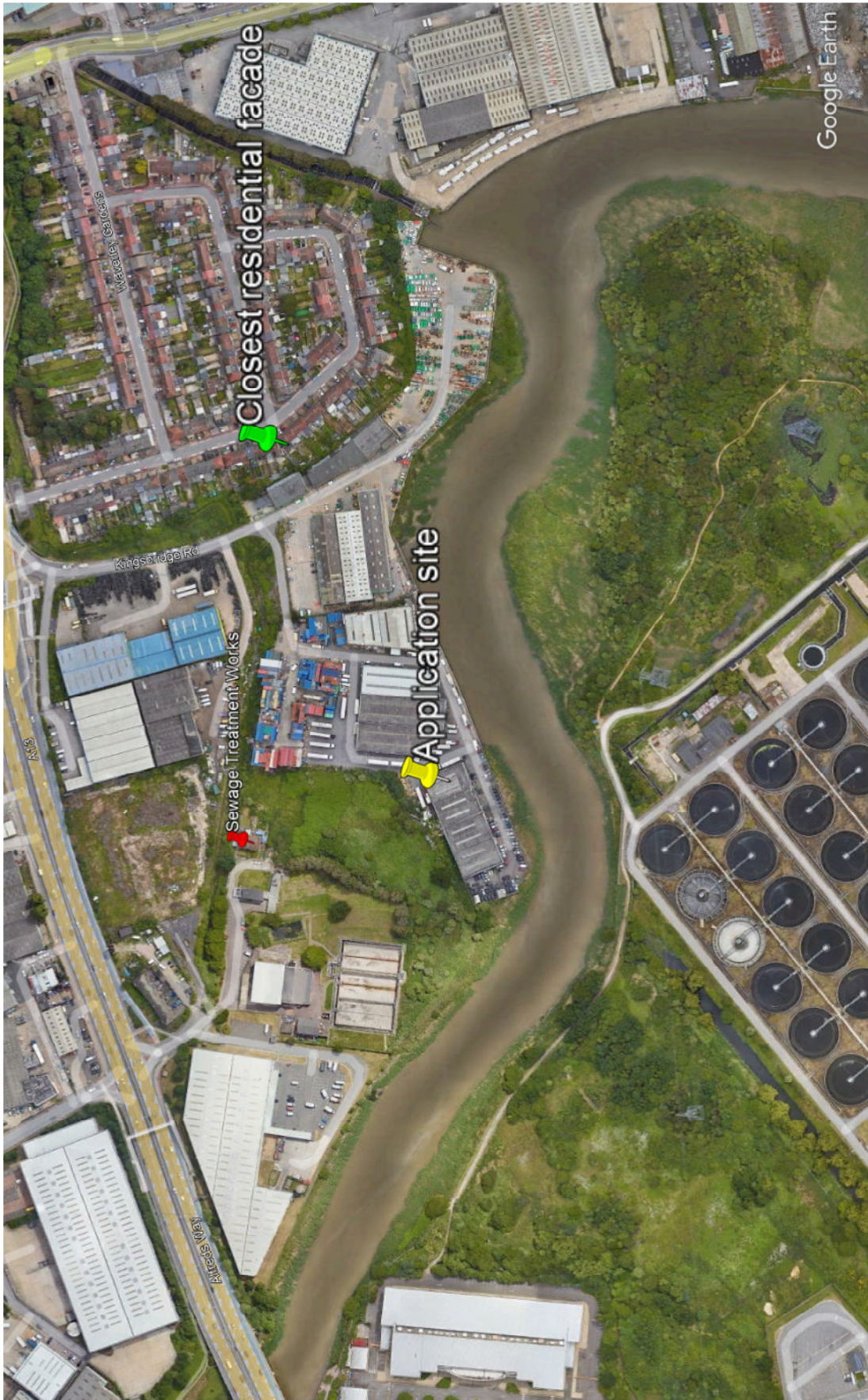
When a noise level is constant and does not fluctuate over time, it can be described adequately by measuring the dB level. However, when the noise level varies with time, the measured dB level will vary as well. In this case it is therefore not possible to represent the noise level with a simple dB value. In order to describe noise where the level is continuously varying, a number of other indices are used. The indices used in this report are described below.

- L_{eq}** The equivalent continuous sound pressure level which is normally used to measure intermittent noise. It is defined as the equivalent steady noise level that would contain the same acoustic energy as the varying noise. Because the averaging process used is logarithmic the L_{eq} is dominated by the higher noise levels measured.
- L_{Aeq}** The A-weighted equivalent continuous sound pressure level. This is increasingly being used as the preferred parameter for all forms of environmental noise.
- L_{Ceq}** The C-weighted equivalent continuous sound pressure level includes low frequencies and is used for assessment of amplified music systems.
- L_{Amax}** is the maximum A-weighted sound pressure level during the monitoring period. If fast-weighted it is averaged over 125 ms, and if slow-weighted it is averaged over 1 second. Fast weighted measurements are therefore higher for typical time-varying sources than slow-weighted measurements.
- L_{A90}** is the A-weighted sound pressure level exceeded for 90% of the time period. The L_{A90} is used as a measure of background noise.

Example noise levels:

Source/Activity	Indicative noise level dBA
Threshold of pain	140
Police siren at 1m	130
Chainsaw at 1m	110
Live music	96-108
Symphony orchestra, 3m	102
Nightclub	94-104
Lawnmower	90
Heavy traffic	82
Vacuum cleaner	75
Ordinary conversation	60
Car at 40 mph at 100m	55
Rural ambient	35
Quiet bedroom	30
Watch ticking	20

Appendix B - Application site location



Appendix C - Suggested points for Noise Management Policy

We operate a considerate business. The premises is located on an industrial estate away from residential properties and there is noise from the A13 as well as other commercial noise sources nearby, however we will aim to manage all noise from our premises so that we do not disturb people resting and sleeping in their homes. We have a comprehensive approach to managing noise from our premises and the following points are critical to our Noise Management Policy which is used in conjunction with our end of night Dispersal Policy:

- We will ensure that noise emanating from our premises will not cause a nuisance at any residential property.
- Arrangements are in place to ensure that deliveries will only take place between the hours of Monday to Saturday 08:00 to 20:00 and Sunday 10:00 until 20:00 except where access at other times is unavoidable and specific procedures are in place to limit disturbance. Drivers will be told to switch off engine during deliveries, collections, and servicing, and to minimise other noise caused by their activities.
- Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 20:00 - 08:00hrs.
- Refuse collections are made at the times allocated for the estate. We will ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently.
- Patrons will be supervised as they enter and leave the estate. Any queue will be processed quickly and efficiently. Excessively loud behaviour from patrons outside will result in refused entry to the premises.
- Our sound system includes a limiter which is set and locked so that the sound system cannot operate beyond a preset maximum level. This will be periodically checked for effective operation.
- Any glass or bottles in the area around the premises will be cleared. Bottles and glasses do not originate from our premises because we only supply plastic cups, but we still make an effort to keep the public areas tidy and safe by removing glass.
- We are proud of the area we work in. We will endeavour to keep the area clean and attractive for our customers and our neighbours. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area we will still clear it up.
- We will constantly review our Noise Management Policy and respond quickly to the needs of our neighbours.

Appendix D - Suggested points for Dispersal Policy

The dispersal policy is designed to ensure that the normal commercial operation of the premises does not have a negative impact when people leave at the end of an evening.

- A clear notice is prominently displayed by the exit requesting customers leave the area quietly.
- Sale of alcohol will stop 30 minutes before the close of the premises.
- Given the style of the business and operating hours there is a gradual departure of customers and the premises are not normally at full capacity at closing time.
- Amplified music levels will be reduced during the last 30 minutes of trading and the music will become more down-tempo ensuring a gradual exit of remaining customers as the evening winds-down.
- Onward transport information is provided. We will recommend an Uber pick-up location for our customers and manage the premises location in the popular taxi apps.
- There are clearly signed toilet facilities which are available for customers at all times. Employee training includes the provision that any patron in the process of leaving the premises that requests re-admission to use the toilets is allowed to do so.
- All employees are given appropriate instructions and training to encourage customers to leave the estate in a controlled manner. There will be a clearly visible management presence at the exit at the end of the evening.
- Customers will be managed to avoid congregating outside in the car parking areas.
- We will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premises. Particular emphasis will be placed on building and maintaining close links with our immediate commercial neighbours, and any residents that are further afield but may have raised concerns about our events. This includes hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.
- The telephone number of the premises is published on our website and will be provided online and outside the building. Any complaint will be recorded noting the date and time of complaint, the approximate location of the complainant, a description of the noise and how it is affecting the complainant, and any follow up action.
- We will constantly review our Dispersal Policy and respond quickly to the needs of the local community of businesses and residents.

LDN Riverside management team, May 2023

APPENDIX H – CONTRACTORS’ MAIN CONTACT SHEET

TBC

APPENDIX J – CROWD MANAGEMENT

Venue Specifics – Attendance & Capacity

Venue Capacity	1822 inc staff
Expected Attendance	TBC per event

Crowd management will be undertaken in the first place by the event security contractor. The security provider will have extensive experience in managing events. Full crowd management plan in **Appendix C**

The primary objectives are to provide a safe and secure environment within the venue footprint and to allow the audience to enjoy the event.

The security team will monitor the number of admissions working with box office to ensure the maximum capacity of the venue is not exceeded.

They will monitor crowd flow and ensure continuous foot-flow is maintained.

Crowd control is evident at the stage front, to monitor crowd pressure and pre-empt and avoid crowd surges and potential crushing.

There will be a strict ticket-only admissions policy, where admission will only be permitted upon presentation of a valid ticket or e-ticket at the admissions entrance.

Security and event staff members will be on station throughout the venue during the event itself to ensure:

No area of the venue becomes overcrowded by directing foot flow away from potential 'bottleneck' areas to alternative areas or routes (e.g. toilets during intervals or breaks)

Continuous foot flow is maintained at the start and directly after the end of the event, by directing patrons to use the most optimum route(s) to their objective (be that the seating area or the main venue exit)

Emergency exits and escape routes remain clear and unobstructed and signposted and illuminated when dark

Main traffic, access and egress routes remain clear and unobstructed and segregated from the main crowd via a barrier system.

Patrons are able to find their way to their objective quickly and efficiently.

CCTV or eagle eye cameras will be installed on the stage facing the public for surveillance along side venue CCTV and external CCTV purposes alongside live streaming body cams on all SIA staff

Dispersal Egress Site plan

The egress plan will involve reconfiguring barriers for a fast flow out of the event when finished. All facilities will be available until the closure of the site.

Signage or loudhailers will give positive messages to leave the site quietly after the event and security will manage the pick up point area for customers via vehicles.

Transport links such as taxis will be aware of the finish time and there will be a designated vehicle pick up point.

Frequent shuttle busses will run to and from the venue with security and welfare personnel to support.

Welfare and security will also be position in around the Barking Station area to ensure the safety of customers.

APPENDIX K – TRAFFIC MANAGEMENT PLAN

Traffic Management Plan

LDN Riverside

TRANSPORT MANAGEMENT PLAN

Version 1.0 04/05/23

Prepared by Tracsis Events Ltd on behalf of RB Health & Safety Ltd



Tracsis Event Traffic Management

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EVENT SAFETY MANAGEMENT PLAN

EVENT SAFETY MANAGEMENT PLAN

Event Overview Event Information

Organiser	RB Health & Safety Ltd
Location	Abbey Wharf IG11 0BD
Dates of Event	TBC
Signage Install Date	TBC
Signage Removal Date	TBC
Type of Event	Nightclub Venue
Capacity	2000

Traffic Management Plan Objectives (TMP)

The purpose of these objectives is to clearly set out the framework defined within the plan, to ensure that key areas of interest are duly noted. The objectives are as follows:

The maintenance of public safety on the road networks.

This is the key objective and the primary reason for such detailed traffic management planning. Public safety must be protected at all times, and the event must take all reasonable, practicable measures to ensure that the risk to life is minimised. This is also true for those people working at the event. The TMP maintains this objective however in the case of unforeseen or circumstances where risk to life is imminent, all procedures can be overrun by special police emergency powers.

To minimise disruption to all road users with special emphasis on maintaining the integrity of those routes which act as a local alternative to the strategic trunk road network.

Detailed planning of the supporting infrastructure is included with the TMP. This planning is the crucial element in meeting the key objective listed. SEP, in conjunction with all other concerned parties, will agree the type and structure of the supporting traffic management proposals to ensure that the public highway is, in as much as is practicable, kept clear of unnecessary congestion. The plan should be suitably robust enough to cope with all anticipated issues raised as a direct result of this event taking place.

Minimise the disruption and impact of such an event on local communities.

It is important that any event seeks to minimise its' impact upon the local community. This event will introduce a series of measures as detailed in the TMP that will seek to mitigate any adverse effects on the community. These will include No Waiting orders and such like to prevent disruption wherever possible.

The maintenance of visitor traffic flow into and from the event.

Of particular importance to this event is the expedient entry and exit of traffic into and from the event. It is because of the site's close proximity to major arterial roads that any delays could potentially affect a much wider area than just the locality. The event will also be proactive in its dissemination of traffic information to visitors and the local community should delays occur

Sub aims and objectives will develop within the plan in line with the requirements of the Event

For the purposes of this document the words 'Traffic' and 'Transport' are used interchangeably

Site Overview

EVENT SAFETY MANAGEMENT PLAN



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Ingress Routes

Ingress and egress to the event will be strictly by advanced purchased tickets only. There will be no sales on the day.

When purchasing tickets, customers will be advised that access to the venue will NOT be possible on foot. Customers attempting to access the venue on foot will be refused access at the check points and tickets may be voided if further attempts to access the venue on foot are made. This is expanded on later in this document and in the ESMP.

Event Site Access

Site access will be via Kingsbridge Road, by the following methods:

Taxi, Private hire vehicles
Drop-Offs
Shuttle from Barking station

Shuttle Bus Service

A Shuttle bus Service will be running from Barking Station, dropping customers at the venue drop-off area on site & Returning in a loop arrangement. The frequency of these will be determined on demand and expanded upon as required.

A Minimum of 2 buses with capacity of 16 seats will operate at any one time. Journey times are approximately 12 minutes one way.

Security Staff will be located at the collection point at Barking Station to ensure safety of customers, prevent anti-social behaviour and to ensure ticket holders only are boarding the shuttle bus. [This is detailed in the ESMP]

The location for pickup/drop-off at Barking is proposed to be the Loading Bay on Longbridge Road Outside Starbucks. IG11 8DR.

https://gridreferencefinder.com?gr=TQ4440884285|Point_s_C|1&t=Point%20C&v=r

Note the Prohibition of Motor Vehicles North of this Loading Bay must be adhered to.

On-Site Pick Up & Drop Off

The on-site Pick Up & Drop Off is located to the South of the venue. The pick-up and drop-off area is accessed via the main entrance to the site in Kingsbridge Road. Traffic Management Operatives will be positioned at key points to ensure vehicles are able to safely pass other vehicles and to effect a fluid operation at all times.

There will be a designated area within the parking area for pick up and drop of, with adequate space for both pedestrians and vehicles queuing in the area. There will be a barrier arrangement in a 'Disney' formation to form an orderly queue while waiting for transport off site from the venue. This is detailed in the ESMP

Event Parking

There is no parking for the event. As stated earlier, attendance to the event is by Taxi/Private Hire, Drop-Off or Shuttle Service only. The parking area indicated on the site plan below is for production vehicles/Artists only. This will be strictly controlled by Traffic Management staff

Highway Traffic Management Measures

No Waiting Restrictions

No waiting restrictions will be implemented in the following locations:

Kingsbridge Road, From the A13 Slip to the Site entrance. A TTRO will require to be sought from the Highway Authority to cover this aspect

Signage

X2 Prohibition Roundel, No Pedestrians

X2 Supplementary Plates for above prohibition sign, Legend 'No Pedestrian Access to LDN Riverside'

X5 'No Drop Off Here' interspaced along Kingsbridge Road

In accordance with The Event Safety Guide (The Purple Guide) the signing schedule is critical to the success of the event. The signing of routes will be essential to provide clear and concise directions to visitors.

All signs will be manufactured in accordance to Chapter Seven and Eight guidelines and the DfT Traffic Advisory Leaflet (TAL) 11/04 October 2011

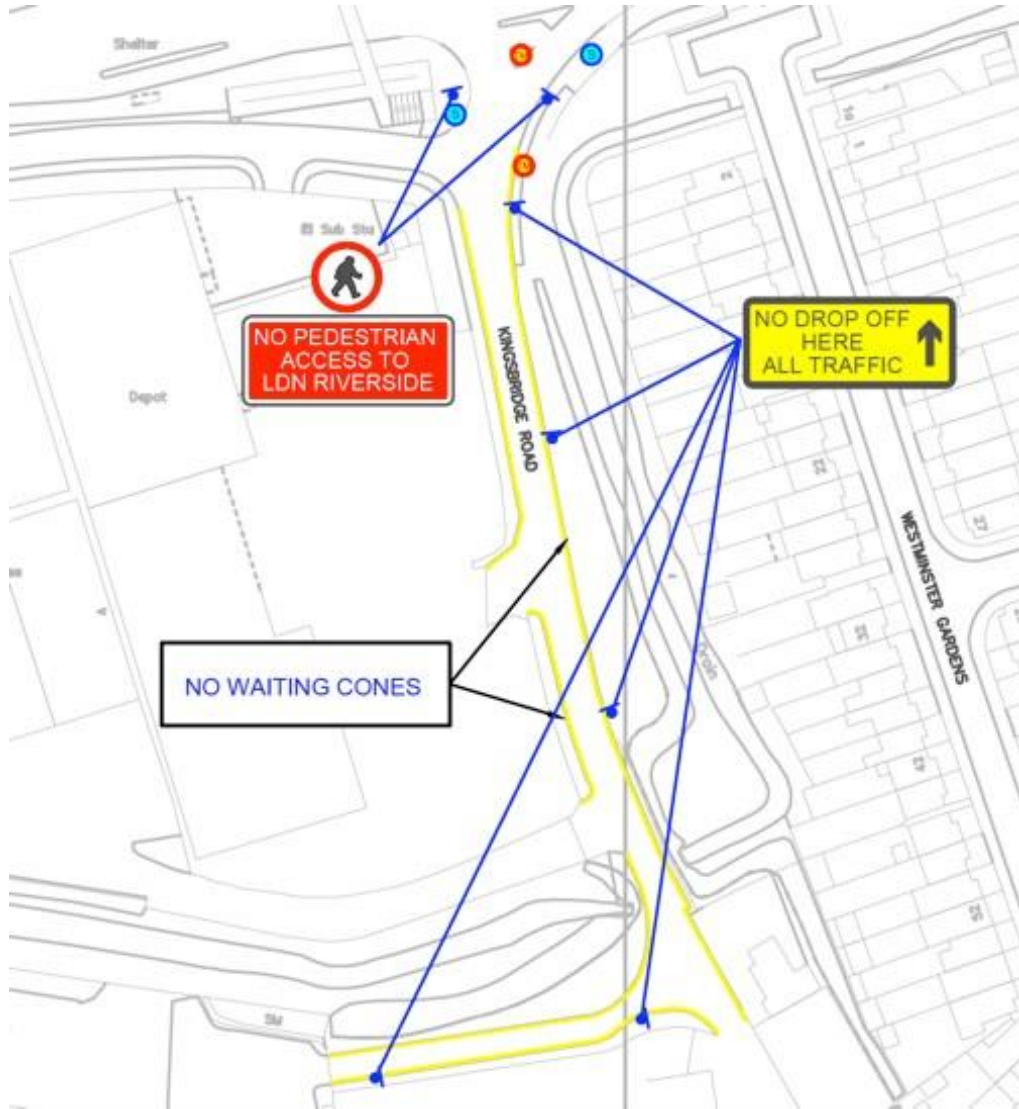
"Temporary Traffic Signs for Special Events". They will be manufactured in Dibond aluminium or Zintec plate, class II reflectivity, or class I where stipulated.

Vinyl will be black on yellow, with a minimum x-height of 75mm. Where possible all x-heights will be calculated in line with the DfT Traffic Advisory Leaflet (TAL) 11/04 October 2011 "Temporary Traffic Signs for Special Events". On some roads it is very difficult to maintain the desired x-height due to the geography of the road and the carriageway available.

Signs will be erected in accordance with the New Roads and Street Works Act 1991 and "Safety at Streetworks and Road Works *A Code of Practice*" 21 July 2011, Updated October 2013 (The Red Book).

National Highways Sector Scheme Qualified Traffic Management Operatives will place out the signs on the dates stipulated where agreed. Wherever possible signs will be pole-mounted, otherwise they will be free-standing in angle-iron frame or quick fit frame. Sandbags will be used where appropriate to provide adequate ballast and to prevent any sign movement. Regular checks will also be conducted on all signs both leading up to, and during the event as applicable.

Highway Signage Detail



Traffic Management Staffing & Deployment

The following allocation of staff would be deployed on each event day.

5 Traffic Management Operatives. Minimum Qualification to be NHSS 12D M1/2.

Two to be positioned at Kingsbridge Road, junction with the A13 Slip road - Ensure only TPH/Drop-Off vehicles or vehicles unconnected with the event.

[Frontagers & Businesses] Should vehicles found to be containing event attendees trying to access the event site, they will be turned around in the bellmouth of the Self-Storage access road [away from the Main Junction] and directed to Barking to catch the shuttle service. At the event close, one or both operatives will be re-deployed to the Drop-off/Pickup zone to assist with operations there.

1 At the top of Kingsbridge Road outside 'Sunbelt Rentals' - Ensure no drop-offs along Kingsbridge Road and to assist in traffic flow through the gate into the main area, assist any HGV movements around 'pinch-points'

1 At the start of the one-way around the immediate area of the venue - Ensure driver compliance with one-way and to ensure no drop-offs occur and no vehicles are left waiting unnecessarily.

1 At the Drop-off/Pick up area - Ensure vehicles move off swiftly after drop-off. Ensure driver compliance with one-way. Manage stacking of vehicles awaiting collection of attendees,

1 Security Steward, [Minimum industry standard qualification as detailed in the ESMP] Positioned on the barrier lines at the junction of Kingsbridge Road & A13 Slip Road. Ensure no pedestrian access to event.

Please see <https://www.google.com/maps/d/edit?mid=1MTFm3FsVhNwvQYbA4G9oyTveCtNu6is&usp=sharing> for location detail.

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Staffing Deployment North of site

Staffing Deployment South of site

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Communications

Traffic Management staff will use handheld back-to-back radios with dedicated frequency and channel. Site Management will be able to contact the Lead Traffic Management Operative using this system and in turn, the Lead Traffic Management Operative will be able to contact the Site Manager/Control Room.

Lighting Plan

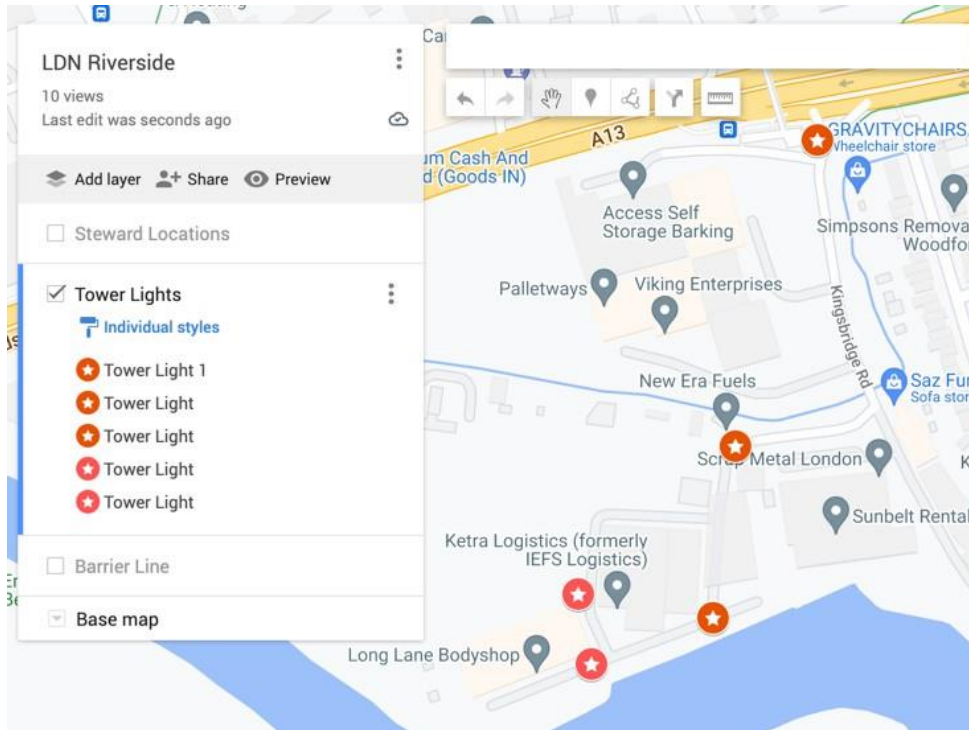
There have been x5 Locations identified for Temporary Lighting Towers ['Tower Lights'] These shall be delivered, installed and removed each event by the supplier. Tower Lights shall be suitable for Roadside use and preferably be of Battery-Operated type, or 'silent running' engine. When erected and operating, The Lead Traffic Management Operative will ensure that light heads face away from traffic and no 'light spill' occurs toward residential properties. Once set-Up is complete, the units will be secured and locked shut.

No Refueling of these units will be carried out on site.

If units are diesel powered, spill kits and plant nappy's will be provided for each unit.

Subject to a twilight site survey, the following locations have been proposed for lighting towers –

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Contingency Measures

EVENT SAFETY MANAGEMENT PLAN

Evacuation

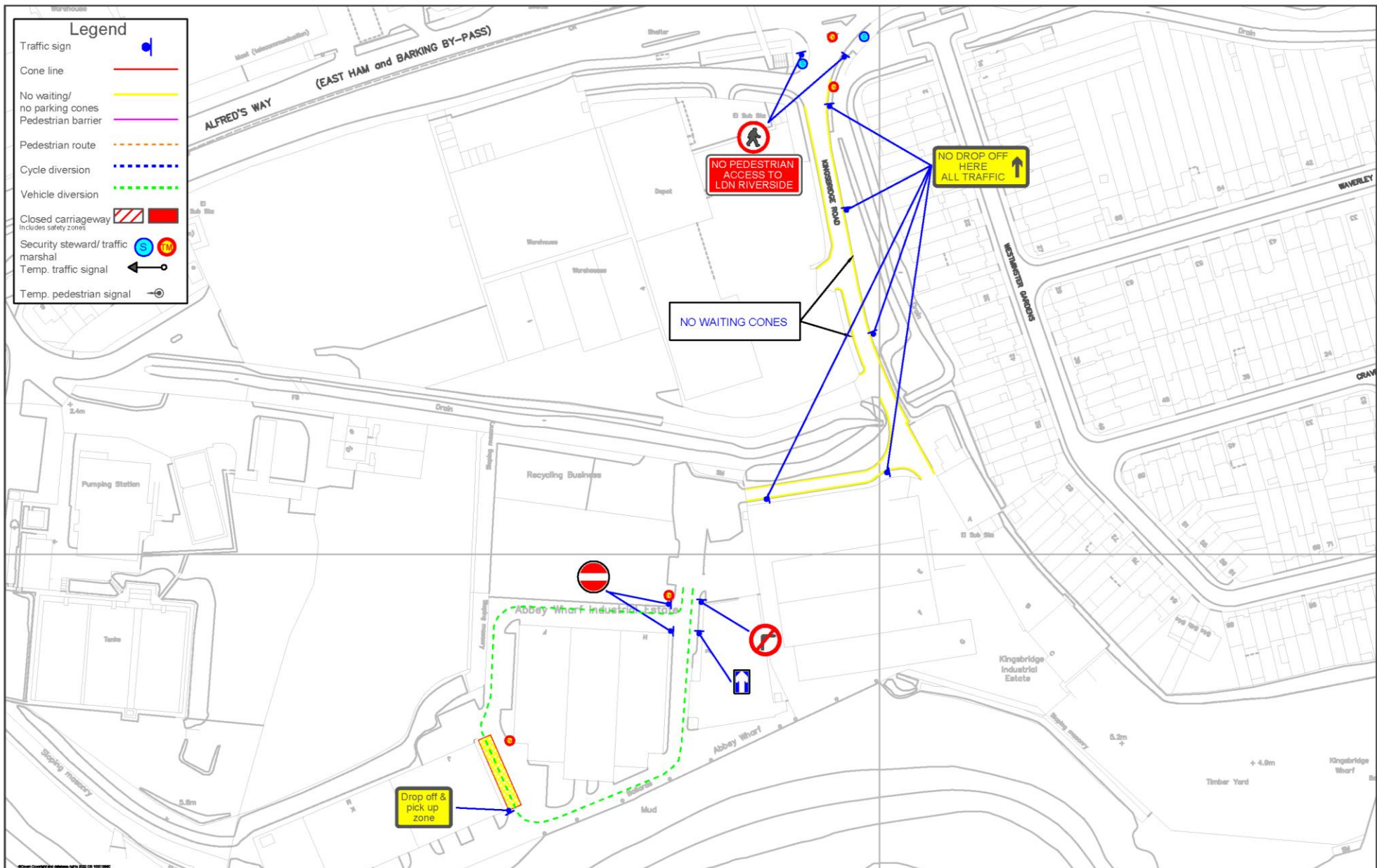
Should the event need to be evacuated and pedestrians are required to do so on foot, SEP will work under the guidance of the Police and assist with any road closures or traffic control required to ensure a safe and efficient evacuation, whilst maintaining a clear route for emergency vehicles. Contingency Signage can be used if required to provide suitable diversion routes.

Emergency Service Vehicle Ingress / Egress

The control room or Site Manager will notify the SEP Lead Traffic Management Operative of any expected emergency service vehicle movement. Emergency Services are to use the “Blue Route” detailed in the Event Management Plan. SEP will ensure a clear path for emergency services at all junctions being actively managed.

Appendix A

Traffic Management Drawing Full Site



 <p>Tiger Highways Ltd 5 Roundmead Avenue, Loughton, Essex IG10 1QA Tel: 01992 830 100 Email: info@tigerhighways.com Web: www.tigerhighways.com</p>	<p>Traffic Management Services Consultancy Design Implementation</p>	<p>SEP Events</p>	<p>Traffic Management Notes 1) All temporary traffic management shall be in accordance with Chapter 8 of the Traffic Signs Manual 2020, Traffic Signs Regulations and General Directions 2016, the Safety at Street Works and Road Works, A Code of Practice, 2013 and other industry stakeholders. 2) All temporary traffic management locations are indicative to aid clarity and are subject to approval from the on site foreman, supervisor or RLTMO. 3) All dimensions are in metres unless otherwise stated. 4) All carriageway widths for running lanes through the site to be a minimum of 3.25m wide unless otherwise highlighted. 5) This drawing has been specifically prepared to meet the requirements of the named client and may contain design or innovative features due to site constraints which differ from conventional design standards. 6) Upon installation the TM Foreman, RLTMO or supervisor is responsible for ensuring the design of the traffic management meets the on site requirements and is safe, Chapter 8 standards and may therefore make any modifications as necessary following an on site risk assessment. 7) Traffic sign faces indicated on this drawing are illustrative only and the contractor or subcontractor installing signs must ensure all installed signs meet all requirements of the latest Traffic Signs Regulations and General Directions and the Traffic Signs Manual. All signs must meet the required xht, reflectivity, colour, legend, size, placement for the given road type and road space. All signs must be secured according to the above requirements. 8) This drawing is not to be copied or used in whole or part other than for the intended purpose and project defined in this drawing.</p>	<p>Drawing No: D-2863-1A-SEP-THQ2229</p>
		<p>LDN Riverside</p>	<p>Scale: NTS</p>	<p>Date: 03/05/23</p>
			<p>Original Size: A4</p>	<p>© Copyright Tiger Highways</p>

Traffic Management Plan - Shuttle bus focus

Shuttle Bus Service

A Shuttle bus Service will be running from Barking Station, dropping customers at the venue drop-off area on site & Returning in a loop arrangement. The frequency of these will be determined on demand and expanded upon as required.

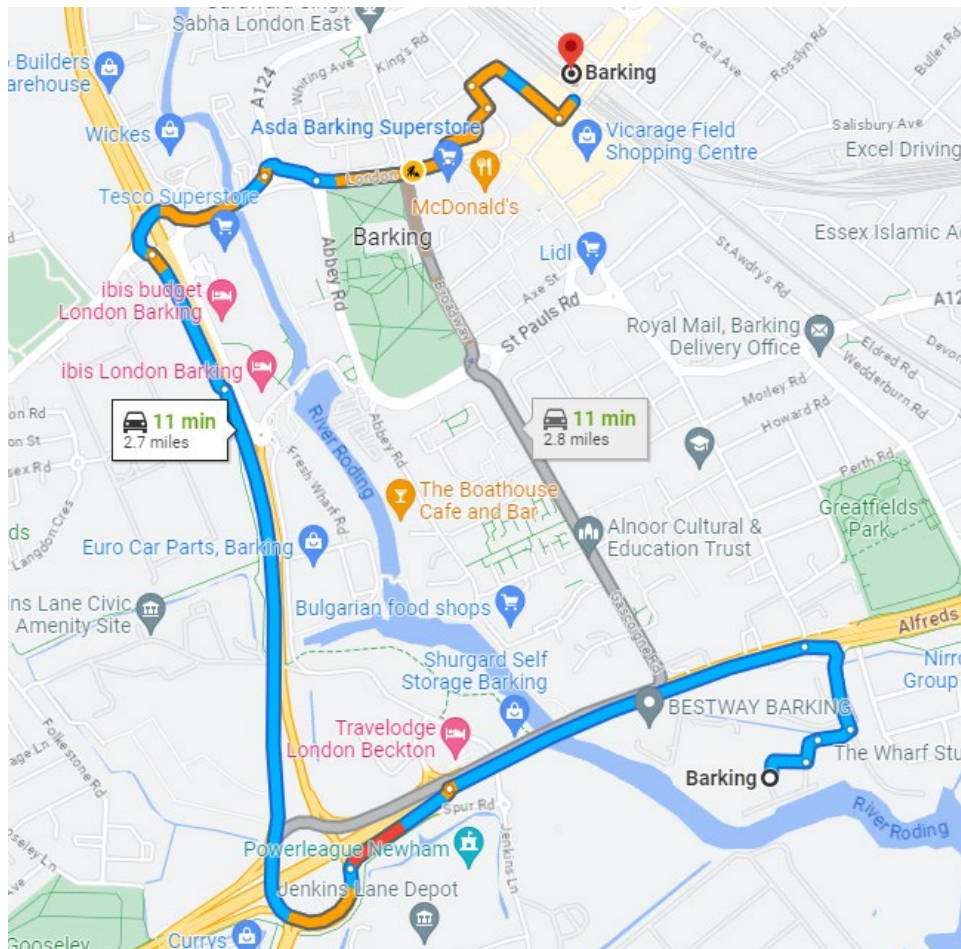
A Minimum of 2 buses with capacity of 16 seats will operate at any one time. Journey times are approximately 12 minutes one way.

Security and welfare Staff will be located at the collection point at Barking Station to ensure safety of customers, prevent anti-social behavior and to ensure ticket holders only are boarding the shuttle bus. [This is detailed in the ESMP]

Welfare officers will ensure all patrons are return to a safe place if required.

The location for pickup/drop-off at Barking is proposed to be the Loading Bay on Long bridge Road Outside Starbucks. IG11 8DR.

https://gridreferencefinder.com?qr=TQ4440884285|Points_C11&t=Point%20C&v=r



EVENT SAFETY MANAGEMENT PLAN

APPENDIX L – BAR & ALCOHOL MANAGEMENT

This is covered in the Licensing Policy in **Appendix V**

APPENDIX M – WEATHER MANAGEMENT PLAN

Extreme weather conditions are recognised by the venue as a key issue to the event. Weather will need to be monitored through the lead up to the all premises event during the build, live event, de-rig and load out.

The safety and integrity of the site can be affected by severe weather – notably high winds and heavy rain. In order to remain prepared for such eventualities, the Event shall adopt pre-emptive steps; regular monitoring of weather forecasts from the Met Office and ongoing monitoring of site conditions.

This document details the actions to mitigate so far as reasonably practicable the effects of extreme weather on all persons.

The management team have noted possible hazards that may arise due to extreme weather and have identified procedure that should be followed.

Weather monitoring

Two weeks before any event the following weather applications will be monitored using some or all of the following services:

Met Office

XC Weather

AccuWeather

Weather Pro

These are seen as the most reliable sources for shorter- and longer-term weather predictions.

Monitoring will be carried out during the build and de-rig by the venue management.

If wind levels reach a high state any display boards and signs will be removed or dismantled.

EVENT SAFETY MANAGEMENT PLAN

THE SITE

The site is located in an industrial estate next to a river, there may be potential for possible high tide flood risks. Venue Management will be aware of this and cancel any events in good time. This will be communicated via social media, direct to ticket holder and the website. Venue management if on site will secure the doors vis sandbags and leave the site in good time .

WIND

A wind action plan has been developed detailing actions that should be taken in accordance with varying wind speed during all stages of construction and the live event. The actions are based on the Beaufort scale for wind speed.

The table on the following page details the Beaufort scale and the actions required level 1 and level 2 for the most common elements of this venue foot print site build

EVENT SAFETY MANAGEMENT PLAN

The Beaufort Scale

0	1	2	3	4	5	6	7	8	9	10	11	12
calm	Light Air	Light Breeze	Gentle Breeze	Moderate Breeze	Fresh Breeze	Strong Breeze	Near Gale	Gale	Strong Gale	Storm	Violent Storm	Hurricane Force
LIGHT WINDS						High Winds		Gale- Force		Storm Force		Hurricane
<1 mph	1 – 3 mph	4-7mph	8-12 mph	13 – 18 mph	18 – 24 mph	25 – 31 mph	31 – 38 mph	39 – 46 mph	47-54 mph	55-63 mph	64 – 72 mph	<73 mph
<0.3/ms	1.5 m/s	1.6 – 3.3 m/s	3.4 – 5.5 m/s	5.5-7.9 m/s	8.0 – 10.7ms	10.8 – 13.8	13.9 17.1m/s	17.2 – 20.7 m/s	20.8 – 24.4 m/s	24.5 – 28.4 m/s	28.5 – 32.6 m/s	>32.7 m/s
Infrastructure												
Flags					Check flags stability / be prepared to remove.		Cordon off area					
Heras Fencing					Check Heras and standby to action	Scrim removed or slashed						
Ped barrier					Check Heras and standby to action	Scrim removed or slashed						
Cherry picker / telehandler with load					Standby to stop using equipment	Stop using equipment						
Access tower				Standby to stop using equipment	Stop using equipment							

EVENT SAFETY MANAGEMENT PLAN

Electrical Storms

Storm Level 1 – where a storm is within 20 miles of the site.

ELT made aware.

Continue on site as normal.

Storm level 2 – where the storm is within 10 miles of the site.

Event Control to let all managers know.

Stand by for a potential likelihood of severe weather.

Venue manager to alert the power provider to be on standby for power down.

Storm Level 3 – 5 miles and closing.

Communicate to Event control that there is a storm coming and insure there is a focus on ensuring customers are inside structures.

PA announcement to ask anyone in the external areas to come inside the unit.

Once the storm has moved on, we will make further announcements and reopen the external areas.

Extreme Heat

Periods of time exposed to the sun and hot temperatures could result in heat exhaustion, sunstroke or sun burn. The following measures will be in place to best counteract these ailments.

Suncream will be available at welfare.

Free water will be available.

Medical professionals will be onsite to help anyone suffering for heat related illness.

Messages will be relayed via the PA to remember to drink water, cover up and put on suncreams and hats.

APPENDIX N – WASTE MANAGEMENT PLAN

Live event

The Venue Manager will incorporate waste management into all stages of each event. Effective planning will result in the handing back of a clean site.

The Venue Management will ensure the area is clear of waste material as part of the pre event checks

Bins will be placed in identified areas of high use, such as:

Entrance/exit

catering vendors

Front of stage areas

First aid

Sanitary areas

Back stage

VIP areas

Caterers will be instructed to use recyclable containers and implements when issuing to customers.

The waste management contractor will operate throughout the event live time if required.

The waste will be decanted into a larger vessel and removed from site as soon as it is safe to do so.

Litter picking will take place throughout the live event on the event site and wider event footprint. The Event Management Team will set out the area to be covered by this.

Where possible, recycling bins will be in place and will be separated for recycling. Full cleaning team to be deployed at show end.

All waste will be removed from site by the waste management company the following morning of each event date.

APPENDIX O – PRODUCTION SCHEDULE

Venue Build suggestion for event footprint for LND Riverside

Monday - Friday

Time	Actions/Notes
15:00	Tower lights delivered and dropped off around site.
16:00	Ped fence dropped off in bundles around site for building .
17:00	Office staff leave site in adjacent units pause action on site.
17:30	Start Ped fence and traffic management build. Including queueing system. Drop off / pick up pedestrian barrier
18:30	Core builds complete.
18:30	Venue management to walk the site.
19:00	Any final actions to be put in place – all signage to be checked

EVENT SAFETY MANAGEMENT PLAN

Saturday /Sunday

Build suggestion if the infrastructure cannot be left in place each night

Time	Actions/Notes
15:00	Tower lights delivered and dropped off around site.
16:00	Ped fence delivered dropped off in bundles around site for building .
17:00	Start Ped fence and traffic management build. Including queueing system. Drop off / pick up pedestrian barrier
18:30	Core builds complete.
18:30	Venue management to walk the site.
19:00	Any final actions to be put in place – all signage to be checked

EVENT SAFETY MANAGEMENT PLAN

De rig / break suggested plan – depending on finish time.

Action order	Actions/Notes
1	Clear signage
2	Break queueing Ped fence and bundle ready for collection/storage
3	Traffic management de rig and group for collection/ storage
4	Tower lights only to be turned off and removed once there is full day light.
5	All deliveries collected
6	Venue management to walk the site to ensure all infrastructure is clear

APPENDIX Q – TEMPORARY STRUCTURES SIGN-OFF SHEET

Temporary structures can include staging, tents, marquees and gazebos; any structure erected specifically for the purpose of the event.

All Temporary demountable structures to be erected will satisfy the current guidance published by the Institution of Structural Engineers and evidence of this, together with details, drawings, calculations and method statements will be available on request.

EVENT	
Site Name: Date: Time:	
The Person signing off the installation on behalf of the sub-contractor Name: Company: Position within Company:	
Type of Structure and Intended Use.	
Statement of Safety "I hereby certify that the Stage structure for has been erected according to the manufacturers' method statement, and in accordance with relevant drawings and calculations. The Structure has been visually inspected throughout and conforms to relevant legislation and the Institution of Structural Engineers' <i>Temporarily Demountable Structures: Guidance on design, Procurement and use, Third edition (2007)</i> The Structure is safe for intended use."	
Signature:	
Signature of Safety Officer:	

APPENDIX R – SAFEGUARDING POLICY

EVENT SAFETY MANAGEMENT PLAN

Missing / Found Persons Form

Date			
Time			
Details of Missing Person			
Name		Sex	
Age		Height	
Hair Colour		Hair style	
Eye Colour		Facial Hair	
Distinguishing Features			
Clothing – top half		Clothing Bottom half	
Head wear		Footwear	
Jewellery			
Location last seen.			
Medical conditions			
Circumstances of disappearance			
Name of reporting person			
Relationship			
Contact details.			
Name of person taking details			
Signature			
.....			

EVENT SAFETY MANAGEMENT PLAN

Live Event Reporting Forms

ACCIDENT REPORT

Venue

Reference No.....

1. About the person who had the accident.		
Name:		
Address:		
		Postcode:
Occupation:		
2. About you, the person filling in this record (if different to the above).		
Name:		
Address:		
		Postcode:
Occupation:		
3. About the accident.		
Date of accident:		Time of accident:
Location of accident:		
Brief Description of accident (state the cause if known) – continue on the back if you need to. What was the person doing? Why did the accident occur?		
Relevant Notes: Condition of the equipment/the area/any medical history.		
If the person who had the accident suffered any injury state what it was:		
Was First Aid administered? If YES provide details:		
First Aider's Name:		
Were Paramedics called? YES / NO	Was the injured person advised to seek medical attention? YES / NO	Was the injured person taken to hospital? YES / NO
Signature: Print name:		Date:
Recommended Actions to prevent recurrence:		
Employees Only: By signing this box I give my consent to my employer to disclose my personal information and details of the accident which appear on this form to safety representatives and representatives of employee safety for them to carry out the health and safety functions given to them by law.		
Signature:		Date:
If accident is RIDDOR reportable state how it was reported: PHONE / ONLINE / EMAIL / OTHER		
Signature:		Date:

Accident Report

Brief Description of Accident (cont'd from page 1)

APPENDIX - T PRODUCTION RAMS

TBC

APPENDIX U – DISPERSAL POLICY

The dispersal policy is designed to ensure that the normal commercial operation of the premises doesn't not have a negative impact when people leave at the end of an evening.

A clear notice is prominently displayed by the exit requesting customers leave the area quietly. Sale of alcohol will stop 30 min before the close of premises.

Given the style of business and operating hours there is a gradual departure of customer, and the premises are not normally at full capacity at closing time.

Amplified music levels will be reduced during the last 30 minutes of trading and the music will become more down-tempo ensuring a gradual exit of remaining customers as the evening winds-down.

Onward transport information is provided alongside regular shuttle buses to Barking Station. We will recommend Uber pick up location for our customers and manage the premises location in the popular taxi apps.

There are clearly signed toilet facilities which are available for customers at all times employee training includes the provision that any patron in the process of leaving the premises that requests re-admission to use the toilet is allowed to do so.

All employees are given appropriate instructions and training to encourage customers to leave the estate in a controlled manner. There will be clearly visible management presence at the exit at the end of the evening.

Customers will be managed to avoid congregating in area of vehicle pick up and drop off points. We will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premises. Particular emphasis will be placed on building and maintaining close links with our immediate commercial neighbours, and any residents that are further afield but may have raised concerns about our events. This includes hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved.

The telephone number of the premises is published on our website and will be provided online and outside the building. Any complaint will be recorded noting the date and time of complaint, the approximate location of the complaint, a description of the noise and how it is affecting the complainant, and any follow up action.

We will constantly review our dispersal policy and respond quickly to the needs of the local community of business and residents.

APPENDIX V – LICENSING POLICY



**COMPLETE
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POLICY DOCUMENTS

WORKING IN PARTNERSHIP:

The successful control of crime and disorder and subsequent investigation should it be required can be best achieved through close partnership working.

Strong professional working relationships between the owners, management, supporting Complete Licensing consultants, staff, and security teams and all local stakeholders are key to the successful delivery of the licensing objectives.

The constant share of information and joined up working will deliver the best possible outcome for all. The following will be adopted into the venues managed approach to partnership work and the control of crime and disorder. The owners of the venue welcome the opportunity to work closely with the following organisations and groups:

- Metropolitan Police Licensing Team.
- Metropolitan Police Community Policing Team.
- Barking & Dagenham Licensing Authority.
- Barking & Dagenham Environmental Health Team.
- Barking & Dagenham Community Safety Department.
- The London Ambulance Service.
- London Fire Brigade.
- Barking & Dagenham Business Associations and Networking Groups
- Local Residents Associations.
- Pub and Club watch schemes.
- Local public and private transport operators.
- Barking & Dagenham Safer Business Groups







YOU HAVE BEEN LAWFULLY EJECTED



We are legally entitled to use **reasonable** force

Your behavior inside the licensed premises was unacceptable.

Your removal was necessary to prevent injuries to others and to prevent unlawful conduct by you.

Your removal from the premises may be captured on CCTV and Body Worn Video Cameras. An incident report has been completed.

This report, CCTV & Body Worn Video may be provided to Police and other responsible authorities.

The above powers also applies to persons who are refused entry but then fail to leave and put other persons at risk by their conduct.

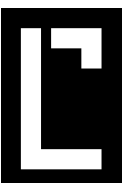
The management reserves the right to use discretion to refuse entry to any person.

If the individual(s) refuse to leave and are drunk or disorderly, then they are committing an offence of failing to leave licensed premises – the police have a duty under the Licensing Act to assist in ejecting the individual(s). There may be other offences that individuals commit by refusing to leave, including causing a Breach of the Peace and can be arrested for these offences. In fact if you remain in a licensed premises after you have been asked to leave you commit an offence under The Licensing Act 2003 s.143(4).

Use of Force - Section 3 Criminal Law Act 1967

A person may use such force as is reasonable in the circumstances in the prevention of crime or in the effecting or assisting in the lawful arrest of offenders or suspected offenders or persons unlawfully at large.

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Use of Force - Common Law

If you have an honest held belief that you or another are in imminent danger, then you may use such force as is reasonable and necessary to avert that danger.

We hope that once you have read the above explanation about Door Supervisors ability to use force during an ejection you will decide that the Door Supervisor has acted lawfully. However if you do not then we have a good tried and tested complaints procedure that we would invite you follow.

Complaints Procedure

We treat every complaint extremely seriously and will investigate fully. Any manager or door supervisor can take details of your complaint and you should receive an email within 24 hours.

Our Complaints are handled and investigated by an external company Complete Licesing. You can report any concerns directly to them on their webistie: <https://completelicensing.uk/client-forms/complaints/>

Our Door Supervisors use Body Warn Video cameras that record not only images but audio as well. In all investigations we will view the footage from the Door Supervisor in question. Our venue is also fitted with an extensive CCTV system that we will always access the images recorded in order to aid investigation into any complaint.

After viewing the Body Warn Video, CCTV, and looked over the incident reports, we will then interview the Door Supervisor involved. This interview is recorded and can be used in any further disciplinary procedure.

What will happen after my complaint?

We have a range of outcomes following a complaint they include but aren't limited to: Management words of advice, extra training, written warning, removal from site, removal from the security company employment and should we believe that the Door Supervisor acted unlawfully we will also hand our investigation over to the Police.

Escalation

If you are not satisfied with our handling of your complaint or you are unhappy with the outcome we have a number of ways that you can escalate the matter please contact Complete Licesning following the outcome of the initial investigation.

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CUSTOMER WELFARE POLICY

Two areas of the licensing objective focus clearly on public safety and health. The management and staff of LDN Riverside will adopt a committed and professional approach to meeting these two areas of the licensing objectives.

All security and LDN Riverside staff will be trained in delivering the initial response to the following.

- They will administer first aid in the first instance in an effort to reduce the requirement of the London Ambulance Service, local first responders or other public services.
- The staff will be aware they have a responsibility to be aware of and protect clients from the following and act appropriately if required:
 - Harassment.
 - Drunkenness.
 - Being under the influence of controlled substances.
 - Staff will secure transport services if required for vulnerable customers and ensure a safe passage to home addresses.
 - Complete follow up welfare calls on such vulnerable customers.
 - Engage the services of police if required.



CHALLENGE 25 POLICY

The LDN Riverside staff will adopt the best bar none Challenge 25 policy when providing alcohol to customers to ensure the requirements of the licence are met and the licensing objectives.



They will:

- Asses the age of every customer.
- If staff believe the customer to be under the age of 25 they will be required to ASK for ID. The following forms of documentation will only be accepted as proof of ID.
- Valid Passport
- Valid photo drivers' licence.
- A "Pass" approved card from the national proof of age standards scheme.

Challenge 25 will always apply to LDN Riverside staff and security teams and it will be emphasised by the Management that:

- Staff are not to rely on security staff to confirm age suitability at the point of entry.
- That staff are not to use the excuse they are busy.
- That staff believe they have already viewed a suitable form of ID for that customer.

Suitable training will be given!



DRUNKENNESS & DISORDER POLICY

To support the premises commitment to the licensing objectives the following policy will be adopted regarding drunken and disorderly behaviour.

The owners, management, DPS, security teams and all other staff are fully aware of their legal responsibilities to sell alcohol and operate professionally and responsibly. All staff will receive the appropriate training and will be required to adopt the following approach:

- Customers will be refused access to the venue should they show signs of drunkenness or are acting in a disorderly manner at the point of entry.
- Staff will refuse to serve customers who appear to be drunk.
- Staff will refuse to serve customers who are attempting to purchase alcohol for someone who appears to be drunk.
- Staff will refuse to serve any customers that are acting in a disorderly manner.

In addition to this LDN Riverside staff will be asked to be vigilant in looking for the following behavioural traits:

- Disruptive behaviour.
- Raised voices and arguments.
- Customers purchasing drinks or shots in quick succession.
- One or more people playing to a crowd.
- People being irresponsible to or being supported by friends.
- Customers with glazed eyes, slurred speech and unsteady on their feet.
- Customers that are quite or asleep.

The security teams and LDN Riverside staff will be expected to take positive action around such behaviour and deal robustly if required to avoid the escalation in behaviour. Identified welfare issues will also be covered.



THEFT & LOST/FOUND PROPERTY POLICY

The LDN Riverside teams are committed to ensuring their customers and clients enjoy the best possible experience.

It is imperative that management, security teams and staff within the premises ensure that customers personal property remains safe and secure and that the police are not burdened with unnecessary crime investigations for theft offences. Equally the LDN Riverside do not want to be continually attempting to reunite customers with their lost/found property. However, the very nature of the business will inevitably see people losing possessions or worst still be subject of theft.

To ensure these numbers are kept to a minimum and always looking to achieve no theft offences and no persons losing personal items the LDN Riverside team will adopt the following policy:

- Customers will at point of entry be verbally reminded by security staff to look after items of personal property.
- Clear signage will be placed at points of entry/exit highlighting the message.
- Customers will be directed to use the cloakroom facility for the safe storage of personal items.
- Security teams and LDN Riverside staff will continue to patrol the premises and deliver the same message regarding personal items of property.
- Security teams and staff will recover any items of property deemed to be vulnerable and take them to the cloakroom and property storage area for safe keeping. Such items of property will be placed in bags with a unique reference number and the location, time, and date the item was recovered accurately recorded in the found property register. The details of the security team member or staff member will be recorded against the entry.
- No property will be returned to any customer without full confirmation and proof of ownership. If this is not available at the time the LDN Riverside team will safely retain such property until such proof can be obtained.
- Lost items of property will be collected by security teams and staff in the same manner and the same proof of ownership criteria will apply.
- Customers reporting lost items of property can do so via the email address posted on the Complete Licensing website completelicensing.uk or by contacting the venue by telephone [Insert number] or through the LDN Riverside website [Insert web address] Full details of the person concerned together with an accurate description of the property and possible location within the venue where the item of property was last in the possession of the reporting person.
- Once such a report has been received it will be brought to the attention of the duty manager for immediate investigation. Every effort will be made to identify and items of lost/stolen property and return them to the owner.



- Items of recovered property will be accurately recorded, and every effort made to return them to the owner. Any such items unclaimed after 28 days will be disposed of or handed to police if deemed to be of sufficient value.
- Anyone who reports losing an item will be given a lost property leaflet, this is to ensure that information remains consistent (this leaflet is on the next two pages).





Hi there. We hope you've had a great time, but if you've lost an item, please email xxx@xxx.xx.xx

Don't despair

If you can't find it on the night don't despair, very often our cleaners find property in the morning! Its amazing what you can see with the lights up!

Contact us

Unfortunately, we can only take information for lost property in writing. If you phone the club we wont be able to help – so please don't.

When emailing us please put as much information as possible in the email so we can search our records thoroughly, **the more information the better!**

Return Service

If you have lost property in our venue, if it has been handed into our Lost & Found office you can either come down to collect it from us or we can arrange for your belongings to be sent to you by courier. This service is chargeable; however, we only charge you what it costs us. We don't make a profit out of your misfortune; we think that would wrong!

I WANT IT NOW!

Sometimes it's not possible for us to help straight away. We know this can be frustrating, but please try to stay calm. Rest assured that we will try to

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do everything possible to reunite you with your property. Leave your details in the lost property register and if we find it, we'll contact you. You can always double check by sending us an email.

What happens when we find something?

If a member of staff finds something in the club, they take it to the cloakroom. The cloakroom staff then logs the items in our Found Property register. At the end of the night the Manager then collects all these reports and double-checks the found property. The cloakroom staff also maintains a Lost Property log; they cross-reference the Found Property register and Lost Property log every time they make an entry in either.

Who looks though my property?

Our cloakroom staff search every item that is handed in. This is to see if there is any information that might help us reunite the property and the owner. No matter what you've left, don't worry they've seen it all before!

What happens if we don't find your property?

We're sorry-we can't find everything. We really will try our hardest to reunite you with your property, however sometimes it's just not possible. A legal note: We don't take responsibility or accept liability for property brought into the club or left in the club.

How long do we keep found property?

Found property will be held on the premises for a period of **28 days**, after which it will be disposed of; we donate it to a local charity if they don't want it we put it in the bin – sorry! With the exception of food and other perishable items- which we bin straight away.

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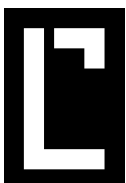








All safety protocols and scene preservation as detailed in the major incident policy will be adopted.







- If any suspect is identified and can be detained this will be done so by the security teams only. Only detain the suspect if he is compliant. Do not attempt to make any arrest using Citizen Arrest powers that may be available to you.
- The suspect should be detained in an area away from public view. The suspect and victim must not come into contact with each other. No LDN Riverside staff in contact with the suspect should contact those having care and control of the victim. Cross-contamination must be avoided at all times.
- Any allegations or comments made by either the victim or suspect should be written down and recorded accurately and immediately.
- As soon as reasonably practicable a full and accurate Complete Licensing on-line incident report will be completed by the duty manager. This is to include individual comments from all staff members involved. CCTV should be gathered and safely recorded and be available speedily for the Police and continued investigations.
- Consideration will be given to obtaining the services of a suitable Complete Licensing consultant to assist with incidents of this nature.
- No allegations or people requesting assistance from LDN Riverside Staff will be dismissed or ignored. A focused and supportive approach will be adopted from the outset.
- Suitable signage will be placed within the venue at entry/exit points, toilet lobbies etc detailing the #Ask for Angela scheme (see example signage below).



#ASK FOR ANGELA

“ HI I'M ANGELA,

ARE YOU ON A DATE
THAT ISN'T WORKING OUT?

DO YOU FEEL LIKE
YOU'RE NOT IN A
SAFE SITUATION?

IS YOUR TINDER OR
POF DATE NOT WHO
THEY SAID THEY WERE
ON THEIR PROFILE?

DOES IT ALL FEEL
A BIT WEIRD?

IF YOU GO TO THE BAR AND ASK FOR 'ANGELA'
THE BAR STAFF WILL KNOW YOU NEED SOME HELP GETTING
OUT OF YOUR SITUATION AND WILL CALL YOU A TAXI OR
HELP YOU OUT DISCREETLY - WITHOUT TOO MUCH FUSS ”



Call **101** for non-emergency enquiries, to report an incident or get help.

If you're deaf or hard of hearing, use our textphone service on **18001 101**.

Call **999** if it's an emergency or a crime is in progress.

0122



NOISE, NUISANCE AND ANTI-SOCIAL BEHAVIOUR POLICY

The LDN Riverside owners, management, security teams and staff recognise that a venue such as this will have members of the public dispersing from the venue in the early hours of the morning.

The venue recognises the fact that there are both residential and commercial properties located in the vicinity of the premises and as such there may be concerns from these communities, they may be subject of noise, nuisance, and anti-social behaviour.

To reduce the likelihood of noise, unnecessary nuisance, and anti-social behaviour the following policy will be adopted once the venue has closed and customers leave the venue. A Complete Licensing Dispersal Police will be required for each venue.

In the first instance LDN Riverside staff and security will adopt the following:

- Security staff will monitor the passage of customers from the venue and once they have dispersed onto the street. Every effort will be made to disperse individuals from the area, quickly, quietly and respectfully.
- Clear verbal and signed messaging will be delivered to customers as they leave the premises to respect the local area and residents.
- LDN Riverside staff will look to assist with the contact and supply of local transport solutions and have some knowledge of public transport available in the area.
- The LDN Riverside team will look to work in partnership with local police teams, transport companies, business associations and residents' associations to deliver a safe and nuisance free environment in the area.
- The LDN Riverside will provide each customer on exit a lollipop. This simple but effective gesture will assist with noise and reduce chatter in the street.



OVERCROWDING POLICY

The LDN Riverside will operate with a capacity of 1844 patrons. Obviously, this figure has been set through all the various planning and health and safety requirements.

The Health and Safety Executive states that in owning, managing and running a venue we must think about what may cause harm to staff and customers through crowd movement, dynamics and behaviour as people arrive, enter, move around a venue, exit and disperse. We also have to consider customers who could become more vulnerable such as young or elderly people and people with disabilities or learning difficulties.

To support the licensing objectives in particular those highlighting Public Safety and Public Health the venue will operate with the following overcrowding policy:

- Management Security Teams and staff at the venue will be trained in dealing with overcrowding issues.
- Potential problem areas and pinch points will be identified.
- Clear briefings and expectations will be delivered from duty managers on the daily events and expected numbers of customers etc.
- Security teams will be issued with footfall counters at entry and exit points and smoking areas to monitor numbers accurately.
- Management, Security Teams, and staff will be vigilant in monitoring crowd dynamics.
- Management, Security Teams, and staff will look for crowds where they are unable to see the head, chest and shoulders of individuals which would indicate increased density and potentially dangerous overcrowding.
- Should such overcrowding be identified the duty manager and security teams will be immediately notified by the person witnessing the overcrowding.
- The crowded area should be approached and assessed.
- Every effort should be made to disperse the crowd safely and speedily. If inside the venue identify a clear area in which to disperse the crowd to.
- Duty managers are to immediately check capacity numbers with entry/exit security teams to confirm numbers.
- A full and concise Complete Licensing on-line incident report will be completed.
- All relevant CCTV to be gathered and stored for further investigation if required. Such footage can be used to debrief any incident and assist with future training.
- Consideration should be given to activating the major incident strategy/policy if required.
- Managers to constantly review incident logs for future briefings and planning to negate any further related incidents of overcrowding.



ANTI-BRIBERY AND CORRUPTION POLICY

The LDN Riverside team are committed to trading within the law and maintaining the highest ethical standards.

The owners and management of LDN Riverside recognise the risk of bribery and corruption across corporate and public life. To combat any such behaviour the following policy has been adopted:

The LDN Riverside prohibit the offering, giving, the solicitation or the acceptance of any bribe, whether cash or inducements, to or from any persons or company, whether they are public official or body, private person or company to gain any commercial, contractual or regulatory advantage in an unethical way or to gain any personal advantage, pecuniary or otherwise for the individual or anyone connected with the individual.

For the avoidance of doubt this includes:

- The making of facilitation payments to government officials, (Typically used for securing or accelerating routine government procedure)
- Making payment to any other business to secure a commercial advantage.
- Authorising or providing travel benefits, gifts, entertainment, or political contributions for the benefit of a government official or other business contract without compliance with company policy regarding business hospitality and gifts or failing to follow due diligence procedures.
- Entering into a consultant or sales agent agreement that will result in contact with government officials or other business contact without conducting due diligence, obtaining the required internal business and legal approvals, retaining all due diligence for six years and accurately recording on our records all related payments, or
- Making any incomplete or false or inaccurate entries on our books and records.
- No staff member shall accept any form of financial reward, gift, inducement or other pecuniary advantage from any person, business, or other corporate body for the benefit of:
 - Securing entry to LDN Riverside
 - Obtaining free drinks from staff.
 - Avoiding being searched as a condition of entry.
 - Avoiding providing suitable ID as a condition of entry.
 - To obtain favourable positions within queues or secure VIP entry.
 - To obtain a booth or other service within the LDN Riverside.



RECORDING

The LDN Riverside management, staff and security teams have a responsibility to record the following information for the benefit of various professional bodies. This must be done immediately concisely, and contain all relevant material related to the incident.

Hardcopy notes will be produced for immediacy and a subsequent electronic copy completed for storage and ease of access should it be required. The LDN Riverside will use the Complete Licensing on-line reporting system for immediacy and accuracy. All recorded information is stored within a secure electronic platform. Direct access can be given to police and local authorities if required.

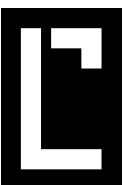
This will include:

- all crimes reported to the venue.
- all ejections of patrons.
- any complaints received concerning crime and disorder.
- any incidents of disorder.
- all seizures of drugs or offensive weapons.
- any faults in the CCTV system.
- any refusal of the sale of alcohol.
- any visit by a relevant authority, Police Service, Ambulance Service or Fire Brigade.

This is an especially important process, and the management should consider the service of a suitable Licensing Consultancy to assist in the accurate recording of such incidents.

The Complete Licensing Incident reporting poster will be displayed in a Staff Area so that members of staff can get useful prompts with how to fill in incident reports.

All reports will be checked over by a Licensing Consultant should further information be needed, contact will be made by complete Licensing to the member of staff so that reports are kept as full as possible.



HAS THERE BEEN AN INCIDENT?

e.g. Allegation of crime, Assault, Ejections, Complaints re crime or disorder, Seizure of drugs or weapons, CCTV faults, Refusal to sell, Visits by authorities



SCAN TO START REPORT

INCIDENT LOG CHECKLIST

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> DATE AND TIME <input checked="" type="checkbox"/> PERSON RECORDING <input checked="" type="checkbox"/> INJURED PARTIES <input checked="" type="checkbox"/> FIRST AID <input checked="" type="checkbox"/> CCTV VIEWED <input checked="" type="checkbox"/> POLICE CAD (REF NO) <input checked="" type="checkbox"/> POLICE SHOULDER NUMBER 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> SCENE PRESERVATION <input checked="" type="checkbox"/> EVIDENCE RETRIEVAL/PRESERVATION <input checked="" type="checkbox"/> AMBULANCE/POLICE CALLED (TIME & REF) <input checked="" type="checkbox"/> CCTV PRESERVED <input checked="" type="checkbox"/> DPS INFORMED (TIME & WHO BY) <input checked="" type="checkbox"/> NAME OF COUNCIL INSPECTOR
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WRITING AN INCIDENT REPORT

1 Introduce what the statement is about. It will be very brief, one or two sentences only.

2 Introduce those involved in the incident, including yourself. ONLY include individuals that are directly involved with the incident.

3 Identify and describe the location that the incident took place in, and any subsequent locations.

4 Give a detailed chronological account of what occurred.

5 Give full details & descriptions of people mentioned, starting with the suspect. Include identification of the suspect (if that occurred) and the value of any property damaged or stolen.

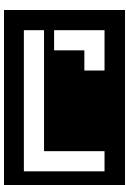
COVER ADVOKATE IN THIS PART

- Amount of time the suspect was under observation
- Distance
- Visibility
- Observation impeded? (Obstructions)
- Known or seen before? (and how often?)
- Any reason for remembering?
- Time lapse between observation and identification
- Error or material discrepancy in description?



COMPLETE LICENSING

VISIT [COMPLETELICENSING.UK](https://www.completelicencing.uk)
OR CALL 0330 808 2122



APPENDIX W – HALO INFORMATION SHEET

