

COMEDY FEST

CROWD MANAGEMENT PLAN

Roundwood Park Annexe
Harlesden Road
Brent
London NW10 3SH
27th – 30th August 2021

VERSION:	DATE:	AUTHOR:	CHECKED BY:	DETAILS:
DRAFT V1.0	27/07/2021	ROB DUDLEY	SARAH TEW	DRAFT FOR REVIEW

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1. CROWD MANAGEMENT POLICY

The following text forms the crowd management plan for the proposed event, Comedy Fest, to be held at Roundwood Park. The plan will take into consideration any and all aspects of the event and its planning that have an influence on crowd management.

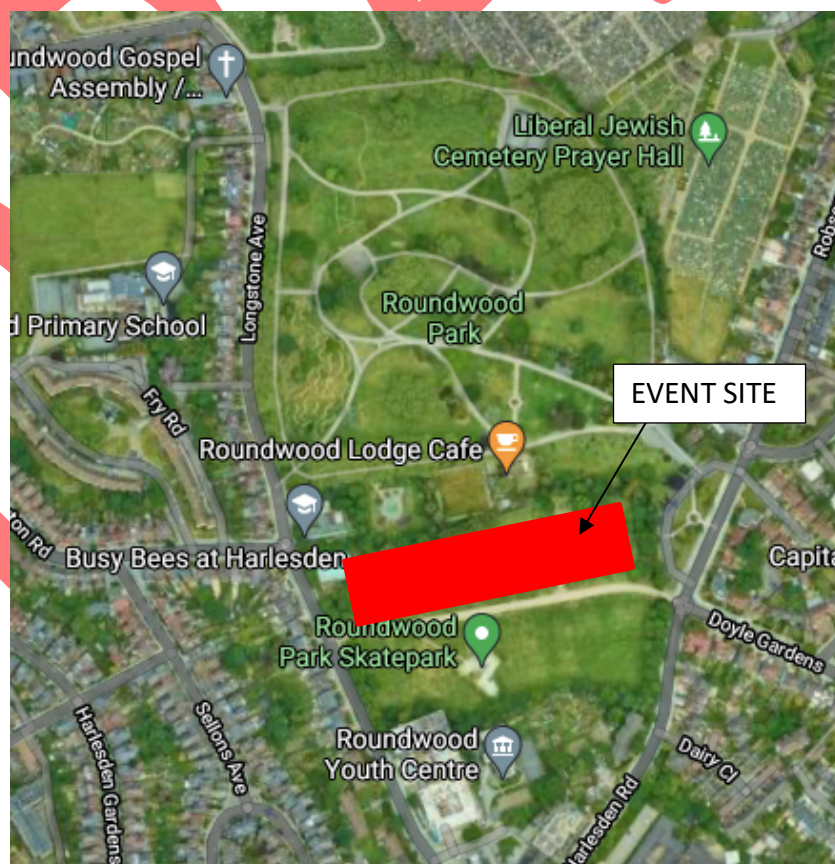
The purpose of this crowd management plan is to identify and set out the roles and responsibilities of key personnel involved in the event, along with the appropriate action to be taken within the pre-agreed emergency plan procedures as outlined in the EMSP. This document aims to show how the event organisers, while working with security providers, will make every effort where practicably possible to uphold their duty of care and ensure the safety of the customers, public, contractors, staff and artists attending the event over the weekend.

The policy is intended to ensure the safe and secure management of our customers to and from the event site and throughout the event itself. It's also designed to minimise the impact of these customers on the rest of the park and the public as a whole. The crowd management plan will be undertaken following the guidance outlined in the HSE Publications; 'The Guide to Safety at Sports Grounds', 'The Event Safety Guide' and 'Managing Crowds Safely'.

We have taken crowd behaviour into account whilst designing the site. The site layout, lighting, advertising and our site infrastructure and facilities are all located on the site to ensure our customers enjoy all aspects of the event and there is a clear flow throughout the site. This is to ensure there are no trouble spots and/or overcrowding.

Pedestrians will be able to attend the event using their own vehicles, public transport or travel on foot to Comedy Fest. Messaging will discourage attendees from driving and utilise public transport, however it is estimated a small portion of the audience may arrive via private vehicles and attempt to park in surrounding streets. For this reason, the organisers are liaising with nearby schools identify a suitable car park to prevent undue disruption to the local traffic network and local resident parking provision.

2. SITE LOCATION AND LAYOUT



Roundwood Park is a public park in Willesden, London measuring a total of 26.5 acres. This event will utilise the annexe section of the park and will now be contained to the area of the annexe to the North of the footpath that bisects the park.

Heras fencing will be used to demark the event site perimeter. An additional heras fence area will be created within the event site that will house the comedy tents and the event bars. Access to this area of the event will be open to ticket holders only. The remaining area of the event site will be open to the general public.

The area of the annexe park not fenced in for the event will also be open to the general public.

3. SECURITY MANAGEMENT

The event organisers have engaged the services of CT Security Ltd to provide both SIA and Stewarding staff for the event.

Event Organiser – [REDACTED], *Comedy Fest* – [REDACTED]

Lendon Lumsden is the Event Organiser, as specified in the Event Safety Management Plan. He shall have overall control of the site and the personnel working at the event. He will ensure that the actions taken by the various contractors and managers on site are coordinated, coherent and integrated, in order to operate the event efficiently and safely.

Head of Security – [REDACTED], *CT Security* – [REDACTED]

The Head of Security shall be responsible for planning and coordinating security resources together with the Event Organiser to implement the Crowd Management Plan. They will work will work with the other members of the Event Management Team to oversee and implement all strategic and tactical security operations. The Head of Security will be responsible for briefing of staff, operations and monitoring of the security and crowd management of the event. They will be responsible for ensuring that there is effective coordination between the SIA licensed resources under their command and the onsite stewarding resources. They will ensure that full logs of the security operation are kept. The Head of Security will be responsible for liaising with The Metropolitan Police on all issues of crime & disorder.

Operations Manager – [REDACTED], *Comedy Fest* – [REDACTED]

The Operations Manager will assist the Event Organiser in the delivery of the event by liaising with various contractors and suppliers.

Head of Stewards – [REDACTED] (Community Champion), *Comedy Fest* – [REDACTED]

Steward Recruitment – [REDACTED] (Community Champion), *Comedy Fest* – [REDACTED]

The Head of Stewards will work closely with the both the Head of Security and Steward recruitment ensuring that all stewards under their control are fully briefed, familiar with the site layout and aware of their duties.

Suggested Positions

- Entry Search
- Bars
- Response
- Stages
- Fire Exits
- External Positions / Road Crossings
- External Response

SIA Licensed Security

Appropriately SIA Licensed staff will carry out any security function that is identified as a 'licensable activity' under the Private Security Industry Act 2001, with-in the site, its external perimeter and the surrounding area, to ensure the protection and safety of people, assets and property. They are entitled to make decisions on the suitability of persons to enter or remain in licensed areas. Their role may include tasks such as body and bag searching, evictions or ejections, all of which adhere to and are set out by The Licensing Act 2003.

There will be a total of 22 SIA Licensed staff on duty each day.

Stewards

The stewards' role within the event is quite varied. It comprises of ensuring they are familiar with the site so that people can be directed to areas of comfort and wellbeing, including first aid areas, toilets and refreshments. All stewards will be briefed prior to the event of their role. They will be made aware of the arrangements for evacuation of the site and will be informed of any coded messages. The stewards will provide an extra layer of safety and diligence.

There will be a total of 20 Stewards on duty each day.

4. INGRESS

Access to the site will be via either existing public gate entrance to the annexe park (Harlesden Rd / Longstone Ave). Customers will then be directed to the event entry site located at Grid Ref D12. At this point all persons entering the event site will be subject to a bag search and metal detector wand by same sex SIA staff.

Entry to the paid for element of the event will take place at Grid Ref D8. Customers with pre-purchased tickets will have their ticket scanned on entry. Should the event not be sold out in advance, there will be an option to purchase tickets on the door.

SIA Staff at the initial event site entrance will keep a clicker tally of the number of persons entering the event.

Should queues form that are deemed excessive at any time, Response Teams will be re-deployed to provide assistance with crowd management and any further issues that may arise, including volatile customers and unsociable behaviours.

Members of the public are encouraged to attend the event via public transport. This will be highlighted via the event website and social media posts. The event organisers will clearly advertise local transport hubs within the close distance of the event.

There will be stewards located externally advising festival attendees of directions.

Security will be vigilant at entrance points and while any queuing is taking place to ensure there are no issues that may become a concern upon entry. This will be communicated to the Head of Security.

There will be clear signs of prohibited items and terms and conditions of entry will be on display.

On entry there will be an amnesty box for any items the customer wishes to surrender prior to the search.

All members of the public will be subject to a search by an SIA licensed member of their gender with no exceptions. The search will be a 2-point search; metal detector wand and full bag search

Last entry to the event : Fri 19:30, Sat, Sun, Mon 18:45

5. EGRESS

There will be a phased shut down on the site to encourage a staggered egress of patrons from the site. The intended order of closure is as follows:

Area	Friday Closure	Saturday Closure	Sunday Closure	Monday Closure
Headliner Stage	N/A	18:50	18:50	18:50
Main Stage	20:15	19:50	19:50	19:50
Community Stage	N/A	19:00	19:00	19:00
Bars	20:30	19:30	19:30	19:30
Food Traders	21:00	20:00	20:00	20:00
Fairgrounds	20:30	19:30	19:30	19:30

Customers will exit the site via the dedicated egress gates (located at either Grid Ref D12 or E3). SIA Security and Stewards along with the Comedy Fest team members will be positioned at the exit gate(s) and along the routes to transport links. With this constant flow of information and communication from the teams to the Head of Security, strategic decisions can be decided which will help direct customers to pick up/drop off points and public transport hubs.

6. INTERNAL EVENT

Before the show starts there will be a safety inspection of the site (on all days), conducted by Event Organiser and Head of Security.

During the event there will be security monitoring all aspects of the crowd in all areas of the site. There will also be a medical team on site.

There will be one static guard positioned by each Fire Exit on the internal of the gate. In the event of an emergency evacuation being required, security control will call to those positioned at the Fire exits to open them. To support the evacuation, additional security personnel will be redeployed to their designated Fire Exit to aid the evacuation. Fire exit gates will be comprised of two Heras fence panels that can be opened and pushed apart, creating a gap of 7m.

All security and stewarding staff will be wearing Hi-Vis tops to ensure they are distinctive to the crowd.

7. MEDICAL ASSISTANCE

It is the job role of the Medical Teams to tend to customers or staff alike should medical assistance be required during the event. Should they need help in accessing the patient due to them being in a highly crowded area then they will request a security response team to reach them in the following way.

The response team will create an arrowhead formation around the medical staff being escorted through the crowd. This ensures a quicker passage to the patient whilst keeping the medical team safe.

Once the patient is located, a safe environment will be established around them by the response team, enabling the medical team to assess the situation and allow the care to be given.

When the medics are ready to leave the area either with or without the patient, the response team will escort them back through the crowd in the same triangular formation as indicated above (if required).

8. SEARCH POLICY

The Purpose of Searching

A mandatory searching policy is in place for this event to protect the safety of customers, staff and contractors on site, to comply and to protect site assets. All persons entering and re-entering site will be searched including; security, management, artists, support staff, bar staff, traders, and contractors.

- **The Search Process**

Pre-event there will be a full sweep of the site, traders, fairground prior to doors opening to the public. This will be to check if there are any prohibited items concealed within the event site. This sweep will be undertaken by SIA security staff.

Upon entry, all persons will initially be asked for consent for the search to be conducted. Signs on approach to the entrance will inform customers that undertaking a search is a condition of entry and that refusal will potentially exclude the individual from entry to the event. Searching will be carried out on the person and in carried items, i.e. bags or backpacks. If any items found during a search that present a safety issue, are non-compliant with event rules or are deemed illegal (or could be used for illegal activities), the security staff will inform the Head of Security in the first instance. Persons will then be asked to remain with the security staff member until a decision is made as to what to do next, if safe to do so.

Staff

All staff members coming on site on the event day will be subject to a mandatory search of their bags and person. Any member of staff refusing a search will be denied access to the site.

Vehicle Searches

Any vehicles on site will be registered in advance with the Event Organiser and should be subject to a mandatory search.

Equipment to be Used for Search Purposes

- Hand held metal detector wands
- Rub down search gloves

The above equipment listed above will be used throughout the searching procedure. There are no detrimental effects to health if a wand is used on a person that has a pacemaker fitted or is pregnant.

The Head of Security will be responsible for the deployment of personnel to conduct searches and will ensure that they hold the relevant experience & qualifications. The Head of Security or a designated Door Supervisor will be overseeing and making final decisions with regards to the search area at all times.

Search Limitations

Security Personnel conducting the search will be limited to the use of metal detection devices, visual searches, and physical rub down under consent along with requesting pockets to be emptied and the contents examined in a self-search method.

Description of the Search

Before any type of search can be conducted consent must be obtained from the customer. This may be via verbal consent or by standing before a Security Operative and raising their arms in anticipation. Any person refusing a pre or re-entry search will be refused entry to the event, as it's a condition of entrance. Wand metal detectors will be used in the first instance to help eliminate the risk of weapons being found.

Search Process

Should an item containing metal be detected the wand will emit an audio and visual indication. The volume and pitch of the audio alert varies with the size of the object. A larger item detected will result in a higher tone in comparison to a smaller object.

The next step is for the customer to place any bags along with the contents of their pockets onto a table so that a member of security can visually inspect them. Any contraband will be confiscated and dealt with in the appropriate manner. Should it be deemed necessary, a physical search is the final step of the searching process and will include the following:

A physical examination of headgear and a physical and a visual examination of hair.

An examination to ensure that no firearm or weapon is attached to the person's body. This is done by physically running hands over the body systematically over such items of clothing like shirts, trousers and dresses but under bulkier items such as coats and jackets.

Outerwear must be examined by checking the back, collar, lapels, shoulder pads, pockets and arms.

Trousers and skirts are checked, after verbally informing the customer of the proceedings and obtaining consent, by running the hands around the waistband and when necessary the turn ups on trousers. Attention is to be paid to areas such as the crotch, covered legs, ankles, socks and footwear. They may be asked to remove shoes to visually inspect inside them.

If a person is found to be free from any prohibited items then they must gain access to the site immediately thus preventing them from being passed item from persons yet to be searched.

Search of Vulnerable Adults.

Should a customer that is considered to be vulnerable need to be searched then there are slight differences to be adhered to. It is suggested that another member of the security team be present during the search and the Head of Security be made aware of the imminent search, the care giver or appropriate adult attending with the vulnerable person should remain present at all times.

Bags may be searched once consent has been obtained along with any items of clothing that aren't being worn.

Wands may be appropriate for use once their use has been explained and are understood by the customer.

It will often not be suitable to search a vulnerable adult using the pat down method, contact should be restricted and guidance taken about behaviours to be expected from the carer present.

Entry should be refused if a vulnerable adult will not give consent to be searched.

Should any unforeseen problems occur then the Head of Security must be informed if they are not already present, they will make a decision along with the Event Organiser as to what actions are to be taken.

Confiscation Policy

Should any restricted items, including drugs and weapons, be found on an individual during searching procedures, the security staff member will place the items or substances in question into an appropriate storage receptacle and escalate to the Head of Security. They will then be responsible for implementing the next action which may be informing the Event Organiser or subsequently the Metropolitan Police.

Should a weapon such as a knife or firearm be found then the Metropolitan Police will be informed and summoned immediately and entry into the event refused.

9. PROHIBITED ITEMS LIST

There will be prohibited items advertised upon entry advising attendees. This will also be advertised in advance via social media links to the event and on the 'cut out and keep guide'. Prohibited items signage will be displayed at the entrance

Customers are not permitted to carry the following items into the event:

Guns, firearms and other devices that discharge projectiles.

Devices capable, or appearing capable, of being used to cause injury by discharging a projectile, including:
Firearms of all types, such as pistols, revolvers, rifles, shotguns, toy guns, replicas and imitation firearms capable of being mistaken for real weapons. Component parts of firearms, compressed air and CO₂ guns such as pistols, pellet guns, rifles and ball bearing guns. Sling shots, catapults and stunning devices.

Devices designed specifically to stun or immobilize, including:
Devices for shocking, such as stun guns, Tasers and stun batons. Animal stunners and animal killers. Disabling and incapacitating chemicals, gases and spays such as mace and pepper sprays. Capsicum sprays, tear gas, acid sprays and animal repellent sprays.

Objects with a sharp edge capable of being used to cause serious injury including:
Items designed for chopping such as axes and ice picks. Razor blades, box cutters, knives, scissors, martial arts equipment, sharp edge swords, sabres and workmen's tools.

Objects capable of being used to cause serious injury when used to hit including:
Baseball/softball bats, clubs and batons.

Explosives and incendiary substances and devices capable or appearing capable of being used to cause serious injury or to pose a threat to the safety and security of the infrastructure and/or personnel including:
Ammunition, blasting caps, detonators and fuses, replica or imitation explosive devices, grenades and other explosive military items, fireworks and other pyrotechnics, smoke-generating cartridges of dynamite, gunpowder and plastic explosives.

Illegal substances such as non-medically prescribed drugs, this includes items previously referred to as 'legal highs' and NOS/Balloon gas.

Drones and unmanned aircrafts.

All liquids such as drinks bottles, perfumes and aerosols.

Masks or other facial coverings.

Members of the public attempting to violate these requirements will be denied access to the event and the Police may be informed.

10. Crime Scene Preservation

With crowds of people in a confined area it would potentially be difficult to identify the exact location of a serious crime. There may be several locations, which may be spread across the event site due to the nature of such events i.e.: fights and subsequent medical treatment as to where the casualty/casualties end up. Should a serious crime occur during the event that would result in attempting to preserve any evidence, including transient evidence, then the following procedures will be necessary.

Available staff will be deployed to create a cordon and halt all unauthorised footfall through the identified crime scenes to preserve as much evidence as possible in line with **Police and Criminal Evidence Act 1984 (PACE)**, the area will be secured as well as deployment and resource allows.

All key personnel will be informed including the Head of Security, Event Organiser as well as the Metropolitan Police. Attempts will be made to identify key areas of the crime scene including secondary areas; this will include points where any First Aid is given. All attempts to ensure the crime scene/scenes will remain untouched. If a part of the scene has been disturbed it must be noted how and why this was done. Await instruction from the Police/ Scenes of Crime Officers.

11. EJECTION POLICY

Any ejections taking place from the event should follow the correct procedure.

Radio contact with the Head of Security to identify the problem.

Other resolutions should be sought first leaving ejection as a last resort in most cases. Security logs to record the incident, of which staff and persons are involved and finally the outcome, while capturing information of those persons involved in the incidents, at all times adhering to General Data Protection Regulation (GDPR) Data Protection Act 2018. The individuals(s) in question are to be escorted to collect belongings if applicable and compliant.

It is the job role of the SIA Security team and the response teams to escort any relevant person from the site on foot. Any person who does not comply with security requests or is considered to be a danger to themselves or others will be asked to leave the premises.

Where possible, this will be done under escort without laying hands on a person. In circumstances where an assault is likely against security staff, reasonable force and restraints are to be used to restrain the person without causing injury or pain. Any force used is to be proportionate and necessary in the circumstances and all actions deployed by the security teams have to be justified. Ejections are usually a last resort and are to be carried out by licensed SIA security staff working in teams. All SIA licensed staff will have their own valid badge on display in accordance with legal requirements, with the exception of any covert Close Protection trained staff. These staff will hold an up to date license but do not have to display due to being a covert element of the security provision.

In the event of a pre-planned ejection in the middle of a crowded area, the response teams will use a method that allows them to pass through densely populated areas to locate the pre-determined target with the intention of removal and cause minimal disruption to other customers.

The team responding will form an 'arrowhead' formation and pass through the crowd. Once the target has been reached two members of the team will restrain and move to within the formation with the target. With the protection of the other members of the team they will then move back through the crowd to a safe location.