



**MEETING** : LICENSING SUB-COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : FRIDAY 26 SEPTEMBER 2025  
**TIME** : 10.00 AM

This meeting will be live streamed on the Council's Youtube page:  
<https://www.youtube.com/user/EastHertsDistrict>

**MEMBERS OF THE SUB-COMMITTEE**

Councillors M Connolly, T Deffley and G McAndrew

**COMMITTEE OFFICER:**  
**PETER MANNINGS/MICHELE AVES**  
[peter.mannings@eastherts.gov.uk](mailto:peter.mannings@eastherts.gov.uk)  
[michele.aves@eastherts.gov.uk](mailto:michele.aves@eastherts.gov.uk)

## **Disclosable Pecuniary Interests**

A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:

- must not participate in any discussion of the matter at the meeting;
- must not participate in any vote taken on the matter at the meeting;
- must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
- if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
- must leave the room while any discussion or voting takes place.

## **Public Attendance**

East Herts Council welcomes public attendance at its meetings and meetings will continue to be live streamed and webcasted. For further information, please email [democraticservices@eastherts.gov.uk](mailto:democraticservices@eastherts.gov.uk) or call the Council on 01279 655261 and ask to speak to Democratic Services.

The Council operates a paperless policy in respect of agendas at committee meetings and the Council will no longer be providing spare copies of Agendas for the Public at Committee Meetings. The mod.gov app is available to download for free from app stores for electronic devices. You can use the mod.gov app to access, annotate and keep all committee paperwork on your mobile device.

Visit <https://www.eastherts.gov.uk/article/35542/Political-Structure> for details.

### **Audio/Visual Recording of meetings**

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable, which may include social media of any kind, such as tweeting, blogging or Facebook. However, oral reporting or commentary is prohibited. If you have any questions about this please contact Democratic Services (members of the press should contact the Press Office). Please note that the Chairman of the meeting has the discretion to halt any recording for a number of reasons, including disruption caused by the filming or the nature of the business being conducted. Anyone filming a meeting should focus only on those actively participating and be sensitive to the rights of minors, vulnerable adults and those members of the public who have not consented to being filmed.

### **AGENDA**

1. Appointment of Chairman

2. Apologies  
To receive apologies for absence.
3. Chairman's Announcements
4. Declarations of Interest  
To receive any Members' Declarations of Interest.
5. Summary of Procedure(Pages 5 - 7)  
A summary of the procedure to be followed during consideration of item 6 is attached.
6. Application for a new premises licence for Standon Calling Limited, Standon Lordship, Barwick Road, Standon, Hertfordshire, SG11 1PR(Pages 8 - 206)
7. Urgent Business  
To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

## LICENSING SUB-COMMITTEE

### EXTRACT FROM RULES OF PROCEDURE

**Note – the full Rules of Procedure can be viewed at:**

<https://democracy.eastherts.gov.uk/mgCommitteeDetails.aspx?ID=144&J=2>

#### **11. Procedure at a Hearing**

11.1 The hearing will proceed in the following order:

- (a) The Chair will elicit any Declarations of Interests.
- (b) The Chair will introduce members of the Hearing Panel.
- (c) The Chair will ask those present to introduce themselves.
- (d) The Chair will ask all parties to the Hearing whether they are happy to proceed with their application or representation.

11.2 The Chair may ask the officer of the Licensing Authority to report:

- (a) any requests from a party to the Hearing for permission for a witness to appear in support of his, her or their representation. Any such requests will be determined by the Hearing Panel; and
- (b) any documentary or other information that a party to the Hearing wishes to present. If there is any such material, the Chair will ask all the other parties to the Hearing whether they consent to it being presented. If they agree, the material will be distributed. If not, this material may not be distributed unless the Chair wishes it to be.

11.3 The Chair may invite the applicant/licensee or his, her or their representative to estimate the time required to present his, her or their case and ask questions of other parties to the hearing. The Chair will then ask the other parties to the hearing whether they will require a longer period to present their representation and question the applicant. The Hearing Panel will determine the maximum period of time allowed for each party to put his, her or their case. This decision will be final.

11.4 The Chair will ask the Officer of the Licensing Authority to summarise the matter under consideration.

11.5 The Members of the Hearing Panel, the applicant, and those making representations may ask questions of the Officer of the Licensing Authority.

11.6 Starting with the applicant or licensee, each party will exercise his, her or their rights within the identified maximum time, as follows:

- (a) each party to present his, her or their case, including responding to any points of which the Licensing Authority has previously given notice, and call any approved witness or witnesses in support of his, her or their case; and

(b) if given permission by the Chair, and only through the Chair, each party may raise questions of any other party or witness/witnesses.

11.7 The applicant/licensee or his, her or their representative will be asked to sum up his, her or their case.

## **12. Determination of Applications**

12.1 In the case of a hearing relating to:

(a) a counter notice following police objection to a temporary event notice; or

(b) a review of premises licences following closure order; the Licensing Authority must make its determination at the conclusion of the hearing.

12.2 In the case of any other hearing, the members of the Hearing Panel may choose to determine the case at the conclusion of the hearing or after the hearing within five working days.

12.3 If determining the case at the hearing, it is for the members of the Hearing Panel to choose whether to retire to consider the case or discuss the case in front of all parties.

12.4 When determining a case, either during the hearing or after, and whether having retired or deliberating in front of the parties, the following shall apply:

(a) Members of the Hearing Panel will determine the case, not Officers or any other parties;

(b) Members of the Hearing Panel will be advised by a Legal Officer;

(c) a Democratic Services Officer will be available to make relevant notes and make a written record of the Panel's decision;

(d) if Members of the Hearing Panel have a question relating to the relevant legislation or the council's policies which the Legal Officer is unable to address, they may seek the advice of an officer of the council's Licensing Team; and

(e) if Members of the Hearing Panel wish to attach conditions to an application under consideration they may seek the views of any or all of the parties before determining the case, especially if the details of the possible condition were not discussed with parties during the hearing and/or members of the Hearing Panel do not feel they have as clear a view as possible of the proposed condition's efficacy, applicability and/or acceptability to any or all of the parties.

12.5 Once the case has been determined, all parties will be advised of the decision and the reasons for it, together with their right of appeal. If determined at the hearing, the Legal Advisor to the Hearing Panel will advise those present of any advice that has been provided during the determination. If determined after the hearing, the notification of the outcome shall make reference to any such legal advice provided.

12.6 A determination may authorise an officer of the Licensing Authority to approve an application subject to conditions to be applied in accordance with the decision made at the hearing.

12.7 Whether determined at the hearing or after, the applicant shall be informed of the decision and rights of appeal in writing within five working days of the hearing.

## **2. Definitions**

2.1 In this document the following definitions apply:

(a) “applicant/licensee” means the person who has made an application for a licence under the 2003 Act or a person who has served notice of a temporary event in accordance with the 2003 Act or a person who is the holder of a licence under the 2003 Act;

(b) “representation” means a submission by a responsible authority or interested party under the 2003 Act, whether made in response to a consultation, by application for review or served in the form of a notice;

(c) “party to a hearing” means a person to whom notice of the hearing has been given in accordance with column 4 of Schedule 1 attached or who is otherwise entitled to speak at a hearing;

(d) “member of the Licensing Authority” means a Member sitting as a member of the Licensing Sub-Committee (hereinafter called a Hearing Panel), or an Officer who has been appointed by the council as a proper officer of the Licensing Authority, to provide any advice that Members require to fulfil their functions whether or not it is asked for on: - questions of law; - questions of mixed law and fact; - matters of practice and procedure; - the range of options available to the Hearing Panel; - any relevant decisions of the courts; - relevant national guidance or local policy; - other issues relevant to the matter before the Hearing Panel; - the appropriate decision making structure to be applied in any case; - assistance on the formulation of reasons and recording decisions; - the questioning of any party to a hearing; or - assistance to any party to clarify evidence and issues

(e) “discussion” means examination by argument and debate

(f) “cross examination” means the examination of a party or witness with a view to querying or questioning his or her evidence.

# Agenda Item 6

## **East Herts Council Report**

### **Licensing Sub-Committee**

**Date of Meeting:** 26 September 2025.

**Report by:** Jonathan Geall, Director for Communities.

**Report title:** Application for a new premises licence for Standon Calling Limited, Standon Lordship, Barwick Road, Standon, Hertfordshire, SG11 1PR.

Application Reference: 25/0849/PL

**Ward(s) affected:** Braughing and Standon

---

### **Summary**

An application for a new premises licence for a festival called Standon Calling Limited, Standon Lordship, Barwick Road, Standon, Hertfordshire, SG11 1PR. The application has received representations from members of the public and one responsible authority. Where representations are received against an application, and not withdrawn, there must be a Licensing Sub-Committee meeting to decide that application. This report is to inform that decision.

## **RECOMMENDATIONS FOR LICENSING SUB-COMMITTEE**

**(a) The application for a new premises licence be decided.**

### **1.0 Proposal(s)**

1.1 Members of the Licensing Sub-Committee should determine the application through consideration of the information contained in this report, the application for a new premises licence, and any appendices, combined with submissions made at the Licensing Sub-Committee hearing.



## **2.0 Background**

- 2.1 Under the Licensing Act 2003 and the council's Statement of Licensing Policy ('the Policy') an application for a new premises licence or certificate must be determined.
- 2.2 Where valid representations are received the council's discretion is engaged. A Licensing Sub-Committee has the delegated authority to determine applications for new and varied licenses and certificates. This decision must be made whilst having regard to the nationally set Licensing Objectives, the council's own Statement of Licensing Policy and to Statutory Guidance issued by the Secretary of State under section 182 of the Licensing Act.
- 2.3 The Licensing Objectives are:
- Prevention of Crime and Disorder
  - Public Safety
  - Prevention of Public Nuisance; and
  - Protection of Children from Harm.

## **3.0 Reason(s)**

- 3.1 The valid application by Standon Calling Limited was submitted on 11 June 2025.
- 3.2 The licensable activities and hours requested in the new application are listed below.

Licensable activities:

Regulated Entertainment; Provision of Plays:

Monday: 10:00 – 23:00

Tuesday: 10:00 – 23:00

Wednesday: 10:00 – 23:00

Thursday: 10:00 – 23:00

Friday: 10:00 – 02:00

Saturday: 10:00 – 02:00

Sunday: 10:00 – 02:00

Regulated Entertainment; Provision of Films:

Monday: 10:00 – 23:00

Tuesday: 10:00 – 23:00

Wednesday: 10:00 – 23:00

Thursday: 10:00 – 23:00

Friday: 10:00 – 02:00

Saturday: 10:00 – 02:00

Sunday: 10:00 – 02:00

Regulated Entertainment; Provision of Live Music:

Monday: 10:00 – 23:00

Tuesday: 10:00 – 23:00

Wednesday: 10:00 – 23:00

Thursday: 10:00 – 23:00

Friday: 10:00 – 02:00

Saturday: 10:00 – 02:00

Sunday: 10:00 – 00:00

Regulated Entertainment; Provision of Recorded Music:

Monday: 10:00 – 23:00

Tuesday: 10:00 – 23:00

Wednesday: 10:00 – 23:00

Thursday: 10:00 – 23:00

Friday: 10:00 – 02:00

Saturday: 10:00 – 02:00

Sunday: 10:00 – 00:00

Regulated Entertainment; Provision of Performances of Dance:

Monday: 10:00 – 23:00

Tuesday: 10:00 – 23:00

Wednesday: 10:00 – 23:00

Thursday: 10:00 – 23:00

Friday: 10:00 – 02:00

Saturday: 10:00 – 02:00

Sunday: 10:00 – 00:00

Regulated Entertainment; Provision of anything of a similar description to live music, recorded music or performances of dance:

Monday: 10:00 – 23:00

Tuesday: 10:00 – 23:00

Wednesday: 10:00 – 23:00

Thursday: 10:00 – 23:00

Friday: 10:00 – 02:00

Saturday: 10:00 – 02:00

Sunday: 10:00 – 00:00

Supply of alcohol (On premises):

Monday: 10:00 – 00:00

Tuesday: 10:00 – 00:00

Wednesday: 10:00 – 00:00

Thursday: 10:00 – 00:00

Friday: 10:00 – 02:00  
Saturday: 10:00 – 02:00  
Sunday: 10:00 – 00:00

Late night refreshment:  
Saturday: 23:00-02:00  
Sunday: 23:00-02:00  
New Years Eve: 23:00-00:00

Opening hours:  
Monday: 10:00 – 00:00  
Tuesday: 10:00 – 00:00  
Wednesday: 10:00 – 00:00  
Thursday: 10:00 – 00:00  
Friday: 10:00 – 02:00  
Saturday: 10:00 – 02:00  
Sunday: 10:00 – 00:00

- 3.3 **Appendix 'A'** is a redacted copy of the premises licence application form.
- 3.4 **Appendix 'B'** is Section 18 of the application form, which asks the applicant to describe any additional steps they intend to take to promote the four Licensing Objectives as a result of the application.
- 3.5 **Appendix 'C'** is the Alcohol Management Plan.
- 3.6 **Appendix 'D'** is the Construction Plan.
- 3.7 **Appendix 'E'** is the Crowd Management Plan.

- 3.8 **Appendix 'F'** is the Emergency and Major Incident Plan.
- 3.9 **Appendix 'G'** is the Entry and Search Policy and Procedure.
- 3.10 **Appendix 'H'** is the Extreme Weather Action Plan.
- 3.11 **Appendix 'I'** is the Risk Assessment.
- 3.12 **Appendix 'J'** is the Safeguarding Policy.
- 3.13 **Appendix 'K'** is the Show Stop Procedure.
- 3.14 **Appendix 'L'** is the Sign Off to Open.
- 3.15 **Appendix 'M'** are the Plans.
- 3.16 **Appendix 'N'** is the Welfare Plan.
- 3.17 During the first 28-day statutory public consultation period, the application was not advertised correctly online therefore the consultation period had to be restarted. During the second 28-day statutory public consultation period, the required Blue Notices at the premises were not sufficient. The 28-day statutory public consultation started again on 01.08.2025.
- 3.18 During the consultation period two representations were received from members of the public. The public representations are attached as **Appendix 'O'**.

3.19 During the consultation period one representation was received from the Police in their capacity as a responsible authority. This representation, including proposed conditions is attached as **Appendix 'P'**.

3.20 In summary, the representations assert that all four Licensing Objectives, as listed in paragraph 2.3 above, would be undermined if the application is granted as requested.

3.21 The public representations express concerns regarding:

- noise management measures including noise pollution.
- distress, disruption and trespassing including blocked access to property.
- speeding vehicles endangering children and animals together with parked vehicles.
- the amount of litter and rubbish.

3.22 The Police representation states that they have concerns with the following:

- Event Duration and Notification Requirements
- Traffic Management Plan (TMP).
- Event Management Plan (EMP).
- Safeguarding and Vulnerable Persons arrangements.
- Noise Management Plan (NMP).
- Alcohol and Entry Policies.
- Security and Stewarding.
- Insurance and Liability.

## **Policy and Guidance**

3.22 Section 6 of the Policy details definitions of premises and location and operation of premises, differentiating between Town Centre locations and other areas. Under this section of the Policy the operation of 'Standon Calling' best fits the definition of a festival:

*'An organised event, typically lasting more than one day, featuring all or a combination of licensable activities including performances of live and recorded music. Can involve the audience staying on site.'*

3.23 The table at 6.9 of the Policy details the council's approach to hours for licensed premises of this type. Notwithstanding that each application is considered on its own merits the following hours would normally be granted to this style of premises when valid and relevant representations have been received:

*'Will generally be allowed licensable activity until **01:00** on Friday and Saturday. On Sunday to Thursday **23:00**, unless the following day is a Bank Holiday or recognised National Holiday.'*

3.24 The current hours for 'Standon Calling' are outside of this Policy whereby the opening hours on Sunday to Thursday goes beyond 23:00hrs. This is detailed on the current premises licence attached at '**APPENDIX A**' in section 17 of 21.

3.25 Section 8 of the Policy deals with the Licensing Objectives:

8.1 The Licensing Authority must carry out its functions with a view to promoting the four Licensing Objectives, each of which has equal importance:

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

8.2 It is recognised that the Licensing function is only one means of securing the delivery of the above Objectives and

should not therefore be seen as a means for solving all local problems. The Licensing Authority will therefore continue to work in partnership with all stakeholders and partners towards the promotion of the Licensing Objectives.

8.3 The Licensing Authority expects applicants to address the Licensing Objectives within their operating schedules, having regard to the nature of the premises, the licensable activities to be provided, operational procedures, and the nature of the location and the needs of local communities. The operating schedule should contain sufficient information to enable the Licensing Authority, responsible authorities and other persons who may be affected by the operation of the licensed premises to assess whether the steps which will be taken to promote the Licensing Objectives are sufficient to mitigate any potential adverse impact.

3.26 The [‘Guidance issued under section 182 of the Licensing Act 2003’](#) (herein ‘the Guidance’) issued by the Secretary of state, states at paragraphs 9.37 and 9.38 that:

*9.37 As a matter of practice, Licensing authorities should seek to focus the hearing on the steps considered appropriate to promote the particular Licensing objective or Objectives that have given rise to the specific representation and avoid straying into undisputed areas. A responsible Authority or other person may choose to rely on their written representation. They may not add further representations to those disclosed to the applicant prior to the hearing, but they may expand on their existing representation and should be allowed sufficient time to do so, within reasonable and practicable limits.*

3.27 In determining the application with a view to promoting the Licensing Objectives in the overall interests of the local community, the Licensing Authority must give appropriate



weight to:

- the steps that are appropriate to promote the Licensing Objectives;
- the representations (including supporting information) presented by all the parties;
- this Guidance;
- its own statement of Licensing Policy.

3.28 Paragraphs 9.42-9.44 of the Guidance deal with how to determine actions that are appropriate for the promotion of the Licensing Objectives.

3.29 If members determine to impose conditions to mitigate concerns regarding the suggested undermining of the Licensing Objectives, then Chapter 10 of the Guidance deals with conditions attached to premises licenses. The Guidance should be considered along with the East Herts [‘Pool of Model Conditions’](#).

### **Officer observations**

3.30 As stated in the Guidance, the Authority’s decision should be evidence-based, justified as being appropriate for the promotion of the Licensing Objectives and proportionate to what the review application is intended to achieve.

3.31 The application form **Appendix ‘A’** was received along with multiple supporting documents on 11<sup>th</sup> June 2025. This has been circulated correctly to all responsible authorities and displayed publicly since the 11<sup>th</sup> June 2025. The consultation period had to restart on two separate occasions, the most recent ending on the 29<sup>th</sup> August 2025. This accounts for a total consultation period of 80 days.

3.32 Section 18 of the application form, Licensing Objectives', has been separated and submitted, this is attached as **Appendix 'B'**. This states the following:

- The purpose of this application is to secure a Premises Licence not limited in time, to authorise licensable activity for up to eight event days each calendar year over a 14-day period.
- Notice of the proposed event days for that year will be provided by the Premises Licence Holder (PLH) to the Licensing Authority and the Police at least six months prior to the first event day.
- The event days will be agreed with the Licensing Authority.
- The PLH shall liaise with the Multi Agency Forum (often known as SAG), established to advise upon the events authorised by this Premises Licence.
- A draft Event Management Plan (EMP) will be submitted by the PLH to the Multi Agency Forum for comment and discussion at least four months prior to the first event day. The draft EMP shall contain, but not be limited to, the following documents:
  - Site Plan
  - Alcohol Management Plan
  - Accessibility Plan
  - CDM Construction Plan
  - Crowd Management Plan
  - Drone Procedure
  - Emergency and Major Incident Plan
  - Entry and Search Plan
  - Event Management Structure
  - Key Event Timings
  - Extreme Weather Plan
  - Fire Safety Plan
  - Medical Plan
  - Noise Management Plan
  - Risk Assessment
  - Safeguarding Policy

- Security Ops Plan
- Security Policies
- Show Stop Procedure
- Sign off to Open Plan
- Site Safety Induction
- Traffic Management Plan
- Traffic Signage Plan
- Waste Management Plan
- Water Plan
- Welfare Plan

Further information of the proposed conditions and operating schedule can be found on **Appendix 'B'**. These are thorough and contain many mitigating factors with regards to the representations submitted.

3.33 **Appendices 'C' to 'N'** are documents provided by the applicant in addition to the application form, the proposed conditions and operating schedule. These consist of many plans, policies and procedures which are all intended to mitigate risk and provide a detailed structure to events and eventualities. It is notable that these are thorough, have been proactively provided with the application, and not in response to a request by any authority.

3.34 **Appendix 'O'** consists of two public representations. These have not been attributed to the Licensing Objectives at the time of submission. The representations express concerns regarding noise pollution, distress, disruption, litter and rubbish; which can be associated with public nuisance therefore they have been included in the hearing paper.

It should be noted that Environmental Health have made no representation against the application. As the authority responsible for dealing with noise nuisance, the decision of Environmental Health not to make a representation should

carry weight when considering any conditions or other measures that may be suggested regarding this particular objective.

- 3.35 The public representations also express concern regarding trespassing and speeding vehicles endangering children, animals and property. Hertfordshire Police are the authority responsible for dealing with crime and disorder and protecting children from harm. Their representation includes mention of the Traffic Management Plan as an area of focus and includes conditions relevant to the above concern. Appropriate weight should be given by the Committee should agreement on these conditions be reached, with regards to mitigation of both the Police and public representations.
- 3.36 The public objectors were given the opportunity to mediate with the applicant within the consultation process, however chose not to, with one objector explicitly refusing to mediate.
- 3.37 **Appendix 'P'** details the Police Representation and proposed conditions. This representation has been submitted following mediation with the applicant. The Police have stated that constructive dialogue with the applicant has been held but agreement on conditions has not yet been reached. As previously stated, appropriate weight should be given by the Committee should agreement on these conditions be reached, with regards to mitigation of both the Police and public representations.

## 4.0 Options

- 4.1 The actions open to the Licensing Sub-Committee are:
- grant the licence as requested
  - grant the licence subject to —

- i. modified conditions; and/or
    - ii. additional conditions; and/or
    - iii. modified hours or activities
- if appropriate and proportionate to promote the Licensing Objectives
- refuse the application.

4.2 If considering additional or amended conditions, members should decide whether these conditions would in fact mitigate the concerns raised on the balance of evidence provided.

4.3 Any proposed conditions must be formatted to be enforceable. They need to be clear, unambiguous and free from subjective terms. If a condition cannot be enforced, then it should not be placed on any granted licence.

4.4 It is open to members to make changes to an application. This could include limiting the hours of operation and/or excluding licensable activities from the scope of the licence. Clear justification for this step would need to be given.

4.5 When the Licensing Sub-Committee gives its decision to those in attendance it should be made clear to all parties how much weight has been attached to each submission and what evidence members have relied upon when reaching their decision.

4.6 The comments, observations and suggestions contained within the body of this report and associated appendices do not fetter the Sub-Committee's discretion to reach the decision they

believe is most appropriate when considering all the merits of the case.

- 4.7 As stated in the Guidance, the council's decision should be evidence based, justified as being appropriate for the promotion of the Licensing Objectives and proportionate to what it is intended to achieve.

## **5.0 Risks**

- 5.1 A decision on the application must be made and any decision made can be appealed at the Magistrate's Court. Therefore, the Licensing Sub-Committee should ensure that when giving their decision on the application they give clear reasons on how and why they have made their decision. In doing so, the council's ability to defend its decision is strengthened and the risk of its decision being over-turned on appeal is lessened, although, of course, this risk can never be entirely removed.

## **6.0 Implications/Consultations**

- 6.1 As with any application for a new premise licence, variation of a premise licence or review of a premise licence there is a 28-day public consultation.
- 6.2 The first 28-day public consultation commenced 11<sup>th</sup> June 2025, however it was discovered that the application was not advertised correctly online. The consultation was restarted.

- 6.3 The second 28-day public consultation commenced 7<sup>th</sup> July 2025, however it was discovered that the application was not advertised correctly at the premises. The consultation was restarted.
- 6.4 The final 28-day public consultation commenced 1<sup>st</sup> August 2025, and closed on the 29<sup>th</sup> August 2025, the application was advertised correctly.

### **Community Safety**

- 6.5 The report focuses on all four of the Licensing Objectives, Prevention of Crime and Disorder, Protect Children From Harm, Promote Public Safety and Prevention of Public Nuisance, therefore community safety will be considered when determining the application.

### **Data Protection**

- 6.6 Where the appendices have shown personal data, this has been redacted.

### **Equalities**

- 6.7 Consideration has made to the Equality Act 2010 and the Public Sector Equality Duty in this report and will be considered during the Licensing Sub-Committee hearing.

### **Environmental Sustainability**

- 6.8 Not applicable to this report.

## **Financial**

6.9 There will be a cost to the council in holding the Licensing Sub-Committee hearing; this will be covered by the existing budget. There would be an unbudgeted cost if the decision of the Licensing Sub-Committee is appealed to the Magistrate's Court and the council chooses to defend that appeal.

## **Health and Safety**

6.10 None arising directly from this report.

## **Human Resources**

6.11 None arising directly from this report.

## **Human Rights**

6.12 As with all applications and council functions, the Human Rights Act 1998 has been considered in this report and will be considered during the Licensing Sub-Committee hearing.

## **Legal**

6.13 All statutory requirements have been considered in preparing this report.

## **Specific Wards**

6.13 Yes – Braughing and Standon.



## **7.0 Background papers, appendices, and other relevant material**

7.1 Revised Guidance issued under section 182 of the Licensing Act 2003 (February 2025) -

<https://www.gov.uk/government/publications/explanatory-memorandum-revised-guidance-issued-under-s-182-of-Licensing-act-2003>

7.2 East Herts Statement of Licensing Policy 2021-2026

<https://cdn-eastherts.onwebcurl.com/s3fs-public/2022-03/Statement%20of%20Licensing%20Policy%202021-26%20Mar%2022.pdf>

7.3 East Herts Pool of Model Conditions 2021

<https://eastherts.fra1.digitaloceanspaces.com/s3fs-public/2021-08/Pool%20of%20Model%20Conditions%202021%20%28accessible%29.pdf>

7.4 Appendix 'A' – Application Form

7.5 Appendix 'B' – Licensing Objectives

7.6 Appendix 'C' – Alcohol Management Plan

7.7 Appendix 'D' – CDM Construction Plan

7.8 Appendix 'E' – Crowd Management Plan

7.9 Appendix 'F' – Emergency & Major Incident Plan

7.10 Appendix 'G' - Entry and Search Policy and Procedure

7.11 Appendix 'H' - Extreme Weather Action Plan

7.12 Appendix 'I' - Risk Assessment

7.13 Appendix 'J' - Safeguarding Policy

7.14 Appendix 'K' - Show Stop Procedure

7.15 Appendix 'L' - Sign Off to Open

7.16 Appendix 'M' - Plans

7.17 Appendix 'N' - Welfare Plan

7.18 Appendix 'O' - Public Representations

7.19 Appendix 'P' - Police Representation

### **Contact Officer**

Jonathan Geall – Director for Communities

Contact Tel No 01992 531594

[jonathan.geall@eastherts.gov.uk](mailto:jonathan.geall@eastherts.gov.uk)

### **Report Author**

Ally Darwood - Senior Licensing & Enforcement  
Officer

[ally.darwood@eastherts.gov.uk](mailto:ally.darwood@eastherts.gov.uk)



**East Hertfordshire**  
**Application for a premises licence**  
**Licensing Act 2003**

For help contact  
[community.protection@eastherts.gov.uk](mailto:community.protection@eastherts.gov.uk)  
 Telephone: 01992 531503

\* required information

### Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference

Not Currently In Use

This is the unique reference for this application generated by the system.

Your reference

SC PL 2026 V1

You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

Yes  No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

### Applicant Details

\* First name

Alexander

\* Family name

Trenchard

\* E-mail

[REDACTED]

Main telephone number

Include country code.

Other telephone number

[REDACTED]

Indicate here if you would prefer not to be contacted by telephone

Are you:

- Applying as a business or organisation, including as a sole trader  
 Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means you are applying so you can be employed, or for some other personal reason, such as following a hobby.

### Applicant Business

Is your business registered in the UK with Companies House?

Yes  No

Note: completing the Applicant Business section is optional in this form.

Registration number

07590807

Business name

Standon Calling Ltd.

If your business is registered, use its registered name.

VAT number

- 920633253

Put "none" if you are not registered for VAT.

Legal status

Private Limited Company

**Continued from previous page...**

Your position in the business

Home country

The country where the headquarters of your business is located.

**Registered Address**

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Section 2 of 21**

**PREMISES DETAILS**

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

**Premises Address**

Are you able to provide a postal address, OS map reference or description of the premises?

- Address     OS map reference     Description

**Postal Address Of Premises**

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Further Details**

Telephone number

Non-domestic rateable value of premises (£)

## Section 3 of 21

### APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- An individual or individuals
- A limited company / limited liability partnership
- A partnership (other than limited liability)
- An unincorporated association
- Other (for example a statutory corporation)
- A recognised club
- A charity
- The proprietor of an educational establishment
- A health service body
- A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- The chief officer of police of a police force in England and Wales

#### Confirm The Following

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- I am making the application pursuant to a statutory function
- I am making the application pursuant to a function discharged by virtue of His Majesty's prerogative

## Section 4 of 21

### NON INDIVIDUAL APPLICANTS

Provide name and registered address of applicant in full. Where appropriate give any registered number. In the case of a partnership or other joint venture (other than a body corporate), give the name and address of each party concerned.

#### Non Individual Applicant's Name

Name

Standon Calling Ltd

#### Details

Registered number (where applicable)

7590807

Description of applicant (for example partnership, company, unincorporated association etc)

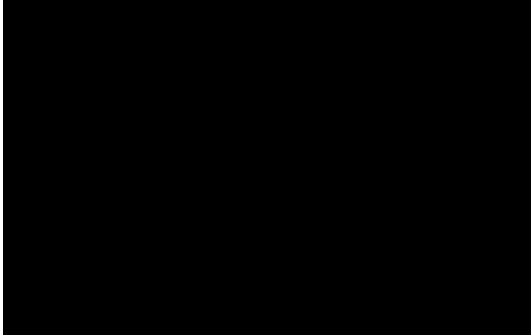
Continued from previous page...

Limited company

**Address**

Building number or name	Standon Lordship
Street	
District	Standon
City or town	Ware
County or administrative area	Herts
Postcode	SG11 1PR
Country	United Kingdom

**Contact Details**

E-mail	
Telephone number	
Other telephone number	
* Date of birth	
* Nationality	

Documents that demonstrate entitlement to work in the UK

Add another applicant

**Section 5 of 21**

**OPERATING SCHEDULE**

When do you want the premises licence to start?  /  /   
dd mm yyyy

If you wish the licence to be valid only for a limited period, when do you want it to end  /  /   
dd mm yyyy

Provide a general description of the premises

For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.

The site is a mixed residential and agricultural area comprising of lawns, fields, and copses - the totality of which is owned by the Event Promoter's family and neighbouring farmers. Fields, residential properties, and a small river border the site. There are a number of hard-standing roads and fixed utilities in place, and the Event works in conjunction with the land owners to ensure improvements are undertaken on an annual basis. Standon Calling is series of eight stand alone events over a 14 day period, comprising two consecutive weeks. There will be a range of bands, DJs, and other forms of

**Continued from previous page...**

performance programmed.

The arena will have a range of facilities including food concessions, market stalls, toilets and bars.

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

**Section 6 of 21**

**PROVISION OF PLAYS**

[See guidance on regulated entertainment](#)

Will you be providing plays?

Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

Continued from previous page...

SUNDAY

Start

End

Start

End

Will the performance of a play take place indoors or outdoors or both?

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

- Indoors       Outdoors       Both

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

The performance of plays may take place at the events.

State any seasonal variations for performing plays

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

Non standard timings. Where the premises will be used for the performance of a play at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

## Section 7 of 21

### PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

- Yes       No

#### Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End



Continued from previous page...

WEDNESDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the exhibition of films take place indoors or outdoors or both?

- Indoors       Outdoors       Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Films may be shown including short films on the Main Stage screen between music acts from 11:00 to 22:30hrs each event day.

State any seasonal variations for the exhibition of film

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

Non standard timings. Where the premises will be used for the exhibition of film at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Continued from previous page...

**Section 8 of 21**

**PROVISION OF INDOOR SPORTING EVENTS**

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

Yes  No

**Section 9 of 21**

**PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS**

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

Yes  No

**Section 10 of 21**

**PROVISION OF LIVE MUSIC**

[See guidance on regulated entertainment](#)

Will you be providing live music?

Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

Continued from previous page...

SUNDAY

Start

End

Start

End

Will the performance of live music take place indoors or outdoors or both?

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

- Indoors       Outdoors       Both

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

State any seasonal variations for the performance of live music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

Non-standard timings. Where the premises will be used for the performance of live music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

## Section 11 of 21

### PROVISION OF RECORDED MUSIC

[See guidance on regulated entertainment](#)

Will you be providing recorded music?

- Yes       No

#### Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

Continued from previous page...

WEDNESDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the playing of recorded music take place indoors or outdoors or both?

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

- Indoors       Outdoors       Both

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Recorded music may be played as a performance and/or in between acts on stage.

State any seasonal variations for playing recorded music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

Non-standard timings. Where the premises will be used for the playing of recorded music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

It is proposed that from Mondays - Thursdays (inclusive), one bar in the backstage area will be open until 00:00hrs, and all other bars will close no later than 23:00hrs. On Fridays and Saturdays, all bars will close no later than 02:00hrs, and at 00:00hrs / midnight on Sundays. The backstage Artist / Promoter Bar will play background music only (which is not Regulated Entertainment), and will be open to artists, guests, and VIPs only.

Continued from previous page...

**Section 12 of 21**

**PROVISION OF PERFORMANCES OF DANCE**

[See guidance on regulated entertainment](#)

Will you be providing performances of dance?

Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the performance of dance take place indoors or outdoors or both?

Indoors  Outdoors  Both

Where taking place in a building or other  
structure tick as appropriate. Indoors may  
include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Dance may or may not be performed as part of the events where amplified music is played.

Continued from previous page...

State any seasonal variations for the performance of dance

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

Non-standard timings. Where the premises will be used for the performance of dance at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

### Section 13 of 21

### PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

Yes  No

#### Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

Continued from previous page...

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Give a description of the type of entertainment that will be provided

Events may include cabaret or comedy performances.

Will this entertainment take place indoors or outdoors or both?

- Indoors       Outdoors       Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Events may include cabaret or comedy performances.

State any seasonal variations for entertainment

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

Non-standard timings. Where the premises will be used for entertainment at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Continued from previous page...

Will you be providing late night refreshment?

Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the provision of late night refreshment take place indoors or outdoors or both?

Indoors  Outdoors  Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

The sale of food from food trucks within the hours being applied for above. There will be low level amplified music.



**Continued from previous page...**

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of late night refreshments at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

**Section 15 of 21**

**SUPPLY OF ALCOHOL**

Will you be selling or supplying alcohol?

Yes                       No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

Continued from previous page...

SATURDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the sale of alcohol be for consumption:

- On the premises       Off the premises       Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01May and 30 September each year. Eight event dates will be held over a 14 day period, comprising consecutive weeks - to be agreed six months prior to the first event each year.

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

It is proposed that from Mondays - Thursdays (inclusive), one bar in the backstage area will be open until 00:00hrs, and all other bars will close no later than 23:00hrs. On Fridays and Saturdays, all bars will close no later than 02:00hrs, and at 00:00hrs / midnight on Sundays. The backstage Artist / Promoter Bar will play background music only (which is not Regulated Entertainment), and will be open to artists, guests, and VIPs only.

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

**Name**

First name

Family name

Date of birth   
dd      mm      yyyy

Continued from previous page...

**Enter the contact's address**

Building number or name

Street

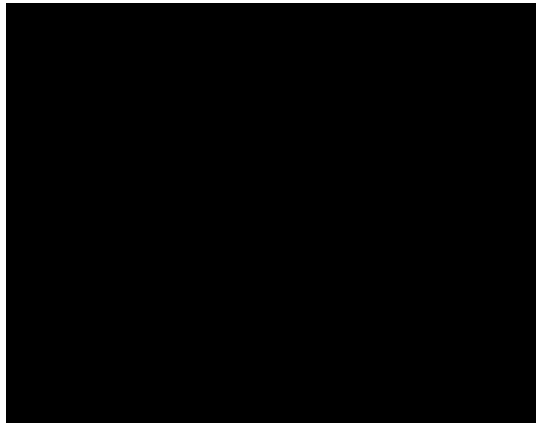
District

City or town

County or administrative area

Postcode

Country



Personal Licence number  
(if known)

PA2079

Issuing licensing authority  
(if known)

Carlisle City Council

**PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT**

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- Electronically, by the proposed designated premises supervisor
- As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

**Section 16 of 21**

**ADULT ENTERTAINMENT**

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

If adult entertainment is provided such as - but not limited to - plays, films and comedy, it will be subject to age restrictions, access restrictions and monitoring so it cannot be viewed by children, which shall be agreed through the Multi Agency process.

**Section 17 of 21**

**HOURS PREMISES ARE OPEN TO THE PUBLIC**

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

Continued from previous page...

TUESDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

WEDNESDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Events may take place between 01 May and 30 September each year. Eight event dates will be held over a 14 day period, comprising two consecutive weeks - to be agreed six months prior to the first event each year.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

It is proposed that from Mondays - Thursdays (inclusive), one bar in the backstage area will be open until 00:00hrs, and all other bars will close no later than 23:00hrs. On Fridays and Saturdays, all bars will close no later than 02:00hrs, and at 00:00hrs / midnight on Sundays. The backstage Artist / Promoter Bar will play background music only (which is not Regulated Entertainment), and will be open to artists, guests, and VIPs only.

**Section 18 of 21**

**LICENSING OBJECTIVES**

Describe the steps you intend to take to promote the four licensing objectives:

**Continued from previous page...**

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

Please refer to the "Section 18" document attached to this application.

b) The prevention of crime and disorder

Please refer to the "Section 18" document attached to this application.

c) Public safety

Please refer to the "Section 18" document attached to this application.

d) The prevention of public nuisance

Please refer to the "Section 18" document attached to this application.

e) The protection of children from harm

Please refer to the "Section 18" document attached to this application.

**Section 19 of 21**

**NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK**

*Continued from previous page...*

**Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:**

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

**Documents which demonstrate entitlement to work in the UK**

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

**Continued from previous page...**

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:-
  - evidence of the applicant's own identity – such as a passport,
  - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
  - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:
    - (i) working e.g. employment contract, wage slips, letter from the employer,
    - (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
    - (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
    - (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

**Original documents must not be sent to licensing authorities.** If the document copied is a passport, a copy of the following pages should be provided:-

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

**Continued from previous page...**

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

**Home Office online right to work checking service**

As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

**Section 20 of 21**

**NOTES ON REGULATED ENTERTAINMENT**



**Continued from previous page...**

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23:00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08:00 and 23:00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08:00 and 23:00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08:00 and 23:00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
  - o a performance of unamplified live music between 08:00 and 23:00 on any day, on any premises.
  - o a performance of amplified live music between 08:00 and 23:00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08:00 and 23:00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08:00 and 23:00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o a performance of amplified live music between 08:00 and 23:00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
  - o any playing of recorded music between 08:00 and 23:00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o any playing of recorded music between 08:00 and 23:00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o any playing of recorded music between 08:00 and 23:00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

**Continued from previous page...**

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
  - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
  - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
  - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
  - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

**Section 21 of 21**

**PAYMENT DETAILS**

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Fees for all Licensing Act 2003 permissions have been set by central government. The fees are based on the non-domestic rateable value of the premises. These are divided into 5 bands: band a NDRV £0 - £4300, fee = £100 band b NDRV £4,301 - £33,000, fee = £190 band c NDRV £33,001 - £87,000, fee = £315 band d NDRV £87,000 - £125,000, fee = £450 band e NDRV £125,001 and over, fee = £635

To find out a premises non domestic rateable value go to the Valuation Office Agency site at [http://www.voa.gov.uk/business\\_rates/index.htm](http://www.voa.gov.uk/business_rates/index.htm)

Band A - No RV to £4300 £100.00

Band B - £4301 to £33000 £190.00

Band C - £33001 to £8700 £315.00

Band D - £87001 to £12500 £450.00\*

Band E - £125001 and over £635.00\*

\*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then your are required to pay a higher fee

Band D - £87001 to £12500 £900.00

Band E - £125001 and over £1,905.00

There is an exemption from the payment of fees in relation to the provision of regulated entertainment only at church halls, chapel halls or premises of a similar nature, village halls, parish or community halls, or other premises of a similar nature. The costs associated with these licences will be met by central Government. If, however, the licence also authorises the use of the premises for the supply of alcohol or the provision of late night refreshment, a fee will be required.

Schools and sixth form colleges are exempt from the fees associated with the authorisation of regulated entertainment where the entertainment is provided by and at the school or college and for the purposes of the school or college.

If you operate a large event you are subject to ADDITIONAL fees based upon the number in attendance at any one time

Capacity 5000-9999 £1,000.00

Capacity 10000 -14999 £2,000.00

Capacity 15000-19999 £4,000.00

Capacity 20000-29999 £8,000.00

Capacity 30000-39000 £16,000.00

Capacity 40000-49999 £24,000.00

Capacity 50000-59999 £32,000.00

Capacity 60000-69999 £40,000.00

Capacity 70000-79999 £48,000.00

Capacity 80000-89999 £56,000.00

Capacity 90000 and over £64,000.00

\* Page 50

8,100.00

Continued from previous page...

## ATTACHMENTS

### AUTHORITY POSTAL ADDRESS

#### Address

Building number or name	<input type="text"/>
Street	<input type="text"/>
District	<input type="text"/>
City or town	<input type="text"/>
County or administrative area	<input type="text"/>
Postcode	<input type="text"/>
Country	<input type="text" value="United Kingdom"/>

### DECLARATION

[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I  
\* understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I  
am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my  
licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15)

The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or  
\* her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if  
appropriate (please see note 15)

Add another signatory

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/east-hertfordshire/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

*Continued from previous page...*

**IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED**

## SECTION 18 – LICENSING OBJECTIVES

### (a) GENERAL – ALL FOUR LICENSING OBJECTIVES (b,c,d,e)

The purpose of this application is to secure a Premises Licence not limited in time, to authorise licensable activity for up to eight event days each calendar year over a 14-day period, comprising two consecutive weeks, at a maximum capacity of 29,999 persons between 01 May and 30 September.

Notice of the proposed event days for that year will be provided by the Premises Licence Holder (PLH) to the Licensing Authority and the Police at least six months prior to the first event day. The event days will be agreed with the Licensing Authority.

The PLH shall liaise with the Multi Agency Forum (often known as SAG), established to advise upon the events authorised by this Premises Licence.

A draft Event Management Plan (EMP) will be submitted by the PLH to the Multi Agency Forum for comment and discussion at least four months prior to the first event day. The draft EMP shall contain, but not be limited to, the following documents:

- Site Plan
- Alcohol Management Plan
- Accessibility Plan
- CDM Construction Plan
- Crowd Management Plan
- Drone Procedure
- Emergency and Major Incident Plan
- Entry and Search Plan
- Event Management Structure
- Key Event Timings
- Extreme Weather Plan
- Fire Safety Plan
- Medical Plan
- Noise Management Plan
- Risk Assessment
- Safeguarding Policy
- Security Ops Plan
- Security Policies
- Show Stop Procedure
- Sign off to Open Plan
- Site Safety Induction
- Traffic Management Plan
- Traffic Signage Plan
- Waste Management Plan
- Water Plan
- Welfare Plan

The EMP will include a Management Structure setting out key responsibilities based on the Gold / Silver / Bronze structure of command and control, which is well understood by the organisers, Multi Agency Forum / Responsible Authorities.

The final draft of the EMP shall be submitted by the PLH to the Multi Agency Forum for approval 28

days before the first event day. Thereafter any further changes to the EMP must be approved by the Licensing Authority.

Throughout an event the PLH shall establish an Event Control to include the Event Liaison Team (ELT) comprising representatives of the PLH, Security and Multi Agency Forum. During event days the ELT shall manage operation of the event. Any necessary changes to the EMP may only be made with the consent of the ELT.

The PLH will implement the final EMP.

A Multi Agency debrief shall be held within three months of the last event day each year.

The PLH will utilise the format of Multi Agency meetings to bring together all key event staff and agencies involved in the event and the PLH will meet on dates agreed with the Licensing Authority to ensure everyone is up to date with all plans and has a platform to raise any concerns. It will be at these meetings that the detail of the event's progress and direction will be discussed. Multi Agency meetings will continue throughout the actual event itself at times agreed with the Multi Agency Forum.

Any authorised officer of the Hertfordshire Constabulary, the Chief Fire Officer, any authorised officer of the Hertfordshire Fire and Rescue Service, any authorised officer of East Herts District Council, and any authorised officer of the Child Protection Agency shall have access to the licensed site at all reasonable times for the purposes of enforcing the observance of the licence conditions, for the prevention and detection of crime and criminal activity, the prevention of public nuisance, public safety and the protection of children from harm.

## **(b) PREVENTION OF CRIME AND DISORDER**

The PLH will liaise with Hertfordshire Constabulary on procedures, crime prevention advice and other relevant matters.

The PLH will arrange regular meetings with the Hertfordshire Constabulary to ensure liaison and co-operation at all stages of the planning, during the event itself and post event to debrief. Crime reporting and handover procedures will be agreed with the Hertfordshire Constabulary no later than 28 days prior to the start of the events.

Should police services be required at the event the PLH will provide Hertfordshire Constabulary with an area in Event Control as well as some space for essential police vehicles.

Hertfordshire Constabulary will be notified at the earliest opportunity by the Security Coordinator in the case of any incidents of serious crime and disorder where the victim consents and where the victim does not consent, where an intervention is required to maintain wider public safety at the discretion of the Security Coordinator PLH.

### Security and Stewarding

The PLH will procure the preparation of the Security Plan which will form part of the EMP. The aims and objectives of the security plan in relation to crime and disorder are:

- To prevent and deter incidents of crime.
- To provide a covert patrol to detect illegal activity.
- To deal positively and proportionately with any incidents of disorder / anti-social behaviour.

- To provide an eviction service from site.
- To ensure the security of onsite infrastructure, bars, stages etc.

The key objectives of the security strategy will include:

- Strong liaison with Hertfordshire Constabulary to facilitate intelligence sharing and mutual support.
- The interaction of security staff at an early stage with ticket holders in a positive and friendly manner.
- The use of mobile response units to react quickly to reports of incidents.
- The use of covert intelligence gathering staff where agreed with the Multi Agency Group.
- The eviction of persons attempting to cause problems or stirring up large groups of people to behave in an anti-social manner.
- The use of a coordinated approach with strong management from the Security Coordinator.

The security and stewarding companies contracted for each event will be notified to the local authority and emergency services in the EMP.

The PLH will require that all security, stewarding, trader companies, bar companies, cleaners and other large staffing groups vet their staff to an appropriate level. This will be audited by PLH.

An incident log will be kept and will always be open to inspection by relevant agencies in the Licensing Office.

All security and stewarding personnel will be readily identifiable to others by means of a tabard bearing a conspicuous unique personal identification number. This identification number will be displayed prominently in a large font. The details of the uniforms to be worn by the security and stewarding personnel will be provided to Hertfordshire Constabulary as part of the EMP.

The profile and the training documentation for each security company will be available on request. Security staff will be briefed on the policies concerning the admission, exclusion and safeguarding of ticket holders whilst in the premises. In addition, a comprehensive staff handbook will be provided digitally to all security staff.

A security and stewarding placement schedule will be submitted to the Multi Agency Forum 28 days prior to the commencement of the event. The areas and numbers of deployments will be detailed in this Schedule which will form part of the EMP.

A draft version of this schedule will be submitted at least three months in advance of the event. The placements and numbers will be fluid to be able to react appropriately to unexpected crowd behaviour. A security coordinator will be based in Event Control to coordinate security operations.

Security in sufficient numbers will be deployed at the Event and a daily audit of security numbers will be undertaken by the Security Coordinator.

Crime prevention advice will be agreed with the to be worn by the security and stewarding personnel will be provided to Hertfordshire Constabulary as part of the EMP in advance and relevant information displayed on signage around the site and on the event websites. The PLH will employ covert security who will monitor the site where required by the Multi Agency Group.

#### Drugs Policy

The drugs policy will be agreed in advance of the event with the Hertfordshire Constabulary and submitted with the EMP.

### CCTV

CCTV will be installed at agreed locations across the site to give coverage of strategic points and key locations on site. These locations will be marked on the site plan. The CCTV at the arena entrance will enable monitoring of crowd flows. A bank of CCTV monitors will be situated in the Event Control Tent to allow for management, security contractors and CCTV controllers to monitor situations and incidents and deploy staff appropriately and it will be taped continuously, recorded in real time. Any requests to view the footage will come via the Hertfordshire Constabulary Silver Commander during the event and via a nominated officer post event.

The CCTV company will have a contractual obligation to provide a log and regular update to the Security Coordinator and PLH detailing any problems with any cameras or equipment or any other issues that have occurred.

### Searching Policy

Searching will be carried out in accordance with the Searching Policy. The priority of the searching operation shall be to deter, disrupt and detect those attempting to enter the event with banned or illegal items, while simultaneously maintaining good order and public safety as well as an efficient flow rate of customers through the gate. The Policy will be communicated via signage at all entrances and in the ticket terms and conditions. Searching is permitted onsite with consent under the terms and conditions of entry but is not permitted offsite.

An assessment will be made by the PLH in conjunction with the Security Coordinator(s) and the Hertfordshire Constabulary about what level of searching should be employed for each specific event. A senior member of the PLH's staff will monitor searching so that issues can be escalated and searching regimes finessed as required during events.

Searching and Seizures Briefings for Security Staff will be detailed in the EMP.

A Surrender System of prohibited items will be detailed within the EMP.

An eviction policy will be detailed within the EMP.

### Counter Terrorism

A Counter Terrorism statement will be contained within the EMP which will take account of the threat levels at the time of the events.

### Lost Property

Lost Property will be handled by the Information / Lost Property / Welfare Tent. There will be an email address for the public to contact should they have lost any items. Lost Property will be held for an agreed period to enable reunion with owners after the Event.

## **(c). PUBLIC SAFETY**

### Crowd Management



The maximum capacity shall not exceed 29,999 persons at any one time on up to eight days per calendar year in a 14-day period, comprising two consecutive weeks.

The nominated competent person with overall responsibility for crowd management safety is the PLH. The PLH will task an appropriate member of staff to review any reports from staff working and co-ordinate any actions where appropriate to facilitate public safety across the whole site.

The arena entrance will be planned to open earlier than the regulated entertainment starts in order to stagger ticket holder's entry.

All infrastructure will be designed and erected with public safety in mind. Tent poles and lighting towers in key public areas will be fenced off or protected in another way or highlighted where protection is not possible and trip hazards in public areas will be minimized and highlighted where unavoidable.

The public safety objectives of the crowd management plan are:

- To maintain a safe environment for members of the public / staff / artists working at the events.
- To ensure only authorised ticket and pass-holders gain access to the relevant areas.
- To monitor crowd movements, identify and deal promptly and effectively with any identified crowd control issues.
- To take necessary action to prevent and deter unauthorised fires.

The following contractors / staff will be invited to be present in Event Control:

- Security Coordinator / Deputy / Communications operator
- Security contractor control desks
- Fire control
- Medical control
- CCTV and operators
- Premises Licence Holder (or Deputy) – emergency situations
- Representatives from East Herts District Council
- Noise Management contractor
- Any other relevant stakeholders

The PHL will make all reasonable endeavours to ensure that the crowd are carefully monitored and managed in all instances including any crowd sways or surges.

The PHL will make all reasonable endeavours to ensure that crowd movements / egress are carefully monitored and managed. There will be CCTV installed at agreed locations throughout the site to enable monitoring of crowd flows.

A Tabletop exercise will be offered each year to rehearse emergency scenarios within the Multi Agency Forum.

A Major Incident Plan will be included within the EMP and will include a key personnel contact sheet and an evacuation plan. This will be submitted to the Multi Agency Forum and discussed as part of the pre-planning process.

Temporary roadways will be laid where necessary to aid access and the routes will have strategic passing places.

All access and egress routes, sanitary accommodation, drinking water, first aid points and public transport will be adequately and conspicuously signposted. Signs will be clear, visible and adequately illuminated at night and safety signs will conform to legislative requirements. All emergency exit gates will be provided with relevant gate numbers or letters identifiable from both inside and outside the arena and these will correspond with the site plan.

A Welfare Tent will be located in an agreed position on site. It will be open throughout the duration of the events to help people who find themselves requiring assistance.

An Information Point will be situated in an agreed position on site and staffed by Festival personnel to provide information to persons attending the event. The Information Point will hold and provide details on the location of facilities, local services, transport and entertainment.

The event website will host travel information, conditions of entry and details of onsite facilities. This information will also go out to all ticket buyers in the pre-event communications.

### Medical Provision

The PLH will appoint a suitably competent organisation to provide medical and first aid cover on site. The confirmed medical contractor will be notified to the Multi Agency Forum in the EMP. This contractor will be a reputable medical contractor that has been fully vetted by Standon Calling. There will be a fully staffed medical centre on site at all times when the site is open to the public.

A full Medical Management Plan will be provided by the medical contractor and PLH as part of the EMP. This will be fully risk assessed against the relevant legislation and will include a breakdown of staffing numbers as well as the operational plan for the event site.

Outside of the hours of onsite cover, any incidents on site will be dealt with by the assigned First Aider or transferred to hospital as necessary. There will be a designated first aider on site at all times during the build and break periods.

The First Aid points will be positioned in agreed positions around the site.

A log will be kept of all actions and decisions made by the onsite medical provision. This will be held confidentially by the provider.

The PLH shall make provision for the recording of and notification to the Licensing Authority of any suspected instance of notifiable infectious disease or including any suspected cases of food poisoning presenting to the medical and first aid provider on the Licensed Premises.

### Fire Safety

The PLH will appoint experienced fire safety advisors to act as the competent person(s) to conduct the Fire Risk Assessment. The Fire Risk Assessment is dynamic and will be reviewed as necessary during the events. The Fire Risk Assessment will be submitted to the Multi Agency Forum as part of the EMP.

The PLH will appoint a Fire Safety Team to assist with the management of fire safety. The contracted Fire Safety company will be notified to the Multi Agency Forum as part of the EMP. The roles and responsibility of the Fire Safety Team will be as set out in the Major Incident Plan and the Fire Risk Assessment.

Appropriate fire-fighting equipment and exit signs will be provided. All fire points will be clearly signed and visible.

The Fire Safety Team will be provided with radios and a desk within Event Control.

A patrol will be instituted as soon as any temporary structure is erected to watch for possible fire hazards. As a matter of course all stewards and security will be instructed to watch for possible fire hazards.

Fire safety details of all backdrops to be used will either be submitted to Hertfordshire Fire and Rescue Service or Multi Agency Forum prior to the start of the events.

All floor coverings, wall coverings, curtains, drapes, fabric, artificial or dried foliage, decorations and filling materials used in furnishings supplied and used will carry flame retardancy certification to the relevant British Standards or will be inherently flame retardant. The details of all such materials will be held by the Health and Safety Team and will be available for inspection by Hertfordshire Fire and Rescue Service onsite.

The siting of all vehicles, generators, tents, marquees, dressing rooms etc. shall be arranged so as to provide fire breaks. The Fire Safety Team will check that fire breaks are adequate and maintained on an ongoing basis.

All traders are sent fire safety information relevant to their onsite activity and are checked when onsite by the appointed fire safety team and gas inspectors.

Fire Exits will be provided in all structures to give access to the arena from where, if necessary, ticket holders can be marshalled to an evacuation holding point. Tent exit calculations and drawings for any new structures and tents that will be used for public assembly will be submitted to Building Control and Hertfordshire Fire and Rescue Service no later than 28 days prior to the events and will be erected accordingly. Means of escape from structures will be by signed and lit exits. The place of safety will be the evacuation holding point which will be designated as required.

The PLH will erect a perimeter fence to enclose the arena. There will be sufficient emergency exit gates for the capacity of the arena according to legislative guidance. During the event all emergency exit gates will be unlocked and staffed by security and stewards. All exit signs will conform with legislative requirements and all exit doors / gates will be clearly signed and lit where appropriate. Fire exits will be checked by the Fire Safety Team on an ongoing basis. Emergency lighting will be checked by the electrical contractor.

The EMP will contain the Fire Risk Assessment and Tent Exit Calculations.

Details of pyrotechnics and special effects will be collected in advance of events and reviewed by the Health and Safety team. All details of proposed pyrotechnics will be sent to Hertfordshire Fire and Rescue Service and the Licensing Authority for approval in advance of the events.

The Event Safety Coordinator will carry out a check once any pyrotechnics are installed to check compliance with agreed positions and the effects list.

To limit the amount of LPG brought onto site by traders, accreditation will be given to an authorised LPG supplier to supply all traders as required. A secure storage area for this LPG during the event in a non-public area will be created. All trader's LPG is checked by the onsite Fire Safety Team on an ongoing basis, and they will prohibit the use of any unsafe equipment that they find. Pre and post event a secure compound will be created for any LPG containers found on site. All secure storage areas for LPG will be clearly marked as "no smoking areas".

## Health and Safety – General

The PLH or his Deputy or the Site Manager and the Event Safety Coordinator will carry out an inspection of the arena prior to opening each morning and ongoing inspections of the site. All inspections will be documented on checklists and will be available for inspection by the Health and Safety Team.

The Premises Licence holder is fully committed to safe working practices and a copy of the Health and Safety documentation will be available on request. The Health and Safety Policy contains full details of the working practices and procedures and will be submitted with the EMP.

All phases of the event including the load-in, the event itself and the load-out will be given equal status as far as health and safety is concerned. All contractors will be given a copy of the Site Rules and any new contractors we have not worked with in the past will be vetted.

Work onsite will be monitored by the PLH, Site Manager and Event Safety Coordinator and safety inspections will take place regularly. All users will be briefed via the Site Rules to conduct visual checks prior to using equipment. An internal safety audit and review of the events and an external audit and review in conjunction with the Multi Agency Forum at the post event debrief each year if required.

Areas which are subject to noise impact for long periods of time will be designated as Ear Protection Zones and staff will be required to wear hearing protection within these zones.

The build and break phases of Standon Calling come under Construction (Design and Management) Regulations 2015 (CDM 2015). The events are a notifiable project under CDM through the HSE's F10 system.

## Health and Safety – Structures

The PLH, Site Manager and Event Safety Coordinator will take all reasonable steps to ensure that all temporary structures are suitable and fit for their intended purpose and installed in accordance with the contractor's plans. Copies of the completion certificates for all temporary structures will be available to the Licensing Authority on request, appropriately endorsed by the contractor or other competent person, prior to the commencement of their use.

The PLH will obtain documents, plans and calculations relating to the stages and other relevant temporary structures. Copies of these can be submitted to the Licensing Authority on request. All exits will be kept clear from obstruction from equipment and cables etc. at all times, by security personnel.

All temporary structures will be erected by competent contractors in accordance with submitted calculations, plans and specifications where relevant as well as in accordance with their risk assessments and safety method statements.

The PLH will commission an independent Structural Engineer to examine all temporary structures on the site and all drawings thereof.

The front of stage barrier (including a secondary barrier if required) will be supplied by a reputable company known to the PLH. The barrier contractor will be notified to the Multi Agency Forum in advance of the event. Technical details will be shared with the Multi Agency Forum. Crowd channeling barriers may be used in areas such as the Arena Entrance to separate the crowd into lanes.

A written wind speed policy will be in place throughout the Event and it will incorporate information from and for all relevant contractors. This will be written into the Adverse Weather Plan. It will include

an outline of actions to be taken at specific wind speed trigger points. The Event Safety Coordinator will check that periodic wind speed measurements are taken throughout the site occupation period.

All access/exit ways leading to and from the licensed site, stairways if used, routes through to the main highways, toilet blocks and first aid points will be illuminated by the provision of suitable lighting systems. Sufficient portable lighting equipment will be available to address any areas of inadequate lighting on the approaches to the licensed site.

A temporary electrical system will be set up on site using temporary generators and wiring systems. All work will be carried out by competent and experienced electrical contractors. Emergency lighting will be provided on all arena and tent exits and other key areas. Lighting will be provided in any marquees. Generators will be protected and placed in safe locations.

An onsite traffic management plan will form part of the EMP. The PLH will give instruction to all staff and contractor drivers that vehicular movement while ticket holders are on the licensed site must be limited to essential journeys and controlled in the interests of the safety of ticket holders. Traders will be briefed to the effect that vehicle movement within the licensed arena during the curfew hours is strictly prohibited. All onsite personnel will be briefed that any vehicle movement within the remainder of the licensed site must be undertaken with extreme caution.

If required ground conditions will be improved with the use of woodchip or other suitable materials. Trip hazards will be minimised and tent pegs / scaffolding will be covered with pipe lagging. The designated member of the Health and Safety Team shall monitor the ground conditions in the arena and take any action required to minimise trip hazards. Any spillages will be risk assessed and cleared up as necessary.

#### Water Safety Plan

A Water Safety Plan will be provided to the satisfaction of East Herts District Council Environmental Service and included in the EMP.

Sufficient drinking water points will be placed around the licensed site for the adequate supply of free drinking water for ticket holders throughout the event.

The water point areas will be monitored on a regular basis throughout the event. Monitoring will include checks on adequacy of drinking water supply, checks on cleaning and sanitisation of the points, checks for leaks, damage, flooding and blockages. Any problems identified will be addressed straight away.

#### Sanitation and Waste Management

A Sanitation and Waste Management Plan will be provided to the satisfaction of East Herts District Council Environmental Health Service and included in the EMP.

Sufficient sanitary accommodation units and hand cleansing facilities will be placed in suitable locations around the licensed site for the provision of sanitary facilities for ticket holders throughout the event. Numbers and locations will be shared in advance with the Multi-Agency Forum and included in the EMP.

The sanitary accommodation units and hand cleansing facilities will be monitored on a regular basis throughout the event; the frequency of maintenance and monitoring will take account of peaks and troughs in demand for the facilities throughout the event. Monitoring will include checks on cleaning and sanitisation of the units, checks for leaks, damage, flooding and blockages.

The PLH will have a team of monitors who will check that all sanitary facilities on site are serviced and maintained to a high standard. Sanitary accommodation units will be regularly emptied throughout the event by a competent licensed contractor. Emptying procedures will conform to site safety rules as outlined in any Risk Assessments and site health and safety policies.

### Traders

As far as is possible, traders will be positioned a reasonable distance from the stage and exits from the licensed site and will remain stationary in the arena until the site is clear of the public and Event Control gives permission for movement. The position of catering units, bars and non-food traders will be marked on the site plan.

All food traders will be coordinated where possible by one concession management company. All details and documentation for food traders will be provided to East Herts District Council Food Safety team for inspection.

### Alcohol and Bar Management

A comprehensive Alcohol Management Plan will be submitted as part of the EMP. The distribution and number of bar outlets will be designed to provide a reasonable geographical distribution, and the final site map will clearly show the confirmed positions of these outlets each year.

A Challenge 25 policy will be in place on site. Bar staff will ask for proof of age ID whenever the customer appears to be under 25. The proof of age will need to be evidenced by an agreed form of ID. If there is any doubt as to the age of the customer, they will be refused service. Warning signs will be used to advise that it is illegal for over 18 to buy alcohol for those under 18. Bar security staff shall be briefed that they should take reasonable steps to monitor the final destination of alcoholic drinks.

No bar servers will be under 18. All reasonable efforts will be made to stop and discourage underage drinking and all bar security as well as the bar staff will be briefed to monitor for instances of underage drinking. In addition, the Designated Premises Supervisor, security, the bar manager and other bar supervisors will also monitor the performance of the serving staff. Test purchasing operations by Trading Standards will be welcome at any time and full co-operation will be given as required.

Soft drinks and free drinking water will be available onsite as an alternative to alcohol.

All bar staff involved in the sale of alcohol will be trained in the strengths of drinks and will be able to give customers advice on this. They will be instructed to monitor customers for instances of drunkenness and not to serve those who are drunk. All relevant staff and contractors will be clearly briefed on these issues. Briefing documents will be available for inspection in the Licensing Office. All alcohol products will be clearly merchandised as alcoholic products and therefore not easily confused with non-alcoholic products. There will be a price list displayed at each bar which will give the "alcohol by volume" levels of each drink. No alcohol will be served in glass or glass containers in public areas.

There will be clear signage up to state that alcohol cannot be brought onto site.

An extensive programme of training will be organised by the bar concessionaire and these training documents will be available to East Herts District Council on request.

Each bar will be run by a bar supervisor and this person under the direction of the Designated Premises Supervisor will be fully in charge of the bar tent. If the bar supervisor perceives that there may be a public order issue with a refusal to serve a particular individual, they will isolate the situation wherever

possible. Security will be employed who will be based in the bar area. They will help the bar staff and other event security monitor potential drunkenness. There will not be any irresponsible drinks promotions such as happy hours or two-for-one offers.

The PLH's website will host information around the dangers of alcohol (and drugs) and provide guidance on where ticket holders can get help should they require it. The medical and welfare tents will be equipped to deal with any potential drunkenness if required.

#### Disabled Access

The PLH will arrange for special provisions for disabled access customers, namely access and egress routes, car parking (where available), sanitation facilities and viewing areas where appropriate. There will be a pre-registration scheme available to determine the number of accessibility customers planning on attending the event, to ensure appropriate facilities are available to accommodate all guests. There will be disabled access viewing platforms at the main stages. Ticket holders, who need to be accompanied by a PA, will be entitled to a free of charge PA ticket. Information will be sent out in advance to all disabled access ticket holders which will provide information about the onsite facilities available, as well as details of transport hubs nearby. The safe evacuation of disabled access ticket holders will be overseen by the onsite disabled access team. There will be trained members of staff on-hand to implement the emergency egress plans with regards to disabled access customers.

### **(d) PREVENTION OF PUBLIC NUISANCE**

#### Noise Management

The Premises Licence Holder will appoint a competent and experienced Acoustic Consultant. A comprehensive Noise Management Plan will be undertaken by the Acoustic Consultant which will form part of the EMP. This Noise Management Plan will contain the maximum noise levels permitted and the Acoustic Consultants management strategy and measures to control music noise levels during the events. The Premises Licence Holder shall operate in accordance with the controls stated in the Noise Management Plan.

The Acoustic Consultant will assess the positioning of sound sources pre-event and liaise with East Herts District Council's noise consultants throughout the event. Sound checks will take place the day prior to the event as well as the morning of the event. Times for these checks are to be agreed in advance with East Herts District Council's noise team. The Acoustic Consultant will be available throughout the duration of the event and will have complete authority to ensure compliance with the Noise Management Plan. They will hold regular meetings with East Herts District Council Noise team during the event. A means of radio communication will be provided to the Noise Team to enable ease of communication.

The sound amplification systems will not be used by the Premises Licence Holder after the permitted hours of musical entertainment on any night of the event for the relaying of music or for any purpose except for emergency announcements relating to public order and safety.

A resident's hotline will be installed on site and will be publicised in advance of the event to local residents by way of a letter and will be staffed throughout the events. All calls will be logged, and the log will be held by the Licensing Office. All calls to the hotline relating to noise, will be reported to the PLH's Noise team who will have teams both on and off site to monitor noise. This number will be operational in line with arena opening times. The letter will also advertise the existence of the event and timings for regulated entertainment.

A monitoring report, demonstrating compliance with the relevant Licensing Conditions, shall be submitted by the Acoustic Consultant to the East Herts District Council's Environmental Health Department within 14 of the final event day.

Plant and machinery, food preparation, cleaning, waste collection and other activities that might generate noise will be sited within the site to cause the minimum disturbance to residential properties.

#### Traffic and Transport Management

A separate Traffic Management Plan (TMP – Appendix 25) has been drawn-up for the Events, and should be read in conjunction with this Event Management Plan. The TMP will be reviewed annually.

This plan includes arrangements for vehicle routes, public transport, taxis, a dispersal policy, and a traffic signage plan. The PLH will consult with Hertfordshire Constabulary and the PLH's appointed Traffic Management Company. It will cover production vehicle access to and egress from the event during the load in and load out as well as for the event itself.

Other than disabled parking and staff parking, there will be no public parking on site.

Full consultation will be undertaken with all relevant parties in relation to the pick-up and drop-off points, as part of the Traffic Management Plan. Stakeholders will be contacted in advance of the event and suggested routing will be communicated to them. A taxi rank will be set up if applicable at a location agreed with the Multi Agency Forum.

Specified transport routes will be communicated to ticket holders in advance, and travel information will be kept up to date on the event websites. There will be advance warning signage in key areas to let the local residents know of peak periods should they wish to avoid the area. Signs will be installed on all of the key routes in advance of the events to alert local drivers to the increased use of the key routes, subject to agreement by the relevant agencies.

A signage contractor will be appointed to implement all off-site traffic management signage if necessary. Due to the location of the Event, we anticipate road signage to be minimal. The appointed signage contractor will liaise with the relevant agencies on behalf of the PLH well in advance of the event.

If required by the Multi Agency Forum, advance warning signage will be in place 14 days prior to the first event.

#### Egress Measures

Clear and legible notices will be displayed at exits, and other circulatory areas requesting patrons to leave the premises quietly and have consideration for the needs of local residents, in particular emphasising the need to refrain from causing disturbance.

Security and stewards will monitor the activity of persons leaving the premises and remind them of their public responsibilities where necessary. In addition, security and stewards will be positioned along the egress routes where practicable to safeguard both residents and ticket holders.

Notices will be prominently displayed at all exit points to inform ticket holders that open drinks cannot be taken off the premises. In the event that ticket holders do attempt to leave the site with open drinks, security will be on the exit routes to confiscate the items.

Signage will be displayed on exit routes, asking ticket holders to respect the local area when leaving.



### Litter and Waste Management

The collection and disposal of refuse from all parts of the site and a litter and waste management strategy will be provided to the satisfaction of East Herts District Council Environmental Protection Team and incorporated in the EMP. This strategy will address:

- Location and number of containers
- Emptying and replacement schedule
- Steps to remove litter throughout the event
- Standby procedures to address any identified refuse accumulations e.g. overflowing receptacles
- After event cleaning schedule
- Steps to prevent litter from being dropped offsite
- Steps to remove litter along entrances and exits adjacent to the site
- Arrangements for waste produced by traders
- Monitoring of the above steps

The PLH shall make all reasonable efforts to ensure that lighting provided to the site does not cause any light pollution that intrudes upon the comfort and amenity of nearby residents to such an extent as to be a nuisance.

The PLH will co-operate with Trading Standards for any investigations or inspections that they want to carry out.

### Resident Consultation and Information

The PLH will make all reasonable efforts to ensure that effective communication will be undertaken with local residents. A meeting will be held for members of the local area which will be attended by members of the PLH. East Herts District Council will also be invited to attend. Details of this meeting will be circulated to the local community in advance of the meeting.

Information for residents and businesses will be hosted on the PLH's website. This will include any traffic restrictions, key timings and how to get in contact with the organisers.

The PLH will ensure a residents hotline number will be available as a facility for local residents to call in with any concerns, observations or complaints. Local residents will be encouraged to get in touch at any time and all of their concerns will be comprehensively considered. The hotline will be operational during the hours of the event. Where necessary calls taken can easily be referred to the Security Coordinator, the Noise Team, or the Police.

#### **(e) PROTECTION OF CHILDREN FROM HARM**

The PLH will compile a Safeguarding Policy to provide information regarding the protection and mental wellbeing of individuals, and to outline how they will safeguard vulnerable children / vulnerable persons from abuse, harm, and neglect.

The PLH shall have a comprehensive Lost Children Safeguarding Policy which will be included as part of the EMP.

At events which will attract children, facilities suitable for children will be present. All welfare teams will be trained and DBS checked where necessary.

The Welfare Tent will be open during the arena opening hours and will remain open as long as there is someone in their care. The Welfare Tent will offer assistance to young adults including a drugs advisory service.

The PLH shall require all bar contractor staff to be competently trained in Challenge 25.

Drugs, alcohol and health advice and counselling shall be available at the Welfare Tent and liaison between facilities will ensure that facility users will receive appropriate care. All welfare staff will be over 18 years of age and are aware of emergency procedures and communication with other agencies. As necessary welfare staff will liaise with parents or guardians, Social Services and other appropriate agencies.

# Alcohol Management Plan

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

### TABLE OF CONTENTS

SECTION	DETAIL
1	Introduction
2	Management Structure
3	Names And Locations of Bars Onsite
4	Serving Sizes and Containers
5	Proof Of Age / Challenge 25
6	Health & Safety
7	Insurances
8	Bars Description
9	Onsite Organisation
10	Recruitment And Training
11	Event Briefings
12	Bars Check List
13	Signage
14	Communication

### INTRODUCTION

This plan aims to ensure that all of our licensed premises are operated responsibly, safely and within the parameters of the law, and provide an environment for the responsible and legal consumption of alcohol.

Standon Calling is committed to operating all licensed premises responsibly, safely and within the law. We support the four prime objectives of the Licensing Act 2003 and the Mandatory Licensing Condition – Selling Alcohol Responsibly (April 2010).

Further information and appendices from our bars and concessions provider, will be made available in later versions.

### MANAGEMENT STRUCTURE

The sale and supply of alcohol onsite is overseen by the Designated Premises Supervisor (DPS) and each bar will have a named bar manager who will be a personal licence holder. Their responsibilities are outlined in the Alcohol Letter of Agreement available on request. We will appoint a member of staff to carry out alcohol compliance checks which is an audit of the control of sales onsite.

## NAMES AND LOCATIONS OF BARS ONSITE

Bar no.	Bar name	Operated by	Location & Grid reference	Hours of operation MON - THURS	Hours of operation FRIDAYS & SATURDAYS	Hours of operation SUNDAYS	Bar size (m)	Products i.e. high volume / beer / cider
1	Bar 1		T18	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x60m	
2	Bar 2		T17	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x45m	
3	The People's Front Room		S18	TBC – 23:00	TBC – 02:00	TBC – 00:00	10x10m	
4	Beefy Melons		S17	TBC – 23:00	TBC – 02:00	TBC – 00:00		
5	General Admission (GA) Upgrade Lounge / Bar		T18	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x12m	
6	Guest Area Bar		V19	TBC – 23:00	TBC – 02:00	TBC – 00:00	6x12m	
7	Artist / Promoter Bar		V17	TBC – 00:00	TBC – 02:00	TBC – 00:00	6x12m	
8	Boutique Bar*		S19	TBC – 00:00	TBC – 02:00	TBC – 00:00	10x15m	

\*Please note, Bar No. 8 – Boutique Bar – will be operating under a Temporary Event Notice / TEN licence.

All bars will be supported by a back of house area (BOH). The BOH areas will be used to store stock items and typical operating paraphernalia such as generators, CO2 gas cylinders, waste bins and cold storage vessels etc. The BOH areas are strictly out of bounds to the public and non-authorized One Circle staff. Where necessary, Heras fencing will be used to secure the BOH area and prohibition access signage will be displayed.

Please note this information is correct at the time of drafting but is likely to change before the event. In such circumstances we will update the AMP and version label for reference.

## SERVING SIZES AND CONTAINERS

Drinks will only be sold in approved measures as required by the Weights and Measures Act.

- Pints, half pints (or half pint multiples) and the rarely used third of a pint for draught beer, lager and cider
- Multiples of 25 millilitres or 35 millilitres for gin, rum, whisky and vodka except when they're served as part of a cocktail
- 125 millilitres or 175 millilitres for glasses of wine

Only officially stamped (bearing the crown or CE mark) measures, metering equipment or glasses will be used. For example, beer can be served using metered pumps or in stamped glasses.

Spirits will be measured through stamped optics or using stamped measures.

The tariff will always denote what quantities drinks are sold in and the ABV will be clearly displayed.

In the arena, the majority of sales will be from high volume bars, selling beer and cider (the largest volume products) in paper cups and/or PET Bottles. Wine and spirits and mixers will be sold in reuseable, recyclable plastic glasses.

No product will be sold any glass or glass container.

## **PROOF OF AGE / CHALLENGE 25**

We will be operating the Challenge 25 scheme at all events. The policy was developed by the Retail of Alcohol Standards Group (RASG), and is a nationally recognised scheme.

The accepted forms of ID are:

- A Passport (Not a photocopy)
- Driving Licence
- A Proof of Age Card bearing a PASS hologram
- A Ministry of Defence identity card
- A National identity card issued by an EU member state
- A UK Biometric Residence Permit (issued by UKV1)

If fake ID is produced, or ID is being misused, then the Bar Manager will use their discretion and may supervise the seizure. A bailment form will be completed. Our legal duty is to prevent the sale, not to seize the ID, however we consider it best practice to remove the fake ID / misused ID from circulation. This will be handed by the Bar Manager to the Licensing Office who will then liaise with the police.

If a server suspects that an adult is buying alcohol to pass onto a minor the following course of action is taken:

- They question the person politely as to the destination of the purchase, ask to see the other consumers and check their ID. Where this is not achieved they will restrict the sale to the amount of adults present with valid ID
- They will explain to them that they commit a criminal offence if they purchase the product with the intention of giving it to a person underage and tell them that if they are found to have supplied alcohol product to an underage person they could be evicted from the premises and reported to the Police.
- This is logged with the bar manager and bar security.

This process is included in all briefings.

## **HEALTH & SAFETY**

The bars and concessions provider through the tender process will commit to providing adequate control of health and safety risks arising from the bar (alcohol sales) activities. The process will ensure they recognise that they have responsibility for the bars and for the coordination of the activities of our staff and related service providers on site. The Alcohol Management Plan and supporting statutory documents will be issued to all relevant authorities and interested parties for their perusal and comment.

## **INSURANCES**

The bars and concessions provider will ensure that at all times during the event, Public and Employers Liability Insurance is maintained at an amount of £10,000,000 for any one occurrence.

## **ONSITE ORGANISATION**

The bars and concessions provider has overall responsibility for bar operations. The Event Director will ensure the necessary resource is in place and critique the operation to ensure compliance with the Alcohol Management Plan and any contractual obligations. The Event Director will liaise with Standon Calling staff from time to time and be on hand to support the team.

The Bars Security Manager is responsible for the management of security matters and for strategic decision making with regard to security deployment in respect of the bar operations. The Bars Security Manager will liaise with the Event Manager, and ECR as required.

The Bar Managers are responsible for the day-to-day supervision of the Bar Staff and effective management of bar operations. The Bar Managers will hold a Personal Licence and report to the relevant Area Manager.

SIA Security Operatives will be deployed on the bars and be in place during bar opening hours. All security operatives will hold a SIA Door Supervisors Licence, carry a two-way radio and be easily identifiable. Their security duties will include but not restricted to:

- Public safety and crowd control
- Protection of property
- Protection of staff
- Protection of company income
- Maintain public order within the demised areas
- Enforcement of the Alcohol Management Plan as appropriate
- Enforcement of Weights and Measures requirements
- Support the bar staff in preventing 'underage' drinking
- Monitor for proxy sales
- Respond effectively to any given emergency
- Liaison with Festival Security

## **RECRUITMENT AND TRAINING**

The bars and concessions provider is responsible for training and supporting its managers and staff, so they can carry out their duties detailed within the Alcohol Management Plan. In advance of the festival opening, all servers of alcohol will be suitably inducted, vetted for 'Right to Work', and have attended a site-specific briefing which is ratified by a personal licence holder. Training records will be kept at the Head Office and filed for 3 years.

## **EVENT BRIEFINGS**

Several festival specific staff briefing sessions pertaining to the Alcohol Management Plan will take place prior to the festival opens:

### **Management Briefing**

Takes place on prior to opening at in the Bars Compound, conducted by the bars and concessions provider. In addition to alcohol sales, the briefing will include but not restricted to:

- Timings: doors/show time/interval/exit
- Bar operations and methodology
- Licensing

- Event update – outstanding works
- Pre-open health and safety inspection
- Confirmation of duty staff and emergency procedures
- Radio communication plan
- Security plan
- Commercial plan
- Staffing and welfare plan
- Closedown plan

### **Staff Induction/briefings**

Take place in interval sessions when the staff check into their bars for their shifts, conducted by the Bar Manager. Staff will sign to evidence that the briefing has taken place. These briefings will include:

- Licensing Act 2003 objectives and statutory requirements
- Penalties for non-compliance
- Premise Licence conditions
- Personal Licence Holders
- Permitted times for alcohol sales
- Servers of alcohol legal responsibilities
- Signs of drunkenness/dealing with drunken customers
- ABV-strengths of drinks
- Product Knowledge - giving festival goers advice and information about our products
- Tariff, weights and measures
- Access to free tap water
- ID & Age verification
- What does a 25-year-old look like?
- Dealing with Fake ID
- Proxy sales – identification and reporting
- Proxy sales controls – e.g. maximum number of drinks per customer,
- Refusal log completion / documenting incidents
- Asking for help / reporting an incident
- Till management
- Wristband scheme
- Staff welfare
- Emergency procedures
- Health and safety; housekeeping, manual handling, operating equipment
- First aid
- Violence / Threatening behaviour
- Confirmation of the learning

Task specific training will take place on the bar and be delivered by the Bar Manager.

### **BARS CHECK LIST**

Prior to the festival opening - and using the Bars opening and close-down procedures - Area Managers are to ensure that all aspects of the bar infrastructure are built to the correct specification, the necessary alcohol management signs are prominently displayed, staff have been suitable briefed and all supporting alcohol management forms are in place and being administered as appropriate. The Area Manager will be responsible for notifying the Event

Manager every festival day of the bars readiness for 'open'.

## **SIGNAGE**

The signs listed below will be displayed on every bar so they can be clearly seen:

- Premises Licence

*To be displayed on all bars. Legal requirement.*

- Price List and ABV

*Customer facing - Price lists and ABV for all of the products on sale clearly on display at all times. Cocktails do not require ABV's.*

- Challenge 25

*Signs need to be displayed, customer and staff facing, demonstrating that we are operating this scheme.*

- No Smoking signs

*Customer facing for any internal bars – These should be in colour and in the prescribed design and frequency. They must be clearly on view on the interior and approach to your bar.*

- Signs of intoxication

*Staff facing only.*

- No Entry – Authorised Staff Only

*Displayed in the BOH area.*

## **COMMUNICATION**

A dedicated Central Communications Centre will be established (Alpha Control). Alpha Control will act as a staff helpline for matters such as maintenance (defective equipment), the co-ordination of operational cash management /bars security, emergency reporting, liaison with the festival ELT or any given occurring problem.

Alpha Control is to receive and transmit radio calls to and from the workforce for co-ordination purposes, and to ensure any occurring problem or outstanding business requirement has been duly delegated and subsequently completed or escalated within a timely fashion.

Alpha Control will maintain an Incident Logbook. The purpose of the logbook is to provide a formal record of the day's events and key decisions made. The Event Manager and Security Manager are to review the Incident Logbook every event day.

### **Emergency Liaison**

In the event of an emergency, Alpha Control will be contacted immediately. It will then be Alpha Control's responsibility to summons the necessary response via the Event Control.



# CDM Construction Plan

## Standon Calling 2026

*This document must be sent to contractors and designers during the pre-construction phase*

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

Project Details	
<b>Event Name</b>	Standon Calling
<b>Event Address</b>	Standon Lordship, East Hertfordshire, SG11 1PR
<b>Site Specific Risks</b>	<ul style="list-style-type: none"> <li>• Uneven ground - pot holes, risk of trip, slip and fall, steep slopes</li> <li>• Open water</li> <li>• Narrow roads, lanes, and tracks</li> <li>• Overhead telephone line</li> <li>• Public bridleway open until tbc</li> </ul>
<b>Arrangements for safety</b>	<p>Liaison in pre-construction phase</p> <ul style="list-style-type: none"> <li>• Design meetings</li> <li>• Site visits</li> <li>• Continued communications</li> <li>• Pre-construction induction</li> </ul> <p>Liaison in construction phase</p> <ul style="list-style-type: none"> <li>• On site induction</li> <li>• Daily meetings</li> <li>• Safety Officer for consultation</li> <li>• Action points gathered</li> <li>• Open office</li> </ul> <p>Exchange of information</p> <ul style="list-style-type: none"> <li>• CPP, risk assessment, site plan, site rules and contractor pack sent to all duty holders</li> <li>• All contractors and designers to submit documents licences as required</li> <li>•</li> </ul>

<b>Roles and Responsibilities</b>	
<p><b>Client</b></p> <p>Duties: Ensure suitable arrangements for managing the event are in place. This include making sure sufficient time and resources are allocated to ensure:</p> <ul style="list-style-type: none"> <li>• Relevant information is prepared and provided to other duty holders</li> <li>• The Principle Designer and Principle Contractor carry out their duties</li> <li>• There is cooperation and coordination during planning</li> <li>• Welfare facilities are provided</li> <li>• HSE notification is actioned</li> </ul>	<p>Standon Calling Limited</p>
<p><b>Principal Contractor</b></p> <p>Duties: To plan, manage, monitor and coordinate health and safety in the construction phase of the event. This includes:</p> <ul style="list-style-type: none"> <li>• Liaising with the client and the principle designer</li> <li>• Organising cooperation between contractors</li> <li>• Supervising and monitoring contractors to ensure they carry out their duties</li> <li>• Ensures:</li> <li>• Suitable site inductions are provided</li> <li>• Reasonable steps are taken to prevent unauthorised access</li> <li>• Workforce are consulted and engaged in securing their health and safety</li> <li>• Welfare facilities are provided</li> <li>• H&amp;S information is shared with all</li> </ul>	<p>tbc</p>
<p><b>Principal Designer</b></p> <p>Duties: To plan, monitor and coordinate health and safety in the pre- construction phase of the event. This includes:</p> <ul style="list-style-type: none"> <li>• Identifying and eliminating or controlling risks</li> <li>• Supervising and monitoring designers, and ensuring they carry out their duties</li> <li>• Preparing and providing information to other duty holders</li> <li>• Providing relevant information to the Principal Contractor to help them plan, manage, monitor and coordinate health and safety in the construction phase</li> </ul>	<p>tbc</p>

<p><b>Health &amp; Safety Advisor</b></p> <p>Duties: To act in accordance with the instruction of the principle contractor and assist in the planning, managing, monitoring and coordination of health and safety in the construction phase of the event. This includes:</p> <ul style="list-style-type: none"> <li>• Liaising with the client and the principle designer</li> <li>• Preparing the construction phase plan on behalf of the principle contractor</li> <li>• Encouraging cooperation between contractors and coordinating their work</li> <li>• Ensuring suitable site inductions are provided</li> </ul>	<p>tbc</p>
<p><b>Contractors</b></p> <p>Duties:</p> <ul style="list-style-type: none"> <li>• Plan, manage and monitor construction work under their control so that it is carried out without risks to health and safety</li> <li>• To coordinate their activities with other members of the CDM client group and comply with the directions given by the principle contractor or principle designer</li> <li>• To provide all relevant safety paperwork to attend an induction</li> <li>• To report accidents, incidents and near misses</li> </ul>	<p>Artist Liaison - Bar infrastructure - Barriers – Bridges - Buggies - RFID – Catering – Cleaning and waste - Fire Safety – Health &amp; Safety – Lighting (site) – Lighting (stage) – Marquees – Medical – Noise management - Plant – Portacabins – Power – Production management - Scaffold – Security – Sound (PA) – Stage Crew – Staging – Stretch Tents - Toilets – Trackway – Traffic – Welfare -</p>
<p><b>Designers</b></p> <p>Duties:</p> <ul style="list-style-type: none"> <li>• Create and disseminate their CP Plan, and manage all construction under their control</li> <li>• Cooperate with principal designer and principal contractor, notifying them of any modifications to plan</li> <li>• Maintain structure once built</li> </ul>	<p>Any contractor above who is undertaking designing duties as part of their overlay installation</p>
<p><b>Workforce</b></p>	<p>All staff employed at the event</p>

<p>They must</p> <ul style="list-style-type: none"> <li>• Be consulted about matters which affect their health safety and welfare</li> <li>• Take care of their own health and safety and others who may be affected by their actions</li> <li>• Report anything, they see that may endanger their own or others' health and safety</li> <li>• Cooperate with their own employer, fellow workers, contractors and other duty holders</li> </ul>	
---	--

<b>Planning</b>	
<b>Construction Phase</b>	<p>The construction phase covers the following activities associated with the staging of the event:</p> <ul style="list-style-type: none"> <li>• The installation and construction of site overlay</li> <li>• Production load-in</li> <li>• Production load-out</li> <li>• The dismantling and removal of site overlay</li> <li>•</li> </ul>
<b>Description of Work</b>	<p>The installation and removal of staging, temporary structures, ground protection / temporary roadways, delay towers, front of house structures, lighting, sound, video, water, power, decor, and fencing / barriers to enable the events to take place.</p> <p>The loading and unloading of vehicles including HGVs in relation to the event operation</p>
<b>Key Dates (start/finish/other)</b>	<p>Key dates for the event are as follows:          Build commences: tbc          Build complete: tbc          Derig commences: tbc          Derig complete: tbc</p>
<b>Is the work Notifiable to the HSE</b>	<p>This work is less than 30 days and but is likely to exceed 500-person days during the construction and de-rig.</p> <p>Therefore, this event is: Notifiable</p> <p>F10 number is tbc</p>
<b>Site Induction</b>	<p>Contractors working on the event will be sent copies of the site rules, induction, and event risk assessment prior to the event. Those who have completed their induction will be issued with an induction wristband.</p> <p>On arrival to the site, staff and contractors will be required to report to the Site Office</p>

<b>Arrangements for working on site</b>	
<b>Client Contractor Management</b>	<p>All companies submit following information prior to the event:</p> <ul style="list-style-type: none"> <li>• Proof of Public Liability Insurance</li> <li>• Proof of Employee Liability Insurance</li> <li>• Company Health &amp; Safety Policy</li> <li>• Event Specific Risk Assessments</li> <li>• Event Specific Method Statements</li> <li>• Any licenses for Plant Operators</li> <li>• Any licenses for Access Equipment Operators</li> </ul>
<b>Electricity</b>	<p>All 3 phase generators to be installed in-line with site plan arrangements</p> <p>Generators to have in-date test certifications</p> <p>All generators to be earthed in accordance in accordance with BS7430</p> <p>Fire extinguisher to be provided for generator positions</p> <p>No final connection should be made without reference to the designated electrician</p>
<b>Fire</b>	<p>Portable fire-fighting equipment will be located around the site and suitably signed</p> <p>Staff will be aware of the fire evacuation procedure and assembly point</p> <p>The Safety Officer or Fire Safety Team will be responsible for calling the fire brigade</p> <p>The site will be kept clear and tidy to reduce combustible materials</p>
<b>Ingress &amp; Egress to/from site</b>	<p>Entrance to site via Barwick Road for all production contractors. Exit along the same route</p> <p>Pedestrian ingress and egress via Dowsetts Lane</p>
<b>Lifting Operations</b>	<p>All lifting operations will be coordinated by an appointed person</p> <p>Lifting plans will be submitted to the Principle Contractor in advance</p> <p>Lifting areas will be restricted to the persons involved in the operation only</p> <p>Lifting contractors will be via a competent company from an approved contractor list</p>

<b>Noise</b>	<p>Areas of high noise will be designated as mandatory hearing protection zones and areas suitably signed</p> <p>Staff will have hearing protection available for use</p>
<b>Overhead Working</b>	<p>Any work being undertaken overhead will have suitable signage in place to warn other contractors</p> <p>Staff will ensure that appropriate PPE is in use (i.e. hard hats)</p>
<b>Plant</b>	<p>Plant will be hired via reputable supply companies or provided by the venue</p> <p>All operators of plant will be required to hold the necessary proof of competence and training, copies of which will be held by the site office</p> <p>All operators of plant must ensure they carry out pre-use checks of the equipment ahead of its use</p>
<b>Temporary Structures</b>	<p>All temporary structures will be provided by competent contractors who have been pre-selected</p> <p>Access to structures is forbidden until deemed complete and signed off by a competent person</p> <p>Copies of certification will be kept by the Safety Officer for inspection</p> <p>During construction, the build area will be restricted to those persons building the structure</p>
<b>Vehicle Management</b>	<p>Vehicle operations to be monitored throughout the tenancy</p> <p>Vehicles to use dipped headlights when moving on site.</p> <p>Hazard lights must not be used when vehicles are moving as they pose confusion of direction of vehicle</p> <p>Vehicles must not reverse without the aid of a banksman</p>
<b>Vehicle Parking</b>	<p>There will be limited on-site parking available for production vehicles</p> <p>Workforce parking will be available within the designated staff parking area</p>
<b>Welfare arrangements</b>	<p>Toilets, drinking water, hand washing facilities, areas to take shelter during breaks and adverse weather will be provided on site</p> <p>Catering facilities will be available on site for those with pre-arranged agreements</p>
<b>Working at Height</b>	<p>Any contractor operating at height will be required to ensure a suitable and sufficient risk assessment is in place and staff have been trained appropriately prior to carrying out the work</p>

	<p>Suitable and sufficient exclusions zones are to be maintained and signage will be in place to warn others onsite</p> <p>Appropriate fall arrest or work positioning equipment will be in use by trained operatives</p> <p>Those working in proximity of working at height activities will use suitable and sufficient PPE (i.e. hard hats)</p>
--	---

# Crowd Management Plan

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

### TABLE OF CONTENTS

SECTION	TITLE	DETAIL
1	Document details	Aims and Objectives Guidance and Legal Context
2	Event Overview	Event Summary Event introduction Venue Audience Demographic
3	Capacity modelling	Calculation Assumptions Evacuation
4	Capacities	Arena Full site Holding Capacity
5	Ingress	Design, Information and Management
6	Circulation	Design, Information and Management
7	Egress	Design, Information and Management
8	Incident Response	Incident Management Security Response Weather Isolated Incident



## SECTION 1 – DOCUMENT DETAILS

### AIMS AND OBJECTIVES

The aim of this document is to address the management of crowds at Standon Calling, supporting the extended suite of Event Safety documents in order to ensure the overall safety of all attendees, staff, contractors, and artists present during the event.

### GUIDANCE AND LEGAL CONTEXT

The Event understands its legal responsibility as detailed in the Health and Safety at Work Act 1974, Licensing Act 2003 amongst other legislation, to manage risks associated with crowded spaces.

Overall responsibility for the provision of crowd safety and management plan is that of Standon Calling Festival who have engaged a competent security company and Safety Officer to provide competent and, where necessary, qualified personnel.

This Crowd Management Plan has been developed by the Safety Officer, in consultation with the contracted Event Director, Promoter, and Security Manager.

This document should be read as part of the overall Event Management Plan and not in isolation. It has been created with the knowledge of competent persons, previous event experience, health and safety guidance, and licensing regulation. Guidance includes but is not limited to:

- HSG195 The Event Safety Guide (commonly known as the Purple Guide)
- Safety of Sports Grounds Act 1975
- Safety of Sports Grounds Regulations 1987 (secondary, administrative legislation)
- Security Industries Act 2001
- Licensing Act 2003
- Sports Grounds Safety Authority Act 2011
- The Health and Safety at Work Act 1974
- The Regulatory Reform (Fire Safety) Order 2005
- Managing Crowds Safely (HSG154)
- The Guide to Safety at Sports Grounds (Home Office), commonly known as "The Green Guide"
- The Event Safety Guide/The "Purple" Guide

The jurisdiction of this document is limited to investigation and recommendation only. The Promoter holds all liability for the implementation and monitoring of recommendations. The Promoter holds liability for all overall safety of the Event, its participants, staff, contractors and affected parties. Any implementation of the recommendations must be taken in line with other safety policies and procedures

## SECTION 2 – EVENT OVERVIEW

Event:	Standon Calling
Date:	Between 01 May and 30 September inclusive
Venue:	Standon Lordship, East Hertfordshire, SG11 1PR
Capacity:	29,999

Licence Number:	tbc
-----------------	-----

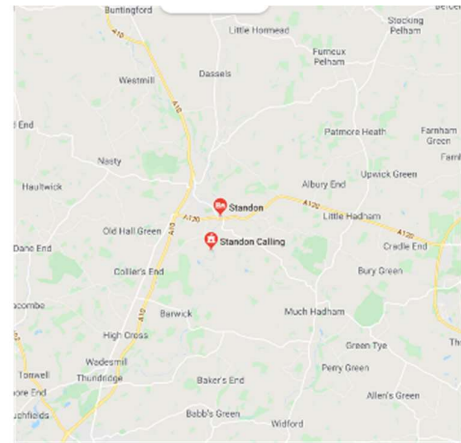
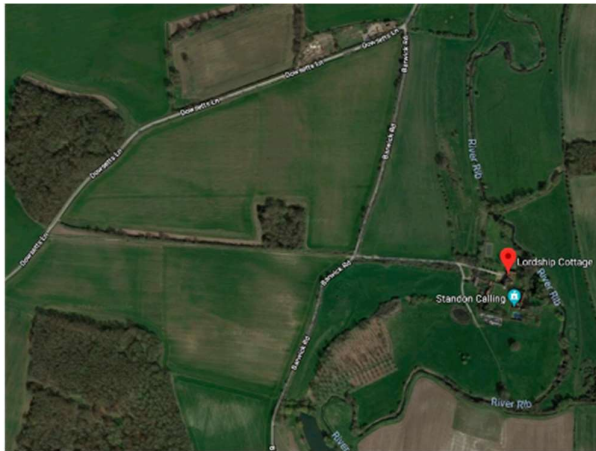
**INTRODUCTION**

Standon Calling is series of eight stand-alone events over a 14-day period, comprising two consecutive weeks. There will be a range of bands, DJs, and other forms of performance programmed.

The arena will have a range of facilities including food concessions, market stalls, toilets and bars.

**VENUE**

The site is a mixed residential and agricultural area comprising of lawns, fields, and copses - the totality of which is owned by the Event Promoter’s family and neighbouring farmers. Fields, residential properties, and a small river border the site. There are a number of hard-standing roads and fixed utilities in place, and the Event works in conjunction with the landowners to ensure improvements are undertaken on an annual basis.



**AUDIENCE PROFILE**

Gender Split	50% Male / 50% Female
Age Range	Mostly between 18-50 years old
Group Makeup	50% family audience, with the remaining arriving in peer groups
Characteristics	Generally well behaved and calm
Alcohol use	Moderate - the primary intoxicant on site is alcohol
Drug use	Low - small numbers, casual usage
Compliance level	High
Level of vulnerability	Low

Potential for antagonism	Low
Potential for disorder	Low
Likelihood of opportunistic criminality	Low
Likelihood of organised criminality	Medium - Low

### SECTION 3 – CAPACITY MODELLING

#### CALCULATION ASSUMPTIONS

In this document, the final capacities will be determined by the lowest of:

- holding capacity
- emergency evacuation capacity

All calculations and examinations are considered with the following assumptions and their relevant reference source.

#### HOLDING CAPACITY:

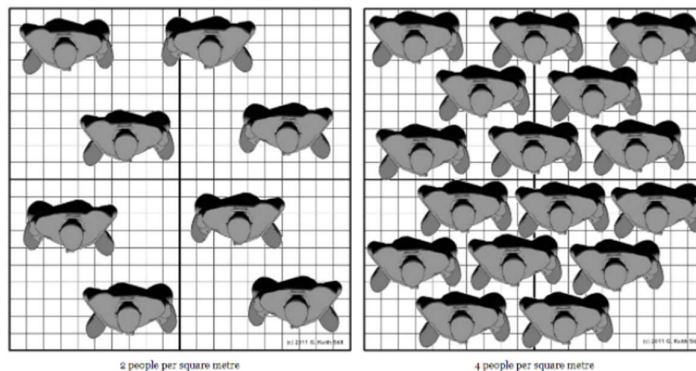
Static crowd densities in viewing areas take guidance from the Event Safety Guide ('Generally, 0.5 m<sup>2</sup> of available floor space per person is used for outdoor music events', or 2 per m<sup>2</sup>), and the Guide to Safety at Sports Grounds ("the maximum number that can be applied is 47 persons per 10 square metres")

Densities around the pit areas are likely to be higher than those at locations further away from the barrier line, hence it is reasonable to suggest that front of stage locations will likely have a crowd density of 3-4 people per square metre, whereas areas towards the back of stage audiences are likely to have 2 people per square metre.

These crowd densities will be referred to throughout this paper and illustrated below for reference:

2 persons per m<sup>2</sup>

4 persons per m<sup>2</sup>



#### EMERGENCY EXIT CAPACITY:

Flow rates are calculated based on guidance. The Guide to Safety at Sports Grounds recommends '...on a level surface 100 people can reasonably exit in 1 minute (equal to 82 spectators per metre width per minute)' (2008, p83). The Fire Safety Risk Assessment for Open Air Venues recommends '...for open air parts of the venue....109 people / metre / minute' (2006, p68)

The figures above will be reduced to account for access across wet or uneven ground, and an audience who may be situationally vulnerable (intoxicated and in unfamiliar surroundings). Calculations in this document will be based on 70 persons per metre per minute through an unrestricted exit (i.e. no queue lanes).

The total capacity of the emergency means of escape will discount the largest exit; 'When evaluating escape routes, you may need to build in a safety factor by discounting the largest exit from your escape plan' (FSRA, 2006 p25)

As per the Fire Safety Assessment: Open Air Events and Venues Guidance a notional evacuation time of 10 minutes is proposed for all outdoor open areas. This is indicative of a Normal fire risk.

In line with MUTA recommendations, the indoor marquees will be calculated with a 2-minute evacuation time.

In all cases, a place of safety is recognised as being a place where people can be safe from the effects of fire for 30 minutes or more.

### Evacuation

Any incidents associated with amber or red status could result in partial or full site evacuation in order to move people to a safer place. However, it should be noted that it would only be under the most dire of circumstances that the Promoter would foresee a full site evacuation; partial evacuations are more likely, and will be the preferred response when an area needs to be cleared.

Evacuation routes and holding areas are detailed in this plan to aid rapid incident response, but must remain dynamic dependent on the location of risk.

## SECTION 4 – Capacities

In this section we will examine each zone of the site, calculating the recommended capacity based on the lowest of either the holding capacity or the emergency exit capacity. The advisory capacity of each area is noted in red.

Area	Location	Sqm	Density (per sqm)
Main Stage Arena	Total	15357	2
Additional Arena Space	Total	7858	1

Emergency Exits	Width (m)	Flow Rate	Evac Time	No. Persons Evac
Emergency Exit A	15	75	10	11,250
Emergency Exit B	19.5	75	10	14,625
Emergency Exit C	5	75	10	3,750
Emergency Exit D	5	75	10	3,750
Emergency Exit E	27	75	10	20,250
Total	71.5	75	10	53,625
<b>Missing Largest Exit</b>	<b>44.5</b>	<b>75</b>	<b>10</b>	<b>33,375</b>

Based on the lowest of the calculations, the suggested capacity is 33,375 persons.

### Full Site - holding capacity

The full arena space is 23,215 m2 for the public ('front of house') areas only; and after all production

installations.

Density at 2 persons per m<sup>2</sup> in the main stage arena and 1 person per m<sup>2</sup> in the additional arena space = (15,357 x 2 ppm<sup>2</sup>) + (7,858 x 1 ppm<sup>2</sup>) = 38,572 persons.

## **SECTION 5 – INGRESS**

### **Design**

The Event is a ticket only event with tickets purchased in advance via online websites and / on the day of each event, from the venue.

Pre-ticket queuing will be provided at the main gate entrance. Suitable facilities will be provided including toilets to ensure those waiting outside are catered for. Gates will be managed by the Gate Manager and team and will be designed / staffed using arrival data from previous years.

Due to the audience demographic, it is expected that the majority of customers will arrive by car. Traffic arrival / ingress is managed by an appointed contractor. A full Traffic Management Plan (TMP) is provided and dictates how the event will deal with arrivals to site.

### **Information**

Information is provided to visitors via the Website and Social Media channels (both in advance and on the day). There will be signage on the approaching roads, on the approach to the site and within the site.

Information will also be provided to visitors upon arrival to site via the stewards, security, and gates staff. Staff at the main gate will be using loud hailers to control the flow and deliver clear messaging when required.

Signage listing contraband items will be displayed on entrance to the entrance queue lanes.

### **Management**

Staffing levels and infrastructure across gates, traffic and security teams will be planned to support the varying demands of each period of arrivals, ensuring the prevention and detection of crime and criminal activity, the prevention of public nuisance, public safety and the protection of children from harm.

Queues and searching will be managed by security teams. Ticket scanning will be by the Gates team. Technical support will be provided by the ticket agent.

The Gate Manager and Event Management team will oversee all elements of customer ingress, ensuring a collaborative, joined up management of the various elements of ingress.

## **SECTION 6 – CIRCULATION**

### **Design**

The site has been designed to allow maximum width on walkways, with consideration given to queuing / high-density areas, and how they will impact on flow. Circulation spaces have been designed into the space and lower density calculations have been used to ensure these remain free flowing. Designated areas have been designed for people to rest and eat.

A Red, Amber, Green (RAG) document will be produced to highlight any popular acts or those acts considered to pull crowds that have the potential for volatile crowd behaviour so as to consider any additional staff deployments that may be required.

**Information**

The Event has a designated media manager who manages the social media platforms and website, providing artist information, details of attractions and information regarding the events. This can include information which will dissuade the public from attending densely packed areas.

Staff throughout the site are well-briefed and carry information that could be useful.

Clear and unambiguous signage will be used for access/egress points, directions to facilities, and route-finding information between areas. Where possible this signage will use recognised symbols, shapes and colours that are in everyday use.

Emergency information is delivered through the use of site wide public address system, MCs on stage and LED screens. Pre scripted announcements and media messaging have been prepared in the event of any incident requiring temporary show stop, evacuation or cancellation.

**Management**

The operational coordination of the Event will be managed via Event Control located within the event site. All communication via the onsite teams will be handled via Event Control.

Decision making for the event will be communicated through the Event Liaison Team, comprising the heads of department for all areas of the event management team.

It is considered that any crowd management issues will be monitored by those on the ground. All event staff, stewards and security are briefed to ensure that all observations and or incidents re-communicated to Event Control without delay to ensure suitable decisions and resource can be adequately directed to the required location.

**The monitoring of crowd movements on the ground is critical and will be undertaken using a tiered system through the radio to Event Control (shown below).** This will be reported hourly by Stage Managers or more frequently by security response where relevant and will dictate what stages of action are to be taken to manage circulation and crowd density.

All security and stewards will be briefed on this tiered system and how to communicate crowd densities to event control. This will ensure monitoring is consistent and reliable aiding in allocating resource to the most required areas. Such data will also form as part of the event control log aiding the collation of data of crowd densities site wide for the purpose of planning in the future.

**Crowd movement tiered rating:**

RAG	Crowd Density	Visual Indicators	Actions Required
Level 1 Green (2ppm2)	Moderate Attendance	Easy to move through crowds	Normal Operations - Monitor and review

Level 2 Amber (3ppm2)	Busy Attendance	Busy but compliant and happy crowds. Shoulders visible in most dense area of crowd.	Onsite resources communicate to Event Control
			Event Control to notify Safety Officer. Security Zone Manager to attend at location and review
			Standby to deploy additional resource and prevent further entry
Level 3 Red (4ppm2)	At / Nearing Over Capacity	Area is full	Response security deployed and where required site infrastructure deployed to prevent access area / Implement Exit Only.
			Event Control to notify Safety Officer who will attend with Security Zone Manager to monitor and review
		Hard to move for audience, some people finding it hard to control their movement, losing site of shoulders.	Standby for communications to audience and potential show-pause

## SECTION 7 – EGRESS

### Design

Once the audience departs the main site, the Traffic Management Plan (Appendix 25) considers their movements.

Lighting has been installed on all egress routes to maximise flow rates.

### Information

All onsite staff and stewards will have a thorough knowledge of the site to assist in wayfinding for the visitors.

As throughout the rest of the event, social media will be used to alert guests of traffic and congestion problems.

### Management

The management of egress will be undertaken collaboratively between representatives of the Event Management team and the Safety Officer. Under normal operating conditions the management of this will be controlled by the Event Director.

## SECTION 8 – INCIDENT RESPONSE

### Incident Management

Any incident onsite will be managed via Event Control through the event liaison team. Separate

documents have been produced to detail the system in place to manage any onsite incidents.

Site Muster Points have been established and Rendez Vous Points (RVPs) have been agreed. A dynamic assessment will be made during the event of any incident that requires an emergency service response to assess the suitability of the RVP.

### **Security response**

It is likely that most incidents on site needing a draw on contingency supplies or resources will be slow growing incidents, or small isolated incidents. Any more rapidly developing incidents will require emergency actions and will need greater movement of public and staff around the site.

Security shall ensure that adequate numbers of response teams are on site that will be able to quickly attend sites of incidents and report in to control for additional resources or to give/receive instructions in how to proceed.

In any larger incident on site, all staff will become a central resource to be moved, deployed and instructed by the (silver) event control team who will be convened in such an event.

### **Weather**

Weather has an impact on the behaviour of crowds and how they can physically navigate the site, it is crucial that during the planning attention is made to ensuring ground conditions are adequate at all times.

A detailed extreme weather management plan has been developed and is available as a separate document. This document details the forecasting, monitoring and trigger points for weather related incidents and actions that should be taken to ensure the safety of the public, staff, guests and artists.

### **Isolated incident**

It is likely that any incident occurring onsite can be contained and would only effect one stage / location. Therefore, it is reasonable to suggest with the footprint of the event site that any incident can be handled by the onsite security, stage managers within this location.

In the event of an incident taking place at one of the stage locations a "localised show stop" (show pause) will be enacted. The Stage Managers and Security Supervisors will be familiar with the Show Stop Procedures. Full details of the show stop procedures are detailed within a separate document.

If the show-stop is involved, on any scale, it is important that, as soon as possible, there is a communication with the public explaining the issue (if appropriate) and appealing for calm and assistance.



# Emergency & Major Incident Plan

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

### PURPOSE AND AIMS

It is recognised that whilst the potential for a major incident to develop at a well-managed event is low, the consequences of such an incident could be high. With this in mind, the Event Director acknowledges that they will need to take into account this eventuality, and plan for non-routine conditions and civil protection by creating an Emergency Plan. Whilst the focus of this plan is preparedness and response, the overall arrangements for the Event include mitigation, recovery, and business continuity.

The purpose of this document is to outline the procedures that have been incorporated into the Emergency Plan, and to ensure the below:

- To implement integration and interoperability between stakeholders.
- To promote subsidiarity at all levels where possible.
- To ensure business continuity through efficient incident management.
- To ensure any response is fast, effective, relevant and scaled to risk.
- To meet objectives identified within current legislation and licensing.
- To provide structure, coordination and consistency to the management of incidents.
- To clearly identify roles and responsibilities of key personnel during an incident response, including lines of authority, responsibility, and communication; and to use this to avoid complex systemic accidents.
- To provide a clear reporting structure.

During all levels of incident, the common aims of all stakeholders are to preserve life, protect property, and safeguard participants and the wider environment - reducing the impact on the local community.

## **LEGISLATION AND GUIDANCE**

- Civil Contingencies Act 2004
- Emergency Preparedness 2006 (with appropriate revisions)
- Health & Safety at Work Act 1974
- Managing for Health and Safety HSG65
- RIDDOR 2013
- COSHH regulations 2002
- Lifting Operations and Lifting Equipment Regulations 1998
- Electricity at Work Regulations 1989
- Provision and Use of Work Equipment Regulations 1998
- Disability Discrimination Act 1995
- Working at Height Regulations 2005
- Noise at Work Regulations 2005
- CDM 2015 Regs
- MUTA code of public safety – safe use and operation of marquees and temporary structures
- The Purple Guide to Health, Safety and Welfare at Music and Other Events
- Temporary Demountable Structures (2007)
- HSE Publications: Managing Crowds Safely 1996
- Home Office Publications: Dealing with Disaster 1997
- ISAN Safety Guidance for Street Arts, Carnivals, Processions and Large-Scale Performances
- Fairgrounds and amusement parks: guidance on safe practice HSG175

## **RISK COMMUNICATION**

This document will be shared amongst all relevant stakeholders listed in the Event Management Plan (EMP) distribution list, and information should be disseminated to their organisation in order to create a multi-agency response.

## **TESTING AND EXERCISING**

Testing and exercising of this plan will be undertaken in the form of a pre-event tabletop meeting, which Category One Responders are invited to attend. Subsequent reviews of policy may occur after this has been undertaken.

## **PERIODIC REVIEW**

This is a live document which will be updated after changes in resources, plans, legislation, guidance, or exercising. There will also be a periodic yearly review, prior to each event, ensuring that all protocols are still relevant and scaled.

## **RISK ASSESSMENT**

Risk assessment has been undertaken to highlight areas of vulnerability. The risk assessment is based on a single site, and a specific event only. However, it is expected that the Local Authority or other stakeholders will share any relevant risks from the Local Risk Register to incorporate a wider understanding of the risk environment.

It is worth noting that the Emergency Plan is a consequence-based plan and does not aim to mitigate hazards but to manage the outcomes of incidents.

The key vulnerabilities identified for this event are: Extreme weather (including compromising structural integrity), crowd incidents, anti-social behaviour / disorder, terror attacks (whilst the risk to the specific event is low, the UK threat level is SUBSTANTIAL and hence it would be prudent to include this).

## **INCIDENT CLASSIFICATION**

For the purpose of this document, a major incident is defined as any occurrence that may represent a risk to life, damage to property, and/or a reduction in the capacity to deliver a successful or safe event. However, varying levels of incident exist, and a common agreement must be made between all stakeholders to ensure an incident is classified correctly; this will allow a relevant and effective response.

It is worth noting that for this plan, an incident has consequences that will occur within the event boundary. The wider incident may occur outside of the site boundary, but if consequences are felt at the Event then it is still defined as an incident to the Event.

For the purpose of this plan, we will use three levels of incident classification, each of which will require a varying level of management. Each incident classification will trigger a corresponding status level which will allow the wider Event staff to recognise their operational requirements in a clear and expedient manner.

### **MINOR INCIDENT**

(site will run as status level GREEN)

A localised, contained incident, quickly resolved with internal resources or limited help. Does not affect the overall functioning of the event, although could still result in casualties.  
TRIGGER: The Event will always be at green unless it is escalated. Operational decisions are made at this level.

### **SERIOUS INCIDENT**

(Site will run at status level AMBER)

Disrupts one or more operations of the event and may affect critical functions. Enhanced cross functional response is required between the Event and emergency services. Policy considerations and decisions as detailed in associated event documents will usually be required.

Small number of casualties or loss of life may occur.

TRIGGER: Multi-agency response required. Tactical decisions required.

## MAJOR INCIDENT

(Site will run at status level RED)

A significant event, which demands a substantial response beyond the routine, usually with significant or total control being given to the emergency services.

Multiple casualties and loss of life may occur, could result in event abandonment.

TRIGGER: A significantly increased response required than the Event and on-site emergency services can provide. Strategic decisions required.

## STATUS LEVEL CHANGES

It is not always necessary to move through the scale, and the status can be downgraded at any time that the incident is controlled. Protocol for status level changes is outlined in this document.

## EVENT HIERARCHY

A full staff hierarchy can be found appended to the EMP, but a more simplistic overview is below. The below hierarchy is based on rank and is applicable to human resource management.

## INCIDENT HIERARCHY

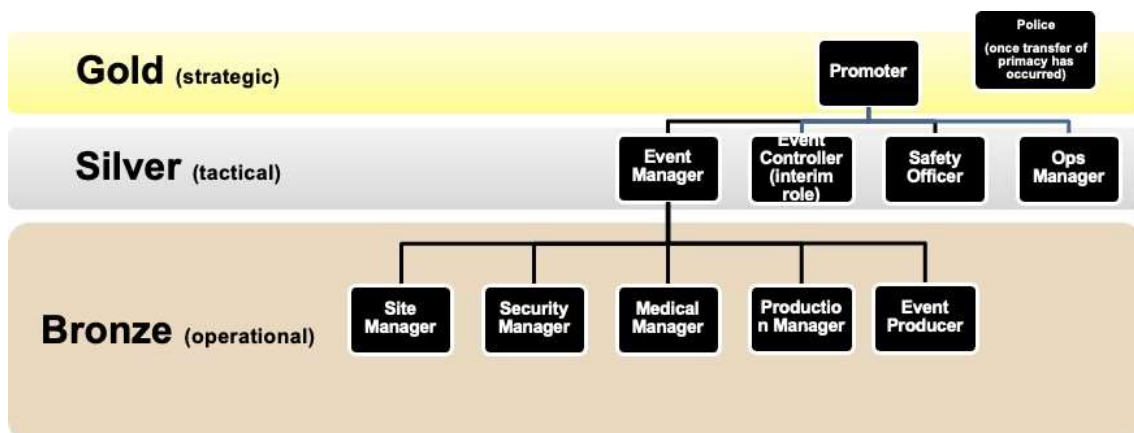
The incident hierarchy is different from the event hierarchy. It is based on role and is applicable for incident management in green, amber or red status levels. Roles are divided into:

Strategic decision makers (Gold Command) who will undertake decisions at the highest level and those which affect the overall running of the Event.

Tactical decision makers (Silver Command) who will undertake decisions on how to use resources for the management of the incident.

Operational decision makers (Bronze Command) who will undertake the control of the resources on the ground and will be empowered to make decisions at this level.

Decisions are always made at the lowest possible level and escalated only when this is no longer viable.



## INCIDENT DECISION MAKING

The status level of an incident will usually have an impact on the role of the people involved, and the lead decision maker. During a minor incident or green status, the bronze level decision makers will be empowered to undertake decisions on the ground, and relative to their area of expertise, with little involvement from other command levels.

Should the status level escalate to amber for a serious incident, it may be the case that more tactical decisions will need to be undertaken. This will be led by a silver level decision maker.

Should the status level escalate to red for a major incident, the decisions will be led by the emergency services (after a transfer of primacy), and the gold level decision makers.

It is important to note that the decision-making ability of each command level is not removed as the status increased, moreover it becomes combined and led by the decisions taken from the command level above.

## EVENT LIAISON TEAM

During normal conditions (status green), the Event Liaison Team (ELT) will undertake formalised periodic meetings during the live event, for the purpose of updates on status and information sharing. These will occur twice daily in Event Control, with a third meeting should it be required.

The ELT will be made up of as many people as available from the list below.

<b>Supporting Documentation:</b>	Appendix 10. Event Structure including internal roles and responsibilities
----------------------------------	--

## EVENT LIAISON TEAM – STATUS LEVEL AMBER OR RED

In the instance of a serious or major incident, the ELT may also convene for additional meetings on the request of the Silver Commander. This meeting does not have to include all participants, and may take place either in the Event Control Room or at the scene of the incident dependent on the situation.

- Should it occur outside of the Event Control Room, a forward silver must attend, with a silver commander remaining in the Event Control room. The decisions must still be logged, and communications must be relayed to the Event Control Room.
- Should it occur within the Event Control Room, it must be ensured that there are adequate bronze operational commanders at the scene of the incident.

Each time the ELT convene in an incident, a lead will be appointed. The lead will ensure the following checklist is undertaken:

- Open an incident log
- Discuss the status level

- Ensure authorities have been informed where required
- Discuss if a show-pause or stop is needed
- Ensure instructions are being given to Event Controller to disseminate information
- Monitor situation and status level
- Brief press officer if needed
- Hold a post incident debrief

Depending on the nature of the incident, and where appropriate, the ELT will also consult with representatives from other departments and agencies. If the agencies do not have a representative on site, the ELT will be issued with the direct telephone number in order for communications to be undertaken.

## **FIRST ON SCENE (FOS)**

The first person at the scene of any incident will be referred to as First On Scene (FOS) for the purpose of this plan. As well as the decision makers, it is also key to consider the actions of the FOS to ensure the most effective management of the incident. This person could be any individual from the team or Event contractors. Their Guidance will be critical to ensure a clear stream of information and management, as well as guaranteeing they are keeping themselves safe from harm.

There are two acronyms that the Event adopts in order to guide the FOS in the case of an incident. The SAFER acronym is shared with all staff to encourage them to remain calm and adopt logical management of the incident:

- S** Stand back, check for hazards, make sure you are safe
- A** Assess the situation - what has happened?
- F** Find help from a supervisor, another staff member, event control
- E** Escalate if required - do you need event control to send an ambulance / security?
- R** Respond with action if you feel safe and comfortable, or if you have been instructed by event control or a senior member of staff

If the FOS is a member of the ELT, the Event will try to encourage use of the JESIP (Joint Emergency Services Interoperability Programme) acronym, METHANE, in order to break down information in the same way as the UK emergency services do:

- M** Major Incident - is it a major incident or not? Don't worry if you aren't sure!
- E** Exact Location - where is the incident? use landmarks
- T** Type of Incident - medical? crowd? fire? Etc.
- H** Hazards - can you see anything that might continue to be dangerous?
- A** Access to scene - what is the best way for someone to get to you?
- N** Number - how many people are hurt? and how badly?
- E** Emergency Services - which ones do you need?

## **TRANSFER OF PRIMACY**

In the unlikely event of a major incident taking place, it may be necessary for a transfer of authority to take place between the Event Director and the Police Event Commander. This is not seen as routine, but it is accepted to be established practice that is made in exceptional circumstances only. Once a major incident is terminated or downgraded a second transfer of authority will take place

effectively returning control of the Event to the Event Director. A Transfer of Primacy form can be found at the end of this document (Appendix B).

## **CODED MESSAGES**

Other than the Status Level Codes (Green, Amber and Red), code words will not be used when incidents are being called in.

In the case that internal teams (such as security and medical) wish to use code words, this will be undertaken only on their dedicated radio channel. Any communications with the wider team will only be undertaken using the code word guidance in this document.

## **ACCESSIBILITY CONSIDERATIONS**

Consideration needs to be given for persons with disabilities and importance must be given to ensure safe egress, especially in an emergency. We aim to identify good practice in relation to safe egress for people with disabilities.

- All exits are fully accessible. No steps or uneven ground on emergency exit routes.
- Visual as well as audible alerts will be given to evacuate specific or site wide areas.
- Security and Stewards will ensure clear and concise information is relayed to all persons during an evacuation. Simple gestures will be utilised if communication is difficult.
- Extra care and assistance will be given to accessible areas of the site – Accessible Viewing Platforms (AVPs), and the accessible carpark and toilets.

## **Incident Protocols**

In order to efficiently plan for emergency situations that may arise during the Event, the Organisers will use this set of protocols to define actions for the most likely scenarios. This document is to be read and fully comprehended by all Event staff, particularly those who form the Event Liaison Team and Event Control.

Please note, all actions are guidance only and must be dynamically amended based on to the nature of the incident. The order of the actions is not fixed and should be triaged as part of the assessment for each individual incident.

This section has been written and formatted so each protocol operates as a guide during an incident. For this reason, key sections are on their own pages, so they can be printed and distributed easily.

<b>Protocol No.</b>	<b>Description</b>
1	Status Level Changes
2	Amber Status Level
3	Red Status Level
4	ELT convened
5	Medical Emergency
6	Fire
7	Bomb Threat
8	Suspect Packages
9	Public / General Disturbance
10	Structural failure

11	Hazardous Substances (Deliberate Release)
12	Partial Evacuation
13	Full Evacuation
14	Crime Scene Management
15	Crowd Crush
	Extreme Weather – see Extreme Weather Action Plan, EMP Appendix XX



<b>STATUS LEVEL CHANGE</b>	<b>Protocol 1</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
Actions at status level to be defined by status, job role, and guidance issued by Event Controller (but co-ordinated by the ELT)	ELT convened
<b>Event Controller Guidance</b>	Status level defined and communicated
<ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. On request, contact and convene ELT</li> <li>3. On request, broadcast status level increase and request silence for all non-essential radio traffic</li> <li>4. Prepare to raise or downgrade status level</li> <li>5. All radio traffic to be minimised, and radio users to stay on standby for status level changes</li> <li>6. Await further instruction from ELT</li> </ol>	Hold on all non-essential radio traffic
<b>ELT Guidance</b>	Staff to take action as directed
<ol style="list-style-type: none"> <li>1. Convene ELT in line with protocol 4</li> <li>2. Consider which status level should be active</li> <li>3. Get sign off to change status level from silver command</li> <li>4. Communicate status level changes to Event Controller</li> <li>5. Prepare for further status level changes</li> <li>6. Post-incident recovery reporting completed</li> </ol>	
<b>Relevant Messages</b>	
<p>AMBER: "Please Note - Condition Amber now exists – all staff to observe radiosilence for all non-essential messages and await further instruction" (repeat)</p> <p>RED: "Please Note - Condition Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>STAND-DOWN: "All staff please note that we have reverted to Condition Green -revert to normal duties" (repeat)</p> <p>STAND-BY: "All staff please remain on stand-by for status level change. Please maintain radio silence for all non-essential messages and await further instruction(repeat)"</p>	
<b>Notes</b>	

<b>AMBER STATUS (serious incident)</b>	<b>Protocol 2</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Inform Event Control using METHANE or SAFER for information</li> <li>2. Access the situation and do not put yourself in danger</li> <li>3. Prepare to install cordons and initiate evacuation if instructed</li> <li>4. Prepare to use pre-scripted messages to the public</li> </ol>	<p>Confirm the need to raise the status level</p> <p>Notify key personnel</p> <p>Convene ELT</p>
<b>Event Controller Guidance</b>	<p>Direct and deploy staff as required</p> <p>Notify emergency services as applicable</p> <p>Prepare for evacuation / containment of any or all areas</p>
<ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. On request, broadcast status level increase in line with protocol 1 and request silence for all non-essential radio traffic</li> <li>3. Inform relevant emergency services about status level increase</li> <li>4. On request, contact and convene ELT</li> <li>5. Prepare to raise status level to red</li> <li>6. Prepare to coordinate cordon installation</li> <li>7. Check all blue routes and RVPs are clear</li> <li>8. Prepare to coordinate possible evacuation. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>9. Await further instruction from ELT</li> </ol>	
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. Convene ELT in line with protocol 4</li> <li>2. Ensure relevant emergency services are contacted</li> <li>3. Coordinate response teams</li> <li>4. Prepare for status level increase to red</li> <li>5. Consider evacuation routes. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>6. Consider cordon requirement</li> <li>7. Consider RVP points and access routes</li> <li>8. Post-incident recovery reporting completed</li> </ol>	
<b>Relevant Messages</b>	
<ul style="list-style-type: none"> <li>• Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</li> <li>• Event Control (stand-by for status change): "All staff please remain on stand-by for status level change. Please maintain radio silence for all non-essential messages and await further instruction (repeat)"</li> <li>• Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</li> </ul>	
<p><b>Notes</b></p>	

<b>RED STATUS (major incident)</b>	<b>Protocol 3</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. A red status will likely be a show stop, so ensure this process is followed</li> <li>2. Inform Event Control using METHANE or SAFER for information</li> <li>3. Access the situation and do not put yourself in danger</li> <li>4. Prepare to install cordons and initiate evacuation if instructed</li> <li>5. Prepare to use pre-scripted messages to the public</li> </ol>	<p>Review AMBER status procedures plus RED procedures</p> <p>Establish cordons around affected areas</p> <p>Secure/open and staff gates for evacuation</p>
<b>Event Controller Guidance</b>	
<ol style="list-style-type: none"> <li>1. A red status will likely be a show stop, so ensure this process is followed</li> <li>2. Ensure all decisions are logged</li> <li>3. On request, broadcast status level increase request silence for all non-essential radio traffic</li> <li>4. Inform relevant emergency services about status level increase</li> <li>5. ELT should already be convened</li> <li>6. Prepare to coordinate cordon installation</li> <li>7. Contact security to ensure RVP is clear, exit routes and blue routes are clear</li> <li>8. Prepare to coordinate possible evacuation. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>9. Await further instruction from ELT</li> </ol>	<p>Plan exit routes</p> <p>Deploy resources</p> <p>Issue pre-scripted messages to inform public</p> <p>Secure car parks</p> <p>Sign over control to police on arrival</p>
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. A red status will likely be a show stop, so ensure this process is followed</li> <li>2. Confirm level of incident. ELT should already be convened.</li> <li>3. Carry out all items listed in AMBER response plus:</li> <li>4. Coordinate response teams</li> <li>5. Consider evacuation routes. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>6. Consider cordon requirement</li> <li>7. Secure carparks and stop unnecessary vehicle movements</li> <li>8. Ensure communication and functionality of RVP points and access routes</li> <li>9. Consider helicopter landing area</li> <li>10. Site Manager to supply emergency utilities as necessary.</li> <li>11. If required, sign over control of the site to the Senior Police Officer in charge of any Major Incident response</li> <li>12. Post-incident recovery reporting completed</li> </ol>	
<b>Relevant Messages</b>	
<p>Event Control (status level increase): "Please Note - Condition Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for a full site evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p>	
<b>Notes</b>	

ELT CONVENED	Protocol 4
First on Scene Guidance	Key Points
n/a	
<b>Event Controller Guidance</b>	Call ELT
<ol style="list-style-type: none"> <li>1. Instructed by silver or gold to convene ELT and name location</li> <li>2. Broadcast to all ELT members</li> <li>3. Ensure all decisions are logged</li> </ol>	<p>Appoint a lead</p> <p>Open log</p> <p>Update status if required</p>
<b>ELT Guidance</b>	Update Event Controller
<ol style="list-style-type: none"> <li>1. Silver or gold have authority to convene unscheduled ELT</li> <li>2. Consider ELT participants required - potentially outside agencies</li> <li>3. Consider location of meeting and the impact of that on actions <ol style="list-style-type: none"> <li>a. <u>At scene</u>: send forward silver to scene, ensure communications are relayed to ECR, ensure silver presence in ECR</li> <li>b. <u>At ECR</u>: ensure enough bronze cover at incident</li> </ol> </li> <li>4. Confirm an ELT lead and ensure checklist is undertaken</li> <li>5. Open an incident log</li> <li>6. Decide on the status level - changed by silver only</li> <li>7. Inform relevant emergency services</li> <li>8. Monitor situation and status level</li> <li>9. Brief press officer if needed</li> <li>10. Be prepared for further status level changes</li> <li>11. Post-incident recovery reporting completed</li> </ol>	<p>Post-incident report</p>
<b>Relevant Messages</b>	
<p>Event Control to call ELT: "Event Control to (ELT member), this is a priority message, ELT has been convened, please report to event control immediately"</p>	
<b>Notes</b>	

<b>MEDICAL INCIDENT</b>	<b>Protocol 5</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Inform Event Control using METHANE or SAFER for information</li> <li>2. Access the situation and do not put yourself in danger</li> <li>3. Give first aid only if you are trained and confident to do so</li> <li>4. Ensure you are visible to the attending medics. If there is someone else to watch for their arrival, then allocate them this task</li> <li>5. Await further instruction and inform Event Control once the medics are in attendance</li> <li>6. Prepare to use pre-scripted messages to the public</li> </ol>	<p>Confirm details</p> <p>Summon medical assistance</p> <p>Inform key personnel</p> <p>Secure RVP and escorts if required</p>
<b>Event Controller Guidance</b>	Monitor and update
<ol style="list-style-type: none"> <li>1. Gather information from caller using METHANE</li> <li>2. Ensure all decisions are logged</li> <li>3. Contact medical provider on radio or in ECR, and provide incident details</li> <li>4. Confirm to the caller that medics have been dispatched</li> <li>5. On request, contact and convene ELT</li> <li>6. If a person has been injured, inform the Safety Officer</li> <li>7. If an ambulance move is required on site, inform the Stewards, Security and Safety Officer of locations.</li> <li>8. If an NHS ambulance is required, contact Stewards to meet the ambulance at the approved RVP for escort</li> <li>9. If requested, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase</li> <li>10. After 10 minutes, request an update from Medical</li> </ol>	<p>Ensure that a log is accurately maintained</p> <p>Dependent on the nature of the medical emergency or where multiple casualties are involved, it may be necessary to convene the ELT or raise status level</p>
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. Confirm level of incident</li> <li>2. Dependent on the incident, convene the ELT in line with protocol 4</li> <li>3. Consider raising the status level to Amber or Red. If so, ensure relevant emergency services have been contacted</li> <li>4. Consider cordon requirement</li> <li>5. Coordinate response teams if Medical need assistance</li> <li>6. For multiple casualties, consider available hospital facilities to ensure injured can be managed</li> <li>7. Consider next steps for evacuation. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>8. Post-incident recovery reporting completed</li> </ol>	
<b>Relevant Messages</b>	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public before medic arrives: "Ladies and Gentlemen, there has been an incident in the <i>(area)</i>. The emergency services are on route to the incident. Please clear the area to allow access for the emergency services and follow any instructions given by stewards and security"</p> <p>To public for ambulance: "Ladies and Gentlemen, this is a public safety announcement. An emergency vehicle needs to enter <i>(area)</i> via <i>(route)</i>. Please clear the area to allow access for the emergency services and follow any instructions given by stewards and security"</p>	
<b>Notes</b>	
Local receiving hospital: Harlow A&E, Hamstel Road, Harlow, CM20 1QX	

<b>FIRE</b>	<b>Protocol 6</b>
<p><b>First on Scene Guidance</b></p> <ol style="list-style-type: none"> <li>1. Check if there is actually a fire</li> <li>2. If there is, raise the alarm with staff on the ground</li> <li>3. Inform Event Control using METHANE or SAFER for information</li> <li>4. If the fire is manageable and you are confident, use FSE to tackle</li> <li>5. If the fire is not manageable and a decision has been made to evacuate, assess the safest route for evacuation</li> <li>6. Work with the team on the ground to evacuate the area, and ensure you also stay clear /do not re-enter</li> <li>7. Await further instruction</li> <li>8. Use pre-scripted messages to the public</li> </ol>	<p><b>Key Points</b></p> <p>Confirm the fire situation (real or false)</p> <p>If real, tackle or evacuate</p> <p>Call 999 if needed</p> <p>Raise status level and convene ELT</p>
<p><b>Event Controller Guidance</b></p> <ol style="list-style-type: none"> <li>1. Check there is actually a fire</li> <li>2. Gather information from caller using METHANE</li> <li>3. Ensure all decisions are logged</li> <li>4. Alert key personnel - Silver and Bronze. On request, contact and convene ELT</li> <li>5. Dependent on severity of fire and guidance of the operational team, coordinate a partial evacuation out of the area and ensure location is sterile. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>6. Dependent on the severity of the fire, considering calling 999. Always call 999 for vehicle, gas, and trader fires.</li> <li>7. If requested, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase</li> <li>8. Confirm that the evacuation has been completed Ensure that stewards/security prevent public access to the area until an all clear has been given by the fire service</li> </ol>	<p>Control access to the area</p>
<p><b>ELT Guidance</b></p> <ol style="list-style-type: none"> <li>1. Confirm evacuation if required</li> <li>2. Convene the rest of the ELT in line with protocol 4</li> <li>3. Coordinate cordon requirement</li> <li>4. Coordinate response teams</li> <li>5. Raise the status level and ensure relevant emergency services are contacted</li> <li>6. Consider next steps for full evacuation. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> </ol> <p>Post-incident recovery reporting completed</p>	
<p><b>Relevant Messages</b></p> <p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"</p>	
<p><b>Notes</b></p>	

<b>BOMB THREAT</b>	<b>Protocol 7</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Make a recording of the message where possible</li> <li>2. Confirm the location of the bomb and gather as much information as possible</li> <li>3. Inform Event Control</li> <li>4. Await further instruction</li> <li>5. Prepare to use pre-scripted messages to the public</li> <li>6. Prepare for partial or full evacuation</li> </ol>	<p>Record the message</p> <p>Confirm the location and gather as much additional information as possible</p> <p>Alert all key personnel</p>
<b>Event Controller Guidance</b>	
<ol style="list-style-type: none"> <li>1. Make a recording of the message where possible</li> <li>2. Confirm the location of the bomb and gather as much information as possible</li> <li>3. Ensure all decisions are logged</li> <li>4. Inform the Police via the most expedient method. Alert other emergency services.</li> <li>5. If required, alert all key personnel</li> <li>6. On request, contact and convene ELT</li> <li>7. On request, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase</li> <li>8. Prepare for possible partial or full evacuation as per guidance received from police. Ensure authority to instigate an evacuation comes from the correct person- see protocols 12 &amp; 13</li> </ol>	<p>Call police and take their lead</p> <p>Cordon the affected area, move people away</p> <p>Initiate evacuation as appropriate</p> <p>Raise status level and convene ELT</p>
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. Communicate with the Police and take their lead on next actions</li> <li>2. If required, convene the ELT in line with protocol 4</li> <li>3. If required raise the status level</li> <li>4. Consider cordon requirement</li> <li>5. Coordinate response teams</li> <li>6. Consider next steps for evacuation - see protocols 12 &amp; 13</li> <li>7. Post-incident recovery reporting completed</li> </ol>	
<b>Things to note about the call</b>	
<p>Questions to ask:</p> <ul style="list-style-type: none"> <li>· where is bomb?</li> <li>· when will it explode?</li> <li>· what does it look like?</li> <li>· what kind of bomb?</li> <li>· did you place it and why?</li> <li>· what is your name and address? How can we contact you?</li> </ul> <p>Things to note about the call:</p> <ul style="list-style-type: none"> <li>· sex and gender of caller</li> <li>· nationality</li> <li>· approx. age</li> <li>· language - well spoken? local? accent or dialect?</li> <li>· incoherent? recorded message? offensive language?</li> <li>· tone - calm, irrational? angry? slurred?</li> <li>· background - what kind of noise?</li> </ul>	
<b>Notes</b>	

<b>SUSPECT PACKAGE</b>		<b>Protocol 8</b>
<b>First on Scene Guidance</b>		<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Is the object HOT? Hidden? Obvious? Typical of the environment?</li> <li>2. If the answer is yes to any one of these then raise the alarm with staff on the ground</li> <li>3. Inform Event Control using METHANE or SAFER for information</li> <li>4. If the decision has been made to evacuate, access the safest route</li> <li>5. Work with the team on the ground to evacuate the area, and ensure you also stay clear / do not re-enter</li> <li>6. Await further instruction</li> <li>7. Prepare to use pre-scripted messages to the public</li> <li>8. Do not touch or attempt to open any item</li> </ol>		<p>Confirm the location and gather as much additional information as possible</p> <p>Alert all key personnel</p> <p>Cordon the affected area, move people away.</p> <p>Call police and take their lead</p>
<b>Event Controller Guidance</b>		Initiate evacuation as appropriate
<ol style="list-style-type: none"> <li>1. Gather information from caller using METHANE</li> <li>2. Ensure all decisions are logged</li> <li>3. Inform the police via the most expedient method</li> <li>4. If required, alert key personnel</li> <li>5. Dependent on feedback from operational teams, coordinate a partial evacuation out of the area and ensure location is sterile. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>6. Confirm that the evacuation has been completed</li> <li>7. On request, contact and convene ELT</li> <li>8. Ensure that stewards/security prevent public access to the area until an all clear has been given by the police</li> </ol>		<p>The presence of a secondary device must be considered.</p> <p>Raise status level and convene ELT</p>
<b>ELT Guidance</b>		
<ol style="list-style-type: none"> <li>1. Communicate with the Police and take their lead on next actions</li> <li>2. If required, convene the rest of the ELT in line with protocol 4</li> <li>3. If required, raise the status level</li> <li>4. Prepare for an evacuation as per guidance from police - see protocols 12 &amp; 13</li> <li>5. Prepare for cordon requirement</li> <li>6. Coordinate response teams</li> <li>7. Prepare for status level change and possible transfer of authority</li> <li>8. Prepare for possible secondary item</li> <li>9. Post-incident recovery reporting completed</li> </ol>		
<b>Relevant Messages</b>		
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the <i>(area)</i>. Please follow any instructions given by stewards and security"</p>		
<b>Notes - Cordon distances</b>	<p>Small items (size of a briefcase) – 100 metres</p> <p>Large items (up to &amp; including cars) – 200 metres</p> <p>Items larger than an average car - 400 metres</p>	



<b>PUBLIC DISTURBANCE</b>	<b>Protocol 9</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Contact Event Control and confirm the scale of the problem. In particular record: <ul style="list-style-type: none"> <li>· Location, nature and type of incident</li> <li>· Number of people involved</li> <li>· Weapons seen or used</li> <li>· Injuries sustained</li> <li>· Response required</li> </ul> </li> </ol> <p>Any low-level fighting will be dealt with by Security</p>	<p>Record details of incident</p> <p>Notify Security and/or Police</p> <p>Advise stewards of location of problem</p> <p>Inform the Event, Medical and Production Managers</p>
<b>Event Controller Guidance</b>	Consider initiating a Show Stop
<ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. Notify Security to attend immediately</li> <li>3. Alert key personnel if required.</li> <li>4. If disorder spreads or is not contained quickly, ensure that all security are notified alongside police, and further response teams are issued</li> </ol> <p>On request, contact and convene ELT</p>	
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. Dependent on situation, consider convening the ELT in line with protocol 4</li> <li>2. Consider raising the status level</li> <li>3. Coordinate response teams</li> <li>4. Consider involving police should disturbance spread</li> <li>5. Consider a show stop or pause</li> <li>6. Consider evacuation routes. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>7. Consider cordon requirement</li> </ol> <p>Post-incident recovery reporting completed</p>	
<b>Relevant Messages</b>	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"</p>	
<b>Notes</b>	

<b>STRUCTURAL FAILURE</b>	<b>Protocol 10</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Inform Event Control using METHANE or SAFER for information</li> <li>2. Ensure your own safety</li> <li>3. If the decision has been made to evacuate, access the safest route</li> <li>4. Work with the team on the ground to evacuate the area, and ensure you also stay clear /do not re-enter</li> <li>5. Await further instruction</li> <li>6. Prepare to use pre-scripted messages to the public</li> </ol>	<p>Establish nature and type of problem</p> <p>Deploy staff to location</p> <p>Raise Status Level</p>
<b>Event Controller Guidance</b>	<p>Contact Contractor</p> <p>Consider calling external emergency services</p> <p>Consider initiating a Show Stop</p> <p>Initiate and investigation to identify the cause</p> <p>Assist the HSE with enquiries</p>
<ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. Record the nature of the report including the following: <ul style="list-style-type: none"> <li>· Exact location</li> <li>· Type of structure or structures</li> <li>· Nature of incident - de-stabilisation, collapse, de-screening, etc.</li> <li>· Establish number of casualties if any</li> <li>· Record future potential hazards – i.e. neighbouring structures, weather etc</li> </ul> </li> <li>3. Alert key personnel - silver and bronze</li> <li>4. Dependent on feedback from operational teams, coordinate a partial evacuation out of the area and ensure location is sterile. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13.</li> <li>5. Confirm that the evacuation has been completed</li> <li>6. On request, contact and convene ELT</li> <li>7. On request, broadcast status level increase, request silence for all non-essential radiotraffic. Inform relevant emergency services about status level increase</li> <li>8. Ensure that stewards/security prevent public access to the area</li> </ol>	
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. Confirm evacuation if required</li> <li>2. Convene the rest of the ELT in line with protocol 4</li> <li>3. Consider raising the status level and ensure relevant emergency services are contacted</li> <li>4. Coordinate response teams</li> <li>5. Consider evacuation routes and cordon requirements. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>6. Contact the site manager to contact contractor responsible for the structure</li> <li>7. If relevant, ensure that the Safety Officer notifies HSE without delay</li> </ol> <p>Post-incident recovery reporting completed</p>	
<b>Relevant Messages</b>	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (<i>area</i>). Please follow any instructions given by stewards and security"</p>	
<b>Notes</b>	
<p>Situations must be fully investigated, and the structure made safe and signed off by the supplier only before anyone is allowed back in. Dependent upon the nature of the collapse, further investigation may be undertaken by the HSE and the Event will be expected to assist in the investigation.</p>	

<b>HAZARDOUS SUBSTANCE (deliberate release)</b>	<b>Protocol 11</b>
<p><b>First on Scene Guidance</b></p> <ol style="list-style-type: none"> <li>1. Inform Event Control using METHANE or SAFER for information. Try to include wind direction.</li> <li>2. Move away from the affected area and do not put yourself at risk</li> <li>3. Work with the team on the ground to evacuate the area, but still ensure you also stay clear</li> <li>4. Await further instruction</li> <li>5. Prepare to use pre-scripted messages to the public</li> </ol>	<p><b>Key Points</b></p> <p>Collect information and pass to emergency services</p> <p>Convene ELT</p> <p>Decide on containment or evacuation measures</p>
<p><b>Event Controller Guidance</b></p> <ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. Contact emergency services onsite or Call 999 and ask for Police, Fire, and Ambulance, and ensure that you give them the following details: <ul style="list-style-type: none"> <li>· Type of incident and name of chemical if known</li> <li>· Exact Location of threat or incident</li> <li>· Number of known casualties</li> <li>· Access and RVP points</li> <li>· Wind direction if known</li> <li>· Actions already taken</li> </ul> </li> <li>3. If required, alert key personnel</li> <li>4. Dependent on feedback from operational teams, coordinate a partial evacuation or cordon and ensure location is sterile</li> <li>5. On request, contact and convene ELT. Do not allow anyone of the contaminated zone to attend ELT</li> <li>6. On request, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase</li> <li>7. Confirm that the evacuation has been completed</li> </ol>	<p>Restrict movement to and from contaminated areas</p> <p>Raise status level and convene ELT</p>
<p><b>ELT Guidance</b></p> <ol style="list-style-type: none"> <li>1. Communicate with the emergency services and take their lead on next actions</li> <li>2. Confirm evacuation if required</li> <li>3. If required convene the rest of the ELT in line with protocol 4</li> <li>4. Raise the status level and ensure relevant emergency services are contacted</li> <li>5. Do not allow anyone of the contaminated zone to attend ELT</li> <li>6. Establish a location for RVP and decontamination equipment on its arrival</li> <li>7. Consider evacuation routes and cordon requirements. Ensure authority to instigate an evacuation comes from the correct person - see protocols 12 &amp; 13</li> <li>8. Post-incident recovery reporting completed</li> </ol>	
<p><b>Relevant Messages</b></p> <p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for site evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"</p>	
<p><b>Notes</b></p> <p>An event of this nature will progress slowly at first and may not be preceded with a warning. Be aware of an increasing number of casualties with similar types of symptoms, especially in relation to breathing /eyes or nose complaints. It is possible that the Emergency Services will not enter your site until the agent used is known.</p>	

PARTIAL EVACUATION	Protocol 12
<b>First on Scene Guidance</b>	
<ol style="list-style-type: none"> <li>1. Do not evacuate without confirmation from Event Control OR an authorised member of staff (Event Manager, Event Director, Safety Officer, Production Manager, Security Manager, Medical Manager)</li> <li>2. Divert away from scene of incident via route dictated by Event Control (relayed from ELT)</li> <li>3. Establish cordons</li> <li>4. Use pre-scripted messages</li> <li>5. Assist emergency services as required</li> <li>6. Once the area is clear of public, do not allow access, or re-enter yourself</li> </ol>	
<b>Event Controller Guidance</b>	
<ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. On request, contact and convene ELT</li> <li>3. On request, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase</li> <li>4. Prepare to coordinate initial actions prior to receiving evacuation authorisation from ELT: <ul style="list-style-type: none"> <li>· communicate plans and route</li> <li>· communicate place of safety</li> <li>· coordinate staff to assist in movement</li> </ul> </li> <li>5. Ensure cordon is in place to stop re-entry</li> <li>6. Ideally authority to instigate a partial evacuation comes from silver command, but it is understood in the case of a critical situation this decision can be taken by a bronze</li> <li>7. On evacuation confirmation, authorise evacuation to commence, and ensure public facing message number 3 is used</li> <li>8. Confirm that the evacuation has been completed</li> </ol>	
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. Convene the rest of the ELT in line with protocol 4</li> <li>2. Raise the status level and ensure relevant emergency services are contacted</li> <li>3. Establish safe route and muster points away from scene</li> <li>4. Coordinate response teams</li> <li>5. Organise cordons</li> <li>9. Authorise evacuation. Ideally authority to instigate a partial evacuation comes from silver command, but it is understood in the case of a critical situation this decision can be taken by a bronze</li> <li>6. Prepare for potential full evacuation</li> <li>7. Post-incident recovery reporting completed</li> </ol>	
<b>Relevant Messages</b>	
<p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation from (area). Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs, this is the partial evacuation message for (area). Please evacuate your area via (safe route) and report to (assembly point). Please do not run, leave calmly and await further instruction (repeat)"</p> <p>To public: ""Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and due to circumstances beyond our control it has become necessary to close the event early. Please leave using all available exits. Please do not run – leave calmly and follow instructions from the security and stewarding teams</p>	
<b>Notes</b>	

<b>FULL EVACUATION</b>	<b>Protocol 13</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. A full evacuation will likely be a show stop, so ensure this process is followed</li> <li>2. Do not evacuate without confirmation from Event Control OR an authorised member of staff(Event Manager, Event Director, Safety Officer)</li> <li>3. Divert away from scene of incident via route dictated by Event Control (relayed from ELT)</li> <li>4. Additional staff to go to all available exits in order to open gates and assist movements</li> <li>5. Establish cordons</li> <li>6. Use pre-scripted messages</li> <li>7. Assist emergency services as required</li> <li>8. Once the area is clear of public, move to the muster point and undertake staff roll call</li> </ol>	<p>Choose the safest evacuation route</p> <p>Notify Police</p> <p>Secure RVP's</p> <p>Open all Gates</p>
<b>Event Controller Guidance</b>	<p>Make announcement</p> <p>Carry out sweep of site</p> <p>Complete a staff roll call</p> <p>On completion secure all gates</p> <p>Raise status level and convene ELT</p> <p>Consider accessible areas of site</p>
<ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. ELT should already be convened. Notify relevant emergency services.</li> <li>3. A full evacuation will likely be a show stop, so ensure this process is followed</li> <li>4. Prepare to coordinate initial actions prior to receiving evacuation authorisation from ELT: <ul style="list-style-type: none"> <li>· communicate plans and route</li> <li>· authorise all gates to be opened</li> <li>· communicate place of safety and ensure security are waiting there</li> <li>· coordinate staff to assist in movement</li> </ul> </li> <li>5. On request, broadcast status level increase, request silence for all non-essential radio traffic. Inform relevant emergency services about status level increase</li> <li>6. On evacuation confirmation, authorise show stop and evacuation to commence, and ensure public facing message number 4 is used</li> <li>7. Confirm that the evacuation has been completed</li> <li>8. Ensure once the site has been evacuated, all gates are closed and staffed to control entry</li> </ol>	
<b>ELT Guidance</b>	
<ol style="list-style-type: none"> <li>1. follow protocol 4</li> <li>2. Raise the status level and ensure relevant emergency services are contacted</li> <li>3. Establish secure RVP</li> <li>4. Consider a transfer of authority</li> <li>5. Establish safe evacuation route and muster point</li> <li>6. Consider a cordon in addition to the evacuation</li> <li>7. Coordinate response teams</li> <li>8. Authorise evacuation. Ensure authority to instigate a full evacuation comes from silver or gold - or Police after transfer of authority</li> <li>9. Site Manager to supply emergency utilities as necessary</li> <li>10. Post-incident recovery reporting completed</li> </ol>	
<b>Relevant Messages</b>	
<p>Event Control (status level increase): "Please Note - Condition Red now exists – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for full site evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs, this is the full evacuation message. Please evacuate your area via (safe route) and report to (assembly point). Please do not run, leave calmly and await further instruction (repeat)"</p> <p>To public: ""Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and due to circumstances beyond our control it has become necessary to close the event early. Please leave using all available exits. Please do not run – leave calmly and follow instructions from the security and stewarding teams</p>	
<b>Notes</b>	

<b>CRIME SCENE MANAGEMENT</b>	<b>Protocol 14</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Take instruction from Event Control or security at the scene</li> <li>2. Work with the team on the ground to evacuate the area and create a cordon</li> <li>3. Prevent access</li> <li>4. Await further instruction</li> <li>5. Prepare to use pre-scripted messages to the public</li> <li>6. Do not touch or attempt to enter the scene</li> <li>7. When Police arrive onsite, they will be met at RVP and escorted to the scene.</li> <li>8.</li> </ol>	
<b>Event Controller Guidance</b>	
<ol style="list-style-type: none"> <li>1. Ensure all decisions are logged</li> <li>2. Deploy security to the scene to prevent access by the general public.</li> <li>3. Dependent on the type of cordon required, consider contacting the site team</li> <li>4. Security and stewards will preserve the area until the Police arrive on the scene. When Police arrive onsite, they will be met at RVP and escorted to the scene.</li> </ol>	
<b>ELT Guidance</b>	
<b>Relevant Messages</b>	
<p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"</p>	
<b>Notes</b>	

<b>CROWD CRUSH</b>	<b>Protocol 15</b>
<b>First on Scene Guidance</b>	<b>Key Points</b>
<ol style="list-style-type: none"> <li>1. Crowd crushing can result in death from traumatic asphyxia, compressive asphyxia, or heart attack within 90 seconds, so time is crucial.</li> <li>2. Contact Event Control and confirm the scale of the problem. In particular record: <ul style="list-style-type: none"> <li>· Location, nature and type of incident</li> <li>· Number of people involved</li> <li>· Injuries sustained</li> <li>· Response required</li> </ul> </li> </ol>	<p>Take action immediately</p> <p>Notify Security and/or Police</p> <p>Consider initiating a Show Stop</p>
<p><b>Event Controller Guidance</b></p> <ol style="list-style-type: none"> <li>1. Crowd crushing can result in death from traumatic asphyxia, compressive asphyxia, or heart attack within 90 seconds, so time is crucial.</li> <li>2. Ensure all decisions are logged</li> <li>3. Allow bronze to make decision on action required - ideally this would be security bronze but could also be stage manager, pit boss etc (see show stop policy for authorised list)</li> <li>4. Show pause if required</li> <li>5. Alert key personnel if required</li> <li>6. On request, contact and convene ELT</li> </ol>	
<p><b>ELT Guidance</b></p> <ol style="list-style-type: none"> <li>1. Crowd crushing can result in death from traumatic asphyxia, compressive asphyxia, or heart attack within 90 seconds, so time is crucial</li> <li>2. Allow bronze to make decision on action required (see show stop policy for authorised list)</li> <li>3. Coordinate a show pause</li> <li>4. Dependent on situation, consider convening the ELT in line with protocol 4</li> <li>5. Consider raising the status level and undertaking a permanent show stop</li> <li>6. Coordinate response teams</li> <li>7. Consider involving police should extra support be needed</li> <li>8. Consider re-routing the public</li> <li>9. Consider cordon requirement</li> <li>10. Post-incident recovery reporting completed</li> </ol>	
<p><b>Relevant Messages</b></p> <p>Event Control (status level increase): "Please Note - Condition Amber / Red now exists  – all staff to observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>Event Control: "All call signs standby for partial evacuation. Observe radio silence for all non-essential messages and await further instruction" (repeat)</p> <p>To public: "Ladies and Gentlemen, this is a public safety announcement. It has become necessary to evacuate the (area). Please follow any instructions given by stewards and security"</p>	
<p><b>Notes</b></p> <p>Crowd issues occurring away from stages may require more dynamic assessment</p>	

## **INCIDENT RECOVERY**

For any incident that required the status level to be changed, the Safety Officer should gather the ELT for a post-incident meeting and an incident recovery form should be completed. This will allow the Event Director to decide upon the steps required for recovery.

The agenda for such a meeting will include:

- Type of incident
- Location of Incident
- Severity Assessment

Effect of the Incident on:

- Audience, performers and workforce safety.
- Event schedule
- Is a press statement required?
- Health & Safety Implications
- Crowd Communications
- Performer Communications
- Staff Communications
- What instructions need to be given to staff?
- Additional follow up actions required
- Any other matters?



# ENTRY & SEARCH POLICY AND PROCEDURE

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

### PURPOSE AND AIMS

The purpose of this policy is to detail the management and implementation of the search process during the event, to ensure the security and wellbeing of all attendees by searching for items that may cause harm, nuisance or legislative issues.

By implementing this search policy the Festival aims to:

- Discourage and apprehend persons attempting to enter the event against the Conditions of Entry
- Discourage and apprehend persons attempting to enter the event with contraband items
- Discourage and apprehend persons attempting to enter the event without valid accreditation
- Controlling disorder and preventing public nuisance/anti-social behaviour in all parts of the event.
- Keep incident logs where necessary for all security related incidents
- Uphold licensing requirements

This document is split into two sections:

SECTION ONE: This details the policies behind entry and search into the site

SECTION TWO: This details the procedures undertaken to enforce these policies, including details on ticketing, wristbands, and infrastructure

## TABLE OF CONTENTS

SECTION	DETAIL		PAGE
1.	ENTRY AND SEARCH - policy	Ticketing Prohibited Items Ticket Types ID checks Accompanied teens and young adults	
2.	ENTRY AND SEARCH - procedure	Infrastructure Expected Arrivals Queue Capacities Arrival and Search Procedure for Customers, Media and Guests Procedure for Box Office Sales Guestlist and Media Re-entry Exit Searches Overview of Gate Timings Accreditation staffing and management	

### SECTION 1 – ENTRY AND SEARCH - POLICY

#### TICKETING

Standon Calling have sought a reputable ticket manufacturer to manage the sale of tickets. Pre-printed barcode style tickets are being used at this event, and whilst these can be photocopied, the barcode can only be scanned once.

There is a box office onsite where day tickets can be purchased should capacity allow. Admission is by a ticket or pass only.

Standon Calling is a cashless festival. The cashless system is operated by a reputable RFID provider. The RFID system will be used for access control on the main entrance gate and local entrance gates, as well as the payment system within the site.

#### PROHIBITED ITEMS

The items below are prohibited within the licensed area of the festival site, as part of the Conditions of Entry.

	Arena
Aerosols - e.g. deodorants, not spray paints	X
Alcohol (no glass, limited quantities)	X
Animals (except registered dogs)	X
Audio visual recording or transmitting equipment without press pass	X
BBQs	X
Bicycles	X

Bottle of perfume	X
Campfires	X
Chinese Lanterns	X
Compact Mirrors	✓
Cooking Equipment	X
Distress Flares	X
Drones	X
Flags on Poles	X
Food - picnics etc	X
Gas stoves up to 3.9kg and not briefcase models	X
Gazebos	X
Generators	X
Glass drinking bottles	X
Hi-vis jackets	X
Illegal substances	X
Knives for cooking in line with the weapons policy and personality check	X
Large (Golf) Umbrellas or parasols	X
Laser Pens	X
Liquid fuels	X
Mallets or small hammers (for pitching tents)	X
New Psychoactive Substances (so-called legal highs) including Nitrous Oxide	X
Pyrotechnics or Fireworks	X
Spray paints, stickers	X
Soft drinks (sealed plastic bottles only)	X
Unauthorised promotional material unless otherwise agreed	X
Weapons (or anything that could be used as a weapon)	X

**TICKET TYPES**

There will be day tickets only.

**ID CHECKS**

All ticket holders will be asked to bring ID to facilitate entry and for ID checks at bars.

**ACCOMPANIED TEENS AND YOUNG ADULTS**

Standon Calling will check to ensure the correct number of adults accompany all adult and young teens. Anyone who does not comply to the below will be refused entry.

## **SECTION 2 – ENTRY AND SEARCH - PROCEDURE**

### **INFRASTRUCTURE**

Size of accreditation tent tbc

Each lane will require:

- 1 x 240 litre refuse bin for confiscated alcohol.
- 1 x trestle table
- 1 x scanner (scan all ticket types)
- prohibited items signage (on the search tables)
- conditions of entry (on the search tables)
- power and internet

In addition to this, the lanes will have the following signage:

- Lane number / signage
- Conditions of entry
- Search in operation

At the entry point to the lanes there will be drug amnesty bins which will be secured to infrastructure.

### **EXPECTED ARRIVALS**

tbc

### **QUEUE CAPACITIES**

tbc

### **ARRIVAL AND SEARCH PROCEDURE CUSTOMERS, MEDIA AND GUESTS**

- Stewards at the start of each lane will tell people to have tickets ready
- Customer presents ticket for visual check
- Security search and check ID
- Scan team scan ticket

#### **Note**

If the gate staff should believe there are any safeguarding issues, then the security team will escort to the welfare tent after logging with Event Control (EC).

If a customer fails the search - i.e. they have illegal items on them - they will be removed from the queue lanes through the gaps in the fence and out the egress route.

If there is a problem with the ticket, the steward will alert the Gates team who will try to resolve. Should this be a continued issue, the Gates team will accompany the customer to the 'queries' desk at the end of the tent where a Manager will investigate the issue.

Searching is carried out by experienced personnel who hold current SIA accreditation, in line with the conditions of the Premises Licence. All search staff will have experience on events of a similar scale and will have undertaken additional training regarding personal search.

Searches will primarily include bags, and the actual person when deemed necessary. Light searches are undertaken on all customers, and in-depth searches are targeted (1:5). An increase in threat may prompt an increase in search levels.

When carrying out searches staff will specifically identify the following:

- Glass
- Alcohol
- Any item that resembles drugs and or drug paraphernalia.
- So called “legal highs” or New Psychoactive Substances (NPS)
- Nitrous Gas Canisters and paraphernalia.
- All types of weapons including knives with the exception of folding pocket-knives where the blade is less than 3 inches.

Depending on the nature of the confiscated item, the attendee may still be allowed into the festival site.

We operate a very strict search procedure in that male staff search males and female staff search females. There is no exception to this rule.

#### **PROCEDURE FOR BOX OFFICE SALES**

Box office sales will be undertaken in the cabin next to the main gate, where capacity allows. Once a ticket has been sold, the customer will be given a paper barcode and will enter into the search lanes to undertake the usual search process.

#### **GUESTLIST AND MEDIA**

Where possible, guests and the media will be issued with mobile tickets in advance. If this hasn't been possible, they will collect at the box office on the day.

#### **RE-ENTRY**

We will discourage re-entry unless there are exceptional circumstances. Anyone leaving will be searched on re-entry.

#### **EXIT SEARCHES**

Exit searches may also take place if there is reasonable cause to assume one is required.

#### **OVERVIEW OF GATE TIMINGS**

tbc

#### **ACCREDITATION STAFFING AND MANAGEMENT**

- Event Director will manage Accreditation and Gate Manager
- Gate Manager will manage Security and Scanning Teams
- Ticketing Manager will manage Box Office and Scanning Teams
- Marketing will manage Press Accreditation Via Box Office

# Extreme Weather Action Plan

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd

### PURPOSE AND AIMS

The purpose of this plan is to outline the procedures in place for extreme weather occurring during the Event. This can include:

- High winds
- Heavy rains
- Electrical storms / lighting strikes
- Rapidly arriving weather systems
- Extreme heat

### TERMS OF REFERENCE

Operational wind speed: Maximum wind speed at which a temporary structure is designed to be used.

Wind speeds are generally either expressed in mph / kmph for regional weather forecasts, or knots for shipping forecasts. Forecasts issued for aviation are given in terms of m/s.

The precise relationship between these is  $11.18 \text{ m/s} = 21.74 \text{ knots} = 25.00 \text{ mph}$ . However, as a rule of thumb the following conversion factors may be used:  $10 \text{ m/s} = 20 \text{ knots} = 23 \text{ mph}$

Note that twice the wind speed means four times the pressure, i.e. four times the hazard and hence four times the risk unless risk control measures are taken.

Note that wind speed increases with height and may be 50% greater at a height of 20 metres above ground level.

Note that weather forecasts should be taken to be mean wind speeds unless gust speeds are explicitly mentioned.

## **DECISION MAKING**

Appendix B details the action points that should be undertaken by various stakeholders in the case of all extreme weather.

## **WIND**

### **Monitoring and measuring**

All wind speed should be measured in 'clean' air avoiding turbulence and shelter from surrounding features. Ideally this will be achieved by sitting the anemometer on a 10m high mast which is located at least 60m away from all large obstructions, trees, etc. In many cases this will not be possible, and the anemometer will need to be fixed to the temporary structure itself. In this case, the anemometer should ideally be mounted at a height of at least  $(1.3H) + 1\text{m}$  where H is the maximum height of the structure on which the anemometer is mounted.

The Event will not rely solely on the site anemometer. Careful monitoring of several weather websites will be carried out throughout the build and show (see appendix C). If venue or structure supervisors are concerned about the wind speed and have not heard from Event Control, they should contact Event Control for confirmation of the wind conditions.

The main stage provider will also install and monitor an anemometer and will share this information with the Event when requested.

### **Alert levels**

Alert levels for wind will be set using the operational maximum capacity for a structure. As each structure on site is different, actions will be categorised for wind speeds in excess of 75% of operational maximum, and 90% of operational maximum.

Appendix A details the alert levels for specific structures on site, and alert levels can be found in appendix B.

## **Contractors**

It is required that a suitable and sufficient wind management plan be in place for all temporary demountable structures. It is incumbent on the contracted Structural Supplier to supply such plans and ensure the Event is made aware of the Maximum Operational Gust Wind Speed for the structures in advance of arriving onsite.

Suppliers of temporary structures are reminded of their responsibility to develop a Managed Wind Plan for every one of their structures (how to do this is outlined in Temporary Demountable Structures, Guidance on Procurement, design and use Third Edition 2007.)

## **Special Notes on Mobile Elevated Working Platforms (MEWPs)**

Where possible, the Event ensures that the manufacturers recommendations allow all plant used for lifting and access to be used up to 28mph. Where this is not the case, the limiting conditions will be requested from the manufacturer.

Additional care must be taken when handling building cladding, sheet materials, panels, and other such materials, which can act as "sails" and seriously affect the stability of a MEWP, especially in gusty wind conditions.

## **ELECTRICAL STORMS**

### **Monitoring and measuring**

During the Event and normal conditions, careful monitoring of several weather websites will be carried out by the Site Manager and Event Controller. If venue or structure supervisors are concerned about the Electrical Storms and have not heard from Event Control, they should contact Event Control for confirmation of the conditions.

### **Alert levels**

On receipt of a forecast which indicates that lightning may be a possibility within 12hrs, Event Control will bring all parties to a state of awareness. If a storm is approaching, Event Control will maintain contact with all parties, providing regular updates and advising on preparations.

Risk of lightning strike should not be taken in isolation; risk of high winds and precipitation are also highly likely in conjunction with this weather phenomenon.

Alert levels and action steps can be found in appendix B.

### **'Flash to Bang' principle**

To check the distance of the storm, the Event will use the flash to bang principle as recommended in PLASA's Lightening Guide For Outdoor Events (2019). 'Flash to Bang' is based on the following facts:

- Sound travels at 330- 340 meters per second or at 1 km in 3 seconds (approximately 1 mile every 5 seconds).



- Light travels at 300,000 km per second.
- Lightning will always be seen before thunder.

To calculate the distance between yourself and the storm, count the time between the lightning strike and thunderclap, then divide the number of seconds by 3 to find the distance in kilometres (by 5 for miles). If the distance between the thunder and lightning increases over a couple of strikes, the storm is moving away from you. If it decreases, it is coming towards you.

Action levels and lightning distances can be found in appendix B.

### **Further guidance**

In an electrical storm, ideally, seek shelter inside large / permanent buildings, failing that motor vehicles are a good option. The idea being to keep away from open spaces and places of elevation.

Do not attempt to shelter under trees, it is estimated that 1 in 4 struck by lightning were hit whilst sheltering under trees.

If the show is paused for an electrical storm, the restart guidance is to wait 30 minutes after the last sub-30 second strike.

## **RAIN**

### **Monitoring and measuring**

During the Event, careful monitoring of several weather websites will be carried out by the Site Manager and Event Controller. If venue or structure supervisors are concerned about rain and have not heard from Event Control, they should contact Event Control for confirmation of the conditions.

### **Alert levels**

In the event of forecast heavy rain there will be action points which are laid out in appendix B.

### **Special notes on wet weather**

Due to the frequency of rain, there are a number of pre-emptive measures in place to help control the effects:

- The installation of additional gravel tracks in both public and back of house areas
- Reinforcement of carpark entrance points with gravel to improve the hardness of the area
- Installation of temporary roadway to run the entire distance of the exit route
- Availability of temporary metal trackway (LD20) which comes in rolls and can be moved to specific locations more easily than the usual trackway.
- Covered venues and bars

- A supply of hay or equivalent to limit any excessive slippery areas. Excessive slippery areas will be isolated using hazard tape and Stewards if necessary.
- All temporary structures will be monitored for anchor slip and will be signed off by the erector for the prevailing conditions.
- All enclosed structures will have queue management systems in place before the gates open (sufficient fencing and stewards)

### **EXTREME HEAT**

In 2018 and 2022 the UK was subject to irregular and elongated high temperatures which resulted in a new set of challenges for outdoor events. In this instance, the below considerations will be addressed:

- Scorched earth and increased fire risk, especially in carparks
- Reassessment of fire coverage
- Use of BBQs prohibited
- Drinking water points added
- Shaded areas added
- Additional welfare requirements including suncream and PPE
- Traders' food storage assessed

## APPENDIX A – SPECIFIC TDS ACTION LEVELS

Examples below – details tbc once site plan is finalised

TENT WIND LOADINGS AND ACTION PROCEDURES											
Location	Name / Description	Style and size	Wind loading capacity		75% of Wind loading capacity		Action	90% of wind loading capacity		Action of Event team	Action of Contractor
			mph	kp h	mph	kp h		mph	kp h		
Site wide	Access Towers	misc	35	65	26	42	No working at height from 17mph	32	51	Dismantle	As per contractor documents
Arena	Cup Wash	9 x 9 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
	Artist dressing room	9 x 24 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
	Entrance tent	6 x 21 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
		3 x 6 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
		6 x 6 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
		6 x 12 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
		3 x 3 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
		12 x 18 clearspan	50	80	37	60	Contractor & event	45	72	Evacuate structure	As per contractor

							on standby				documents
		5 x 5 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
		9 x 12 clearspan	50	80	37	60	Contractor & event on standby	45	72	Evacuate structure	As per contractor documents
		40ft x 120ft trad	40	54	30	48	Contractor & event on standby	36	58	Evacuate structure	As per contractor documents
		2 x 10.5 x 15m stretch	55	88	41	66	Contractor & event on standby	50	79	Evacuate structure	As per contractor documents
Arena	Main Stage	15m orbit	44	70	33	53	Contractor & event on standby	39	62	Evacuate structure	As per contractor documents

**APPENDIX B – EXTREME WEATHER PLAN**

THREAT & ALERT		ACTIONS			
ALERT METHOD	VISUAL INDICATOR	SITE MANAGEMENT	EVENT MANAGEMENT	TECH PRODUCTION	OTHER
<b>Storm Level 1</b> (electrical storm within 20 miles of site / 32km - 1 minute 40 seconds Flash to Bang)					
Event Control alert site, safety, tech production	Potential visual of storm	Standby mode	Event Control alerts site, safety, and tech production only.	Standby mode	
<b>Storm Level 2</b> (electrical storm within 10 miles / 16km - 50 seconds Flash to Bang)					
Event Control alert all channels, ensure all are on standby, cease work as listed, and prepare for crowd movements	Potential visual of storm	All work at height ceases  Standby to implement level 3	All work at height ceases including fairground rides and observation towers  Alert ELT. Standby to implement level 3.  Prepare for large crowd movements, especially around undercover structures. consider public comms.	All work at height ceases including any follow spot ops in elevated positions  Standby to implement level 3	SECURITY: Ensure access to loud hailers  SECURITY: Prepare for large crowd movements, especially around undercover structures

**Storm Level 3** (electrical storm within 6 miles of site / 10km - 30 seconds Flash to Bang)

<p>Event Control alert all channels and implement protocols as decided by ELT</p>	<p>Visual of storm</p>	<p>Cease normal work and prepare protection of equipment</p> <p>Ensure ELT is aware of protected and unprotected structures</p> <p>Ensure representative from power contractor is available</p>	<p>ELT consider if it is necessary to power down stage dependent on movement of storm and frequency of strikes</p> <p>If required, implement show pause protocol and prepare for partial evacuation</p> <p>Prepare for large crowd movements</p>	<p>Power down stages where necessary and when advised from Event Control</p> <p>Use show pause protocol and messaging</p> <p>Protect equipment where possible</p>	<p>SECURITY: Assist with show pause or evacuation as required</p> <p>SECURITY: Relay messaging to customers on the ground using show pause or localised evacuation protocol</p>
---	------------------------	---	--	---	---

**Storm Level 4** (electrical storm within 3 miles of site / 5km - 18 seconds Flash to Bang)

<p>Event Control alert all channels and implement show pause and / or localised evacuation</p>	<p>Visual of storm</p>	<p>Show pause implemented for larger stages</p> <p>Where possible, crew to cease work and take shelter</p>	<p>Show pause implemented, ELT to take further decisions on restart after 30 minutes from last post-30 second strike</p> <p>Advise public to move from wood area</p> <p>Where possible, crew to cease work</p>	<p>Show pause implemented in for larger stages and in line with protocol and messaging</p> <p>Where possible, crew to cease work and take shelter</p> <p>All stage crew evacuated from structure,</p>	<p>SECURITY: Assist with show pause or localised evacuation as required</p> <p>SECURITY: Relay messaging to customers on the ground using show pause or localised evacuation protocol.</p> <p>Advise public to move from wood area</p>
--	------------------------	--	--	---	--

			and take shelter  Prepare for large crowd movements	including FOH towers  Monitor the PA and light swing	
<b>Severe rain &gt;10mm / hr</b>					
Event Control provide periodic updates on forecast to all channels	Rain	Contact all structural babysitters to check structures for leaks, slipping pins / pegs / anchors, and ponding Contract power to check installations  Check ground conditions and consider redeployment of ground protection or wood chippings Check drains and runoff	Ensure outdoor personnel have correct PPE / weather Prepare for large crowd movements  Welfare considerations for damaged belongings or illness  Consider public comms protection	Protect equipment where possible	STRUCTURAL CONTRACTOR: check for ponding, moved pins/pegs/anchors, , subsidence, leaks SECURITY: Advise on locations for assistance to those with damaged belongings  POWER: Check installations

<b>Wind level 1 - repeated gusts / hourly levels 15 mph</b>					
Event Control alert site, safety, tech production of speed and direction	Small branches move and flags flutter (15mph)	Standby mode, contact all structural babysitters or if no babysitter then call the contractor to discuss	At 15mph, Event Control alerts site, safety, and tech production only.	Standby mode	STRUCTURAL  CONTRACTOR: revert to specific structure plans
<b>Wind level 2 - Winds at the lowest of either repeated gusts / hourly levels of 16-30 mph OR % of structural capacity</b>					
Event Control alert all channels to be on standby and cease any work as required by individual structural plans	Small trees sway (21mph)  Flags move, heras fence starts to blow over (28mph)	At 17mph all access tower work ceases  At 25mph all scissor lift work ceases  At 28mph all work on cherry pickers cease  Checks undertaken for damage to fencing, hoarding, pop-ups , if upward trend of wind then remove cladding, scrim etc  All structural babysitters to	Prepare for potential evacuations of structures - alert ELT	Secure and prepare to cover equipment  Monitor the PA and light swing  All work at height ceases	STRUCTURAL  CONTRACTOR: revert to specific structure plans  SECURITY: Prepare for potential evacuations of structures  SECURITY: Ensure access to loud hailers  SECURITY: Prepare for large crowd movements  TRADER MANAGER: alert all traders



		<p>check and reinforce structures as per structural plans</p> <p>For structures that are at 75% of wind capacity, ensure babysitters are undertaken procedures as per structural plans</p>			<p>CREATIVE: check all installations and remove if required</p>
<p><b>Wind level 3 - Winds at the lowest of either repeated gusts / hourly levels of 30-40 mph OR % of structural capacity</b></p>					

<p>Event Control alert all channels and where required, follow evacuation protocol</p> <p>Updates to channels every 15 mins.</p>	<p>Whole trees sway (35mph)</p> <p>Camping tents blow away (40mph)</p>	<p>Remove all fence covering and cladding</p> <p>For structures at 90% of wind capacity, manage the structural babysitters to lock down structures in line with structural plans</p> <p>For structures that are at 75% of wind capacity, ensure babysitters are undertaken procedures as per structural plans</p>	<p>Prepare for potential evacuations of structures - call ELT, raise alert level</p> <p>Ensure outdoor personnel have correct PPE / weather protection</p> <p>Prepare for large crowd movements</p> <p>Welfare considerations for damaged belongings or illness</p>	<p>Secure and cover equipment</p> <p>Video wall lowered (at TBC mph)</p> <p>PA lowered (at TBC mph)</p> <p>Truss lowered (at TBC mph)</p> <p>Prepare for show stop Clear stage of all non-essential crew</p> <p>Where allowable, remove stage sheeting to allow wind to blow through</p>	<p>STRUCTURAL</p> <p>CONTRACTOR: revert to specific structure plans</p> <p>SECURITY: Assist with show pause or localised evacuation as required</p> <p>SECURITY: Relay messaging to customers on the ground</p> <p>CREATIVE: remove an installations at risk</p>
<p><b>Wind level 4 - Winds at the lowest of repeated gusts / either hourly levels of 40mph OR % of structural capacity</b></p>					

<p>Event Control alert all channels and show pause called.</p>	<p>Twigs break (43mph)</p> <p>Branche s break (50mph)</p>	<p>Continuation of safety critical work only.</p> <p>Non-essential staff to a place of safety</p> <p>For structures at 90% of wind capacity, manage the structural babysitters to lock down structures in line with structural plans</p> <p>For structures that are at 75% of wind capacity, ensure babysitters are undertaken procedures as per structural plans</p>	<p>Continuation of safety critical work only</p> <p>Manage evacuation and show pause</p> <p>Non-essential staff to a place of safety</p>	<p>Continuation of safety critical work only.</p> <p>Non-essential staff to a place of safety</p>	<p>STRUCTURAL</p> <p>CONTRACTOR: revert to specific structure plans</p> <p>SECURITY: Assist with show pause. All non-essential staff to be removed to a safe distance from structures</p> <p>SECURITY: Relay messaging to customers on the ground</p>
--	---	---	--	---	---

## APPENDIX C – WEATHER FORECAST SOURCES

- <http://www.xcweather.co.uk>
- <http://www.windguru.cz/int>
- <http://www.raintoday.co.uk>
- <https://www.lightningmaps.org>
- <https://www.lightningmaps.org>
- <https://www.rain-alarm.com>
- <https://itunes.apple.com/us/app/storm-radar-weather-tracker/id1216396545?mt=8>

**APPENDIX D – BEAUFORT SCALE**

**Wind Speed Conversion Chart**

Beaufort Force	Description	Specification on Land	Knots	Km/h	mph	m/s	kN/m <sup>2</sup>
0	Calm	Smoke rises vertically	0	0	0	0	0
1	Very light	Direction of wind shown by smoke drift but not by wind vanes	0-3	1-5	1-3	1-2	.002
2	Light Breeze	Wind felt on face, leaves rustle, ordinary wind vane moved by wind	4-6	6-11	4-7	2-3	.005
3	Gentle Breeze	Leaves and small twigs in constant motion, wind extends light flag	7-10	12-19	8-12	3-5	.015
4	Moderate breeze	Wind raises dust and loose paper, small branches move	11-16	20-29	13-18	5-8	.039
5	Fresh breeze	Small trees in leaf start to sway	17-21	30-39	19-24	8-11	.074
6	Strong breeze	Large branches in motion, telegraph wires whistle	22-27	40-50	25-31	11-14	.120
7	Near gale	Whole trees in motion, inconvenient to walk against wind	28-33	51-61	32-38	14-17	.177
8	Gale	Twigs break from trees, difficult to walk	34-40	62-74	39-46	17-20	.245
9	Strong gale	Slight structural damage occurs, chimney pots and slates removed	41-47	75-87	47-54	20-24	.353
10	Storm	Trees uprooted, considerable structural damage	48-55	88-101	55-63	24-28	.481
11	Violent storm	Widespread damage	56-63	102-117	64-73	28-32	.628
12	Hurricane	Widespread damage	>64	>118	>74	>32	



# Risk Assessment

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

## 1. Purpose and aims

As part of managing the health and safety within the events, it's important to control the risks in the workplace. To do this we need to think about what might cause harm to people and decide whether we are taking reasonable steps to prevent that harm. This is known as risk management.

A sensible approach to risk management is about:

- ensuring that our workers and the public are properly protected
- enabling innovation and learning
- ensuring that those who create risks manage them responsibly and understand that failure to manage significant risks is likely to lead to robust action
- enabling individuals to understand that as well as the right to protection, they also have to exercise responsibility

It is not about:

- scaring people by exaggerating or focusing on trivial risks
- stopping important recreational and learning activities for individuals where the risks are managed
- creating a totally risk-free society
- generating useless paperwork mountains

## 2. Terms of reference

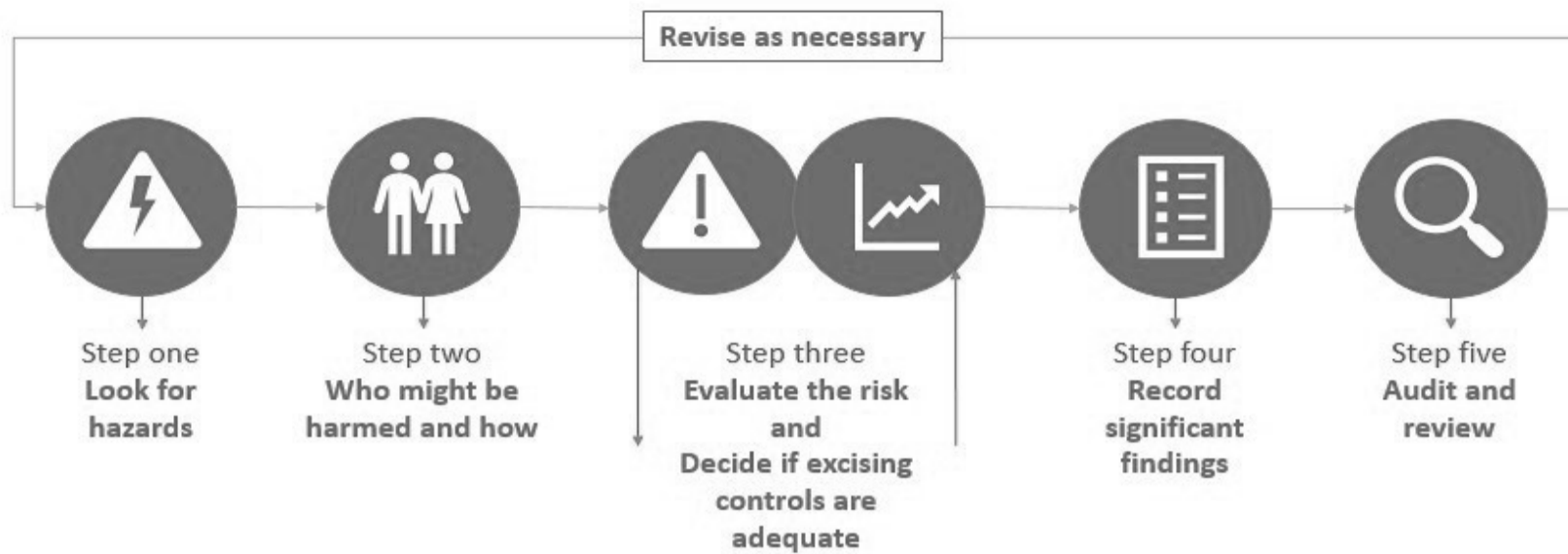
**Hazard:** A hazard is defined as the potential for a substance, activity or process to cause harm.

**Risk:** Risk is defined as the Likelihood of a substance, activity or process to cause harm.

**Harm:** Harm is defined as injury or ill health of people, damage or loss of property, or reputational loss because of an event.

**Control measure:** Methods used for reducing the risk to 'as low as reasonably practicable'.

### 3. Methodology



- Identify all hazards
- Identify groups of people who may be affected/at risk:
  - Event Staff
  - Members of the Public
  - Contractors
  - Artists
  - Special groups - children, disabled, vulnerable, young workers, night workers, lone workers, expectant mothers
- Evaluate the risk and control measure. Determine risk level using a risk matrix and the formula below.

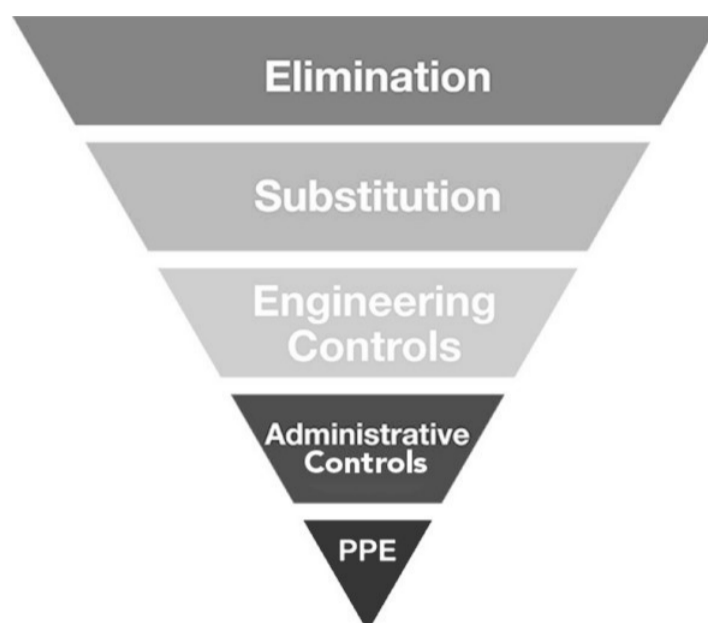
***Likelihood of harm x Severity of harm = Risk level***

- Document all risks and control measures that need to be taken to reduce the risk to an acceptable level.
- Audit and review.



#### 4. Hierarchy of controls

Control measures will always be based on the hierarchy of controls, which advises that the most effective way to control a risk is to eliminate it.



#### 5. Dynamic Risk Assessment

Whilst all risk assessments are subjected to the formal audit and review process, all activities will be subject to dynamic risk assessment on a day-to-day basis. Where an existing assessment is not deemed to be 'suitable and sufficient' due to a change of circumstances, either temporary or permanent, personnel will be briefed on the changes of circumstance and implication for the task. An amended version of the assessment will be completed and circulated when circumstances require it.

## 6. Matrix

Likelihood x Severity	5 (Severe)	4 (Major)	3 (Moderate)	2 (Minor)	1 (Minimal)
Almost Certain 5	25	20	15	10	5
Likely 4	20	16	12	8	4
Possible 3	15	12	9	6	3
Unlikely 2	10	8	6	4	2
Rare 1	5	4	3	2	1

Severity / Consequence		Likelihood	
<b>Minimal</b>	No treatment injury, potential for minor damage, near miss. No impact on the event or activity	<b>Rare</b>	Never happened before, no reason to suggest an incident would occur
<b>Minor</b>	Minor injury requiring basic intervention Minimal impact on the event or activity	<b>Unlikely</b>	It is not expected to happen again in the foreseeable future
<b>Moderate</b>	Moderate injury requiring professional intervention and / or transfer to Hospital. Moderate impact on the event	<b>Possible</b>	Incident may occur from time to time
<b>Major</b>	Major / life changing injuries leading to long term incapacity / disability / single fatality Major impact on the event	<b>Likely</b>	Incident will re-occur, but not as an everyday event
<b>Severe</b>	Multiple major injuries, life changing injuries or more than one fatality Catastrophic impact on the event	<b>Almost Certain</b>	The next time the activity is undertaken it is almost certain that it will result in an incident

## 7. Risk Actions

Based on the risk level the following actions are recommended

1-6 = Low Risk Safe activity - No further action	8-12 = Medium Risk Safe activity - When closely monitored and supervised	15- 25 = High Risk Unsafety activity - Do not proceed
No further preventive action is necessary, but monitoring is required to ensure that controls are maintained.	Consideration should be given to reduce the risk, but the cost of prevention should be measured and limited (reasonably practicable)  Risks are to be closely supervised and controlled	Work should not be started until the risk has been reduced While the control measures must be reasonably practicable, there is a duty to reduce the risk

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
<b>Alcohol and Drugs</b>				
Underage drinking Alcohol poisoning Breach of Licence	A, B, C, D	4x3=12	<ul style="list-style-type: none"> <li>A Challenge 25 policy will be in operation at the event</li> <li>ID checks will take place at the bars for anyone suspected to be under 25, and a refusal log will be kept</li> <li>Proxy sales will be monitored, refused and recorded</li> <li>Security to monitor arena for any underage drinking. Alcohol will be confiscated if necessary</li> <li>The event bars are managed by a personal licence holder who has overall responsibility for the supply of alcohol. They will be onsite at all times.</li> <li>Safeguarding Officer will be appointed to work with any issues involving underage drinking</li> </ul>	.2x3=6
Injury, unruly behaviour or disorder arising from drunkenness, as a result of supplying alcohol Injury or violence to event staff Injury from broken glass bottles either dropped or used as a weapon	A, B, C, D	4x4=16	<ul style="list-style-type: none"> <li>The event bars are managed by a personal licence holder who has overall responsibility for the supply of alcohol. They will be onsite at all times.</li> <li>The bar licensee will actively instruct all members of staff to refuse to serve alcohol to anyone who is unfit to drink anymore.</li> <li>No lone working wherever possible particularly after dark</li> <li>All staff to be in radio contact with Event Control at all times</li> <li>SIA trained security personnel onsite for the duration and there will be static security located at each alcohol serving premises</li> <li>No glass will be allowed into the arena. Amnesty bins for glass bottles available at entrances</li> </ul>	2x4=8
Drug use and the criminal supply of drugs Poisoning requiring hospitalisation or resulting in fatality People under the influence becoming a hazard to themselves and others through violent behaviour, uninhibited behaviour. Staff and contractors under the influence of alcohol or drugs while carrying out their work duties	A, B, C, D	4x4=12	<ul style="list-style-type: none"> <li>Zero tolerance drugs policy</li> <li>Bag searches on the gate</li> <li>Full drugs policy in force</li> <li>Amnesty bins located at entrance. A hand over policy to the Police will be agreed</li> <li>SIA trained security personnel onsite for the duration of the event</li> <li>Medical and welfare provision on site to care for any drug use casualties</li> <li>No lone working where possible particularly after dark</li> <li>All staff to be in radio contact with Event Control at all times</li> <li>Any substance suspected of being a psychoactive substance will be treated as a prohibited substance</li> <li>All staff and contractors to be advised prior to their arrival onsite that the consumption of alcohol and the taking of recreational drugs are prohibited by Standon Calling.</li> <li>The Event Management team or Contractor Manager will send off site any member of staff who is or appears to be under the influence of alcohol or drugs while on shift.</li> </ul>	2x3=6
<b>Build and Break (including nights)</b>				
An event site is a construction site with a public bridleway which poses a hazard to the general public who may want to cross the site or cycle through the site Hazards include - plant, delivery vehicles, temporary structures, electrical hazards	A, B, C	3x4=12	<ul style="list-style-type: none"> <li>The site will be made secure with Heras fencing</li> <li>Closure of bridleway that runs through the site and a diversion put in place for part of the build and break</li> <li>Temporary signs will be erected around the fence line warning public to stay out</li> <li>A sufficient number of Security will be employed to cover both build and break, including nights, to assist the event management team in keeping out trespassers</li> <li>All contractors will be briefed on the site safety rules via an onsite induction</li> </ul>	2x3=6

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
The build and break phase comes under the CDM Regulations 2015			<ul style="list-style-type: none"> <li>Where plant and machinery are manoeuvring around potential public areas, exclusion zones will be erected, or a competent banks person will guide the driver.</li> <li>A construction phase safety plan will be developed, to consider all the likely risks. A clear communication and management structure will be included</li> </ul>	
Use of multiple contractors onsite  Failure to adequately manage and engage competent contractors	A, B, C	3x4=12	<ul style="list-style-type: none"> <li>Standon Calling recognises its duties under the Management of Health and Safety at Work Regulations 1999 and the Construction Design Management Regulations (CDM) 2015, to ensure co-ordination and control of contractors on the event site and to take such steps as are necessary to plan for emergencies and other incidents affecting multiple employers on the site.</li> <li>Standon Calling shall appoint contractors and suppliers on the basis of ability to supply suitable materials and equipment; proven record of carrying out similar engagements; proof of staff training and competence in key areas.</li> <li>Prior to engagement contractors will be required to submit company safety policy documents, Risk Assessments, method Statements and relevant insurance documents. These shall be reviewed by the Site Manager and Event Safety Advisor.</li> <li>Prior to arrival at the event site, a basic safety induction is provided to all contractors, which includes the provision of a list of site rules and emergency procedures.</li> <li>A declaration will need to be completed by all site visitors that they have received the Induction and understood its contents. Also that they will abide by the site rules.</li> <li>All site operations are monitored by the site manager, Event Safety Advisor and the Operations Manager who is responsible for specific geographic and technical operations. Thus, contractors will not be allowed to operate in isolation and their works will be integrated and coordinated with other site users.</li> </ul>	1x3=3
Delivery vehicle access  Vehicle pedestrian conflict resulting in injury or death  Large vehicles with difficult or narrow access	A, B, C	3x4=12	<ul style="list-style-type: none"> <li>A proper delivery and collection schedule to ensure no backlog of vehicles on road.</li> <li>Access to be stewarded during load in and load out.</li> <li>Once on site, there is space for vehicles to move around but will require banksmen for awkward manoeuvre.</li> <li>Exclusion zones will be erected as necessary for complex manoeuvring or offloading.</li> </ul>	1x3=3
<b>Boutique Campsite</b>				
Overcrowding in campsite  Reduced ability to evacuate in an emergency  Slip trip and fall hazards  Obstruction of Fire Lanes	A, B, C	3x3=9	<ul style="list-style-type: none"> <li>Density calculations for campsite are carried out to ensure sales do not exceed this</li> <li>Access by ticket only.</li> <li>The route will be walked prior to the event opening to the public to ensure it is free of trip hazards, and in the event of wet weather woodchip (or other suitable material) will be laid in order to reduce the likelihood of slip hazards in wet weather.</li> <li>24hr security at access points and patrolling the site.</li> <li>Minimum 3m Fire Lanes across campsite to allow easy crowd movement.</li> <li>Perimeter patrols by security.</li> </ul>	1x3=3

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
Lack of welfare facilities - toilets, shelter, medics	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>The appropriate number of toilets will be provided for the numbers of camping visitors</li> <li>They will be located in easy to reach locations and will be clearly signed</li> <li>Appropriate medical cover on site for the duration of the event.</li> </ul>	2x3=6
<b>Cash</b>				
Cash collection Theft, assault or damage to property/equipment	A, C, D	3x3=9	<ul style="list-style-type: none"> <li>Cashless infrastructure and the majority of staff and artists are paid before or after each event</li> <li>Any cash transportation will be pre planned with security considering the route and amount of security required</li> </ul>	.1x3=3
<b>Communication Failure</b>				
<p>Failure of Radio System resulting in inability to report incident or emergency quickly</p> <p>Untrained staff being unaware of emergency protocols</p>	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>All staff on radio communications and offered training should it be required</li> <li>Site open and contained. Professional digital radios with repeater channels are supplied</li> <li>Radios to be logged in and out by the Event Office to avoid losses and to ensure all relevant staff are equipped with one</li> <li>An adequate supply of fully charged spare power packs and radios to be kept at Event Office</li> <li>Mobile phone list to all key staff as a backup</li> <li>Radio channel list issued prior to the event to include an emergency channel</li> <li>Staff briefing and orientation on arrival to site</li> <li>Toolbox talks by Site Manager each morning for build and break Site Crew</li> <li>Advance information sent to all crew, including emergency planning documents</li> </ul>	1x5=5
Failure of PA systems resulting in inability to inform/direct audience in an emergency, possible audience discord due to lack of entertainment	A, B, C, D	3x4=12	<ul style="list-style-type: none"> <li>All PAs will be operated with synched gen sets if possible or back up sets will be available and a qualified electrician will be on duty for the duration of the event</li> <li>Fully qualified sound engineers to be on site for the duration of the event with adequate back up of equipment in case of failure of PA</li> <li>Supply of megaphones available for use by security and stewards in case of PA failure</li> </ul>	1x4=4
Failure of telephone system resulting in inability to contact emergency services in an emergency	A, B, C, D	3x4=12	<ul style="list-style-type: none"> <li>Radios will cover any network loss though this is unlikely</li> <li>Provide a radio to on site Police, NHS, Fire representative if required</li> </ul>	1x4=4
<p>Control of event -</p> <p>Losing control resulting in hazardous crowd densities, movements</p> <p>Failure to respond efficiently to a hazardous situation</p>	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>An Event Control cabin will be set up and managed by the Event Controller. Event Control will be in operation for the duration of each show. Event control will stand down once it is clear that all visitors have departed safely.</li> <li>An experienced Event Logger will be employed to log all radio traffic and co-ordinate any emergency response</li> <li>An Emergency and Major Incident Plan will be developed and distributed to all management team</li> <li>A 'near miss' reporting policy will be adopted to assist early identification of unforeseen hazards</li> <li>All Staff to be fully informed in all identified risks and hazards with their control and response measures</li> </ul>	1x5=5

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>A Control Log containing details of all reported incidents will be maintained throughout the event. Event Managers or their nominated representative will complete periodic checks to ensure appropriate follow-up actions are carried out</li> <li>All Stage Managers will be supplied with a Show Stop procedure document and briefed on the procedure</li> </ul>	
<b>Contractors</b>				
Competence of contractors working onsite in any capacity.  Incompetence leading to accidents, dangerous occurrences or near misses	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>Competence of contractors checked in advance of engagement</li> <li>Documentary evidence requested to include (as appropriate): a company health and safety policy; generic risk assessments; site specific risk assessments; method statements, safe systems of work; evidence of certification under a recognised quality assurance scheme; records of training; certificates of insurance covering employer's liability, public liability and product liability to be valid for the duration of the contract; test certificates for equipment and materials (e.g. load testing of lifting equipment, fire test certificates for marquees etc.); structural engineer's calculations; documentary evidence of plant operators' qualification; membership of professional bodies references from other clients or any other documentary evidence that will help establish competence.</li> <li>All contractor operations will be monitored on site by Safety Officer to ensure compliance with event safety policy, best practice and safety law</li> </ul>	1x5=5
<b>Crowd</b>				
Overcrowding, crushing, uncontrolled mass crowd movements, crowd disorder	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>Ticketed event, known numbers attending to comply with licence conditions</li> <li>An appropriate perimeter fence will be used in order to reduce the potential number of fence jumpers and avoid overcrowding</li> <li>Enough security to monitor perimeter</li> <li>Site designed to cater for 2 people per square metre in key areas (stage, marquees, etc..)</li> <li>Event site carefully designed to prevent pinch points or crushing areas</li> <li>All areas will be assessed for capacity limits and emergency exit requirements, including a further dynamic assessment post-build from the Safety Officer</li> <li>Appropriate programming to reduce the risk of mass crowd movements</li> <li>Main stage to have appropriately rated pit barrier installed</li> <li>Ability (appropriate resources and staff) to install barriered queuing lanes into attractions if necessary</li> <li>Response teams available from security to attend to areas of issue</li> <li>Appropriate and clear signage for audience to exits, attractions and welfare facilities</li> <li>Constant monitoring of crowd by security, Safety Officer and Event Management</li> <li>An Emergency and Major Incident Plan will be developed and distributed to all management team</li> </ul>	2x3=6
Poor ground conditions resulting in slow, difficult crowd flow, trips, slips and falls	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>Areas of heavy footfall will be known prior to event (Main entrances and exits, concession areas, front of stages)</li> <li>Use of matting (whale skins, Trakway) where practicable</li> </ul>	1x3=3

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>Additional stores of matting or equivalent available for remedial work by site crew if necessary</li> <li>Restriction of vehicle use in these areas if necessary and possible</li> <li>Safety Officer and Site Manager to monitor site for duration.</li> </ul>	
<p>Front of stage crush, sway, moshing, stage diving</p> <p>Injury, Asphyxiation</p>	B	4x4=16	<ul style="list-style-type: none"> <li>Pit barrier installed at stage</li> <li>Stage barrier must be stepped and have a suitable working area for Pit Crew</li> <li>Pit crew to be trained and experienced</li> <li>Ejection of repeat offenders' policy</li> <li>SIA trained security spotters located on raised areas to monitor crowds</li> <li>Show Stop procedure installed and agreed with Stage Manager and Pit Security to be enacted in case of surge incidents. Pre agreed wording for Artist or Stage Manager to request audience to move back</li> <li>Safety Officer to monitor pit with security on any high risk acts (RAG list compiled in advance of show)</li> <li>All artists to agree not to invite any audience onto stage or cause unrest with inflammatory talk</li> </ul>	2x3=6
<p>Audience Egress both normal and emergency</p> <p>Uncontrolled crowds causing crushing, tripping and delays in moving away from an incident resulting from poor design and un-clear and or blocked exits</p>	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>All exits to be clearly signed, above head height and well lit (Internal exit signs to be of maintained type)</li> <li>All exits routes to be free from obstructions, regular checks and patrols by Security, FOH managers and Safety Officer to ensure this is the case.</li> <li>Care in the design of the site to factor out any potential funneling or cross flows</li> <li>All gates will be numbered to ensure clear communication from Event Control to on the ground staff</li> <li>There will be an adequate number of exits, of sufficient width from each area to allow capacity audience to exit in sufficient time (Marquees usually 2 minutes, Outdoor area 10 minutes)</li> <li>Emergency evacuation plan in place and all relevant staff aware of these procedures.</li> <li>All emergency exits and routes to be staffed while public on site and kept clear of vehicles and temporary infrastructure etc..</li> <li>Robust communications checked prior to opening between gates, Security Control/ Event Control.</li> <li>Appropriate lighting along emergency routes if necessary</li> <li>Show stop procedure and use of stage PAs to impart clear instructions to audience.</li> </ul>	1x5=5
<p>Power failure affecting lighting and PA resulting in possible increased trip hazards from poor lighting and inability to direct audience</p>	A, B, C, D	2x3=6	<ul style="list-style-type: none"> <li>Having a fully qualified electrical engineer on site for the duration of the events</li> <li>Backup generators to be available in case of main generator failure</li> <li>Use of independently powered tower lights across the site</li> <li>Walking routes will be lit with tower lights.</li> </ul>	1x3=3
<b>Disability</b>				
<p>Lack of appropriate disabled access onto and around site for those with impaired mobility, impaired sight, hearing or communication</p>	B	3x4=12	<ul style="list-style-type: none"> <li>Full Accessibility Team on site to act as a point of contact for all those with accessible needs</li> <li>Each accessible customer is spoken to in advance to ensure their needs are understood and met</li> <li>Where possible, the site is designed to allow access and egress for wheelchair users as much as is possible</li> </ul>	2x4=8

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>• Provision for disabled drivers to park close to arena</li> <li>• Advance staff information sent on disability awareness</li> <li>• Stewarded accessible viewing platforms available</li> <li>• Sufficient disabled toilet facilities</li> <li>• Guide dogs permitted onsite</li> </ul>	
<b>Electricity</b>				
Electric shock from temporary installations including mains, generator supplies and distribution	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>• All installations will conform to BS 7671 (design) and BS7909 (2011) Requirements for Temporary Electrical Installations (for deployment, management and testing of said systems)</li> <li>• All electrical systems will be installed by a competent contractor who will remain on site for the duration of the event.</li> <li>• All systems will have the appropriately rated RCDs installed into the system with the design of the system ensuring that RCDs remain active</li> <li>• All plugs to be fused</li> <li>• Requirements will be confirmed with the production manager as far as is reasonably practicable, to ensure that the supply is adequate for the expected demand.</li> <li>• A sign-off certificate to be completed by the contractor prior to connection by any end user.</li> <li>• All generators and significant distribution boxes where a risk has been identified (i.e. not splitters and small junction boxes located within marquees and temporary structures) will be fenced off and 'Caution - High Voltage' signs displayed.</li> <li>• All metal structures will be earth bonded both for electrical installations and lightning strike.</li> <li>• Electrical cabling to be kept free of combustible material and kept ventilated to prevent over heating</li> <li>• All portable equipment used should at least have had a visual inspection by a competent person prior to use; Inspected for damage, loose connections, signs of burning etc.. If applicable through type of equipment and pattern of use, a PAT test may be required</li> <li>• All power cable runs to be in safe areas away from public access and no crossover of heavy mains on site</li> </ul>	1x5=5
Electric shock while installing sound, lighting and other technical equipment.	A, B, C, D	3x5=20	<ul style="list-style-type: none"> <li>• Competent contractors to provide sound, lighting and other technical equipment.</li> <li>• Risk assessments and health and safety documentation will be provided by all companies bringing equipment onto site.</li> <li>• All outdoor distribution to be rated at IP65.</li> <li>• Safety Officer and Electrical contractor will inspect as many end users as possible. Dangerous equipment will be made inoperable or removed</li> <li>• Appropriately rated RCDs installed as necessary</li> <li>• All portable equipment used should at least have had a visual inspection by a competent person prior to use; Inspected for damage, loose connections, signs of burning etc.. If applicable through type of equipment and pattern of use, a PAT test may be required</li> </ul>	1x5=5
Electric shock in wet weather. Shorts and power cuts	A, B, C, D	3x5=10	<ul style="list-style-type: none"> <li>• Distribution equipment supplying power from a generator to the end user will be suitable for wet weather conditions (i.e. NOT domestic plugs, sockets, adaptors, extensions etc..).</li> <li>• Electrical distribution equipment not sited in areas likely to flood.</li> </ul>	1x5=5



**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>Only competent personnel to make connections.</li> <li>Substandard equipment and installations will be condemned and removed from use</li> </ul>	
Electric shock from use of portable electrical equipment.	A, B, C, D	2x5=15	<ul style="list-style-type: none"> <li>All portable equipment used should at least have had a visual inspection by a competent person prior to use; Inspected for damage, loose connections, signs of burning etc.. If applicable through type of equipment and pattern of use, a PAT test may be required. Use of battery-operated tools and/or 110v equipment preferable</li> <li>The correct tool must be used for the job in hand.</li> <li>All Production Office equipment is PAT tested annually if necessary.</li> <li>Portable equipment used by traders, caterers will be checked for PAT testing in so far as it is reasonably practicable to do so.</li> <li>Safety Officer and Electrical contractor will inspect as many end users as possible during rounds. Dangerous equipment will be made inoperable or removed.</li> </ul>	1x5=5
<b>Emergencies / Major Incident - see major incident plan</b>				
<b>Farmland/ Estate</b>				
Event site on an active farm – Many hazards associated with this. (E Coli and other pathogens, farm machinery, animal dung)	A, B, C, D	2x4=8	<ul style="list-style-type: none"> <li>Good communication between Management Team and Estate</li> <li>All animals to be removed from site a minimum of 21 days before the first event</li> <li>All farm machinery kept well away from event site and locked in secure areas</li> <li>Site check to ensure no remaining farm equipment or detritus left on site or that site is safe for public use.</li> <li>Remedial work done to for example remove old barbed wire, farm vehicle ruts etc.. if necessary</li> </ul>	1x4=4
<b>Fencing</b>				
Collapse causing injury or damage to property via excessive wind loading, gatecrashers, particularly on uneven ground or if scrimmed  Injury during erection of fence	A, B, C, D	4x3=12	<ul style="list-style-type: none"> <li>During installation, adhere to Event method statement at all times</li> <li>For all Heras sections - the correct number of clips and feet to be provided for the number of panels ordered (double clipped to prevent the fence being lifted.)</li> <li>Use of bracing or triangulation at regular intervals along the fence line</li> <li>Site manager to take care when deciding location of scrim, long exposed runs should remain free of scrim</li> <li>Site crew to undertake daily checks on condition of fence, repairing gaps or removing any objects that may aid 'gatecrashers'.</li> <li>Broken or damaged panels not to be used</li> <li>Lighting particularly dark areas.</li> <li>All fence to be erected with anti-climb side facing outwards.</li> <li>During installation, all fencing panels lifted by two persons and installed directly into feet to stabilize</li> <li>If fencing or blocks are being loaded directly from the front of fork lifts, the vehicle needs to be stationary with the forks lowered to a safe level and the engine switched off</li> </ul>	4x2=8
<b>Fire - see fire risk assessment for more detail</b>				
Fire (general)	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>No fires allowed with arena. Fires immediately extinguished by security or fire team.</li> <li>Positioning fire points around the site</li> </ul>	1x4=4

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
Burns, Fatalities and damage or destruction of property.			<ul style="list-style-type: none"> <li>• Appropriate housekeeping across the site to keep any flammable materials and waste from building up.</li> <li>• Regular fire patrols by stewards and Safety Officer.</li> <li>• Adequate provision of litter collection points throughout the site.</li> <li>• Regular litter patrols and emptying of litter collection points.</li> <li>• Strict <i>No Smoking</i> policy enforced within enclosed venues.</li> <li>• Site layout designed with evacuation routes and emergency exits in mind at all times.</li> <li>• Any fire must be reported to event control, even if the situation has been dealt with.</li> <li>• Log all incidents, call local Fire &amp; Rescue Service.</li> </ul>	
<b>Food Concessions and Traders</b>				
Food poisoning  Slips, Trips and Falls through poor housekeeping, cable management and slippery flooring.	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>• Appropriate safety documentation collected prior to event, Health &amp; Safety and local authority registration</li> <li>• Food concessions must assist and not obstruct inspections by Environmental Health</li> <li>• Work flooring must be made as flat as possible, holes filled and suitable non-slip matting laid prior to work</li> <li>• Festival will employ a dedicated Trader Manager to ensure they locate themselves correctly, that they have the correct paperwork, and that they have the correct fire safety equipment</li> <li>• The traders do not come on site without checking in with the Traders Manager</li> <li>• All traders must have allergen information available for customers to check</li> </ul>	2x4=8
<b>Insurance</b>				
Inadequate insurance cover	A, B, C, D	2x2=4	<ul style="list-style-type: none"> <li>• All contractors and traders are to provide evidence of public, employers, product liability insurance as appropriate</li> <li>• professional indemnity requested where appropriate</li> <li>• Events fully covered with PL Insurance</li> </ul>	1x2=2
<b>Lifting Operations</b>				
Use of cranes, telehandlers, forklifts to raise loads, build structures  Injury via dropped loads, vehicles overturning on uneven ground, or due to inappropriate loads (size, weight, un-secured loads etc..)	A, B, C, D	5x5=25	<ul style="list-style-type: none"> <li>• Adhere to method statements at all times</li> <li>• All lifting equipment to comply with Lifting Operations and Lifting Equipment Regulations (LOLER -inspection certificates, clear indications of safe working loads etc..)</li> <li>• All lifting operations to be assessed prior to commencing the operation to ensure that the appropriate equipment is being used, ground conditions and loads are secure</li> <li>• Before use, all machines will be checked using the Site Office plant checklist, and faults will be reported immediately to the Site Office</li> <li>• Only competent, trained and certified personnel to carry out any lifting operations. Licences must be provided in advance of work</li> <li>• Where possible, any work area involving a lift will be isolated and one member of the crew will oversee the work site and prevent access to non-essential event staff while the lift is being carried out. Ensure forks are not raised during movement</li> <li>• Crane to be hired from competent crane company. If used for any construction the following will apply: The appropriate sized crane must be hired for the loads that are to be lifted; Crane operator to have final say on safety of the lift; Use of competent banksmen for bringing the crane into work site and for the lifting operation itself; Clear communications between crane</li> </ul>	1x5=5

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			operator and banksman at all times (2-way radio); All shackles, strops etc. to be inspected for damage prior to lift. <ul style="list-style-type: none"> <li>• Vehicle routes to be assessed prior to movement to ensure clear of obstacles in order to reduce awkward manoeuvres. In cases of awkward manoeuvres then banksman will be used</li> <li>• Drivers to wear seatbelts at all times, and not use mobile telephones whilst driving or lifting</li> <li>• Machines to be parked with forks to the ground and keys removed when not in use</li> <li>• If access cages are being used then the Event method statement must be adhered to</li> <li>• No driving whilst under the influence</li> <li>• Any driving after dark will be undertaken with lights and beacons</li> <li>• Adhere to site speed limit of 10mph</li> </ul>	
<b>Management</b>				
Injury, damage to infrastructure resulting from failure to control operations particularly during build and break	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>• A competent and experienced Site Manager will be employed to oversee and manage both the load in and load out</li> <li>• All site crew to be experienced workers who have undertaken the role previously</li> <li>• No lone working</li> <li>• A clear production schedule will be planned and developed prior to the event to ensure timescales are practicable and that there are no significant clashes with deliveries, builds etc..</li> <li>• The Event Manager and Safety Officer will ensure the site is safe and working to H&amp;S regulations and safe systems of work</li> <li>• Advance information shared with team. Site briefings for all crew prior to work commencing. Daily Toolbox Talks to reiterate safety.</li> <li>• Dynamic learning, risk assessment and methods of work to ensure safest undertaking of task</li> <li>• Hierarchy of control to be shared with all staff</li> </ul>	1x5=5
Failure in appropriate procedures of Safety Management system resulting in additional avoidable accidents	A, B, C, D	2x5=10	<ul style="list-style-type: none"> <li>• All staff and crew to be briefed that all accidents and near misses should be reported to the Safety Officer. 'No blame' attitude taken initially</li> <li>• All accidents and near misses will be logged by Safety Officer./ Event Manager and any remedial work recorded</li> <li>• Safety Officer to monitor site for the duration of the event</li> <li>• All information, including this risk assessment will be distributed to all staff</li> </ul>	1x4=8
<b>Manual Handling</b>				
Musculoskeletal injury caused by poor manual handling technique while moving equipment, stacking equipment (e.g. flight cases)	A, C	4x3=12	<ul style="list-style-type: none"> <li>• Adhere to method statements at all times</li> <li>• Manual handling will be avoided with loads over 25kg, where there is a reasonable alternative using wheeled dollies, mechanical aids etc..</li> <li>• All Site and Production Crew are experienced and competent in site and production work and will be supervised by Safety Officer., Crew Chief, Site Manager or Production Manager</li> <li>• Manual handling will be covered in the safety briefing and no staff will be expected to lift loads that they feel incapable of doing</li> <li>• Any person undertaking such operations will wear appropriate PPE (e.g. footwear, or gloves)</li> </ul>	1x3=3

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>Assistance will be made available from another competent person if an operation requires more than one person</li> <li>Gangways and routes will be checked as clear prior to movement</li> <li>Stacked gear to be stacked as stable or strapped down if any risk of toppling</li> </ul>	
<b>Medical Provision</b>				
<p>Injuries exacerbated through lack of professional medical provision for Build and Break as well as full show</p> <p>Poor waste management resulting in Biohazards</p>	A, B, C, D	3x4=12	<ul style="list-style-type: none"> <li>Medical cover to be agreed with Ambulance Service during SAG and medical provider prior to the event, and in line with guidance</li> <li>Must be equipped with appropriate equipment including PPE to cater for any potential injury found on an event construction site</li> <li>Local Ambulance Service and nearest hospital contact shared with staff in the Event Safety Management Plan</li> <li>Appropriate waste management system needed to cater for medical sharps and biohazard waste</li> </ul>	1x4=4
<b>Noise</b>				
<p>Noise at Work – damage to hearing from prolonged exposure to loud noise. Both temporary and permanent.</p> <p>Many areas of a festival site likely to reach actionable levels</p>	A, B, C, D	4x3=12	<ul style="list-style-type: none"> <li>A Professional acoustic consultant will be appointed to monitor levels within the event site and will identify if the first or second action level have been exceeded</li> <li>Standon Calling to employ sound engineers to manage the noise levels on instruction from the Noise consultant</li> <li>A range of control measures have been implemented to minimise exposure and to ensure that workers and public are aware of noise hazards throughout the site and have access to suitable protective mechanisms.</li> <li>All hearing protection zones will be clearly signed, suitable disposable earplugs will be provided</li> <li>Backstage and pit will be hearing protection zones</li> <li>Stewards and security will be rotated, thus ensuring that only limited time is spent in the designated Hearing Protection Zone</li> <li>Technical crew will be asked to remove themselves from high noise areas if not working</li> <li>All PA will be removed from audience by 2m as a minimum, either by flying or by barrier</li> <li>Good communication between acoustic consultant, Safety Officer and Event Control required at all times so that remedial work can be carried out in good time</li> </ul>	2x3=6
<b>Sanitation</b>				
Lack of toilets leading to use of surrounding areas, poor hygiene leading to illness	A, B, C, D	4x3=12	<ul style="list-style-type: none"> <li>Adequate toilet facilities to be provided within the event area using toilet calculator and industry guidance</li> <li>A professional maintenance and cleaning team to be on site for the duration of the events to service the toilets regularly</li> <li>Toilets to be inspected as part of regular H&amp;S checks and direct contact with toilet cleaning team made if required.</li> </ul>	1x3=3
Disposal of visitor portaloo waste	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>Points in both the tent and caravan/campervan fields for the disposal of portaloo waste. (Elsan Tank)</li> <li>Licensed contractor and adequate tankers engaged to ensure safe removal of waste from site</li> </ul>	1x3=3
<b>Slip, Trip and Fall Hazards</b>				

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
Tripping – cables/guy ropes - exposed cables and unmarked guy ropes may be a trip hazard to those on foot.	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>All exposed cables to be covered with cable ducting, core matting, buried or flown over structures</li> <li>Good housekeeping required to ensure work tool cables do not create a trip hazard</li> <li>Adequate lighting provided along all paths</li> <li>All guy ropes on marquees to be clearly marked or placed in areas of low risk</li> <li>Regular monitoring by Safety Officer of any possible hazards and regular maintenance.</li> </ul>	1x3=3
General trip hazards from uneven ground, rabbit holes etc.	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>Arena assessed for areas of excessively un-even ground and dealt with using woodchip, soil etc.</li> <li>Areas that are impossible to rectify will be isolated by barrier or hazard tape</li> </ul>	1x3=3
General slip hazard from mud - if prolonged rain occurs.	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>Identification of high footfall areas that will deteriorate first. Appropriate material to be placed in these areas to provide grip and disperse mud as required</li> <li>Extreme areas of mud etc.. will be isolated by the use of fencing, hazard tape etc.</li> </ul>	1x3=3
Injury from accidents due to poor site lighting and night working,  Poorly lit areas of uneven ground, stairs	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>Work lighting will be required for any night work, installed by a competent person and not creating electrical or trip hazards</li> <li>Night site walks by the Event Manager prior to gates opening to identify any dark areas that may require additional site lighting</li> <li>Electricians /LX company to have spare supply of outdoor floods etc.as a contingency</li> <li>Tower lights used to light walk routes</li> </ul>	1x3=3
<b>Site Specific</b>				
River – drowning, Hypothermia Pond in central area – Drowning	B	4x5=20	<ul style="list-style-type: none"> <li>Fence area around the pond</li> <li>Warning of risks in staff briefings</li> <li>No lone working</li> </ul>	1x5=5
Lane –Narrow, fast traffic, pedestrian crossing RTC/ Pedestrian Fatality  Event attendees walking down dark lane at night	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>Lane closed, one-way system and diversionary route in place, please see Traffic Management Plan</li> <li>Staffed crossing points over roads where event traffic may be</li> <li>Trackway pads created to allow passing points</li> <li>Some lighting will be provided at perimeter of event site, pedestrians warned of danger of walking in an unlit lane in advance communications. Directed onto safer walking paths with signage</li> </ul>	1x5=5
Public bridleway through the site – public and dogs walking through a construction site; undesirable persons finding easy access to the event site	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>Application to close bridleway for a period as agreed with the Council</li> <li>Warning of risks in staff briefings</li> <li>Fencing and warning signage installed</li> </ul>	1x5=5
<b>Special Effects</b>				
Lasers  Eye damage, skin burns	A, B, C, D	4x3=12	<ul style="list-style-type: none"> <li>No pen lasers on site (pre-event messaging and confiscations if found)</li> <li>No lasers to be used by traders, pre-event information and site checks by Safety Officer. Found Lasers will be confiscated</li> <li>Use of lasers by trained specialist contractors in accordance with current legislation and guidelines.</li> </ul>	2x3=6

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>Show lasers for major artists acceptable with full risk assessment and agreement with Safety Officer on termination points</li> <li>HSG95 must still be followed on this site</li> <li>No audience scanning allowed under most circumstances, unless contractor can prove safety, by using measuring equipment</li> </ul>	
Stage Pyro – Fire, burns, smoke inhalation	A, B, C, D	3x4=12	<ul style="list-style-type: none"> <li>Competent contractor to provide specific risk assessment for show</li> <li>Contractor to provide data sheets and show plot to Production Manager and/ or Safety Officer prior to show</li> <li>Clear communication required between all Stage Crew, artists, etc.</li> <li>Exclusion areas identified and competent person to fire the show</li> <li>Care to ensure all stage materials and structure skins are inherently flame retardant.</li> </ul>	1x4=4
Use of foggers, hazers and smoke effects- Respiratory illness, excessive use leading to disorientation particularly in enclosed areas	A, B, C, D	2x3=6	<ul style="list-style-type: none"> <li>LX contractor to provide safety data sheets.</li> <li>Water based smoke fluids to be used only.</li> <li>Competent operator to manage smoke machine.</li> </ul>	1x3=3
<b>Substances (Hazardous to Health)</b>				
Possibly -cleaning materials, stage effects, Agricultural chemicals Novelty items containing hazardous substances	A, B, C, D	4x3=6	<ul style="list-style-type: none"> <li>All agricultural chemicals will be removed from the event site prior to load in</li> <li>Any spills on event site must be cleaned up or isolated prior to the load in</li> <li>The contractors will ensure that the use of any substance that is recognised to be hazardous to health is reduced to a minimum or if possible replaced with a less harmful substance</li> <li>Any staff using such substances must be trained and equipped with the appropriate PPE</li> <li>Hazard Date sheets to be provided to event management prior to use</li> <li>Must be stored in secure and marked container</li> </ul>	1x3=3
<b>Temporary Demountable Structures (TDS)</b>				
<p>Many hazards associated with TDSs Collapse, overloading (static such as lighting rigs; dynamic such as wind) - Big Tops, Marquees, Clear Spans, Stages, Fire Towers</p> <p>Poor ground conditions Inappropriate anchors and ballast for ground and weather conditions Poorly erected and incomplete structures Poor communication between riggers and structure company resulting in overloading</p> <p>Fire</p>	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>Use of professional companies to erect and maintain TDSs throughout the events</li> <li>Contractors to supply Construction Phase Plan, technical drawings, load calculations including wind loading data and wind management plan (actionable levels)</li> <li>All structure contractors must ensure that any rigging or additional loads within or on the structure is within safe working loads and that any rigging points are correctly placed. There must be documentary evidence of communication and agreement between structure contractor and rigging company</li> <li>All construction areas must be off limits to non-essential staff by the use of fencing, hazard tape and/or signage. It is the contractors' responsibility to manage their site</li> <li>Each structure will be signed off by a competent person prior to use</li> <li>Evidence will be needed that the installed anchors are appropriate for the likely uplift forces expected on this site (Ballast, pins, ground conditions etc.). A pull test may be required</li> <li>Flame retardant certificates provided by contractor for all marquees</li> <li>Plans for all marquees supplied, fire exits identified with appropriate signage and extinguishers allocated as required</li> <li>Programming of music to consider movement of audience between venues, and popularity of acts</li> <li>In addition to fire exits, leaving large entrance/exit openings on all marquees to ensure ease of access/egress in an emergency</li> <li>Regular checks by the Safety Officer will be made on the condition of the structures</li> <li>All guy ropes will be located out of main walkways or clearly marked</li> </ul>	1x5=5

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>• Strict <i>No Smoking</i> policy enforced.</li> <li>• Wind loading calculations known and understood, wind monitored onsite</li> </ul>	
<b>Trees</b>				
Serious injury or death from falling boughs, wind, or people climbing on them	A, B, C, D	2x5=10	<ul style="list-style-type: none"> <li>• Hazardous branches will be removed by a competent Arboriculturist</li> <li>• Additional inspections by Safety Officer of all areas with trees and infrastructure prior to gates opening and after any heavy winds etc..</li> </ul>	1x5=5
<b>Vehicles</b>				
<p>Accidental injury if vehicle movement is not controlled and supervised.</p> <p>Excessive speeding in buggies by crew on a large site</p> <p>Vehicle pedestrian conflict particularly during egress at end of show.</p> <p>RTC</p>	A, B, C, D	5x4=20	<ul style="list-style-type: none"> <li>• Site crew to adhere to vehicle method statements at all times</li> <li>• Traffic management plan in place to limit &amp; reduce vehicle access to site</li> <li>• Vehicle curfew of 1 hour before audience on site.</li> <li>• Only essential vehicles allowed on site during the show these can only be authorised by Event Control</li> <li>• No vehicles back on site until after show closes, authorised by Event Control</li> <li>• All crew operating plant, site vehicles etc. will be competent and appropriately trained in the use of said vehicle (certificates including driving licenses will be collated by the site office).</li> <li>• All crew working around vehicles will wear high viz at all times</li> <li>• Any unavoidable vehicle movement within the event site (i.e. waste compacter) to be escorted by two Stewards.</li> <li>• Speed limit of 10mph to be enforced at all times.</li> <li>• Any awkward maneuvers including reversing will require a banksman</li> <li>• All vehicles will use headlights and beacons, not hazard warning lights</li> <li>• Service and maintenance records required for all hired equipment</li> <li>• Equipment inspected daily for damage, warning lights, flat tyres. Must not be used until repaired by a competent person</li> <li>• All drivers of forks and telehandlers will wear seatbelts while operating the machinery</li> <li>• Specific method statement for the use of access cages</li> </ul>	4x3=12
Access and egress of visitor vehicles both to and away from car parks. Congestion, increased risk of RTC's, disruption of local roads	A, B, C, D	3x5=15	<ul style="list-style-type: none"> <li>• Road closure system put in place</li> <li>• A professional Traffic Management company have been employed to manage all aspects of access and egress, which will include directional signage and coning. They will provide staff to direct and manage, access, egress and parking to all different parking areas.</li> <li>• Please see separate Traffic Management Plan</li> </ul>	1x5=5
Poorly maintained vehicles & plant equipment during building	A, B, C, D	5x4=20	<ul style="list-style-type: none"> <li>• Site Manager to ensure all hired vehicles are to comply with current testing legislation in respect of their type and use.</li> <li>• Any vehicle or plant &amp; machinery hired in support of this event must be sourced from a reputable supplier.</li> <li>• All equipment to be inspected on arrival</li> <li>• Service and maintenance records required for all hired equipment</li> <li>• Equipment inspected daily for damage, warning lights, flat tyres. Must not be used until repaired by a competent person</li> <li>• All crew operating plant, site vehicles etc. will be competent and appropriately trained in the use of said vehicle (certificates including driving licenses will be collated by the site office).</li> </ul>	4x3=12
Radiated heat from vehicles	A, B, C, D	3x4=12	<ul style="list-style-type: none"> <li>• Traffic Management Plan in place to limit &amp; reduce vehicle access to site</li> <li>• Keep all traffic flowing away from site &amp; do not allow engines to idle in high risk areas in proximity to site</li> <li>• In the event that any vehicles queue near site, steward to request they move away or turn off engines.</li> </ul>	2x4=8

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>Limited parking and vehicle movement in arena</li> <li>Ground works undertaken to main areas of car parks</li> </ul>	
<b>Waste</b>				
Excessive amount of waste building up creating fire hazards, trip and slip hazards, sharps hazard and possible pathogenic hazards  Cuts and puncture wounds to waste clearance staff	A, B, C, D	2x4=8	<ul style="list-style-type: none"> <li>No glass allowed on site via visitors, crew or traders.</li> <li>A professional waste management company to be employed to manage and collect waste around the site</li> <li>Waste management company must provide staff with the suitable PPE suitable for the collection of expected waste (gloves resistant to broken glass, sharps etc.</li> <li>Waste management company to provide full risk assessment</li> <li>Adequate bins and skips situated around site</li> <li>Safety Officer, Security and Stewards to undertake regular checks of access routes to ensure clear</li> </ul>	1x4=4
<b>Water installation</b>				
Contamination of water supplies from source (tankers) or site, due to poor plumbing, inappropriately sourced bowsers etc.	A, B, C, D	3x4=12	<ul style="list-style-type: none"> <li>All animals are removed from public area 3 weeks before the first event (to ensure E Coli is no longer active in droppings)</li> <li>Standon Calling shall ensure that the competent contractor have drawn up a Water Safety Plan specific to the temporary water distribution network providing potable water to the public, staff and caterers.</li> <li>Care taken while routing pipework, connecting pipework to ensure no contamination around connectors</li> <li>Competent supplier to provide safety certification and water quality certificates</li> <li>Once the construction of the temporary system is completed, it is fully inspected, disinfected with a super-chlorinated solution and flushed. Water quality sampling is carried out and assessed by an independent UKAS accredited laboratory.</li> <li>Particular attention is paid to chlorine levels, coliform bacteria, E.coli and Enterococcus.</li> <li>Water test for pathogens prior to end use</li> <li>Cleaning regime for all taps</li> <li>Contractor on site to monitor and maintain water system</li> <li>No connection is permitted to the system other than by the designated plumbing contractor (to ensure system integrity and prevent backwash from poorly made junctions). Warnings to this effect are circulated to all traders prior to the event.</li> </ul>	1x4=4
<b>Weather</b>				
Collapse of temporary structures due to high winds	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>Temporary structures provided by competent contractors who will provide certification of safe wind speeds and methods for dealing with winds exceeding those limits</li> <li>Ballast and anchors will be checked by the Safety Officer and compared with safety documentation to ensure they are appropriate for rated wind loading limit</li> <li>Wind monitored onsite with an anemometer as well as regular checks on Met Office website.</li> <li>Extreme weather action plan to be developed</li> <li>If weather is likely to affect safety on site, the areas affected will be cleared of all persons while remedial action is taken by competent contractors</li> <li>Major weather conditions may require liaison with emergency services and a major incident being declared</li> </ul>	2x5=10



**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
<p>High Temperatures -Heat Exhaustion / Sun stroke/ Hyperthermia</p> <p>Low Temperatures, wind chill and rain Hypothermia</p>	A, B, C, D	3x4=12	<ul style="list-style-type: none"> <li>• All production and site crew, including freelancers to come to site equipped with the appropriate clothing for hot, cold and wet weather</li> <li>• Advance information on importance of keeping hydrated</li> <li>• Water points around site for crew</li> <li>• Sun protection cream to be available from site office</li> <li>• Line managers to monitor welfare of team and be aware of risk from sun stroke</li> <li>• Crew areas to be provided with sheltered area with hot and cold drinks</li> <li>• Announcement through PA or screens if weather particularly warm / cold, politely reminding audience to look after themselves</li> <li>• First Aid staff available. Welfare marquee to be provided with heaters and a supply of space blankets</li> <li>• Shaded areas provided for public</li> </ul>	1x4=4

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
<b>Welfare</b>				
Site and Event Hazards exacerbated for any underage people on site (see Safeguarding Policy)	A, B - children	4x4=16	<ul style="list-style-type: none"> <li>Safeguarding policy and Safeguarding Officer in place</li> <li>All front line staff are fully briefed on all procedures for Missing and Found Children</li> <li>At no time is a member of Event Staff to be alone with a member of the audience under 18</li> <li>Welfare team to manage Missing and Found Children</li> <li>Work undertaken with Kid's Area, Safeguarding Officer, and Welfare team to ensure joined up approach to safeguarding</li> <li>Safeguarding considerations also given to vulnerable adults</li> </ul>	1x4=4
Drinking water – Lack of leading to dehydration	A, B, C, D	3x3=9	<ul style="list-style-type: none"> <li>Adequate supplies of drinking water available</li> </ul>	1x3=3
Excessive Hours for Staff - fatigue causing accidents and poor decision making.	A, C	4x4=16	<ul style="list-style-type: none"> <li>Build and break based around 12hr working day</li> <li>Appropriate number of staff to allow for breaks</li> <li>Nourishing food provided to all crew and staff 3 times per day</li> <li>Tea, Coffee and cold drinks available</li> <li>Rest areas available</li> </ul>	3x3=9
Lack of signage for welfare facilities and general event facilities leading to a delay in receiving medical attention, park being used as a toilet, and possible bad tempers, etc..	B	3x3=6	<ul style="list-style-type: none"> <li>All key welfare facilities (medical, welfare, toilets, exits, food, etc..) will be clearly signed with directional arrows.</li> <li>Signs must be clear and highly visible.</li> <li>Exit signs must be clear, large enough and above head height ('Running Man' signs)</li> </ul>	1x3=3
<b>Work Equipment</b>				
<p>Injuries caused by the use of inappropriate work equipment and tools.</p> <p>Use of damaged equipment</p> <p>Injuries caused by inexperienced workers incorrectly using potentially hazardous tools</p>	A	4x5=20	<ul style="list-style-type: none"> <li>Toolbox Talks by Site Manager each morning to remind crew of hazards including hand tools</li> <li>Appropriate tool used for job</li> <li>No 13amp 240v equipment to be used outside if weather or ground is in anyway damp or wet. 110v should be used instead</li> <li>PPE for all tasks to be appropriate dependent on risk assessment but at a minimum, high viz, and safety boots</li> </ul>	1x5=5
<b>Working at Height</b>				
<p>Work at height (general)</p> <p>Falls</p> <p>Falling objects</p>	A, C	4x5=20	<ul style="list-style-type: none"> <li>Adhere to method statements at all times</li> <li>Working at height to be avoided where possible (hierarchy of controls - prevent falls then mitigate potential harm from a fall).</li> <li>Ladders only to be used for light, short duration work following a risk assessment</li> <li>If possible all WAH should be carried out from plant or work platform</li> <li>Fall restraint harness to be worn for all work from Mobile Elevated Work Platforms (MEWPs - scissor lifts, cherry pickers, forklift access-cages etc.) or near poorly protected edges</li> <li>Fall arrest systems to be used when fall restraint is not practical</li> <li>Rescue plan to be in place for all WAH</li> <li>All fall prevention equipment should be maintained and inspected and have certificates available.</li> <li>Safety Officer to monitor working at height operations where possible, especially any major lifts or rigging operations.</li> <li>Unusual or emergency working at height requirements to be agreed with Safety Officer prior to work being carried out</li> </ul>	2x5=10
Ladders	A, C	4x4=16	<ul style="list-style-type: none"> <li>User to be competent in use of ladders</li> <li>Ladders to be in good condition and securely positioned when in use</li> <li>Ladders to be used for access or light work of short duration only</li> </ul>	1x4=4

**GROUPS** A - Event Staff B = Members of the Public. C = Contractors D = Artists

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
			<ul style="list-style-type: none"> <li>Significant loads will not be carried on ladders</li> <li>Damaged ladders will be removed</li> </ul>	
Temporary Structures (stages, viewing platforms etc..)	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>Temporary structures to be constructed by competent persons to a design specified by the manufacturer</li> <li>Method statement required from contractor indicating how structure will be built without putting workers at risk from a fall from height</li> <li>All temporary structures to be signed off by a competent person as being fit for purpose</li> <li>Structures to be secured from unauthorised access before completion</li> <li>All edges and treads to be marked with high visibility tape</li> <li>Contractors to be advised that pull tests should be undertaken</li> </ul>	2x4=8
Rigging and other work at height e.g. in stage roofs, from cherry pickers etc.  Dropped equipment	A,C	4x5=20	<ul style="list-style-type: none"> <li>All rigging work at height will be undertaken by experienced contractors or crew</li> <li>All contractors will be required to provide risk assessments and method statements for working at height. This must include a rescue plan</li> <li>Anyone working where there is a risk of falling will be required to wear a suitable harness (checked for good condition) this includes working from a mobile elevated work platform or cherry picker</li> <li>All work at height will be undertaken to ensure there are no conflicts with other work below</li> <li>Majority of the stage rigging to carried out while no other activity is programmed on that part of the stage</li> <li>All riggers are trained and competent. All pockets will be emptied before climbing into the roof. All equipment to be attached to climber via lanyard</li> <li>Where risk assessment indicates it necessary, an exclusion zone will set-up and maintained under working riggers</li> <li>All rigging points must be installed by a competent person in liaison with the structure crew chief or other competent person to ensure loads are within safe parameters</li> <li>All flown equipment must have redundancy (safety chains) installed as soon as possible</li> <li>Care is needed to ensure all flown equipment including cabling does not put additional strain on the structure through oblique stresses on roof, truss or points</li> <li>All rigging operations to complete a checklist and sign off sheet prior to show</li> </ul>	2x5=10
Use of Mobile elevated work platform (MEWP)  Overturning of the MEWP  Falls of personnel from the operating basket. Falls of materials  Personnel becoming trapped or entangled in moving parts	A, C	4x5=20	<ul style="list-style-type: none"> <li>Ensure that MEWP is on firm, level grounding and where applicable that the outriggers are used</li> <li>Trained personnel only to operate MEWP</li> <li>Use of fall protection equipment where risk assessment requires it</li> <li>Adequate planning of works to ensure where necessary that materials can safely be taken up within the cage</li> <li>Always work within the MEWP's safe working load. Never use MEWP as a crane</li> <li>Keep unauthorised personnel away from the work zone by using barriers or hazard tape if necessary</li> <li>Ensure the MEWP is suitable for the task conditions and terrain is used; if in doubt consult the manufacturer</li> </ul>	2x5=10
Aluminium Access Towers  Overturning, falls and dropped materials	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>Tower to be erected by competent persons only</li> <li>Outriggers must be used</li> <li>Ground conditions must be checked prior to erection</li> <li>Person must not ride a moving platform</li> <li>Access to tower must be via internal ladder through decking sections and not climbed externally</li> </ul>	1x5=5

Subject Area, Hazard and Potential Consequence	Group at Risk (A, B, C, D)	Risk Rating (LxS=R)	Control Measure	Residual Rating (LxS=R)
Injury or death as a result of falling while construction of scaffold Injury or death resulting from collapse through poorly designed structures Injury or death through collapse through overloading Falling Objects	A, B, C, D	4x5=20	<ul style="list-style-type: none"> <li>• All scaffold builds to be carried out by competent contractor, relevant safety documentation to be collated prior to build</li> <li>• Build to be carried following guidance NASC SG4.05</li> <li>• Safe load limits must be known and evidenced with a docket attached to the structure</li> <li>• Care needed if scrimming due to increased wind loading</li> <li>• Working at height to be carried out using hierarchy of controls</li> </ul>	1x5=5

# Safeguarding Policy & Plan

## Standon Calling 2026

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

### TABLE OF CONTENTS

SECTION	DETAIL
1	Introduction
2	Terms of Reference
3	Audience Profile
4	Safeguarding Roles and Responsibilities
5	Children
6	Disabled Access Team
7	Messaging
8	Age-Appropriate Content
9	Alcohol And Drugs
10	Social Disorder
11	Ask For Angela
12	Allegation Of a Sexual Assault
13	Missing And Found Persons
14	Daily Recording / Logging / Communications
15	Young Workers
16	Child Performer Considerations
17	Recruitment Of Welfare Staff and Staff Working with Children and Vulnerable Adults
18	DBS /DRB and Vetting Checks
19	Allegations/Suspicious Regarding Any Member of Staff
20	Eviction Procedure
21	Nominated Place of Safety

## **INTRODUCTION**

### **DEFINITION**

Safeguarding is a term used in the United Kingdom and Ireland to denote measures taken to protect the health, wellbeing and human rights of individuals, which allow people (especially children, young people and vulnerable adults) to live free from abuse, harm and neglect.

### **AIM OF THE POLICY AND PLAN**

Standon Calling has developed this policy and plan outlining our statement of intent towards children, young people and vulnerable adults, and to outline the strategies that we have in place to safeguard customers and staff from abuse, which includes harm and neglect. This document also details the responsibilities of the different agencies on site in order to achieve this aim.

We believe that no one should experience abuse of any kind, and that we have a duty of care to protect customers and staff as much as is practicable and proportionate. This is regardless of age, disability, gender, race, domestic situation, religion, belief, or sexual orientation.

## **POLICY OBJECTIVES**

1. This policy supports the requirement to comply with The Licensing Act 2003, to protect children from physical, psychological and moral harm. Potential risks to vulnerable people include:
  - vulnerability to sexual or criminal perpetrators
  - underage consumption of alcohol
  - children witnessing or being involved in substance misuse
  - anti-social behaviour
  - accidental harm
  - bullying
  - children who are unaccompanied/unsupervised
  - risks in relation to children involved in employment, entertainment or performance
  - children witnessing or being involved with inappropriate or dangerous adult behaviour
2. Standon Calling seeks to uphold The Principles of Safeguarding, as laid out in The Care Act 2014:
  - Empowerment – enabling people to acknowledge their own wishes and make their own choices
  - Prevention – preventing harm, abuse and neglect from taking place
  - Proportionality – proportionate and least intrusive response appropriate to the risk presented
  - Protection – shielding people from damage and support for those in greatest need
  - Partnership – working with agencies to deliver solutions and information
  - Accountability – logging, transparency in delivering services - did we do everything that we could?
3. Standon Calling aims to provide an environment where everyone is treated fairly. No one should be treated less favourably due to sex, race, disability, age, sexual orientation, or religion.

4. We will seek to keep children and vulnerable adults safe by recruiting and selecting staff safely, ensuring all necessary checks are made. We will ensure that staff/volunteers are clearly briefed on their roles, responsibilities, footprint, reporting structure, communication system and the safeguarding policy.

## STAFF AND VOLUNTEERS CODE OF CONDUCT

- No staff on site should smoke, drink, or use drugs when on duty.
- No staff on site should use threatening or abusive language when on duty.
- Workers are placed in a position of trust and are expected to work with honesty and integrity.

## TERMS OF REFERENCE

- Child: Any person under the age of 16 years old
- Young adult: Persons aged 16 - 18 years old
- Vulnerable adult: A person aged 18 years or over, who is in receipt of or may be in need of community care services, by reason of mental or other disability, age or illness, and who is or may be unable to take care of himself or herself or be unable to protect him or herself from significant harm. Consideration must also be given to the situational vulnerability that can occur when an adult undertakes unfamiliar experiences in unfamiliar locations.
- Safeguarding: policies and practices employed to keep children, young adults and vulnerable adults safe.
- Child protection: The activity undertaken to protect specific children who are suffering or likely to suffer significant harm.

## AUDIENCE PROFILE

Gender Split	50% Male / 50% Female
Age Range	Mostly between 18-50 years old
Group Makeup	50% family audience, with the remaining arriving in peer groups
Characteristics	Generally well behaved and calm
Alcohol use	Moderate - the primary intoxicant on site is alcohol
Drug use	Low - small numbers, casual usage
Compliance level	High
Level of vulnerability	Low

Potential for antagonism	Low
Potential for disorder	Low
Likelihood of opportunistic criminality	Low
Likelihood of organised criminality	Medium - Low

## **SAFEGUARDING ROLES AND RESPONSIBILITIES**

### **Event Organiser**

Responsible for overall festival organisation and operations. Within the organisation, the Event Organiser has undertaken a Level 2 Safeguarding training course, is DBS checked, and will act as Safeguarding Lead in advance of the event. During the live event, there will be an appointed Safeguarding Coordinator/Welfare Manager.

The Event Organiser In advance of the events will:

- Complete the safeguarding risk assessment
- Disseminate all relevant information regarding Safeguarding to relevant parties
- Ensure an audit trail is in place to track this information sharing and also any decision making
- Ensure that adequate systems are in place to minimize risks identified in the risk assessment
- Ensure all staff/stewards/enforcement officers/relevant partners involved with the planning/operation of the event are briefed so that they are aware of potential risk and understand their roles/responsibilities at the event. This includes reporting procedures.
- Ensure that the relevant persons are briefed so that age appropriate, family friendly language and material is used and that communications are responsible and do not encourage inappropriate or irresponsible behaviour.

### **Safeguarding Coordinator / Welfare Manager**

The Safeguarding Coordinator / Welfare Manager is trained to Level 2 Safeguarding by an Ofqual-recognized awarding body, and is DBS checked. They are responsible for the following duties during the live event:

- Ensure that adequate systems are in place to minimize risks identified in the assessment
- Ensure an audit trail is maintained in relation to incidents involving lost children or unaccompanied vulnerable young adults
- Efficiently co-ordinate input from any relevant parties in the case of a safeguarding issue and formulate a response based on agreed procedures.
- Manage onward referrals to relevant agencies and liaison with on-site services.
- Ensure the Safeguarding Checklist is undertaken, and raising any issues where relevant

### **Security contractors**

The security contractor(s) will have a number of DBS-checked-staff within their employment who are trained to Level 2 and 3 Safeguarding, and it is likely that, in most cases, their staff will be the first point of contact for any customer seeking assistance. With any safeguarding case, Security will involve the Safeguarding Coordinator / Welfare Manager if a risk of harm / neglect or abuse is suspected.



**Medical**

The Medical Contractor will have a number of DBS-checked and safeguarding trained staff on their team from Levels 2 to 4. They will be involved where any medical intervention or advice is required. With any safeguarding case, they will involve the Safeguarding Coordinator / Welfare Manager as soon as an issue arises. Medical staff may in certain circumstances be tasked with discussing details of a patient with parents or a social worker and will liaise with local NHS services off site if required.

**Welfare**

The Welfare contractor will have a number of DBS-checked and safeguarding trained staff on their team to Levels 2-4. They will work in close partnership with the medical team, ensuring customers needing care receive the most appropriate level. With any safeguarding cases, they will involve the Safeguarding Coordinator / Welfare Manager if a risk of harm / neglect or abuse is suspected.

**Stewards**

The Event will have a team of stewards undertaking multiple roles including ticket scanning and the provision of information to customers. Stewards come from a variety of backgrounds and experience, but all have basic training on event safety, customer care and communications.

**Carer or guardian**

The appropriate adult also has a responsibility to undertake their duties to the child, young adult or vulnerable person. This is promoted through our website and communications with customers.

**FACILITIES****Welfare Tent**

The general welfare tent will be open during operational hours and is staffed by experienced, accredited, and supportive staff. They offer confidential advice about drugs, alcohol, legal, and sexual health and offer support no matter the reason. They offer a monitored rest and recovery area for anyone that requires it, and they can arrange a place to sleep if needed. They also care for lost persons.

**Medical facilities on site**

Staff at the onsite medical centre will be fully qualified healthcare professionals who are experienced in working at events. The centre will be a fully equipped field hospital equipped to deal with everything from cuts and bruises, sexual assaults to major trauma and cardiac arrest.

Whenever it can be done safely, people are treated on site, with only very serious cases being transferred to hospital. As well as doctors and nurses, the medical team includes physiotherapists and a psychiatric team unit. Teams of first responders also patrol the arena, providing first aid and basic welfare advice.

Occasionally, despite the extensive medical facilities provided on site, a patient may choose to discharge themselves against medical advice. If this occurs the patient is requested to sign a medical disclaimer.

If the patient discharges themselves against medical advice, and the medical provider believes the person is either a danger to themselves or a danger to others, this will be escalated to the Safeguarding Coordinator / Welfare Manager. This will be done as soon as is reasonably practicable, and if possible, prior to the individual leaving medical care, with a view to arranging appropriate management that ensures their own / others' safety and, in relevant cases, assistance in getting

home or to a place of safety.

## **CHILDREN**

Anyone under 16 must always be accompanied by a ticket holder 18 or over. Standon Calling provide and recommends the use of child wristbands which are available at all entry points. These wristbands are used to write the accompanying adults contact number on, so that in the event the child is separated from the adult they can be reunited as quickly and easily as possible.

We advise parents to take a picture of their children every day on site. Therefore, in the case of a child going missing, it is very easy for the parent to describe exactly what their child was wearing.

## **ACCESSIBILITY TEAM**

Standon Calling will have an onsite Accessibility Team. The Accessibility Team create an Accessibility Guide which contains full details of the accessible facilities available on site.

## **MESSAGING**

Standon Calling have a Social Media Team onsite monitoring our feeds and responding where necessary. The Social Media Team are available to post safeguarding messaging where necessary and/or appropriate.

Information boards are provided in all zones with messaging relevant to the event, audience profile and external factors such as weather or travel.

Stage screens and LED signs can be used to project general well-being messages to customers.

A pre-event email is sent to all ticket buyers includes the 'Help Map', as well as other messaging around drugs, mental health, and safeguarding.

Promotion of welfare support and other help facilities on site will be included on the site map.

## **ALCOHOL AND DRUGS**

Summary of measures relating to under 18s and alcohol:

- ID checks in place on entry to prevent customers under 18 from bringing alcohol into the site
- Challenge 25 system in place across all bars, clearly communicated in advance and on-site
- Refusal logs kept by bar operator
- Bar staff alert to the potential of proxy drinking and challenging sales if needed
- Security staff carry out spot ID checks and can confiscate alcohol if the person is under 18
- Full alcohol management plan in place - please see EMP Appendix 2 for further details
- Recognition that a person under 18 is at higher risk and that the event organiser has a safeguarding responsibility

Should a member of staff come upon an under-18 who is ill from the influence of drugs or alcohol, they will be taken to the medical or welfare tent (dependent on the severity of their illness).

If they require hospitalisation, the medical team will try to contact their accompanying adult. In the case that this person cannot be reached, social care must be called.

If they do not require medical attention, they will be taken to the welfare tent.

No person under 18 who has been treated in medical will be released back into the festival without an accompanying adult.

If found with drugs on entry to the event, the person will be detained at the entrance until a parent or guardian can be contacted. If they cannot be contacted, then the person will be taken to welfare until the connection can be made.

If found with drugs within the event, a similar process will be followed with parents contacted, situation explained, and input taken on outcome.

## **ASK FOR ANGELA**

Standon Calling will operate the 'Ask for Angela' assistance scheme, and this will be included in all staff briefings. 'Ask for Angela' is a national assistance scheme, designed to help anyone who is feeling vulnerable on a night out – or, in this case, at an event - to get the support they need. It is used by bars and other venues to keep people safe when they are in danger or are in an uncomfortable situation: [Home - Ask For Angela](#)

## **ALLEGATION OF A SEXUAL ASSAULT**

Standon Calling will issue all staff with guidance on actions to be taken if there is a report of sexual assault.

## **MISSING AND FOUND PERSONS**

Full details of the Missing and Found Persons Procedure can be found in EMP Appendix 29, the Welfare Plan.

## **DAILY RECORDING / LOGGING / COMMUNICATIONS**

### **Recording**

Each agency will record all cases anonymously in a 'Case Log'. The recording of information can help to identify patterns and trends and ensure that they are picked up by agencies on site.

### **Communication**

To implement the Safeguarding Plan effectively, it is essential that a clear line of communication is established between all relevant organisations. The Safeguarding Coordinator / Welfare Manager will liaise with all appropriate agencies and provide advice and support.

The Safeguarding Coordinator/Welfare Manager/Welfare Manager will set up a Safeguarding red flag WhatsApp Group prior to opening. This allows quick and efficient communication and immediate action can be taken if needed and this is to be implemented at all sites. Information shared over the WhatsApp Group will not include any individual's personal data.

To assist each show with effective communications in advance, Standon Calling will:

- Ensure each partner has a copy of the Safeguarding Policy and Plan
- Arrange a phone conference to introduce all onsite partners and to discuss procedure and policy
- Safeguarding Coordinator / Welfare Manager will liaise with the relevant social care agencies and build relationships

To assist each show in effective on-site communications:

- Daily safeguarding meetings will be held to discuss learnings from previous day / re-briefing in the morning
- Teams reminded to immediately report anything that doesn't look right / feel right
- Encourage all agencies to share with the Safeguarding Coordinator / Welfare Manager any cases where harm/neglect or abuse is or could be taking place

## **YOUNG WORKERS**

Standon Calling do not employ any person or permit any contractor or service provider to employ persons under the age of 16 on site. If any 16–17-year-olds wish to work at an event then a Risk Assessment shall be undertaken, risks analysed and relevant mitigating controls implemented. Competent management and supervision shall always be provided.

## **CHILD PERFORMER CONSIDERATIONS**

A child performer is someone under the age of 16, on the last Friday in June in the school year in which they have their 16th birthday. If they are under this age and performing during the school term, they will need a licence.

### **Child Performance Licences:**

Child performance licence legislation sets out the arrangements that must be made to safeguard children when they take part in certain types of performances.

The person in charge of running the event must apply to the child's local council for a [child performance licence](#).

The application will be made to the Local Authority where the child lives, not the event council. This can take up to 21 days to process.

A licence is not needed if:

- The child is over the school leaving age.
- If the child's participation is not a performance and/or manipulated/controlled or directed for the purposes of entertainment.
- If a child has not performed on more than 3 days in the last 6 months, they will not need a licence for performance on a 4th day. This is an exemption to a child performance licence that will require written confirmation from the parent/guardian.

Notes:

- If the child is not with their parent, schoolteacher, or home tutor, they must be supervised by a licensed chaperone, approved by the council.
- Consent must be granted by the child, parent, legal guardian, or organisation with parental responsibility for the child in advance.
- Documented evidence of consent will be kept.

### **Chaperones**

Chaperones will be employed in a professional capacity to act “in loco parentis” ensuring the wellbeing of any child performing and to monitor compliance with the child performance licences. A parent can also accompany their own child, particularly if they are under 5 years of age, but parents will not be allowed to act as the child’s chaperone.

If a parent is licensed by their Local Authority as a chaperone, they may be employed to chaperone other children, but not their own.

Standon Calling does not have a BOPA, Body of Persons Approval, as we have very few child performers.

## **RECRUITMENT OF WELFARE STAFF AND STAFF WORKING WITH CHILDREN AND VULNERABLE ADULTS**

Standon Calling are fully committed to providing a safe and accessible environment for all children and vulnerable adults. As part of this commitment we require that all parties and staff working with children and vulnerable adults adhere to our safeguarding policy, have stringent recruitment practices in place, with correct certification, and appropriate training if deemed necessary.

It is a condition of contract that all staff working with children and vulnerable adults are individually responsible in preventing the physical, sexual, and psychological abuse or neglect of children / vulnerable persons in their care, and must report any abuse that may be suspected or discovered.

### **DBS VETTING CHECKS**

All party providers commit to practicing safe recruitment by checking the suitability of staff and volunteers to work with children and young people, via personal or work references, relevant work, or volunteering experience or via a current DBS check. Staff working in children’s areas must provide names, DOBs, addresses and contact number for all staff employed / used by them. All staff working will be over 18, or if 16-17 then always accompanied by an over 18.

## **ALLEGATIONS / SUSPICIONS REGARDING ANY MEMBER OF STAFF**

In the case of any allegations or suspicions of abuse against any member of staff, an investigation will take place. Depending on the severity of any claim this may be an internal investigation by

Standon Calling or it may be handed to the police to pursue.

Anyone that receives a report of an allegation or has reason to suspect a team member of abuse or neglect must at once inform the Area Zone Manager. The worker involved in the allegation will be immediately suspended from work and appropriate steps will be taken immediately to report the matter to the Safeguarding Coordinator / Welfare Manager, who will escalate the incident as required. The worker will not be allowed to leave the site until the matter has been reported and advice sought.

## **EVICTION PROCEDURE**

Standon Calling events are produced for the enjoyment of all those persons who attend. The licence for each event is granted under strict conditions of attendance and public safety, prevention of disorder and prevention of public nuisance. Any person who disrupts an event under any of the below sections will leave themselves liable for eviction from the site. The decision as to the eviction will be at the discretion of the Eviction Team following advice from security staff and line managed by the Security Coordinator. Persons will be liable for eviction under the following circumstances:

- Entering or being onsite without a ticket or relevant pass/wristband
- Unacceptable, disruptive, or anti-social behaviour\*\*
- Having been arrested or cautioned in connection with a criminal offence, pending or post-hand-over to the Police

Unacceptable behaviour that can lead to eviction includes:

- illegal activity
- breaching the terms and conditions of entry
- failing to submit to a search upon entry to the site
- offensive behaviour
- throwing hard objects in the direction of people
- encouraging others to behave badly by incitement
- preventing our security or emergency services reacting to a situation
- committing a criminal offence but not arrested by the police
- in possession of unlawful drugs
- unofficially selling alcohol, tobacco, counterfeit, or any unauthorised goods
- ticket touting
- any other behaviour that leaves the Event Organiser open to prosecution or is not conducive to maintaining a safe event

All evictees will be processed via an onsite Eviction Team, and their wristbands will be removed to prevent them from re-entering the event.

All persons presented for eviction by security will be interviewed by the Eviction Team who are independent of security, and their details will be recorded in a database with their full personal details, a photograph, date and time and the reasons for eviction.

All evictees will be able to make a free telephone call if they do not have a mobile phone to contact members of their group and/or family.

Evictees will receive a letter detailing the eviction process and details of onward transportation.

Evictees are normally evicted from the site via the public transport hub/taxi rank. Evictees are liable to receive a lifetime ban from purchasing tickets or working/volunteering for any Standon Calling events.

## **NOMINATED PLACE OF SAFETY**

At every event we recognise the need for a 'Place of Safety'. This will be a quiet, secure, private space with road access.

In the event of a death on site, the 'Place of Safety' will be used to accommodate bereaved friends and families.

The 'Place of Safety' can also be used for the friends and families of victims of serious crimes.

The Safeguarding Coordinator / Welfare Manager will have access to this space.

# Show Stop Procedure

## Standon Calling 2026

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

### 1. OVERVIEW - PERMANENT SHOW STOP OR TEMPORARY SHOW STOP

The 'Show Stop' or pause, is a rapid and controlled performance intervention to either prevent further risk, resolve a problem, or to initiate an evacuation. A show stop and evacuation are not mutually exclusive, and a show stop does not indicate an evacuation should occur.

Stopping an event in the middle of a performance can sometimes create unexpected problems such as crowd surges, violent behaviour and confusion and should only be used as a last resort if a situation or incident cannot be resolved whilst the event continues. A 'Temporary Show Stop' (or 'Show Pause') will result in the restarting of the show and is always preferable over a 'Permanent Show Stop' which results in the cancellation of the event.

### 2. ADVANCE PREPARATION

In advance of every show, the following should be undertaken by the team:

Production Manager:

- Ensure copy of policy is held by all stage managers
- Ensure copy of policy is held by all engineers
- Ensure cue cards are available to all stage managers Ensure cue cards are available to all engineers

Security Manager:

- Ensure copy of policy is held by all pit supervisors Ensure copy of policy is held by all response teams



Stage Managers:

- Ensure policy is read and understood by all stage team
- Ensure cue cards are at hand
- Brief all touring artists or their tour managers on the policy
- Setup a muted vocal mic stage left for announcements
- Agree an emergency lighting state with lighting team

House Engineer:

- Ensure policy is read and understood Ensure cue cards are at hand

Artist or Tour Manager:

- Ensure policy is read and understood
- Ensure artist is briefed on their role

### **3. STAFFING**

The following people are able to initiate a Temporary Show Stop:

- Event Manager
- Production Manager
- Safety Officer
- Security Manager or Security supervisor for area/zone/stage/venue
- Event Controller
- Stage Managers
- Pit Supervisors
- Promoter / Festival Director

If peril is imminent, a member of this group may initiate an instant Temporary Show Stop without consultation from another member of the group, but must inform Event Control immediately. The above staff will be issued with a show stop card. Presentation of this card is proof of this authority (red card with the words 'Show Stop').

### **4. TEMPORARY SHOW STOP**

Normal operations will be resumed following a Temporary Show Stop. Possible scenarios that may require a Temporary Show Stop include, but are not limited to:

- Short term power outage
- Crowd issues that are resolvable such as surges during certain parts of the set

#### **Procedure For Temporary Show Stop**

The Stage Manager will be responsible for enacting a Temporary Show Stop procedure upon request from any of the management team listed above.

<b>Emergency response procedures for temporary show stop</b>
--

Responsible	Action
Stage Manager	Situation reported via face to face, radio, or phone
	Prepare to halt the artist either directly or via the tour manager (as agreed in advance)
	Ensure all technical crew are aware of the situation
	Standby and await further instructions
	When told by Event Control, stop the performance and make the announcement, OR use the artist to communicate with the crowd if it is a crowd issue. Ensure the artist is clear about the message before allowing the message to be broadcast (use cue cards)
	Check with engineer that channel is open on emergency mic
	When instructed by Event Control, make the announcements
	Escort artist off stage
	Await further instructions
<p>ANNOUNCEMENT 5 on the pre-scripted list:</p> <p>“Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and in the interests of audience safety you are required stay patient and remain where you are. The show will recommence shortly”</p> <p>If it is a stop for excessive crowd pressure for example, the following messages may be more appropriate.</p> <p>ANNOUNCEMENT 6 on the pre-scripted list:</p> <p>“Ladies and Gentlemen. For the safety of those near the front of the stage, please take 3 steps back. Thank you (Then commence counting to three slowly and repeat if necessary)</p> <p>ANNOUNCEMENT 7 on the pre-scripted list (if the stop is required for an electrical storm):</p> <p>" Ladies and Gentlemen, due to an imminent electrical storm we are required to temporarily close this stage. We will re-start as soon as the storm has passed. Please stay well away from metal structures and do not shelter under trees. If you decide to leave the arena, do not rush or push, consider the safety of the people around you."</p>	
Venue FOH engineer	Request from Stage Manager or Event Control to Temporary Show Stop
	Take control of mixing desk from touring engineer
	Ensure that emergency vocal mic is working and available for use.
	Once Event Control have given the go-ahead, fade down all channels except main vocal mic
	Await further instructions from Event Control
Touring engineer	If the House Engineer, Stage Manager, Event Director, Night Manager, Safety Officer or Head of Security asks YOU MUST HAND OVER THE MIXING DESK TO THE HOUSE ENGINEER IMMEDIATELY.
	Remove yourself to an area of safety via the nearest exit, following directions from the security or stewards

## Incident Attendance

Where possible, a Temporary Show Stop should be attended by the Safety Officer, Event Manager, or Production Manager for assessment and to support the Stage Manager in the restart. The relevant person in attendance will depend on the incident scenario (e.g. Safety Officer for crowds, Production Manager for power etc.). If the situation escalates and this person is required to attend an Event Liaison Team (ELT) meeting, then this requirement overrides their need to be present at the site of the incident.

## Temporary Show Stop Re-Start

If an incident has been resolved the show can be restarted once confirmation has been given from Event Control. Any person authorized to enact a Temporary Show Stop is also authorised to restart the show again, but only via Event Control who will confirm the impact has not caused issues in other areas of the site.

## PERMANENT SHOW STOP

Normal operations will not be resumed following a Permanent Show Stop. Possible scenarios that may require a show stop include, but are not limited to:

- Severe and recurrent crowd issues
- Structural Collapse
- Fire
- Off-site events (Evacuation or Show Stop initiated by Emergency Services)

## Procedure for Permanent Show Stop

The Stage Manager will be responsible for enacting a Permanent Show Shop procedure upon request from any of the management team listed in section 9. Please note that if peril is imminent, the Stage Manager may initiate an instant Temporary Show Stop but must inform Event Control immediately. This could then be escalated to a Permanent Stop should the situation require it.

Emergency response procedures for permanent show stop	
Responsible	Action
Stage Manager	Code Amber via face to face, radio, or phone
	Prepare to halt the artist.
	Switch to emergency channel if instructed (Channel one)
	Ensure all technical crew are aware of the situation whilst maintaining radio silence.
	Standby and await further instructions
	When told by Event Control, stop the performance, escort the artist off stage and bring up the house lights, blinders etc
	Check with engineer that channel is open on emergency vocal mic
	Make the announcement as per cue cards

	Evacuate the stage along with all technical crew, move to a place of safety and await further instruction
ANNOUNCEMENT 4 on the pre-scripted list:  Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and due to circumstances beyond our control it has become necessary to close the event early. Please leave using all available exits. Please do not run – leave calmly and follow instructions from the security and stewarding teams”	
Venue FOH engineer	Request from Stage Manager or Event Control to Show Stop
	Take control of mixing desk from touring engineer
	Change to emergency channel if on radio, (Channel one)
	Ensure that emergency vocal mic is working and available for use.
	Once artists have left their positions on stage, fade down all channels except main vocal mic
	Move to a place of safety
Touring engineer	If the House Engineer, Stage Manager, Event Director, Night Manager, Safety Officer or Head of Security asks YOU MUST HAND OVER THE MIXING DESK TO THE HOUSE ENGINEER IMMEDIATELY.
	Remove yourself to an area of safety via the nearest exit, following directions from the security or stewards

#### Further notes

If the show has to be stopped, particular attention should be paid to the following:

- Termination of power supplies: Ensure that technical kit is not required to assist with the evacuation of the venue before terminating supply.
- Evacuation of Artist & VIP’s: The evacuation of artists and VIP’s and their entourage into a public area can be a hazard in itself. The security team working in that area will handle movement of the artists to a safe place in accordance with standing instructions.
- Vehicles: In the event of an incident requiring the response of additional emergency services units other than those on duty within the site, the request must be directed through the Event Control. All designated roadways will be maintained by security teams under the direction of the head of security to allow access for emergency vehicles.

# Sign Off to Open Standon Calling 2026

## DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

## PURPOSE AND AIMS:

The purpose of this plan is to ensure there is a procedure for managing the safe operation of the site during construction phase, plus clear communication and procedure for the sign off of the festival site at opening time.

## OVERVIEW

There are four levels of checklists which work to ensure all areas of the site are safe during the build, and that the site is complete before opening to the public.

## GUIDANCE

Minor issues and safety breaches highlighted during the checklist completion are to be recorded to examine possible trends and instigate changes in policy and/or procedure.

Serious issues and safety breaches are to be reported to the Event Manager. Activities are to be stopped and will recommence once an appropriate and agreed solution is in place.

Where a serious issue or safety breach is repeated, or an agreed procedure is not followed, the activity will be stopped and the individual or company involved may be asked to leave site.

## BUILD CHECKLIST

The following checks will be completed by the Safety Officer or the Site Manager (in the absence of the safety officer). It will be undertaken on a daily basis during the construction and dismantle phases.

Any outcome of "N" must be assessed by the Safety Officer immediately.

Date:

Completed by:

Area	Check	Acceptable (Y/N)	Comments / Actions
Fire Safety	Fire Exits Clear?		
	Waste is removed / controlled?		
	FSE in place?		
Signage	Site signage in place?		
Plant & Vehicles	Plant checks complete?		
	Licenses collected?		
Equipment	Equipment checks complete?		
	Are lifting aids and mechanical solutions being used properly?		
PPE	Is PPE being worn?		
	Is there PPE available?		
Housekeeping	Is site clean and tidy?		
	Are there sufficient bins?		
	Are routes unblocked?		
	Are materials stored correctly?		
	Is lighting adequate?		
	Are electrical supplies suitable?		
First Aid	Are First Aid on site, briefed and on radio?		
Welfare	Are toilet facilities in place?		
	Are hand wash facilities in place?		
	Is there drinking water available?		

## READINESS CHECKLIST

<p>The following checks will be completed by the Safety Officer, the Site Manager, and the Event Manager collaboratively, at least 24 hours before doors, in order to assess readiness for open.</p> <p>Any outcome of "N" must be assessed by the Safety Officer immediately.</p>			
<p><b>Area:</b></p>			
<p><b>Completed by:</b></p>			
Area	Check	Complete (Y/N)	Comments / Actions
Signage	Directional signage in place and lit where necessary		
	Traffic management signage in place		
	Safety signage in place		
Structures	All complete & sign off certs collected?		
Groundworks	All groundworks complete?		
	Ground protection installed?		
Fencing	Perimeter fencing secured?		
	Front of stage barrier in place?		
	Queue lanes in place?		
Lighting	Lighting check completed?		
	Working lights in place?		
Sanitation	Toilets in place and working?		
	Hand wash facilities working?		
FSE	In place and signposted?		
Medical & Welfare	Loaded in and setup?		
Emergency exits	Clear, marked, lit as necessary?		
Power	Generators in place & compounded?		
Concessions	Load in complete?		
Bars	Load in complete?		
Water	Water points in place and tested?		

Tech Production	Loaded in PA and signed off?		
	Noise propagation complete?		
	Loaded in lights and signed off?		
Staffing	Key staff on site?		
	Key briefings completed?		
Event Control	ECR setup?		
	Council site walks complete?		
Main Gate	Accreditation setup complete?		

### VENUE CHECKLIST

<p><b>The following checks will be completed by the venue or stage manager prior to opening the venue. The results must be communicated with the Event Controller at least 60 minutes before doors. Any outcome of "N" must be rectified before opening.</b></p> <p><b>Any outcome of "N" must be assessed by the Safety Officer immediately.</b></p>		
Date:		
Completed by:		
Area:		
<b>Check</b>	<b>Acceptable (Y/N)</b>	<b>Comments / Actions</b>
Structure still good? Any signs of wear and tear, loose guys, sheets etc?		
Pit Barrier complete and secure?		
Backstage area secure?		
Anti-climb measures still in place and secure?		
Free from trip / slip hazards? This includes tent pegs covered and uneven ground rectified		
Technical installations, staging and treads secure?		
Exit lighting and signage working and visible?		
All exit (Emergency or otherwise) routes unobstructed and waste removed?		
All fire extinguishers and signage still in place and un-tampered with?		



Working lights backstage and loading bays working?		
Toilets clean?		
All PPE, Hearing Protection and Signage in place?		
All venue team familiar with Show Stop procedure?		
Have you called in to Event Control to confirm checks have been carried out or remedials completed, before opening?		

### **SIGN-OFF TO OPEN**

Following the initial readiness checks, there will be a sign-off to open the event to the public. This will take place every show day before the arena opens at 09:00hrs daily.

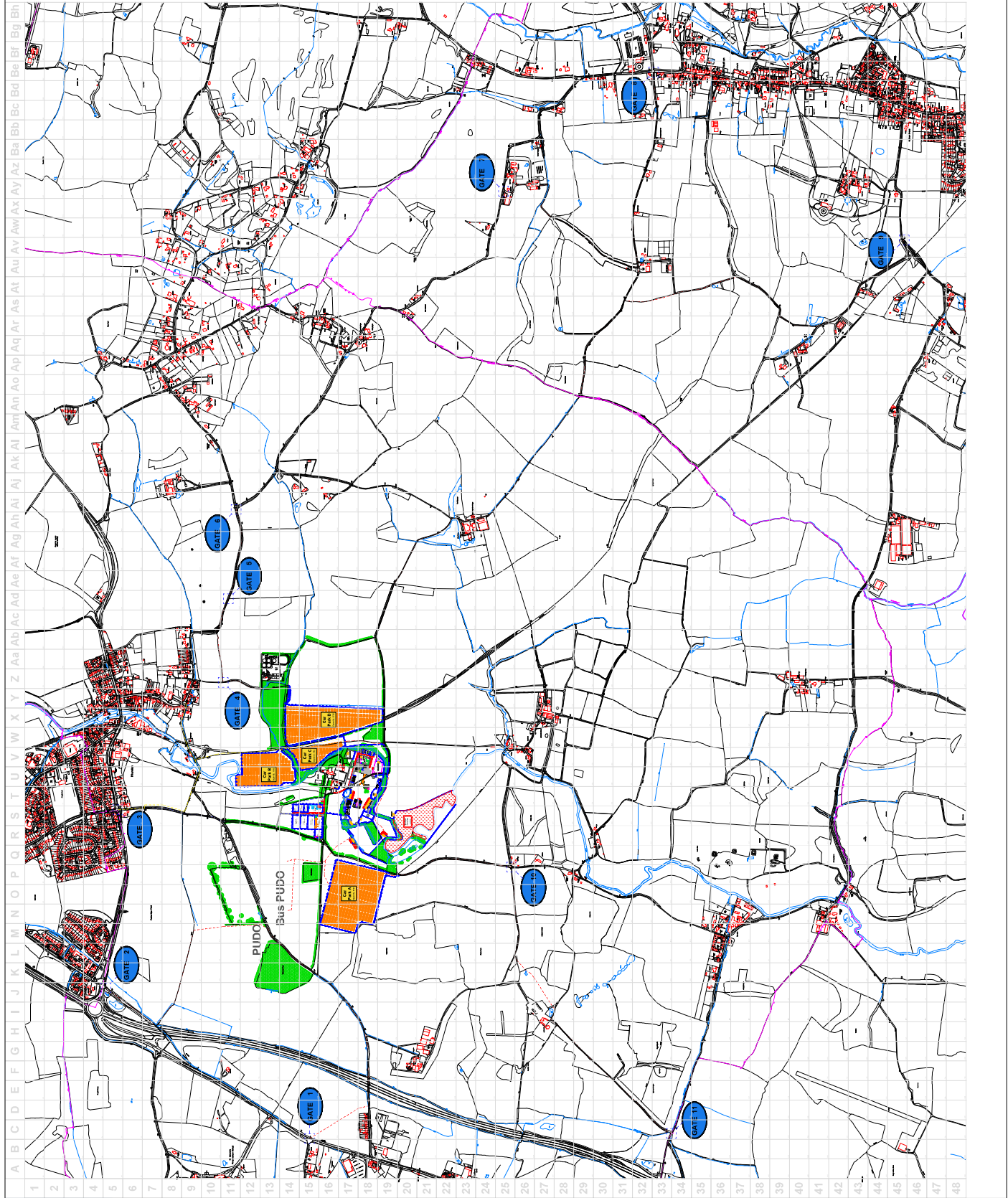
The checklist is shown below. It is completed in order, over the radio by the Event Controller. The Event Controller will be the administrative arm for the checklist, and once the list is complete then it will be the Safety Officer or Event Manager who will give the final sign-off to open the event.

Only once the checklist is complete and agreement has been made to open, a full announcement will be made via event control to all channels giving opening clearance to open the Event.

In addition to this checklist, the Safety Officer will also ensure the build checklist is completed. See over for Sign Off to Open checklist.

<p><b>The following checks will be completed by the Event Controller prior to opening the Event. The results must be communicated with the Safety Officer or Event Manager before clearance is given to open.</b></p> <p><b>Any outcome of "N" must be assessed by the Safety Officer immediately.</b></p>			
<b>Date:</b>			
<b>Completed by:</b>			
<b>Check</b>	<b>Check with</b>	<b>Complete (Y/N)</b>	<b>Comments / Actions</b>
Security staff in position?	Security Manager		
Medical team in position?	Medical Manager		
Welfare team in position?	Medical Manager		
Clear of vehicles and any builds complete?	Site Manager		
Ready for open?	Main Stage Manager		
All Gate teams in position?	Main Gate Manager		

Bars ready?	Bars Manager		
Concessions ready and deliveries clear of arena?	Trader Manager		
Arena ready to open? Any concerns to raise?	Safety Officer		
Fire Officers ready and FSE checks complete?	Fire Safety Officer		
Control room staff in place and communications checked?	Event Controller		
Traffic team in position?	Traffic Manager		

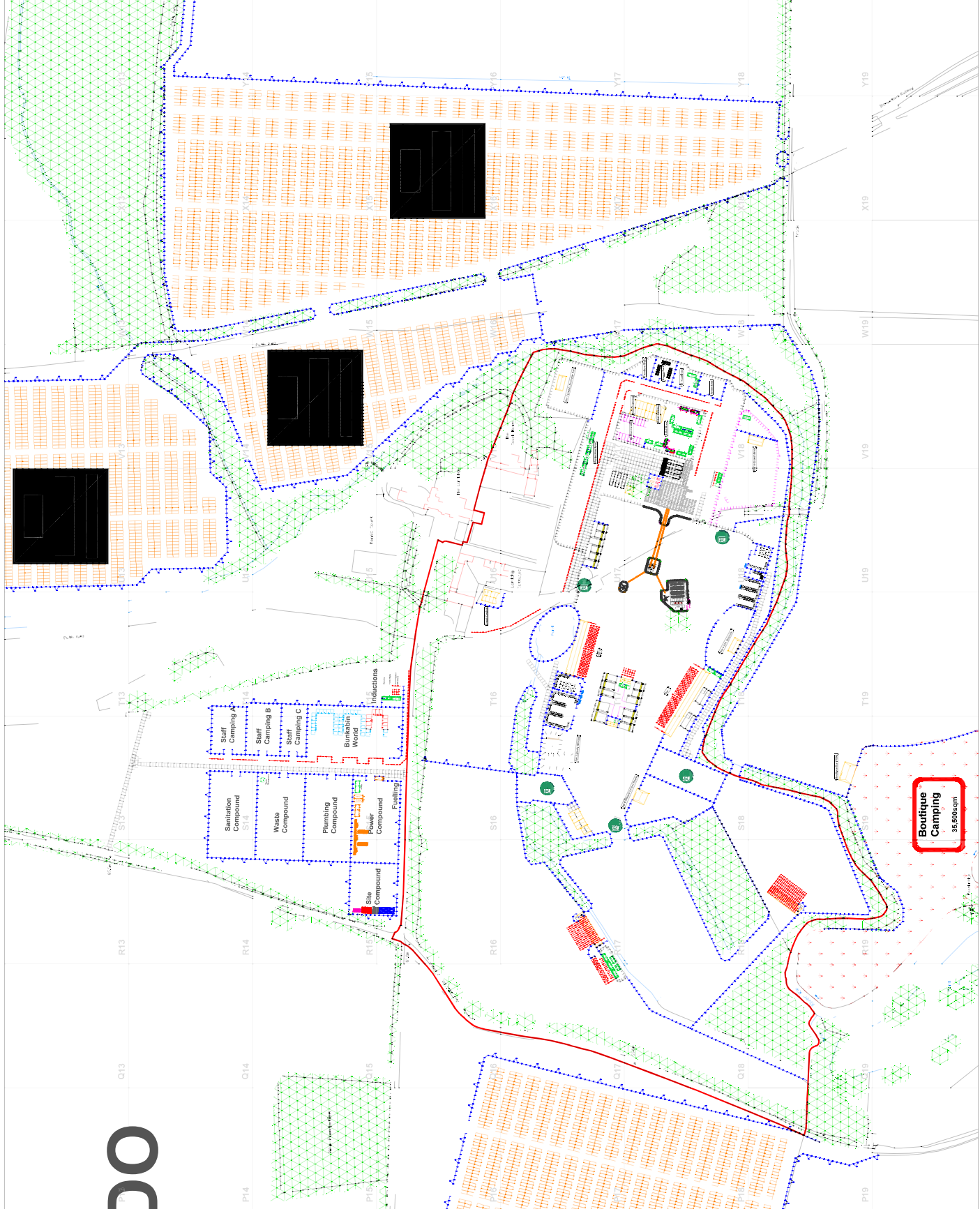


	Drawing Number	v1.5
	Title	Standon Calling 2025
	Project	Site Plan
	Drawn Date	19/02/2025
	Drawn By	Ollie Tomkins
	Scale	1:6500 @ A0
	Grid Size	100m
	Stage	
	Stage Barrier	
	Cabin	
	Steelstore	
	Toilet Trailer	
	Shower Trailer	
	Canvas Marquee	
	Steelshield	
	Steelshield Gate (5m)	
	Heras Fence	
	Ped Barrier	
	Trackway	
	Polyjohn (P.J)	
	4 Bay Urinal	
	Generator & Fuel Tank	
	Sponsor Activation	
	Concessions Stall	
	Tapboard	
	Car Parking Space	
	Tree	
	Gate	
	Emergency Exit	
	Route - Production	
	Route - Ingress / Egress	
	Route - Pedestrian Walking	



Drawing Number	V1.6
Title	Standon Calling 2025
Project	Arena Plan
Drawn Date	05/03/2025
Drawn By	Ollie Tomkins
Scale	1:1000 @ A0
Grid Size	100m

Stage	
Stage Barrier	
Cabin	
Steelstore	
Toilet Trailer	
Shower Trailer	
Canvas Marquee	
Steelshield	
Steelshield Gate (5m)	
Heras Fence	
Ped Barrier	
Trackway	
Polyjohn (PJ)	
4 Bay Urinal	
Generator & Fuel Tank	
Sponsor Activation	
Concessions Stall	
Tapboard	
Car Parking Space	
Tree	
Gate	
Emergency Exit	
Route - Production	
Route - Ingress / Egress	
Route - Public Walking	



# WELFARE PLAN

## Standon Calling

### DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
V1	May 2025	Hazel McGrouther			

Copyright of this document is owned by the author. All information contained in this document should be treated by all recipients as private and confidential and for their professional use in conjunction with the events at Standon Calling only.

This document is stored on a secured cloud service and shared electronically with authorised users. In all circumstances, unless acting under legal duties, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Standon Calling.

This document contains names, job titles, and contact details of professional personnel involved in the Standon Calling events, and every recipient has a duty to ensure this information is treated as confidential and not circulated without express permission from Standon Calling. If you wish to have your details removed from this document, please contact Standon Calling Ltd.

### INTRODUCTION

As in previous years, Standon Calling will contract the services of a professional event welfare service that specialises in the protection of children and youth.

The welfare service will provide support to customers who find themselves in distress and need a safe secure place to turn to. It may be as simple as helping someone who is upset after an argument with their partner or someone who has overindulged in alcohol or substances. The welfare providers offer support and a safe haven for event attendees.

A licensed event is tasked with the objective of “protecting children from harm” this means that the licensee is responsible for all children and youth under the age of 18 on site, especially if the parent is not immediately available to provide help or protection of that young person. The welfare provision will do this and will also care for vulnerable adults who may be over the age of 18 but due to diminished mental or learning capacity, are in need of a carer.

### GENERAL WELFARE POLICY - adults 18+

The Welfare Team will offer support to adults who are in need of assistance, in a stressful or traumatic situation or are vulnerable. Welfare will keep a supply of items to assist with attendees in need: spare clothing, blankets and toiletries, condoms, sanitary products, temporary shelter and so on.

The Welfare Unit will offer a safe place for anyone who is in distress for whatever reason. It offers a quiet area for people to sit, have a hot drink, and talk if they need to, or just rest. Welfare can support people who have received unfortunate news or people who have been abused on site and want a safe place to shelter.

At all times Welfare will work closely with on-site medics to provide a safe haven for those casualties or cases that need shelter and support in recovering from drink or drug induced states but no longer require medical attention. It is conducive for the welfare unit and medical unit to be in close proximity as they will often share people needing support or medical attention.

Welfare personnel are non-judgmental and discreet while maintaining a good sense of humour and pleasant atmosphere within their area. They are used to event surroundings and know what to expect from event crowds.

## **HARM REDUCTION TEAMWORK**

Welfare personnel will have received Drug Awareness Training and keep up with the latest information and trends in street or event drug use through forums of newsletters such as the one issued by the NEIU (National Event Intelligence Unit).

The Welfare team are experienced at working as part of an on-site harm reduction team and will keep an open line of communication with event security, medics, management and on-site police harm reduction teams to ensure they are part of an inter-agency approach to identifying any trends in drug use on site that may need to be addressed.

Should any Welfare Team member be handed drugs by a welfare visitor, they will contact Event Control to arrange for the substance to be logged, collected and if possible, identified.

## **VULNERABILITY**

The Home Office describes vulnerability as: “someone aged 18+ who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”

For the purposes of this event, the Event Management will assume duty of care in the absence of community care services with the security, medical and welfare teams on site being those services in the forefront of encountering and caring for event attendees who unable to take care of themselves or protect themselves. Within the context of an event, illness may mean someone who has imbibed alcohol, substances or both to the point of being lacking the capacity of protecting themselves from harm.

Should a member of the security, medical or welfare team or any member of staff come across a person who they feel may be in a potential position of harm or feel that something “is not quite right” they can make a dynamic assessment by asking:

- Does this person have the capacity to make a decision about their safety and wellbeing without assistance or treatment
- Do they need assistance or intervention to prevent them from entering into a situation where they may cause harm to themselves or others
- Has the person already caused harm to themselves or others and need intervention to prevent further harm
- Capacity: In looking at who does or does not have capacity we can say:

A person (Adult) has capacity - They can decline any assistance, treatment or contact. We can, however, try to persuade them to accept help.

A person does not have capacity - We must work in line with their best interests. Those without capacity often will not want any help but they do not have a right to refuse it if there is potential harm.

Scenarios - 'Vulnerable without capacity' – people within these scenarios may need more in-depth support from the Medics, Welfare and potentially Security working as a team.

- Intoxication from drink/drugs
- Acute Mental Health episode
- Exacerbation of chronic Mental Health episode

## **SEXUAL ASSAULT SUPPORT AND SAFE SPACE**

The event in general creates an atmosphere that welcomes all people, offers a friendly safe environment. It encourages event attendees to respect each other. Public will be encouraged to speak up and report behaviours that are harassing or intimidating towards any individual or group based on their gender or gender identity.

Sadly, it is possible that some people may experience sexual harassment or assault. What do we consider Sexual Harassment Vs Sexual Assault. Put simply, harassment is about sexual intimidation and assault includes physical contact though the lines between them can blur.

Examples of each:

- Unwanted and inappropriate sexual comments or “jokes”, particularly at a person’s expense
- Displaying photos or trying to take photos that are sexual in nature (dick pics, upskirting etc)
- Stalking someone, refusing to “leave them alone”
- Unwanted or inappropriate touching, particularly in areas considered sexual such as the breasts, buttocks or genital areas
- Someone exposing themselves
- Hands inside clothing, grabbing for sexual areas of the body
- Hands or objects inside clothing and penetrating the body
- Pressure to perform a sexual act
- Performing a sexual act without a person’s consent
- Sexual harassment and assault does not necessarily happen covertly or when someone is grabbed from behind and dragged into the bushes. It can happen in the open, in a crowd.

When someone has been intimidated by sexual harassment or been sexually assaulted, they need to feel they have a place to report this, where their fears, anger and concern are taken seriously. If they have been harassed or assaulted, they need to know that they will get the support they need and those perpetrating the assault will be dealt with. The medical, security and welfare teams must all work together to care for the victim. Event Management will have a procedure in place for trying to identify the perpetrators and dealing with them as appropriate

The welfare unit will have a secure “Safe Space” area where the victim may safely shelter. This will be a shelter or marquee behind the welfare/medical area away from all other event personnel and public where the victim may speak openly about their experience in a secure area. Personnel trained in supporting victims of sexual harassment and assault and will offer that support until such time as the matter may be handed over to police or local authorities, in the case of a criminal assault or until the victim feels they are secure enough to leave. In many instances, a victim of assault will want to have a neutral person present if they are to be questioned by police or authorities and Welfare

personnel will offer support for as long as the victim wishes to have them present.

### **Vulnerable Females:**

Though a person of any age or gender identity may become vulnerable on an event site, particularly once capacity is diminished through the use of alcohol and/or drugs, it is understood that the local authorities may be particularly concerned about females.

As with anyone, a female with diminished capacity to make decisions regarding personal safety and wellbeing may find themselves in a scenario that leads to harm. This harm could potentially manifest as:

- Enticement to take a substance that is unknown or unwanted that may lead to physical illness or mental/emotional disturbance
- Having a substance “spiked” into food or drink
- Becoming lost or isolated from their friends or falling in with strangers/unknown people who may exploit their vulnerable state
- Becoming unconscious or drunk/drugged to the point of being easily susceptible to theft or assault, including sexual assault

### **Reducing Vulnerable Female Scenarios:**

The organisers of the event can reduce potential vulnerable scenarios by including the following: Welfare, Medics and Security to work as a team in order to safeguard any female considered vulnerable - whether the person in question realises they need assistance, or not.

- Adequate lighting around the site so that there are as few dark, isolated corners as possible.
- Roaming security response teams, including female security.
- Ensure that there are female welfare team members present in the welfare unit at all times.
- Medics to ensure that there are female team members present in the medical unit.
- Victims of sexual assault will be cared for by female medic, welfare. Police should preferably provide a female officer trained and experienced in working with sexual assault victims should they also become involved.
- Welfare to provide a secure rest and sleeping space in the unit for any female considered vulnerable, until they are able to look after themselves and make a capable decision about looking after their own safety.

The above ways of helping maintain the safety of vulnerable females will have the benefit of reducing harm for all event attendees and ensure that all are being looked after

### **Mental Health Support**

There may be a number of people who may suffer from mental health issues such as anxiety, PTSD, agoraphobia or grief after loss as well as unexpected bouts of euphoria. In some cases people may have these feelings or health issues triggered during an event and may seek support or a safe place to express their anxieties

In addition, it is common within most large event crowds to find people who normally take medications to help with a mental health condition have stopped or forgotten to take their medications or they have combined the medication with alcohol or drugs, thus exacerbating their state of poor mental health. These people often end up with welfare or medics.

### **Record Keeping**

For all the issues requiring welfare support, Welfare will have accurate and thorough methods of



record keeping during the event. This allows Management to have full statistical information of how the welfare unit was used and support for any actions following on from welfare visitors. A post-event welfare report will be written to include a charted breakdown by gender, age, time and date as well as basic reason for welfare care. No names will be given in the report as this is confidential information.

### **SAFEGUARDING – CHILD, TEENS & VULNERABLE ADULTS SAFETY**

As well as being one of the licensing objectives, “To ensure the safety of children”, Standon Calling assumes both legal and moral responsibility for the welfare of all children on site. This includes older children or youths not yet 18. It also includes the protection of vulnerable adults.

“A vulnerable adult is defined as “a person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm”.

For the purpose of this document, all procedures for children will also apply to vulnerable adults

#### **Incorrect ID / NO ID**

Some of the people with tickets may be “turned away” at the gate because they do not have correct ID to prove they are an adult. Or they may be underage people (under 18) trying to sneak in on an “adult” ticket and stuck on site with no transportation home. These are vulnerable young people and as such are the responsibility of the Event Management under Licensing Objective 4, until an adult can collect them from site.

The care of these young people shall be looked after by a qualified member of the event Welfare Team who will see that they are kept safe and assist in getting hold of the parent or responsible adult who will either collect the young person or deliver the required ID to prove the people age as 18+.

#### **Safeguarding on the Radio System**

In the interest of child safety, a child’s name must never be mentioned on the radio as any member of the public is able to overhear radio messages.

#### **Abuse Disclosure or Parental Neglect**

Should any child, teen or vulnerable adults disclose information to a member of event staff of having received abuse from a parent or any other adult then the Event will act responsibly. Likewise, if a child / youth / vulnerable adult is found to be neglected by the parent or guardian, the event will take action.

The child / youth / vulnerable adult will be minded by someone from the Welfare Unit if they feel they need protection or support. A call may be placed to the Hertfordshire Child Social Care 24-hour hotline for advice on how to proceed, and police shall be called if the incident warrants their involvement.

#### **Child / Youth / Vulnerable Adult and Medical Treatment**

Any child under 16 needing medical treatment must be accompanied by their parent/ guardian to

the medics. If a life-threatening occurrence has taken place requiring immediate medical attention and no parent/guardian is around, then lifesaving becomes the priority and every effort will be made to contact the responsible adult. No child or teen under 16 being treated will be released back to the event without the presence of his or her parent or responsible adult.

### **Neuro-Diverse Children**

The term neuro-diverse is described as “neurologically atypical patterns of thought or behaviour” and is often used to describe people with ADHD, dyslexia autism. Event attendees on site with neuro-diverse children may need extra support from time to time if their child becomes over-stimulated by the event environment. Within the welfare unit, a parent with an overstimulated child or a child in “meltdown” may be offered the privacy of the Safe Space (if not in use otherwise) to allow the child a place to readjust and reach a calmer frame of mind.

The welfare team keep items such as fidget toys and weighted blankets that may be used to help the child focus.

### **Children/Youth/Vulnerable Adults and Social Disorder**

Any child or youth caught having committed a crime or causing a social disorder will have their parent or guardian notified. The child or youth will be held by Security with a Welfare Team member present until the parent or guardian is located. No child or teen will be released back into the event without the presence of their parent/ guardian.

## **PROCEDURES: MISSING & FOUND PEOPLE**

The term “lost child” is often used to describe a young person found without a parent / guardian or a young person reported as missing by the parent or guardian. For the purpose of this policy and where possible within our site conversations we will use the following terms:

**Found** – This is often what is meant when someone says they have discovered a “lost child”. This is a situation where a child, youth or vulnerable adults is found without their parent or guardian and needs to be safely looked after until the parent/guardian can be located.

**Missing** – This is where a parent/guardian cannot find their child, youth or vulnerable adults and have asked for help. This is a very serious situation as they may be in a position of danger and their safety compromised.

### **Found Child Procedure**

- Most public on site finding a child who is “lost” will take them to the nearest official looking person. This will often be an event steward in a Hi-Viz, or security person in uniform or any obvious member of event staff or crew.
- In being presented with a child, the best recourse for the steward, security or staff member is to stand still with them for approximately 5 minutes. Chances are the parents are nearby searching and will spot the nearest person in a Hi-Viz or uniform.
- If the steward/ security person is presented with a child and they have a radio, they should radio Event Control and say “I’m standing with a found person. I’ll get back to you soon.” This is to log the fact that one of the event’s members of staff is standing with a child.
- The person standing with the found child may ask them their name and also the name of the parent or guardian. This information can be used as back up information from the claiming adult. They may also call the number on the child’s wristband if there is one.

- If the parents see the young person standing there, they will come up and claim him or her. The event staff member with the young person should ask the parent their name as a “check” that they are the correct person. If this happens, the person standing with the found young person needs to radio Event Control and report that the found person is now reunited with their responsible adult.
- If after 5 minutes no parent has come forward, the young person is now the responsibility of the Event for keeping safe until the parent can be found. At this point, the member of staff will radio Event Control and say “I’m bringing the found person to the welfare unit”.
- The times when the radio calls are made will be logged to show that the member of staff has spent a recorded amount of time with the child.
- If the staff member with the child has no radio, they look about for another member of staff to stand with them so that no one person is left alone with a child. If there is no one else, they should walk directly to the nearest Security or Steward with a radio.
- If the found child is too young to speak, they should be taken directly and immediately to the Welfare Unit for minding rather than standing with them for 5 minutes
- Once the found child is taken to the Welfare Unit, one of the minders will take custody.
- On taking in the child, the minder will fill in a simple form with information: name, gender, age, where they were found etc.
- They will see if the child is wearing any identification with a phone number and will call that number. If the parent answers, they will be told where to come to identify their child.
- If the number is not answered or there is no number found, then the child will be kept safe and calm until the parent/guardian is located. There will be facilities in the Welfare Unit to keep the child comfortable and entertained while waiting. This includes the use of fidget toys and weighted blankets that may be used on found children who are perceived to be neuro diverse. NOTE: Children will never be mixed with those receiving welfare attention due to medical or social causes.
- No refreshments will be offered to the child other than water, as there is no information about allergies or special diets.
- The found young person will be out of view of the public. That way the claiming parent/guardian must identify the child and that identity match the person being held before the child is brought to view and released.
- The claiming parent/guardian must sign a release form for the child.
- Once the parent/ guardian has come to the Welfare Unit, the following will be observed
- If the child shows any fear or hesitation in going to the parent/ guardian, then they will not be released. The Welfare personnel will radio for Security Coordinator to attend and help assess the situation. The ID of the parent/ guardian will be asked for.
- Should a found child disclose information about having received abuse, the Event and Security Managers will be called and the local authority Child Social Care consulted
- Unclaimed Child:  
If the Welfare Unit has held the child for over an hour with no parent/ guardian coming forward, then the Event Control will be contacted. At this point, Management must decide how to re-unite the child with their parent. Some of the decisions may include:  
Making some stage announcements for “Mr or Mrs xx to contact the nearest Security person or go to the Welfare Unit”. The child’s name will not be broadcast nor will the stage message say “there is a lost child”  
Try to get a full description of the parent / guardian from the child and put out a search.  
In an extreme case scenario, if the child has been held for a lengthy time, the Event Management may have no recourse other than calling the police or the local Child Social Care regarding intervention.

## Missing Child Search Procedures

Security and stewards will be most active in the search for missing children as these teams are spread across the site in all areas. However, other event staff will be called in to keep an eye open for the child. This includes on-site medics, event site staff and all crew with radios.

Most parents/ guardians having realised that their child is missing will approach the nearest steward, security person, or obvious member of staff to find out what to do. The Event staff member shall direct the person to the Welfare Unit. If the security or steward has a radio, they will call Welfare and report: "We are sending someone to talk to you about a lost child".

At the Welfare Unit the person will be asked a few questions which will be logged onto a form: description of child, where last seen etc.

If they are minding a child of that description, they will reunite the child and parent. Parents will then sign the form to register that they have claimed their child.

If they are not minding a child of that description, then the event has a genuine missing child and the Welfare team will do the following:

- The information about the Missing Child will be called through to Event Control. They in turn will put out the message: "We have an urgent message regarding a lost child – please listen" they will then give a brief description of the child and where last seen.
- Event Control will put out a radio call to Security with a brief description of the child without giving a name (gender, ethnicity, clothing, hair & eye colour, last known location). Security and Stewards, particularly near the last known location will begin a search.
- Those assigned to a post that they cannot leave without jeopardising event safety will visually scour the area near them.
- Security and Stewards at gates into and out of the site will pay close attention to all children leaving with adults to ensure that no adult is trying to leave site with the missing child.
- Security and Steward Control has the option to assign mobile security people a particular area or patch of the site to search.
- Those on active, mobile search will methodically check their area, toilet areas and backstage/ no go areas where a child may have roamed.
- While Security and Steward Control have initiated their search Event Control shall radio other channels to begin a search:
- The Medical crew will be contacted in case a child of that description has been brought in ill or injured. Any foot patrols will be asked to keep an eye out for the child.
- Site crew and Production crew will be told as they will be on the ground in various areas of the site and can help with the search.
- When the child has been located, the person finding the child will radio Event Control to say they are going to the welfare tent with "the child we were looking for". Welfare will get in touch with the parents.
- The child will be clearly identified as the one that was reported missing.
- Once parents have made a positive identification and claimed their child, Welfare will contact the Event Control to say "all is OK, the child has been claimed". The controllers will put the message across to all teams.
- If the child has not been found after a thorough search, then Event Management will call an emergency meeting with the event's Emergency Liaison Team (ELT) and discuss the next step which may mean a lockdown on site, calling police for advice or help in searching for a missing person. Parents will be consulted during this decision process.

## **TEENS AND ALCOHOL OR DRUGS**

The outlets for alcohol sales on site are all managed by experienced staff that are aware of the necessity to sell alcohol responsibly. A "Challenge 25" system will be in place and bar staff will ask for photo ID for anyone looking under 25. Should security notice alcohol in the hands of someone who looks under 18 they will check their ID. If they are underage the drink shall be confiscated and poured. If they can identify where the alcohol came from and if it was a proxy purchase, the purchaser will be removed from site and their details logged with control.

Drugs are not tolerated at Standon Calling and security measures are in place to stop drugs from coming onto site or dealing with any drug holders that may be found.

Despite all efforts to monitor alcohol and drugs on site, there may be instances when a teen may have had access to drink or a drug and has indulged to the point of illness or socially disruptive behaviour.

Should Security, Stewards or any event staff be presented with a youth who is ill or incapacitated due to intoxication or possible drug use, they shall be taken to the medical tent as soon as possible either on foot (if able to walk) or a medical unit will be called to them if they are incapable.

The medics on site will be trained and experienced in working with the conditions presented and their medical treatment; particularly of life-threatening conditions will take priority. They will be able to ascertain the name of the young person

Once the teen is out of danger medically but still in need of being watched, they will be handed to Welfare: NOTE: The medics would not be allowed to release anyone under 16 back into the event without a parent / guardian – no matter what condition they are in. Welfare will support anyone under 16 that needs minding.

If the youth is so incapacitated that they cannot give a name or they give a false name or the responsible adult/ guardian cannot be located, then that teen's welfare is the responsibility of the Event Management under License Objective 4.

As long as the young person is being medically treated they are under the care of the medical personnel. If medical treatment requires the young person to be taken to the hospital and no guardian / responsible adult has been located, then police or local Social Care shall be consulted regarding assumed responsibility once the young person has left site in the ambulance. Efforts will continue to contact the guardian.

Should the medical personnel feel that the immediate treatment has been given, yet the youth is not yet ready to be released, the medics may call upon a member of the Welfare team to sit with the youth while they are recovering. If the youth has fully recovered and the medics feel they can be released and no name has been given or no guardian/ responsible adult has been located on site, then Welfare will try to persuade the young person to contact the parent/ guardian. They will mind the youth until the parent/guardian arrives or hand over to Police or local Social Care will be assume responsibility.

No youth under 16 having received medical attention shall be released back into the event unless released to their guardian/ responsible adult.

Should Security be alerted to a social disorder situation that involves a teen, then that teen shall be held, their name taken and as with a medical situation, Welfare will attempt to locate the guardian/ responsible adult who accompanied that teen.

If a false name has been given or the guardian/ responsible adult has not been located, then Welfare will consult with Event Management about informing police of the situation and Police then assume responsibility for the young person. Every effort will be made to continue to locate the guardian / responsible adult on site

No youth having been held by security shall be released back into the event unless released to their guardian / responsible adult.

### **VULNERABLE ADULTS**

Protection for the safety and welfare of young people may also be extended to vulnerable adults on site. A vulnerable adult is defined as “a person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm”.

#### **Found or Missing vulnerable adult**

The most common safety/welfare issue for a vulnerable adult is separation from their family group or carer. It may be that a member of staff or crew have found a vulnerable adult in a state of distress because they cannot locate their carer, or a carer approaches a member of staff saying that they have lost sight of their charge.

The procedures to look after the found or search for the missing vulnerable adult will be the same as described above for found and missing children.

#### **Identifying a vulnerable adult**

Often there is a problem in identifying a vulnerable adult who may appear to be as any other adult on site. The following points should be kept in mind, particularly by security, stewards, medics and welfare personnel:

- Learning Difficulties – whereas some vulnerable adult may be easy to identify with something like a Downs Syndrome, others with learning difficulties may be less so. People with a learning difficulty may talk slower, become easily distracted, become distressed easily or withdraw into silence if they are frightened. In some cases it may be easy to assume that that the person is drunk or on drugs. People with a learning disability are often warned about talking to strangers so may be hesitant to speak to those who are trying to help them.

Speak calmly and clearly to the person. Do not speak “simply” as if they were a child but show patience and understanding that they may be afraid. If the vulnerable adult does not want to move to a place of safety such as the Welfare Unit, then a stand with them on the spot. You may radio to Welfare to come and assist if necessary.

They may have details of their carer that they can share that will help Welfare personnel try

to locate them.

- Neuro-Diverse / Autism - An autistic adult may be hard to recognise. If they are in the company of a Carer and in a situation of distress such as losing site of their Carer, they may be non-social, uncommunicative and may exhibit repetitive behaviours or even signs of aggression. They may be over stimulated by sights and sounds and want to hide in a quieter place. Again, it may be easy to assume at first that the person is drunk or drugged

Speak plainly and calmly. Do not talk down to them as if they were a child. Say that you are aware they are distressed and may want to go to a place that is quieter. Again, you may call the Welfare Unit to assist.

Once in a quieter place, the vulnerable adult may be able to communicate details of their carer and welfare can try to help locate them.

- Mental Health Issues – Some people may have a history of mental health issues that can be exasperated by being in large event surroundings. The sounds, sights, unfamiliar people may all trigger off feelings of distress, especially if the person is usually on medication but has not taken it during the event. They may appear confused, disoriented, exhibit incoherent speech. As with above, it is easy to confuse the behaviour with someone who is drunk or drugged. Unlike people with a learning disability or autism, a person with a mental health problem may not necessarily have a carer or family member with them

When encountering a person distressed and exhibiting erratic behaviour and speech, it is worth asking if they are at the event with a friend and if so, have they lost their friend. In which case, they can be taken to Welfare to be cared for until the friend/carer is found

If the person is incoherent and cannot answer basic questions, they should be taken to the medical unit initially when the medics can determine if the person has a physical cause for the erratic behaviour. Medics may be able to question more in depth about the person and the medications they are on.

If it is established that the person has MH issues, Welfare personnel can step in and either mind the person until their friend/carer is located or try to establish a best method for getting the person home where they will be less distressed.

If the medics assess that the person is having a psychotic episode and may be harmful to themselves or others and there is no other friend or carer about, then the local NHS may be contacted for advice and admitting the patient

- Elderly or Physically Disabled Adults - Some people attending the event may be vulnerable due to advanced age or a physical condition that requires them to have a carer present. Vulnerable adults in this group do not tend to separate from the carer or family as much. However, they do have needs that present themselves in terms of safety and welfare. These people may be allowed to come into the welfare unit for rest and care if they are in distress and unable to immediately get to their home or other secure place.

## **RECORD KEEPING**

Event Control, security, medics and welfare teams will all have accurate and thorough methods of

record keeping during the event so that management will have full statistical information of any issues that occurred involving children, youth or vulnerable adults.



## Representations objecting to Premises Licence Application - 25/0849/PL

1)

*"We are residents at [REDACTED] , and have been made aware of the blue notices for an application by Standon Calling Ltd for a Premises Licence at the fields adjacent to Standon Lordship, Barwick Road, Standon, Herts SG11 1PR.*

*We hereby wish for our objection to this application be considered before any such application be granted to this unacceptable venue.*

*As residents, we have had to endure many years of the Standon Calling Festival and every year we experience the same incompetence and disrespect to local residents by the owner, Alex Trenchard, and the organisers of this inappropriately located and oversized music venue. The impact on the local community by this festival is immeasurable. It has caused great distress and disruption and even trespass. The demise of this festival following the underhanded treatment and loss of unsuspecting venue goers and suppliers money (which is well documented within the social media site Facebook, 'Standing Calling Locals'), came as a great relief to the wider community. The difference it has made since the festival has gone has given residents relief, respite and reflection on how horrendous the experience was for all concerned. Security and normality has been restored since it's disappearance, with good reason.*

*Personally ourselves, we have experienced a long list of upsetting and disruptive incidents relating to both the preparation and during the event and provide here a brief description of some of the unacceptable instances. We have experienced gridlocked traffic on our very quiet single-track lane which has blocked access to our property, this also includes a constant flow of traffic which continues throughout the night, with speeding vehicles endangering children and animals together with residents own parked vehicles. The local Police have been informed on several occasions on this matter during the event, but have not been forthcoming in being able to deal with the problem, so residents are left unprotected. Taxis and vehicles also using this lane, drop off venue goers at our property, throughout the night and day, then using our driveway to turn around risking damage to our own vehicle which is parked within our private home. Venue goers also walking to and from the venue site, again throughout the night, causing horrendous noise, abusive language, drunkenness and urinating in hedges and verges outside our property and along the lane visible to everyone. Sleep is impossible for the entire duration of the event including during the preparation which causes obvious personal impact. The volume of litter and rubbish they also accumulated directly within our lane was colossal. We have even had to clear bottles and cans ourselves as no intervention for cleaning up was put in place on many occasions. It is completely unacceptable to have to witness this behaviour and the security fear this causes is immense. There have been other incidents relating to promises made by organisers which are never honoured each year, inadequate security provisions with inexperienced and/or missing security together with no police protection and availability for trouble being caused outside of the venue site itself. We are continuously left vulnerable.*

*We would be most grateful if you would kindly take our objection into consideration when assessing the suitability for this inappropriately located, oversized, unmanageable venue and event and also consider the previous handling by management, which has obviously caused not only us as residents great disruption and loss, but also the festival goers themselves, as evidenced within their continued calls for backdated refund and still the lack of communication given to them for future reimbursement. This licence should not go ahead and serious action should be taken to make sure the owner of this venture and his company do not affect anyone else in the future.*

*Should you require any further information, please do not hesitate to contact us. This email address is related to our daughter, [REDACTED], who has been involved over the years with contacting Standon Calling alongside ourselves, so is also part of the objection in relation to this and has sent our email on our behalf. Should you wish to contact us directly, our email address is [REDACTED]*

*Many thanks for your help in advance.”*

**2)**

*“This email is in response to the application by Standon Calling Ltd for a license for activities in the fields adjacent to Standon Lordship, Barwick Road Standon.*

*I am writing to ask you to reject the application that has been submitted by Standon Calling for any activity to proceed on the site.*

*I have lived on [REDACTED] for 10 years and in the village for 20 years. Our village is a small, quiet English countryside community. However, during the two-week period of the Standon Calling festival my road is one of the two roads used for access by set-up and build crews and visitors, the impact on residents is severe. The influx of 17,000 people over the four-day festival, along with taxis, campervans, and other traffic, is overwhelming. In the lead-up to the event, lorries and delivery vehicles crowd the lane and damage trees and cables to properties. The organizer, Alex Trenchard, has consistently failed to manage issues raised by residents or address issues like noise, speeding, parking, security, and safety. Community Support Liaisons employed by the festival have resigned due to disagreements with the organizers and none of the concerns raised have been addressed to locals' satisfaction. Residents have attempted to raise this with the council previously but to no avail.*

*Following the end of the event in 2023 land owners, several performers, vendors several of whom were local were not paid. Tickets went on sale for the 2024 festival within days and ultimately those people who had spent hundreds of pounds on advance tickets for 2024 were asked to roll over the ticket till 2025 because the event was going to be cancelled. The event in 2025 was also cancelled. There are still people to this day who have not received refunds for their tickets that they paid for in 2023, some of those are local people. Communication from the organisers has been sporadic with no responsibility being taken for the wider implications of this. Evidence of this can be viewed through the Standon Calling Locals group on Facebook or on the BBC Website.*

*I object to the event based on a number of factors which I have listed below;*

*Impact on the environment*

*The noise generated over the 4 days of the festival can be heard for miles around the Standon area, the 4,141 residents of Standon and the 415 residents of Colliers end will all be heavily affected by the noise of the festival. Not only does the music extend until the small hours but the noise generated by those camping and exiting vehicles from the site at all hours only prolongs the disruption for residents. People with young families, those who work, elderly people, etc will all be affected by the volume and duration of the noise generated by this event. It makes it difficult to sleep, to work from home, to use public transport or roads and to generally function in a normal way while the festival is happening. It can be very difficult to make phone calls or to use the internet for the duration of the festival due to overloaded mobile networks. The sheer number of people using their phones simultaneously overwhelms the network capacity, leading to dropped calls, slow data speeds, and difficulty connecting, ultimately affecting residents even further.*

*Waste generated at the site is collected over the following week but rubbish is left in hedgerows and on the surrounding lanes and this isn't collected by the organiser.*

*Standon and its surrounding area are home to a variety of wildlife, including fallow deer, red kites, badgers and buzzards. Needless to say the introduction of 17,000 people to this area over a 4 day period has a negative impact on the habitat of many animals and flora and fauna.*

#### *Impact on traffic & parking*

*The Standon Calling festival significantly impacts access and congestion in the local area. The venue is accessed via narrow country lanes, Dowsetts Lane and Barwick Road, which cannot accommodate two cars passing side by side. This leads to vehicles cutting into hedgerows, grass verges, pavements, and even driveways.*

*Speeding is not effectively managed, and police presence is minimal, despite annual complaints from residents. Although organizers claim the road will be one-way, this is not enforced. Paid parking is available at the site, but many attendees park along the roads, causing further access issues. Dowsetts Lane is not designed for foot traffic, yet it sees heavy pedestrian use, especially dangerous at night due to the lack of street lighting. The influx of 17,000 people over the four-day festival, including taxis and campervans, overwhelms the local infrastructure, which serves only 4,556 residents.*

*Residents often cannot park outside their homes due to the risk of damage from speeding cars.*

#### *Impact on local amenities & services*

*The influx of 17,000 people to the parish of Standon places immense strain on local facilities like public transport, waste disposal, and emergency services. This was evident in 2021 when the festival flooded, and festival organizers lost control of the event. Despite advance weather warnings, inadequate planning led to chaos as vehicles and attendees were unable to exit the site safely. Roads were blocked, and festival-goers struggled to leave as more and more people tried to access the site to collect family members and friends. The festival was closed and police had to manage the situation, advising people to avoid the area. Vehicles were stranded, and long queues formed as people tried to leave in the dark. The aftermath left waste and debris scattered across the landscape with thousands of tents and clothing littered everywhere on fields and roads.*

#### *Impact on the character and appearance of the area*

*This festival affects the appearance of the local area and immediately around Standon calling location, the traffic, noise, people, litter, evidence of drug use and waste left behind on the festival site are shameful.*

*As already mentioned the volume of cars cuts into hedgerows, verges, etc and this also has a negative affect on the wildlife and environment. Additionally is the negative impact by association because of the conduct of the organiser, the BBC has run several articles over the years about the festival including the article in 3 February 2024 about the Standon Calling festival caterers and acts 'owed thousands', this is as much of a blight on the local area as the damage physically.*

*Impact on neighbouring properties*

*People choose to live in rural areas for various reasons, including: peace and quiet, connection to nature, strong community ties, safety and improved health and wellbeing.*

*Standon Calling at its inception may have held some of these values but given its scale it certainly doesn't any longer. The festival has quite simply outgrown its space, it makes it difficult for many residents to live their normal lives. The festival negatively impacts peace and quiet, the local environment and nature, It disrupts and causes friction with communities, makes people feel unsafe in their homes, and affects health and wellbeing for lots of residents, it can be an incredibly anxious and stressful time for lots of people.*

*The council and planning team has a duty of care to do better by local residents to protect them from unscrupulous practices and behaviour associated with this event and organisers. Many local residents have shared views concerning this Festival and would prefer for it not to return. T*

*To not have refunded individuals or to have paid suppliers and performers before planning another event is shameful. Regardless of how its marketed, make no mistake this is not a festival for local people, there is no direct benefit for the local community and very little support or help given back to the community before, during or after the event.*

*I would be grateful if you could let me know if there will be a proper consultation with residents about the proposal for this event. Many of the elderly and less able-bodied residents will not have seen the notices posted around the site."*

**It is pertinent to note that the member of public who provided this objection refused to mediate with the applicant stating:**

"My objection was for the council planning team. Thank you, I'm not interested in a response or engagement from people who are consistently economical with the truth. I'll wait for the position from the council."

**REPRESENTATION FORM FROM RESPONSIBLE AUTHORITIES**

Responsible Authority (please delete as applicable):

Police

<b>Your Name</b>	Sarbjit Minichiello
<b>Job Title</b>	Senior Licensing Officer
<b>Postal and email address</b>	Police Office, Hale Road, Hertford
<b>Contact telephone number</b>	[REDACTED]

<b>Name of the premises you are making a representation about</b>	Standon Calling Festival
<b>Address of the premises you are making a representation about</b>	

<b>Which of the four licensing Objectives does your representation relate to?</b>		<b>Please detail the evidence supporting your representation. Or the reason for your representation. Please use separate sheets if necessary</b>
Crime and Disorder Public Nuisance Public Safety Protection of Children	Yes Yes Yes Yes	<p><b>Representation: Premises Licence 25/0849PL – Standon Calling Festival</b></p> <p><b>Licence Reference: 25/0849PL</b></p> <p>Please see attached documentation and proposed conditions.</p>

<b>Suggested conditions that could be added to the licence to remedy your representation or other suggestions you would like the Licensing Sub Committee to take into account. Please use separate sheets where necessary and refer to checklist.</b>	
---	--

Signed: Sarbjit Minichiello

Date: 29/8/2025

Please return this form along with any additional sheets to: East Herts Licensing Authority, Wallfields, Pegs Lane, Hertford, Herts SG13 8EQ or email to [community.protection@eastherts.gov.uk](mailto:community.protection@eastherts.gov.uk)

**This form must be returned within the Statutory Period. For more details please check with the Community Protection Section Unit on 01279 655261**



**Representation: Premises Licence 25/0849PL – Standon Calling Festival**

Submitted by: East Herts Police Licensing

Date: 29.8.2025

Premises: Standon Calling Festival

Licence Reference: 25/0849PL

**Representation Summary:**

This representation is submitted by East Herts Police Licensing in relation to the application for a premises licence for Standon Calling Festival under reference 25/0849PL.

Despite constructive dialogue with the applicant, agreement has not yet been reached regarding the proposed licensing conditions (attached). While the proposed conditions aim to uphold the licensing objectives, East Herts Police Licensing has identified several areas that require further negotiation, clarification, or amendment before support can be given to the licence in its current form.

**Key Areas of Concern:**

- - Event Duration and Notification Requirements
- - Traffic Management Plan (TMP)
- - Event Management Plan (EMP)
- - Safeguarding and Vulnerable Persons
- - Noise Management Plan (NMP)
- - Alcohol and Entry Policies
- - Security and Stewarding
- - Insurance and Liability

**Conclusion:**

East Herts Police Licensing remains committed to working collaboratively with the applicant and other responsible authorities to ensure the licensing objectives are met. However, until agreement is reached on the above matters, this representation is submitted to formally object to the licence being granted under the proposed conditions.

This representation is made in accordance with the Licensing Act 2003 and will be



reviewed should further negotiations result in revised conditions that address the concerns outlined above.



## Proposed Licensing Conditions for Standon Calling Festival 25/0849PL

1. The maximum total capacity of the premises, inclusive of staff and artists, shall be:
  - 20,000 for year 2026
  - 25,000 for year 2027
  - 30,000 for year 2028
2. Only one premises licence may be used to authorise licensable activities at any one time. The premises licence holder must notify East Herts Police in writing at least four (4) months in advance of any event, specifying which premises licence will be in effect for the duration of that event.
3. This premise licence only authorises licensable activity to take place between the period of 1st May and 30th September each year.
4. The premise licence authorises licensable activities on a maximum of eight (8) days within any period of fourteen (14) consecutive days, commencing on the first day the licence is used in each calendar year.
5. East Herts Police Licensing shall be notified of the proposed event dates no later than four (4) months prior to the commencement of the events. Written confirmation of receipt from East Herts Police must be obtained and retained by the licence holder for inspection upon request.
6. A comprehensive Traffic Management Plan (TMP) must be submitted to both:
  - East Herts Police via [LicensingEastHertsarea@herts.police.uk](mailto:LicensingEastHertsarea@herts.police.uk), and
  - Hertfordshire County Council (HCC) via [NM.East@hertfordshire.gov.uk](mailto:NM.East@hertfordshire.gov.uk)No later than three (3) months prior to the schedule date of the events. Written confirmation of receipt from both East Herts Police and HCC must be obtained and retained by the licence holder for inspection upon request.



7. The traffic management plan shall cover:
  - The management of the traffic on the roads surrounding the event.
  - Management of those attending and leaving the event as well as local residential traffic.
  - Internal site signage for traffic.
  - Car park management and lighting.
  - Expected traffic levels throughout the event.
  - Control measures to be used.
  - Taxis and drop off facilities and operation of this facility.
  
8. A Temporary Traffic Regulation Order (TRRO) must be:
  - Applied for.
  - Formally approved by HCC.
  - Published in accordance with statutory requirements and implemented in full.

No later than twenty-eight (28) calendar days prior to the commencement of the events. The event must not proceed unless all the above steps have been completed within the specified timeframe.
  
9. The approved Traffic Management Plan (TMP) must be fully implemented and adhered to throughout the events. Any amendments to the TMP during the event must be:
  - Pre-approved by Hertfordshire County Council (HCC) and/or East Herts Police, or
  - Made in response of an emergency where immediate action is required to prevent a breach of the licensing objectives.
  - In case of emergency amendments, the licence holder must notify HCC and East Herts Police as soon as reasonably practicable and record the nature and justification of the amendment for post event review.
  
10. A comprehensive Event Management Plan (EMP), tailored specifically to the events, must be submitted the Safety Advisory Group (SAG) via [safe.events@eastherts.gov.uk](mailto:safe.events@eastherts.gov.uk) no later than three (3) calendar months prior to the commencement of the event. The licence holder must retain confirmation of submission and make it available for inspection upon request by any authorised officer.
  
11. The EMP shall contain Appendices detailing in full the following matters:
  - A scaled site plan which shows all areas of the event mentioned in the EMP and particularly:
    - the location and size of all areas of the even to the site infrastructure.

- the immediate surrounding area including ingress and egress for pedestrians, vehicles and crew.
  - emergency evacuation routes and access / egress routes for emergency services.
- A policy for the inspection of the structures built on the site. This will include a maintenance and inspection programme with his methodology of testing. The Licence holder will consult with relevant persons with expertise e.g. a suitable building control body, or other similar organisation to agree the structural integrity of the bales.
  - An event risk assessment, covering all areas of risk and management of risks to ensure the health and safety of all those on site.
  - A crowd management plan including capacities and evacuation times from each area of the site to allow for safe and quick evacuation in the event of an emergency.
  - Emergency protocols and major incident plan covering the following types emergencies:
    - fire
    - bomb threat
    - suspect packages
    - public disorder / disturbance
    - structural failure
    - hazardous substances
    - detained person
    - injury to a person
    - crime in progress.
  - The role of the Event Liaison Team ELT, coded messages, alert and procedures for each, partial evacuation procedure, full evacuation procedure, rendezvous points (RVP's), emergency announcements, event stop procedures, crime scene management.
  - The extreme weather procedure and action plan covering all adverse weather conditions detailing the impact and actions to be taken in each possibility.
  - A waste management plan.

- Medical provisions plan covering details of medical/first aid points.
- Drugs and psychoactive substances policy. A zero-tolerance policy is to be adopted in relation to any quantity of drugs, any items found to result in ejection or refusal of entry.
- Weapons policy. A zero-tolerance policy to be adopted in relation to any weapons found that are made, used or adapted to cause injury, any such items found to result in ejection or refusal of entry. Such items are to include knives where the blade is more than 3 inches in length.
- Eviction policy and procedure including eviction notices, detailing circumstances under which a person will be evicted, the eviction process and onward travel from the festival of the evicted person.
- Bar management and alcohol policy including staff management structure and responsibilities, bar staff and briefings for the event.
- A Safeguarding policy and plan to cover both children and vulnerable adults, but especially those under 18's and those who lack capacity through intoxication and a lost child procedure.
- A communications strategy covering local community engagement, transport options, complaints, arrival and dispersal from the event.
- An organisational structure.
- Entry policy and procedure including publicised conditions of entry, prohibited items, search policy on entry, entry refusal process. A prohibited items policy, which shall include.
  - glass utensils or drinking vessels of any kind.
  - weapons
  - illegal drugs, including psychoactive substances.
  - fireworks, sky lanterns or kites, CO2 canisters
  - flares
  - laser pens
  - alcohol over the allowed allowance of 16 cans / 8 litres of beer or cider, or 2.25 litres (one box) of wine per person. That on re-admittance of a person no alcohol to be brought onto the site by

that person.

12. A noise management plan (NMP) must be prepared and implemented for each event. The NMP must:

- Be tailored to the specific event.
- Have regard to any recommendations or requirements set by Environmental Health at East Herts Council.
- Include details of noise control measures, monitoring locations and response procedures for complaints.

The licence holder must ensure that noise monitoring is carried out during the event and a post event noise monitoring report is submitted to Environmental Health no later than fourteen (14) calendar days following the close of the final event.

13. A plan of all areas of the event and all documents referred to in the Event Management Plan shall be available for inspection during the event by officers of responsible authorities should they request access or ask to view the documents.

14. The event will be managed in accordance with the EMP. During the operational phase any deviation from the EMP must be fully documented and rationale recorded at the time.

15. A record of all drugs and psychoactive substances confiscated shall be maintained securely and provided to the police at the conclusion of the events.

16. An on-site control hub will be accessible to the Police and responsible authorities if at any time it is notified as necessary by the responsible authorities.

17. All public address systems shall be under the control of the premises license holder or their nominated representatives so that emergency broadcast message can override the musical entertainment and can be delivered clearly audibly to all parts of the site.

18. No more than 20% of the available tickets shall be available for purchase at the entrance to the site on the day of the event.

19. Entry numbers will be monitored and always recorded using attendance counting devices.

20. The Premise License Holder shall publish a message on the event website containing the following information:

- Terms and Conditions of entry, to include searching on entry and list of prohibited items.
- Under 18's will need to be accompanied by an adult 21 years old or over
- The Challenge 25 Policy.
- Quantity of alcohol permitted to be brought on to the site.
- That no glass vessels and bottles allowed on site.
- Disabled access and facilities information.
- Medical facilities.
- Local weather updates (required only in the 7 days prior to the event).
- Travel Information.
- Maps of the site and surrounding area.
- Post code for Satellite Navigation Systems.

21. There shall be an area within the licensable area dedicated to dealing with vulnerable children and adults this includes those who are vulnerable through drink and drugs. There shall always be on duty at this location a person nominated as in charge. Staff working in this area shall have access to a radio connecting with the event management.

22. People under the age of 18 years must be accompanied by an adult 21 years old or over to gain entry. A maximum of 3 under 18's to be allowed in with each person 21 years or over. The adult (over 21) entering with any person under 18 years is to be informed of their responsibilities with regards to the person under 18 years.

23. A team of SIA licensed Security Personnel and NVQ trained Safety Stewards are to be deployed throughout the event, this team must be trained, briefed and aware of both the need to identify any hazards which may present a safety risk to any persons and the correct reporting procedure to escalate any concerns for resolution.

24. All stewards and Security Industry Authority staff shall wear high visibility jackets so that they are easily identifiable whilst on duty, except those working in a covert capacity. There shall be an established chain of command for all stewards and Security Industry Authority personnel who shall report directly upwards to their Supervisor who in turn will report directly to the Security Manager.

25. Body Worn CCTV to be used throughout the licensed period, and at any time when members are on site, by the security team to deter crime and disorder and capture evidence of any persons involved in undesirable activities. At any one time, a minimum of 8 Body Worn Cameras will be deployed.
26. No staff member, whilst working at the premises and/or in uniform at the premises, will be permitted to consume alcohol on site or be under the influence of alcohol at any time whilst working.
27. Only 100% polycarbonate drinking vessels or drinks containers are to be provided to the public on site and no glass equivalents are to be permitted in areas open to the public.
28. A refusal register and incident log shall be maintained and kept and made available to Responsible Authorities on request.
29. A challenge 25 scheme will be adopted and customers who appear to be under 25 years of age will be required to prove their age when purchasing alcohol. Suitable forms of identification will be a passport, 'pass' card or other identification recognised by the licensing authority in its statement of licensing policy. Each bar to have visible signage that relates to challenge 25.
30. Where Special Police Services (SPS) are required in connection with any event held under this premises licence, full payment must be made and cleared into the designated Hertfordshire Constabulary account no later than 7 days prior to the commencement of the event.
31. The Premises Licence Holder shall take out Public Liability and Third-Party insurance to cover at least £5,000,000.00 (five million pounds) for any one occurrence. If requested by police, the Premises Licence Holder shall provide them with certified copies of the Policy and Certificates of Insurance, or other acceptable proof of cover, not later than 14 days prior to the start of the event.