

Event Management Plan

Tavistock Jubilee Gala Day

Event Name	Jubilee Gala Day
Event Location	Tavistock, Devon
Event Date	2 nd June 2022
Organisation	Tavistock Business Improvement District
Document last updated	26.05.22

EVENT MANAGEMENT PLAN

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Event management

Event overview

Gala Day featuring a flag pageant to celebrate the Platinum Jubilee of Her Majesty Queen Elizabeth II.

Events take place from 11:00am until 4pm, commencing with a flag pageant throughout town towards St. Eustachius.

Entertainment includes: stalls, street entertainment, steam engines, singers, live music and performances.

The event is organized by Tavistock Business Improvement District (BID), supported by Tavistock Town Council and Tavistock Chamber of Commerce. Delivery partners are Miss Ivy Events, Tavistock Lions Club, The Robey Trust, West Devon Art Workshops and Just Sewn Stories. Tavistock Lions will act as contractors for the supply of Marshalls during the flag pageant. Miss Ivy Events will be providing Marshalls for other zones in the town.

Up to 2,000 persons may be present over the course of the day – estimating 500 at any given time.

The event is being held on Thursday June 2nd.

Licence and application checklist

Checklist	Yes	No	N/A
Event Notification Form (ENF)	✓		
Road Closure Application	✓		
Temporary Event Notice (TEN)	✓		
Any other licensing requirements (provide details) consents and licences			✓
Have you checked if your event requires planning permission? (provide details)			✓

Key event management contacts

The event manager has overall responsibility for all aspects of the event. Depending on the nature and scale of the event, other people will have key tasks and responsibilities allocated to them but will report to the event manager.

Name	Role	Responsibility	Contact Details
BID Chairman	Event Control	Overall responsibility	<i>Chris Palmer</i> 07846 240786 chris@hansfordbell.co.uk
BID Events Manager	Production	All event infrastructure, ordering, delivery timings etc	<i>Jo Macaskie</i> 07739 033476 jo@missivyevents.co.uk
BID Events Manager	Volunteer Coordinator	Volunteer recruitment, training and event day management	<i>Jo Macaskie</i> 07739 033476 jo@missivyevents.co.uk
BID Events Manager	Steward Coordinator	Recruitment, training and event day management	<i>Jo Macaskie</i> 07739 033476 jo@missivyevents.co.uk
Tavistock Lions	Steward Coordinator – Pageant	Planning & event day management	<i>Alan Wroath</i> alanwroath@aol.com
BID Events Manager	Welfare	Toilets and wash facilities	<i>Jo Macaskie</i> 07739 033476 jo@missivyevents.co.uk
West Devon Borough Council	Waste Management	Organisation of waste clearance and recycling	<i>Kilworthy Park PL19 0BZ</i> 01822 813600

Key event contacts – other

Authorities (fire, police, first aid etc)				
Organisation	Contact	Service	Contact details	Notes
Police	101 / 999	On call	tavistock@devonandcornwall.pnn.police.uk Abbey Rise, Tavistock PL19 9AS	Safety Action Group (SAG) members
Fire	999	On call	phawke@dsfire.gov.uk The Knowle. Clyst St George. Exeter. EX3 0NW	
SWAST	101 / 999	On call	Tim.Beckett@swast.nhs.uk Derriford Ambulance Station, Morlaix Drive, Derriford, PL6 5AB	
West Devon Borough Council	01803 861431	Pre-arranged	Hayley.duffy@swdevon.gov.uk Waste@swdevon.gov.uk	
Tavistock Hospital	01822 612233 / 101 / 999	On call	Spring Hill, Tavistock, Devon, PL19 8LD	

Staffing

- Organising staff include the BID Chairman, TDCC Chairman and Event Manager;
- Tavistock Lions Club will coordinate the flag pageant and rolling road block – with 37 stewards present;
- A Tavistock Town Council representative will accompany the flag pageant;
- Stewards include those undertaking traffic management, policing the road closures – the rolling road block only - and public safety etc;
- Cleaning and waste disposal undertaken by West Devon Borough Council during and after the event;

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Programme Schedule

Schedule Jubilee Gala Day – prior to event day						
Date	Task	Start	Finish	Resources/ who	Notes	Complete
16.05.22	Liaison with the Event Safety Advisory Group (SAG).	10:00	11:00	JS, WS, BR, PH, TB, LC, AK, JM, CP		
28.02.22	Application for Rolling Road Closure to County Council					Complete
Ongoing	Collection and appraisal of risk assessments, insurance documents and competence certificates (where applicable) from all participant's and stall holders.					
Schedule Jubilee Gala Day – event day						
02.06.22	Event set-up Bedford Square Guildhall Car Park Closed	07:00	09:00	JM TTC	During the event setup Bedford is not closed off, so there is a risk of accident involving pedestrians as the stage is constructed and marquees are erected. Stage will arrive early in the morning on event day in order to provide a safe environment for the construction on Bedford Square. At this time, very few pedestrians will be in the area. CP to ensure public safety while the stage is located. Delivery vehicles will park in loading bay on edge of Bedford Square.	
	Electricity installed to the stage.	08:00	09:00	JM	Cables to be laid into Court Gate, with safety precautions undertaken.	
	Team briefing to Steward, Volunteers and all designated persons	0800	09:00	CP/JM	Bedford Square	

					<p><u>Crossings around Bedford Square.</u> It is an area of concern regarding possible collisions given that the roads are open.</p> <p><i>In order to control this situation, signage denoting SLOW for oncoming traffic. Warning signage is required for pedestrians to be aware of vehicles. Should crowds become dense, stewards are to be placed on the edges of Bedford Square.</i></p>	
Placing of bin for waste materials	08:00	09:00	WDBC	WDBC street team to place additional bins and collect waste throughout the evening. Also to provide a street clean at close of day.		
Placing of crowd control barriers	08:00	08:30	TTC	Barriers to be delivered to Guildhall Car Park in case need arises.		
Stall holders and contributors arrive on site and set up	09:00			Areas include: Bedford Square, Guildhall Car Park, St. Eustachius, Bank Square Car Park.		
No further movement of vehicles on Bedford Square or the Guildhall Car Park	10:30	16:30	Miss Ivy			
Meeting point for schools participating in the flag pageant in The Meadows - flags are distributed and safety briefing delivered	10:45		Tavistock Lions	Tavistock Lions and Tavistock Town Council leads will deliver a safety briefing to participants.		
Flag Pageant	11:00	12:00	Tavistock Lions	The route starts at The Meadows and goes up the River Tavy to Abbey Bridge; Bedford Square, Duke Street, Market Road, Bedford Square, West Street, Garden Lane, St. Eustachius. A rolling road closure will be manned by Tavistock Lions. Dynamic assessment to be completed in relation to number of participants and density of traffic on the route.		
				<p><u>Crossings during Flag Pageant.</u> Tavistock Lions will be holding traffic during</p>		

					a rolling road block. <i>In order to control this situation, warning signage will be placed with stewards at each crossing point.</i>	
	Events and displays	11:00	16:00			
	Crowd Control	11:00	16:00	CP/JM	<i>Dynamic assessment to be completed in relation to the number of people on Bedford Square in accordance with ‘Managing Crowd Density at Your Event’.</i>	
	Mayor’s Welcome	12:00	12:10			
	Close of event	16:00				
	Pack up of the participant’s equipment and apparatus.	16:30				
	Clean up and removal of waste materials	17:30		WDBC		

Flag Pageant

Participants will meet in The Meadows at 10:45am. Parade will begin at 11:00am.

Tavistock Lions will have radio communication and will alert stewards on Abbey Bridge and Plymouth Road (by St. Eustachius) when the procession is on the move. On approach to Abbey Bridge, additional attention must be paid to the safe passage of participants to the A386 – this will include placing appropriate signage at the crossing point and will involve stopping traffic for a short period of time.

Stewards on Plymouth Road will be required to do the same.

The route passes to Duke Street and Market Road – due to one-way system, traffic will naturally be behind the procession.

On arrival back onto the A386 from Market Road, stewards will once again be required to hold the traffic here and at the top of Plymouth Road while the procession moves towards Bedford Square.

The route then passes up to West Street, down Russell Street and into Garden Lane.

On arrival into St. Eustachius, Tavistock Lions will direct the participating schools to ‘plant’ their flags into a specific area.

Selected children from the procession will then sing in a finale.

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Health and safety

Your responsibility for health and safety at your event

Even if you are a community organisation with no employees, you still have a responsibility under the [Health and Safety at Work Act 1974](#) to ensure that your event and any contractors are operating legally and safely. The sections below will help ensure you take all reasonable steps to ensure your event is safe and meets health and safety laws and guidelines.

Risk assessments and management

Risk assessments cover all health, safety and planning aspects of your event. You should develop your [risk assessment](#) early on, monitor it constantly and adjust it as necessary. The first step is to develop a **risk register**, which identifies the risks for your event. Each risk listed in the register will need to be included in the risk assessment.

- Risk assessments have been completed re: the day's activities and is available as part of the Event Management Plan. *The risk assessments are included as an annex of this document.*

Risk assessments – contractors / participants

Your contractors could include a fun fair ride, face painter or walkabout performer. As the event organiser you are responsible for anything you contract in.

- Risk assessments and where applicable method statements are to be provided by all participants and those that carry out work activity including the fitment and erection of apparatus and facilities.
- The risk assessment / method statement should be scrutinised to ensure it has adequate controls in place for the work activity.
- The participant list should be completed and include the provision of Public Liability Insurances.
- All documentation is to be provided prior to the event.
- All participants are to be included on the Contributor / Exhibitor checklist.
- Review Contributor / Exhibitor checklist prior to the event in order to ensure that all information and relevant documentation is available.
- Stalls should not obstruct any fire hydrants.
- Stalls that need licensing must apply for these directly but give a copy to event organiser.

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Security

Most events require some professional security or stewarding to help with crowd control. Your risk assessment must include your security requirements, which will depend on things like your event location, date, operating times, target audience, planned attendance numbers, fenced or open site etc.

Security at events must be [SIA \(Security Industry Authority\)](#) registered.

- Miss Ivy Events and Tavistock Lions Club are contracted for providing Stewards for the event. The Stewards are not [SIA \(Security Industry Authority\)](#) registered, but they are deemed to be competent.
- There will be 7 Stewards for the main event – including the BID Chairman and Event Manager. The Stewards will answer to the BID Chairman and Event Manager prior to and during the event.
- There will be a steward at each Bar area – on Bedford Square and Bank Square Car Park.
- The BID Chairman / Event Manager provides an initial assessment of any security related incident prior to informing the Police.
- Police are part of the planning process and are aware of the event. If available on the day of the event representatives from the Police will be in attendance, however there is not any guarantee of their attendance.
- The Security for the event is under the control of Tavistock BID including an initial emergency response.
- South West Ambulance Service is aware of the event – attendance will be via usual methods of calling 999.

- The Pageant event will have a total of 37 Stewards, controlled by a Lead Steward and TTC representative – Cllr. Mann.
- 15 people escorting the procession
 - 2 in a lead car
 - 12 on road closures
 - 4 in the Church Yard
 - 2 in the Church as emergency cover
 - 2 Council Employees in the Square
- The event will terminate with the schools placing their flags in the Churchyard and then entering the Church for a performance of the Jubilee Song. From there, children will be allowed to leave with their parents / caregiver or teacher.

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Stewarding

Like your security requirements, the number of Stewards you need will depend on your risk assessment, event location, date, operating times, target audience, planned attendance numbers, fenced or open site etc.

- Stewards require briefings, so they are fully aware of their duties and responsibilities.
- You must develop a communications plan for all staff, including marshals, so they understand how they should share information or report incidents during the event.

- Tavistock Town Council is responsible for the closing of the Guildhall Car Park.
- The BID Chairman is responsible for the overall safety of event attendees.
- Event Stewards are employed by Miss Ivy Events and are responsible for the management of stall holders and for implementing any safety measures requested by the BID Chairman.
- The response to Stewards by members of the public will depend on the Stewards' dress, behaviour and on the attitude. For a Steward to have credibility members of the public must have confidence in the ability of the individual:
 - Stewards should not use personal mobiles to text, to have long chats with each other;
 - Lean up against walls showing disinterest etc;
 - They should be vigilant and **actively** engage with the public in order to reassure the public.
- Stewards also have a mobile patrolling responsibility.
- **Mayors Welcome** – Stewards to monitor crowd density and provide crowd control.

- **Hazardous areas:**

There is the possibility of pedestrians to be at risk from moving traffic in the following areas:

 - Bedford Square – crossing to St. Eustachius
 - Guildhall Car Park onto Plymouth Road
 - Bedford Square onto Duke Street
 - Bedford Square and Duke Street crossing to West Street
- The BID Chairman and Event Manager should complete a dynamic assessment of the numbers leaving Bedford Square. **Where life is in danger from oncoming traffic, stewards should be placed on the edges of Bedford Square and may be called on to temporarily stop oncoming traffic.**

- **Steward responsibilities:**
 - Should monitor and reactively control the number of pedestrians in their zone to prevent injury;
 - Should give advice and direction to members of the public;
 - Should prevent the access of vehicles to closed area;
 - Should wear appropriate PPE and dress;
 - Should risk assess conditions involving pedestrians and vehicles, making a dynamic assessment if conditions deteriorate;
 - Should initiate emergency first aid measures;
 - Should assess security implications, include the loss of children;
 - Should carry out emergency response procedures as seen applicable;
 - Should initiate emergency procedures when there is a danger of injury to persons;
 - Maintain communication to the Event Manager and Lead Marshal in respect to any nonstandard incident or emergency.

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Emergency procedures

You must document your procedures for:

- Fire including access/egress for emergency service vehicles;
- Site evacuation (Public, disabled, staff, stall holders, stewards);
- Communicating with the emergency services, public, staff, stewards and stall holders in an emergency;
- Escalation procedures. In the event of an emergency occurring, a decision will need to be made around whether to manage the response to the situation from Event Control or to declare it a Major Incident. The Police will normally make this decision and, if required, will activate the normal call out process to make this happen. These procedures are fully understood and regularly used by all emergency and partner responding services.

All emergency incident should be reported using the METHANE format as below:

- M – Major Incident declared?
- E – Exact location
- T – Type of incident
- H – Hazards present, potential or suspected
- A – Routes that are safe to use or closed
- N – Number, type and severity of casualties
- E – Emergency services currently present and those required

- **Emergencies may include:**
 - Fire risk;
 - Risk of violence or civil disturbance;
 - Collision;
 - Act of Terrorism;
 - Crushing injuries from excessive crowding;
 - First aid and medical injury;
 - Extremes in weather;
 - Suspicious package;
 - Excessive intake of drugs and alcohol.
- In accordance with advice from CPNI, one of the most disruptive measures to counter terrorist and wider criminality are Stewards who are vigilant and proactively engage with the public. Note any suspicious behaviour and report immediately to the BID Chairman should they have any concerns.
- Following a terrorist incident, mobile telephone communication may be unavailable. Radio communication should be used as the main form of communication during Dickensian Evening.
- ***A comprehensive briefing session is to be instigated for all key participants including Stewards and volunteers prior to the event.***

Emergency Response

- Emergency response initially by Stewards after observing an incident or being alerted by the public.
- An initial assessment is conducted by the first members at the scene of the incident, at which time this is reported to all other staff members including the BID Chairman / Event Manager.
- The BID Chairman and Event Manager respond to the report of the incident to make an assessment.

- Senior staff members (Event Manager / Lead Steward) will then initiate a plan of action depending upon the circumstances and emergency. The overriding objective is to protect members of the public by enabling / encouraging them to leave the risk area or placing them in an area of relative safety.
- Stewards should be in place to disperse crowds away from the risk area.
- Stewards are to provide vehicle access to the risk area. Access must be made available throughout the site for emergency service vehicles.
- An ongoing dynamic assessment of the incident should be maintained by the Senior staff members.
- The Emergency Services should be informed of the incident if their services are required or the response needs to be escalated.
- An ongoing dynamic assessment of the incident should be maintained by the Senior staff members.

Excessive intake of drugs and alcohol.

- If you believe that an individual is under the influence of excessive alcohol / drugs and are a risk to themselves and other, approach the person. Begin with a friendly 'Can I help you'?
- Be confident, be polite but challenge them if you can – use your communication skills.

Take a non-confrontational approach to the situation

- **Stay calm.** The worst thing you can do in this situation is to raise your energy level to theirs, as it might turn a combustible situation into an all-out explosion. However, as a Steward you cannot simply walk away from the situation, you must stay engaged and calm with the individual.
 - The most obvious thing to avoid is raising your voice.
 - Don't be sarcastic. You will convey the message that you do not care, and that will aggravate them.
 - Do your best to maintain a soothing voice and mask any frustration you might feel.
- **Control your own body language.** It's easy to read the nonverbal cues of aggression and anger in other people's bodies but be aware of the messages your own body is sending to the individual. Some nonverbal cues to control and avoid include:
 - Pacing
 - Drumming your fingers or tapping your feet
 - Clenching your fists
 - Clenching your jaw
 - Rolling your eyes
 - Furrowing your eyebrows
 - Staring the customer down
 - Crossing your arms or putting your hands on your hips
- **Don't enter the individuals physical space.** Even when everyone's calm, violating someone's personal space can be interpreted as a show of aggression or lack of care for someone's level of comfort. When people get angry, they need a larger area of personal space, so give aggressive individuals wide berth. Otherwise, they may think you're trying to show aggression of your own, or that you're not taking the situation seriously by failing to recognize how agitated they've grown.
- Protect yourself from potential violence – maintain a large personal space.
- Assess the physical ability of the individual as they may require medical assistance or if it is safe for the individual, encourage them to go home.
- If the individual is a risk to themselves or other contact the Event Manager / Lead Steward who will make an assessment when or if to inform the Emergency Services.

Telephone Bomb Threat:

- In the event of a telephone bomb threat. Stay calm and listen – alert a colleague to call 999, followed by contacting the Event manager / Lead Steward via radio:

- Allow the caller to speak uninterrupted;
- Obtain as much information as possible about the caller;
- Try to get the caller to be precise about the location and timing of the bomb and who they represent;
- **Write down what is said**, what location is being targeted and how. Record the message if possible;
- After the call dial 1471 to obtain the caller number if possible;

Email Bomb Threats:

- Do not reply, forward or delete a bomb threat made via email;
- Note the address and print off a hard copy;
- Preserve all web log files - as a guide 7 day prior and 48 hours after the receipt of the threat message.

Responsibility for the initial decision making remains with the Event Manager / Lead Steward. Do not delay your decision-making process waiting for the arrival of police. Your options are to evacuate, lockdown the building/site/venue or, where the threat is assessed as not credible, limit your actions to informing the police and searching the venue for suspicious items.

Suspicious package

- **What to do:**
 - Do not touch it;
 - Make immediate enquiries to trace the owner;
 - Did anyone see who left it?
 - Can CCTV be checked?
 - Does it have a label identifying the owner?

If you still think it's suspicious, use the **HOT** protocol to inform your judgement: -

Is it **HIDDEN**?

- Has the item been deliberately concealed or is it obviously hidden from view?

Is it **OBVIOUSLY** suspicious?

- Does it have wires, circuit boards, batteries, tape, liquids or putty-like substances visible?
- Do you think the item poses an immediate threat to life?

Is it **TYPICAL**?

- Is the item typical of what you would expect to find in this location?

Now apply the 4 C's protocol:

CONFIRM the item is suspicious

- If the item is assessed to be unattended rather than suspicious, examine further before applying lost property procedures.
- However, if **H O T** leads you to believe the item is suspicious, apply the 4Cs.

CLEAR the immediate area:

- Do not touch it
- Take charge and move people away to a safe distance. Even for a small item such as a briefcase move at least 100m away from the item
- Keep yourself and other people out of line of sight of the item. It is a broad rule, but generally if you cannot see the item then you are better protected from it
- Think about what you can hide behind. Pick something substantial and keep away from glass
- Cordon off the area

COMMUNICATE – **Call 999**: Do not use mobile phones or radios within 15 metres of the item

CONTROL access to the cordoned area

- Staff and members of the public should not be able to approach the area until it is deemed safe
- Try and keep eyewitnesses on hand so they can tell police what they saw

Suspicious Behaviour.

This includes, but is not limited to:

- **Unusual items or situations:** A vehicle is parked in an odd location, a package/luggage is unattended, a window/door is open that is usually closed, or other out-of-the-ordinary situations occur.
- **Eliciting information:** A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.
- **Observation/surveillance:** Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

What to do

- If someone's behaviour appears suspicious, if it is not what you would normally expect - then you must act without delay.
- If you come across suspicious behaviour, you must not ignore it
- What you do will depend on many factors, but you must TELL someone – **Report it – if you are wrong no one gets injured – if you do not report it someone could be harmed.**
- If safe to do so, you can approach a person that has been seen acting in a suspicious manner and ask them to account for their actions - Begin with a friendly 'Can I help you?'
- Be confident, be polite but challenge them if you can – use your communication skills
- **If you the Event Manager and Lead Steward are not satisfied by their answers inform the police and tell them the following:**
 - **WHO** did you see, what did they look like, what were they wearing?
 - **WHAT** have you seen, what has happened?
 - **WHERE** did the situation happen and where were you?
 - **WHEN** did it happen – what time?
 - **WHY** did you think it was suspicious?
 - 'Don't worry, don't delay, just act'. Have the confidence to act. Your actions could help avert an attack and save lives
 - Look for suspicious behaviour
 - Learn what is normal for your environment and what is not
 - Learn to recognise suspicious behaviour
 - Understand it, challenge it, report it
 - Whatever you do, do not ignore it
- **You cannot spot a terrorist from their appearance, age, ethnicity, gender or clothing. You can identify and report suspicious behaviour.**
- **Always remember – Stopping a terrorist before they can carry out their plans will save lives.**

First aid and medical cover

The [Purple Guide](#) provides a template to help establish your first aid, medical and ambulance requirements.

- The provision of first aid will be provided by trained staff onsite.
- There will be 6 trained first aiders.
- First aid kits will be available on Bedford Square, Butchers' Hall and the Pannier Market.

Electricity

All electrical installations, even temporary ones, must comply with the Electricity at Work Regulations 1989. Any event that has electrical supply included must have a competent electrician sign off the installation before the event starts.

- Electrical equipment is either provided from adjacent premises or independent generators. All electrical apparatus is installed by competent persons in accordance with the Participation list.
- Structures/Electricity: a stage is set-up in Bedford Square. It is located against the wall with the mosaic. Cables will be run from the office inside Court Gate, with no need to fly them from the Town Hall.
- All electrical apparatus are to have RCD's in place.

Fire safety at your event

You must include the risk of fire in your event risk assessment. You must show that you have:

- Identified the fire hazards, i.e. sources of ignition, fuel and oxygen;
- Identified people at risk within and surrounding your site and those at highest risk;
- Evaluated the risk of a fire occurring and evaluate the risk to people should a fire occur;
- Remove or reduce fire hazards and removed or reduced the risks to people;
- Considered detection and warning, firefighting, escape routes, signs and notices, lighting, maintenance;
- Recorded significant findings and action taken;
- Prepared an emergency plan;
- Informed and instructed relevant people and provided training;
- Reviewed and revised your assessment where necessary;

Useful resources for fire safety planning include [Fire Safety Risk Assessment – open air events and venues](#).

- A fire risk assessment is to be completed for the event and includes all temporary structures including stalls, entertainment areas, tents and marquees etc.
- Stall holders will have their own fire extinguishers.
- In the event of fire, Stewards will initiate evacuation of the area without obstructing the routes to be used by the emergency services ensuring public safety.
- Stewards should be in place to disperse crowds away from the risk area. **To ensure that this is effective the risk area should be positively pinpointed.** The locations of events benefit from nearby open spaces and streets where crowds would be dispersed to in the event of an emergency.
- Stewards are to provide vehicle access to the risk area. Access must be made available throughout the site for emergency service vehicles.

Temporary structures

Temporary structures may be market stalls and a marquee. The event also includes a stage.

The approval process will depend on the scale and structure types. If the structures will be in place for a long time, you may need planning permission. Larger temporary structures need to be signed off by independent engineers before they can be used.

As a minimum:

- All suppliers will need to supply you with a copy of their public liability and employee insurance certificates.
- All suppliers will need to provide you with relevant risk assessments and method statements for the product they are supplying for your event.
- Suppliers must provide a signed hand over inspection once the structure is completed to say that it is safe and ready for use.
- You need to consider all other health and safety aspects relating to any temporary structure.

More information can be found in [Temporary Demountable Structures – Guidance on Procurement, Design and Use](#).

- Food stalls are positioned on closed areas and include small marquees.
- A stage is also provided but does not include an overhead gantry. Power will be sourced from an adjacent building. It will be covered by a marquee.

Communications

The main areas of communication for the event:

- Letting residents and businesses in the surrounding area know about your event plans before the event, the earlier the better.
- The emergency planning process.
- Internal communications on the day of the event.
- Communicating with your audience on the day.

Event communications – surrounding residents

- The event is publicised to all effected residents and plan of the road closures is circulated.
- A Safety Action Group (SAG) meeting consisting of the Event Manager, Town Council, Police, Fire Brigade & Hospital is conducted prior to and post the event – if required.

Event day communications – internal

You must have a clear communications plan in place and ensure everyone is familiar with the plan. You also need to make sure that you have the communications equipment you need on the day. This could include radios, mobile phones, staff to run errands and messages and a public address system.

- Ensure you list phone contact details and radio channel details if radios are being used in the [Key event management contacts](#) section.
- Ensure that everyone working on your event is aware of your Organisational structure and knows who to contact if they need to report an incident or pass on information.
- Ensure your communications plan ties up with your emergency response plan.

- A pre-event briefing is conducted by the Event Manager;

- The BID Chairman and/or Event Manager will be available and visible on Bedford Square at all times;
- An accident record book and log for general incidents will be maintained by the BID Chairman;

Note : Devon and Cornwall Police and SWAST are unable to guarantee a representative's attendance and should be contacted using the normal emergency protocol for any incident.

Event day communications – audience

This could include flyers, site plans, signage, public address system, stage schedules, MCs and information points.

- Communication with the audience is via the Stewards and the public-address system.

Lost children

You must have a lost children policy and all event staff and volunteers must be familiar with it.

- Include arrangements for the safe care of children until such time that they can be reunited with their parent or guardian
- Provide a clearly advertised point for information on lost children
- Always ensure there are at least two adults that have the appropriate [Criminal Records Bureau \(CRAB\) checks](#) in place looking after any lost children. Children should not be left with just one adult.
- All incidents need be logged and all details are recorded.
- Parents and guardians should provide ID and a description of the lost child before they are allowed to collect the child.
- Contact the police if the child is reluctant to go with the parent or guardian.

Missing and Found Child Procedure

- Children will be taken to the Guildhall Gateway Centre and will be supervised by more than 1 adult or an adult that has completed a DBS check and has received training in child protection awareness. All staff must receive briefing and written instructions relating to emergency procedures in case of evacuation.

Care Guidelines

- Children should not be left in the sole care of one person;
- No food or drink, except plain water should be given to children in case of allergies;
- The person claiming a child should complete a form to include their name and address and show relevant form of identification.

Missing Child Procedure:

- If a missing child report is made, then they should contact the Guildhall Gateway Centre to ascertain whether the child is there;
- If the child is there, then parents/ guardians should be directed or escorted directly to the Guildhall Gateway Centre;
- If the child is not there, then parents/guardians should be directed to the Guildhall Gateway Centre to complete a missing child form with a description of the child;
- The Guildhall Gateway Centre should then issue a message to all Stewards via the BID Chairman and/or Event Manager so that they can remain vigilant. No details of the lost child should be relayed over the PA system without the permission of the Event Manager;
- Any Stewards finding the lost child must contact the lost children point immediately. The child must then be escorted immediately to this point.

Found Child Procedure

- Upon finding a child the following procedure should be implemented:

- Stewards should make immediate contact with the Guildhall Gateway Centre in case the parent/guardian is there, to advise that a child has been found;
- The child is then to be immediately escorted by a Steward to the Guildhall Gateway Centre;
- A form must then be completed in the presence of the Steward to detail where the child was found;
- Details of the child are to be forwarded to Event Manager (via mobile phone or radio);
- The Guildhall Gateway Centre must request a message to be relayed over the PA system. (No details of the lost child should be relayed over the PA system without the permission of the Event Manager);
- The Guildhall Gateway Centre should also issue details to all Stewards regarding the lost child in case they are contacted by a parent/guardian;
- Parents/guardians claiming the child should show a form of identification (A photo driving license, passport or correspondence showing their name and home address) before the child is released. In the event of any uncertainty, it will be the responsibility of the Event Manager to determine if the child should be allowed to go with the person who is claiming them.
- The above is not an exclusive list of considerations; you will need to set out your missing and found child procedures dependent on the circumstances of your particular event.

Licensing

Temporary Events Notice (TEN)

If you are planning an event where there will be entertainment, alcohol for sale, or hot food or drink for sale after 11pm, you probably need to submit a Temporary Event Notice (TEN).

- All stalls requiring a TEN have applied for one accordingly.

Insurance

All event organisers must hold public liability insurance to the value of £5 million. You must also ensure that your contractors hold public liability insurance and any other appropriate insurance, i.e. product liability, employee insurance. You should keep copies of your contractors' insurance policies.

- Public liability insurance is held and a copy is provided with this Event Management Plan.
- All stall holders have the relevant insurances that are provided to the event organiser prior to being accepted.

Provision of food

- The event will include catering concession stalls selling various food products.
- All food catering concession stalls include a reasonable documented food management system.
- All food handlers hold a Food Hygiene Certificate to the relevant standard.

Site considerations

Zone Plan

A Zone Plan is provided for the event and includes:

Defined Zones for Stewards	All other site infrastructure
Placement of all temporary structures	Car parks and position of site in context to the road
Position of attractions	Generator or power sources
Any fencing or barriers	Entry and exit points

Power supply runs (cables)	First aid points
Emergency exits and assembly points	Lost children point
Information point	Any event décor, i.e. flags, banners etc

Spectators and viewing areas

Also see section in regard to Stewarding

- There is the potential for crowds at specific venues especially involving live music and performance arts.
- Such performances have Stewards in place as standard.
- For such performances the crowd density is to be taken into account and be continually assessed.
- *Stewards have the responsibility of preventing a build-up of pedestrians by restricting access to the risk area until the build-up has decreased. Stewards should complete a dynamic assessment of the maximum numbers in accordance with 'Managing Crowd Density at Your Event' document. **Where life is in danger from falls or crushing injuries, an emergency should be initiated***

Toilets

You must provide adequate toilets facilities for your event attendees, staff and contractors. You will also need disabled facilities plus separate sanitary facilities for caterers.

The HSE guidelines for toilets numbers are provided below.

For events with a gate opening time of 6 hours or more		For events with a gate opening time of less than 6 hours duration	
Female	Male	Female	Male
1 toilet per 100 females	1 toilet per 500 males and 1 urinal per 150 males	1 toilet per 120 females	1 toilet per 600 males and 1 urinal per 175 males

- Adequate toilets for the event are provided via the use of Public Toilets.

Vehicles on site

- You will need clearly marked emergency vehicle entrance and exit routes on your site plan and as part of your emergency planning. If these entrances and exits will be shared with other traffic, you will need a procedure for the safe entry and exit of emergency vehicles.
- Which vehicles will need to access the site for your event?
- Which vehicles will need to remain on-site throughout your event and which will need to be off-site before the event opens?
- Are there any vehicles that will need to move on the site during your event?

- Vehicles that require access will be escorted through pedestrian areas.

Traffic, transport and parking

Smaller community events will have limited impact on traffic and parking, however you should still consider this when planning your event. Larger events can have a big impact on local traffic and transport and will require extensive risk assessments and detailed plans dealing specifically with traffic and transport.

- How will your target audience travel to your event?
- Consider the various transport links around the event site and how these can be promoted to your audience as a way to get to your event.
- Are you proposing any? You will need to give at least three months' notice, and the more notice, the better.

- Guildhall Car Park will be closed from 6pm on Wednesday 1st June.
- Vehicles that require access are escorted through pedestrian areas.
- Rolling Road Block Traffic Restriction Order in place issued by local authorities.
- Alternative route(s) to be advised by onsite Stewards.
- Roads to be sealed from traffic by Stewards and some signage as appropriate.
- A minimum of 1 Steward per road closure site.
- Stewards to wear hi-visibility jackets.
- Emergency vehicles to be escorted through any road closure point to point of emergency.
- Public to be kept clear of emergency and route through to the emergency area.

Flag Pageant. Participants will be escorted by Stewards from Tavistock Lions. Stewards will also manage temporary road closures during the rolling road block.

Participants will meet in The Meadows at 10:45am. Parade will begin at 11:00am.

Tavistock Lions will have radio communication and will alert stewards on Abbey Bridge and Plymouth Road (by St. Eustachius) when the procession is on the move. On approach to Abbey Bridge, additional attention must be paid to the safe passage of participants to the A386 – this will include placing appropriate signage at the crossing point and will involve stopping traffic for a short period of time. Stewards on Plymouth Road will be required to do the same.

The route passes to Duke Street and Market Road – due to one-way system, traffic will naturally be behind the procession.

On arrival back onto the A386 from Market Road, stewards will once again be required to hold the traffic here and at the top of Plymouth Road while the procession moves towards Bedford Square.

The route then passes up to West Street, down Russell Street and into Garden Lane.

Environmental considerations

Waste management

It is essential that your event has a waste management plan in place and that it is carried out.

- How will you keep the site clear of waste? Will this be done by stewards or volunteers?
- How you will manage waste during and after your event, including details of bins, skips, recycling and litter picking?

- Waste is collected by refuge operatives.
- The plan includes the positioning of waste bins around the event area.
- Waste is collected during and immediately after the event.
- Street cleaning and waste refuge is also completed the day after the event.

Recycling

It is essential that your event has a recycling plan in place and that it is carried out. For small community events, this could be as simple as labelling some bins to encourage people to separate their waste into plastic bottles, paper, etc and then taking these to the appropriate recycling centres.

Larger events will need to show that they have a recycling strategy or are employing a professional recycling organisation to manage recycling on the day.

- Make sure your concessions and food suppliers have appropriate policies and procedures in place for providing biodegradable containers and systems for the disposing of dirty water, cooking oil etc
- Think through how you will encourage people to separate their waste. Contaminated recyclables may have to be sent to landfill.

- Recycling bins are available throughout town.

Noise

If your event has the potential to cause noise nuisance to nearby residents, your plans will have to be approved by the [noise pollution team](#). The things most likely to cause noise nuisance include live music stages, fun fairs and public address systems.

- Think about noise nuisance when you choose your event location.
- Larger events that have a music stage will always have to employ a professional sound engineer and must agree sound levels with our noise pollution team.
- Provide nearby residents with an event day contact in case they need to make a noise complaint.

- The event which includes music and noise is concluded by 4pm when all activity is ceased.

Weather

Severe weather and event cancellation

- Consider any weather conditions which may lead your event being cancelled and how you will manage this.
- How will you let people know if the event has to be cancelled?
- Do you need insurance coverage for cancellation reasons such as thunderstorms, water logged ground etc?
- Is there any flood risk, e.g. field liable to flood and create difficulty for traffic leaving? How will you handle this, e.g. provision of 4x4 vehicle assistance, agreement with land owner concerning damage to the ground, possible mud on roads etc?
- How will your event management team decide if weather conditions are too risky for your event to go ahead?

- The event is contained within a town and as such the impact from severe weather is low. However, access to the event may be affected.
- The likelihood of extreme weather is monitored on the lead up to the event and in the occurrence of an extreme weather warning a decision will be made (with consultation with the Emergency Services) to proceed.
- The Event Manager in conjunction with the Lead Steward and Emergency Services maintain a dynamic assessment on the weather conditions during the event. The decision to curtail an event due to extremes in weather will be made by the Event Manager.