

# Royal Borough of Kingston upon Thames

## Eagle Brewery Wharf

### Event Management Plan Guidance

This information provides guidance for event organisers to assist with planning and to ensure that any event is held safely and does not cause unacceptable disturbance or inconvenience to the neighbouring residents and businesses.

It is emphasised that the organisers of any event are responsible for the safety of those attending and controlling the impact on adjoining businesses/residents, and this information is intended to assist with this process.

It is very important that event organisers are fully aware of their legal and health and safety responsibilities. Events must comply with the regulations under the Health and Safety at Work Act 1974, which aims to secure the health and welfare of attendees. You are advised to consult the Health and Safety Executive for further advice and guidance in this respect

Within this information guide you will find help and advice to assist the organisation of an event from start to finish. Appended to the guide are two plans (i) a location plan, and (ii) a detailed site plan.

For further information contact

Environmental Services  
Guildhall 2  
High Street  
Kingston  
KT1 1EU



## **Special Points to Consider at Eagle Brewery Wharf**

1. There is no direct vehicular access. The service yard adjoining the public space is privately owned and not public highway, and without the permission of the owners must not be used by vehicles associated with events or indeed the public in general. Equipment can be off-loaded in the High Street and brought down Ram Passage by hand or by trolley. Event organisers are required to have a minimum of two people carrying out such duties in order to minimise the risk to the public.
2. Vehicles must be parked away from the High Street / Eagle Brewery Wharf area. The nearest car park is Draper's, off the High Street (this car park is open until mid-night). At weekends, some parking is available in the Guildhall.
3. Bookings must be made on the Event booking form no later than six weeks in advance and preferably two months. The booking fee applicable at the time must be paid at least one month in advance. A returnable deposit of £100 shall also be paid to cover any additional costs incurred by the organiser for failing to clear up properly or for any damage caused. The Council reserves the right to levy additional charges above £100 in situations where it incurs additional costs as a result of the organiser failing in his / her duty to manage an event effectively.
4. A risk assessment and adequate insurance cover will be required for each event – please see above section for guidance. These must be approved no later than two weeks in advance of the event.
5. Eagle Brewery Wharf is located next to the Queens Reach apartments, and the residents are entitled to the quiet enjoyment of their property. All reasonable steps, as set out in this Plan must be taken to ensure events do not become a nuisance to the residents.
6. Events taking place at Eagle Brewery Wharf should have community or educational value, e.g. Rose Theatre education or “platform” performances, children's events linked to May Merrie, Regattas, River Festivals, University School of Music student performances.
7. A maximum of 12 Temporary Event Notices will be issued in any one year.
8. Loud amplified music will not be allowed. As a general rule, acoustic based music such as folk, classical, jazz will be allowed.
9. It is anticipated that most events will be daytime / early evening. All events must finish no later than 10pm

# Events Check List

## Planning the Event:

A safe and trouble free event requires good planning; this is a crucial investment of your time! Regular meetings are essential of the planning group and a co-ordinator is vital. In order for the Council, *nb Env Services will process applications and Licensing will deal with Temporary Event Notices*, to consider your application to use the space, we need a minimum of six weeks' notice.

In order to provide a safe event and an event that respects the amenity of the adjoining businesses/residents you – the organiser – will need to assess all the risks. To do this you will need to consider the following:

- The date and times of the event?
- The event's aim and nature?
- Who are your target audience?
- Establish a working group with identified roles
- How many people you are expecting?
- Have you made provision for people with disabilities?
- Is your event open to the general public?
- Will food and drink be available? (Please note that alcohol may not be served on Eagle Brewery Wharf.)
- Will there be live music? If so, noise levels must be kept within acceptable levels so as not to create a nuisance.
- Are there other potential noise generators that need to be considered and controlled?
- Are there any unusual or special activities?
- You should be able to communicate clearly during the event to the public, and, if necessary, with the emergency services.
- Have similar events been organised? If so, what had been learnt from them?
- If you intend to include boats or river activities, what special water safety measures will you provide?

The events space has residents and businesses in close proximity, and there is a need to respect the amenity of the surrounding. You will need to notify the Managing Agents of the adjacent properties [Cattaneo Commercial .....] of your proposed event using the Council's standard letter.

## Access Arrangements

### 1) Equipment

The Eagle Brewery Wharf public space has no direct vehicular access. There are parking bays close by on the High Street that can be reserved for loading/unloading. Alternatively it may be possible to use the privately owned service/parking area adjacent to the site, in which case contact should be made with the managing agents, Cattaneo Commercial. The Council are key holders for the emergency gate, located between the public space and the private service yard, and can provide the key as necessary. Care is required not to block access to the apartments and commercial properties and the emergency route to the riverside, both of which must be maintained at all times.

### 2) The Public

The public should be directed to arrive by means other than the car, but where they do arrive by car the advanced publicity should state that there is no parking immediately adjacent to the space, but plenty of public car parking nearby. The public must be discouraged from parking in the private service yard to attend events.

Pedestrian access is available via the Riverside Walk and from the High Street via Ram Passage. These routes are public highway and public access along these routes must not be blocked and must be maintained at all times.

## Alcohol

The sale of alcohol will **not** be permitted on Eagle Brewery Wharf given the close proximity of licensed premises. Any drinks brought onto site should be in a plastic container, not glass.

## Budget

You are advised to budget fully and carefully for your event, including items such as:

- Entertainment
- Catering
- Staffing
- Equipment
- Temporary Events Notice
- Insurance
- Publicity
- First Aid
- Contingency

Always obtain quotes, you might be surprised at some costs! Make sure that if you are contracting people/companies that you draw up a contract or signed agreement.

## **Crowd Safety:**

A Risk Assessment must be carried out well in advance of the event and is normally produced by the person who is responsible for Health and Safety on the day. Examples of risk assessments may be provided on request. Crowd Safety is clearly a central concern for any event organiser.

### **Consider:**

- Stewards – have you enough? Have they been trained?
- Communication – how do you communicate with the crowd? How do the stewards communicate?
- Cordon off any area that a crowd should not be in and steward it. This includes the private service yard, which is off limits to the public.
- Consider arrangements for people with disabilities and for children
- Consider trip hazards, equipment safety etc
- Make sure your Stewards can be identified – e.g. by wearing high visibility tabards
- For events when it is dark (note events cannot extend beyond 10pm), consider additional lighting.
- Given the location of the site by the river, make sure that competent stewards monitor the public on the river bank. Summon assistance if necessary.
- Keep the Riverside Walk and Ram Passage clear, they are public rights of way and needed for access.
- Liaise with the emergency services, make them aware of your event and involve them in your planning group if appropriate.
- Make sure that all stewards are aware of emergency telephone numbers. Except in extreme situations, all communications with the emergency services should be managed by the Health & Safety Steward.
- In the event of an emergency, be prepared to ask the crowd to disperse calmly. Make sure that stewards are briefed to look after the vulnerable: the elderly, children, people with disabilities. It is practice to have a coded evacuation announcement that your team will recognise, e.g. “Mr. Wonderful is requested at the stage immediately.”

## **Communications**

It is anticipated that most events at Eagle Brewery Wharf will be small-scale and will not require the use of radios. A small PA system for public announcements and mobile phones should be adequate. However, larger events, or activities at EBW linked to larger events, may necessitate the use of radios for easy communication between the organisers and stewards. If so, then the following should be noted

- The radio suppliers should have a Department of Trade & Industry Licence
- Ensure that the radio channel/s being used are notified to all stewards and, where appropriate, emergency services.
- Provide clear instructions to stewards on the use of radios during the event including all signs, emergency cut off actions, radio silence, etc

## **Contingency Plans**

- What will you do if it rains or is too windy?
- What will you do if you have to cancel?
- Make sure your Stewards know what will happen and how they should react if the event is cancelled. Often they will have to deal with disappointed members of the public – a clear briefing can avoid problems later on.
- Consider clear refund policy for a ticketed event.

## **Contractors**

Any persons/companies that the event organiser has employed / contracted to carry out any service/hiring for the event or any persons/companies providing any goods/items for the event. Please bear in mind the following:

- Keep a copy of the contract or agreement listing all the goods/services to be provided readily available.
- Contractors contact details, especially out of hours numbers.
- Schedule start date & time / arrival time / services scheduled to complete / goods arrived and checked / etc
- Handover of all appropriate certificates, e.g. Portable Appliance Test certificate etc
- NB - Keep all signed documents such as delivery notes, completion sheets etc. for your event files/records.

## **Equipment**

Consider all of your needs:

- Do you need rain cover? E.g. marquees (there are tethering points for marquees, as EBW can experience strong and gusting winds)
- Do you need barriers?
- How will you cover any wiring? (Consider whether you need an experienced electrician.)
- Tabards for stewards
- Generators - power will be available at the stage and, in most cases, additional power will not be required
- Chairs, etc.
- Hazard tape
- Signage

- First Aid kits
- Fire extinguishers
- Two-way radios
- Food and supplies for stewards
- Stationery, e.g. accident book, etc.
- If the event will take place beyond daylight hours a powerful torch should be available to direct onto the river should the need arise.

## **Entertainment**

- Produce contracts with entertainers with clear instructions that have been agreed by both parties
- Where necessary, arrange facilities for changing – there are none available at EBW
- Public Liability – have they got it, have you seen certificates?
- Have you seen references?
- Are they CRB checked and safe to work with children?
- What are their technical requirements? What equipment do they have?

## **First Aid**

For some events it may be advisable to hire in First Aid – use St. John's or any locally based recognised group. It may be cheaper to use St. John Ambulance in comparison to a commercial company. A list of local suppliers of First Aid can be found at the end of this document. Make sure you are in radio or mobile phone communication with them.

All your team should be instructed on how to report any first aid incident, this is important so that there is no delay in dealing with the injured. Make sure that when reporting an incident, they remain professional and consider any future legal claims.

Accident Book – this should be on site to record any incidents. St John's or your first aid provider will often give you their own reports. It is important for you to have a quick five minute de-brief with your first aid provider at the end of any event to compare notes of incidents.

## **Fire Safety**

- The principal risks will be electrical (stage equipment etc.) and possibly catering.
- Have two CO2 fire extinguishers and two fire blankets on site.

## **Food Safety**

If you are preparing food at or for your event it is very important that you contact Kingston Council's Environmental Health Department, particularly if you are handling high risk foods such as meat. If you are bringing in a catering company they must be registered with a local authority. You also will need to think about:

- Cooking facilities and equipment
- Cleanliness
- Hand washing facilities
- Waste Disposal
- Control of temperature – cooked food must be kept hot and chilled food, e.g. prawn sandwiches, must be kept chilled in order to prevent the risk of food poisoning bacteria multiplying
- Staff and their training
- Food safety
- Safety of gas and power supplies
- Fire fighting equipment – see above section.

## **Insurance**

### Public Liability

- It is the event organiser's legal liability for damage to property and death or bodily harm to third party persons that are directly related to the event.
- Normally obtained from the event organisers insurance company. These will need to be presented to your local authority / landowners / H&S executives / etc, if appropriate.

## **Licences**

Your event may require a Temporary Event Notice and the completion of a Performing Right Society form. Contacts for these can be found at the end of this document.

## **Lost Children:**

- A CRB checked steward should be allocated to this duty.
- It is important to get a good description of any lost child immediately from parent/guardian – bear in mind they will be in a frantic state so

your stewards must re-assure them during the process and try to get as much information as possible

- A found child may be too young to give you details of their name – make sure you give a clear description. Notify police immediately of a found child.
- Always be cautious when re-uniting parent/child – ask yourself ‘are they really the parent?’ **Never** re-unite if you are unsure – contact a Senior Official or Police Officer.
- You should keep a log in your incident book of any lost and found children.

## Management Structure

As well as an event co-ordinator it is important to allocate responsibilities to individuals. Although events on EBW will be modest in scale due to the nature of the site, you should nevertheless have a clear chain of command in terms of the management of the event and competent people should be allocated these key roles. Examples of these roles are Health and Safety Officer, Chief Steward, Programme / Stage Manager.

Once you have these key roles in place, this information should form part of your **Event Safety Plan** for the day, which should be submitted to the Council no later than one month before the event so that it can be considered by Council officers.

It is important that every member of the team knows their responsibilities, you should provide written instructions and hold a briefing session both prior to and on the day. There should be a contingency plan in place in case any of these people are suddenly unable to take part of the day through for example illness.

## Police

Ensure that the Police are notified of your event and in the planning of it if it is of a significant size. They will be able to advise and keep an eye on it.

Relevant contact numbers can be found at the end of this document.

## Promotion

- How will you communicate your message?
- Local media, Council publications, web site, leaflets etc
- Think about deadlines for these – if you don’t get this bit right you may be wasting your time!

## Stewarding

A minimum of two stewards, clearly visible, are required for EBW events. For larger events and events of more than two hours duration, more stewards will

be required, e.g. to allow for breaks. Please refer to above section on Management Structure for further guidance.

It may be appropriate to have a Stewards' Manual with following information:

- Names and phone numbers of stewards working on the event
- Their roles and responsibilities
- Briefing notes, inc. programme for event
- Code of Conduct
- Incident / Accident report procedures

## **Tickets**

It is anticipated that most events at EBW will be free of charge. However, if you are proposing to charge, please consider:

- Where will they be sold?
- Security of cash?
- Cash float for ticket sellers?
- What is the refund policy?

## **Toilet Facilities:**

There are no toilet facilities at EBW, but plenty available in various premises around the town centre, in the Market House, and in The Rose Car Park. For most events at EBW, which are likely to be low key, toilets will not be needed, but for larger scale events or those likely to last in excess of two hours, consider making an arrangement with The Ram Public House or providing temporary public toilets or portaloos.

- Ensure stewards monitor and direct visitors to the designated toilet facilities.
- Consider providing temporary signage directing the public to the designated toilet facilities.
- Consider the location of disabled facilities and make sure Stewards have this information.
- How will your toilet facilities be kept clean during the day – who will re-stock supplies?
- When will portaloos be delivered/collected?

## **Water Safety**

Depending on the type and scale of your event, you must consider water safety. Whilst Eagle Brewery Wharf enjoys the close proximity of the River Thames and the well-being that brings, it also has the potential for danger. Be aware of the common risks associated with waterside locations and plan for preventative action.

### **Potential risks:**

- Unsupervised toddlers exploring the riverside
- The mix of alcohol and the danger posed by the water
- Larger than anticipated crowds causing congestion on the Riverside Walkway
- Visitors getting on/off river craft associated with the event from the pontoon.

The RNLI, St John's Ambulance and the Royal Life Saving Society (RLSS) can advise and provide river safety cover as required.

Remember – Water safety is the event organiser's responsibility. There are no Council lifeguards and boats on duty along the riverside.

### **Your Legal Duties:**

- Health and Safety Act at Work 1974 applies
- Entertainment/Premise licences may be required
- Public Liability Insurance will be required for any public event
- Completion of Performing Rights Society form
- Produce a Risk Assessment and Event Safety Plan
- You must comply with all laws and regulations at all times. A failure to comply will affect your future use of the space.

### **And after the event:**

- Ensure all structures, crowd barriers etc are removed and the space is returned to its former condition.
- Ensure that stewards remain until the crowd has dispersed.

### **Litter Clearance**

- Has this been arranged?
- If your stewards are doing this appropriate equipment should be provided e.g. gloves, litter pickers, bin bags etc

### **Thank you**

It is always important to thank people no matter how small their role is on the day, it is a team that makes an event run smoothly. Remember volunteers don't have to give their time, make them feel appreciated!

### **De-Brief**

A de-brief should always be held following an event. Lessons learned will help to inform future planning. Get feedback from the public and your team. Be ready to accept constructive criticism!

## Useful Contacts

Events Officer, Kingston Council - **020 8547 5016**  
Operations Team, Kingston Police - **020 8247 4917**  
Environmental Health, Kingston Council - **020 8547 5536**  
Licensing Department, Kingston Council - **020 8547 5080**  
Markets and Street Activity Office, Kingston Council - **020 8547 5861**  
Communications Office, Kingston Council - **020 8547 4614**  
Traffic Management, Kingston Council - **020 8547 5991**  
Parks and Open Space bookings, Kingston Council - **020 8547 4668.**  
Special Events Committee – managed by Kingston Town Centre  
Management - **020 8547 1221.**  
St. Johns Ambulance – **020 8546 0218**  
Malden Emergency First Aid Society – **020 8942 0365**  
Kingston Fire Service – **020 8549 3794**

## Useful Website Contacts

The Events Safety Guide – [www.hsebooks.com/Books](http://www.hsebooks.com/Books) or Tel. **01787 81165**  
Industry Guide to Good Food Hygiene Practice - [www.cieh.org](http://www.cieh.org) or Tel **020 7827 5882**  
Managing Crowds Safely – [www.hsebooks.com/Books](http://www.hsebooks.com/Books) or Tel. **01787 81165**  
Institute of Leisure and Amenity Management – [www.ilam.co.uk](http://www.ilam.co.uk) or Tel **01492 874800**  
5 Steps to Risk Assessment – [www.hsebooks.com/Books](http://www.hsebooks.com/Books) or Tel. **01787 81165**  
Safety at Firework Display [www.hsebooks.com./Books](http://www.hsebooks.com./Books) or Tel. **01787 81165**  
Guide to Health and Safety and Welfare at Pop Concerts and Similar events –  
[www.hsebooks.com/Books](http://www.hsebooks.com/Books) or Tel. **01787 81165**