



Crowd Management Plan

Location: Knockholt Fest

Kings Valley,

Main Road,

Knockholt,

Kent.

TN14 7PH

Prepared by: Taylor Reeve

Able Security Ltd

0203 649 5222

Contact@ablesecurity.co.uk

www.ablesecurity.co.uk

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Introduction

This document forms the crowd management plan for the proposed event 'Knockholt Fest' The plan will consider all aspects of the event and its planning that have an influence on crowd management.

The plan will include recommendations, calculations, and reasoning for decisions to the best of our knowledge.

The purposes of the crowd management plan is to set out the roles and responsibilities of people involved in the event, along with the appropriate actions to be taken.

The aim of this document is to itemise the goals of the event and how they will achieve them. The document will also show how Able Security will make every effort; where reasonably practicable to do so, to ensure their goals and responsibilities are being achieved.

These events will be predominantly containing music and drinking facilities. There will also be provisions for toilets and welfare facilities.

Able Security have been contracted to deliver safety and security for the event. This will involve liaising and co-operating with the security staff and event management. This document will demonstrate how Able Security plans to manage the crowds.

Statement of Intent

This Statement of Intent sets out the duties and the areas of responsibility agreed by Able Security and the event holders.

Able Security Ltd have agreed to carry out security for this event which involves a degree of crowd management, therefore a definition of crowd management is as follows;

'Crowd management is the systematic process of planning, organizing and monitoring large gatherings of people with the objective to establish a safe and secure environment and maintaining a minimum level of space to avoid panic and rapid crowd movements'

It has been agreed that Able Security will take on the security roles as required under the Private Security Industries Act 2001 (P.S.I.A 2001) and all members of staff carrying out security duties will be trained to the relevant standards and be in possession of a valid Door Supervisors License.

It has been agreed that Able Security will be the leading contractor of this event for security.

For this operation these are: -

- **Venue Entrance/Exit**
- **Venue grounds**

In these roles Able Security are required to provide enough staff. This will be based on a site survey, assessing the levels of risk through risk assessments and liaising with the event holder, local authorities and using our previous experience.

Able Security would like to make clear the key areas of this event they are not responsible for (further list can be provided on demand):

- **The integrity of structures**
- **Health and Safety issues regarding anything/one other than the company and their staff**
- **Both site and Customers belongings/equipment.**

Health & Safety

Able Security acknowledges that any event of any size does create a potential for an incident to occur.

All members of staff will understand their health and safety responsibilities to self and others, including those with special needs and children.

Able Security will always hold a copy of all relevant documents and procedures on site.

Any person or agency wishing to view these documents, may ask a member of the Able Security team and the paperwork can be produced. These documents will be available in the run up to the event and will be disclosed upon request.

Each employee will be given such information, instruction, and briefing as is necessary to enable the safe performance of work activities.

Employees must co-operate with the Company to enable all statutory duties to be complied with. The successful implementation of this policy requires total commitment from employees at all levels of the organisation.

Each individual has a legal obligation to take reasonable care for his or her acts or omissions.

Team roles and responsibilities



- **Security Manager** – will be responsible for strategic management. He will work with the organiser and oversee and implement all strategic and security operations. He will be responsible for all staff, briefing, operations and monitoring of the security of the event.
- **SIA Security** – will work alongside the Security Manager. Due to the size of the event and the number of operational staff being deployed, they be roaming and will have access to all areas of the event. The Supervisors will assist the management team as directed and have specific operational requirements as per their area of responsibility.

SIA Certified staff will carry out any security function that is identified as a ‘Licensable Activity’ under the Private Security Industry Act 2001, in and around the site to ensure the protection and security of people, assets and property. They are entitled to make the decisions on the suitability of persons to enter or remain in licensed Areas. This may include Body & Bag Searching, Evictions or Ejections. Their functions focus around the maintenance of the four licensing objectives as set out by the Licensing Act 2003.



- *Parking Manager – will be responsible for traffic. They will work with the security team, organiser and oversee traffic operations. They will be responsible for all staff, briefing, operations.*
- *Parking Assistant – will work alongside the Parking Manager. The parking assistant will assist the management team as directed and have specific operational requirements as per their area of responsibility.*

Able Security Job Description

We would recommend x4 SIA Door Supervisors and x4 Traffic Assistant. Please see below our reasoning and job descriptions for this.

Parking Assistant 1 – To assist with vehicles entering and exiting and direct to ‘Car park’ during the event.

Parking Assistant 2 – To provide assistance and directions within the ‘Car park’, report any issues to the security team and venue during the event.

Parking Assistant 3 – To assist with vehicles within the ‘Car Park’, report any issues to the security team and venue during the event.

Parking Assistant 4 – To assist with vehicles within the ‘Car Park’, report any issues to the security team and venue during the event.

Door Supervisor 1 – Based at the Venue Entrance/Exit performing searches, confiscating prohibited items, and performing general security

Door Supervisor 2 – Based at the Venue Entrance/Exit performing searches, confiscating prohibited items, and performing general security.

Door Supervisor 3 – Based Within ‘Venue main grounds’ and patrolling the venue. Reporting back to the security team and venue.

Door Supervisor 4 – Based Within ‘Venue main grounds’ and patrolling the venue. Reporting back to the security team and venue.



Operational Plan

Only SIA registered staff will be employed to act as security at the venue. They will sign in and out of the venue at all times, if working, using the correct relevant agreed paperwork.

All security will work with their badge always displayed. All incidents at the venue to be recorded by the head of security using the correct relevant agreed paperwork. The head of security is responsible for the upkeep of these documents by the end of every shift.

A minimum of 4 SIA staff are required on duty to operate the venue to capacity. More may be required.

An agreed searching policy will be implemented for all customers entering the venue. This will be a condition of entry.

All legal/illegal prohibited items will be deposited in secured box supplied in a secure area. Any illegal items found on a search may require police assistance and if so will be handed over including the patron on arrival of the police. The following facilities must be provided for the search area, table, sufficient lighting, moveable bin, disposable gloves.

Entry & Ejection

Random selection will be used to undertake more in-depth Secondary Drug Searches. Secondary Drug Searches will also be undertaken on all persons who are identified.

Refusal to be searched will result in admission refusal in all cases.

Alcohol

No alcohol will be permitted to be brought into the event. All alcohol found on customers prior to entry will be requested to be disposed in the bins provided or confiscated accordingly.

Drugs

Any person found in possession of a controlled substance or suspected controlled substance (under the Misuse of Drugs Act) may have admission refused.

Any person found in possession of a 'legal high' substance will have this confiscated and will be permitted to the event.

Weapons

Any potential weapon will be confiscated on entry. The entrance team will then decide what process then requires to be carried out. This could be refused entry, leading up to detained until arrival of a police officer.

Ejection

Any person found intoxicated by either alcohol or drugs will render themselves liable to ejection and subsequent exclusion from the premises. This includes people arriving who will not be admitted.

All cases of anti-social or unacceptable behaviour and non-compliance to requests from event staff will lead to ejection and subsequent exclusion from the event.

Crowd Management

Crowd Arrival

The venue is being promoted as a walk-to/drive in venue.

Queuing requirements

Minimal queuing is expected for this event but there will be sufficient queuing space in front of the main entrance and there is more than adequate space for queuing systems to be put into place with the use of barriers.

Entering

It is the intention of the venue to make the entrance and search process as smooth as possible. Once doors are open, the public will enter, go through the searching process and then be permitted into the venue main grounds. All members of the public will come through this entrance and process.

Arena Monitoring

Once the event begins and we have the public entering the venue, we start the process of venue monitoring. SIA Security will be allocated areas of the venue and will be available to assist people from the site if they need to be removed and ejected or show unsociable behaviour. Any person acting in an inappropriate or aggressive manner will be ejected from the event immediately.

Exiting

The public will be expected to leave through an exit. SIA staff will be on hand to ensure they exit politely and responsibly and are respectful of any noise sensitive neighbouring properties.

Incident Evacuation

In the event of an evacuation, it would become necessary to evacuate the event site as quickly and safely as possible.

Examples of a Major Incident would be Fire, Bomb Threat, Widespread or Severe Public Disorder, Crushing Incident.

It is our understanding that all music and performance would be stopped immediately by the event holders; the Emergency Services and Responsible Authorities would then be informed if necessary; the venue would then be evacuated.

It's our understanding that a Message to evacuate the site will be relayed over loud by the event holders. This message would be repeated until the site is effectively evacuated.

The management of any major incident will be handed over to the relevant Statutory Service on arrival.

Exit Calculations

Risk Level

Low – Medium risk category

Escape Time

Recommended escape time for risk level Low-Medium is 5-7 minutes.

Exit Flow

1500 persons

Maximum Capacity

1500 persons

Risk Assessment

A risk assessment will be written to support this plan.

It is specific to the actions of Security. The general overview of the risk assessment is that the likelihood of a risk occurring that could threaten the event is low. However, if the risk did occur the severity of that risk is high. This is due to the potential impact any risk could have on a gathering of people in a non- open area.

The assessment has been carried out in accordance with The Health and Safety at Work Act 1974. All members of Able Security will adhere to any Health and Safety regulations.

Hazards Identified	Who is at risk?	Risk level without control	Measures to be implemented	By who?	Risk level with control
<i>Arrival and leaving of guests to event site - Crushing, Property, damage and Violence</i>	<i>Public, staff</i>	<i>Medium</i>	<i>Entrance area to be kept clear and customers advised not to loiter</i>	<i>Event Staff & SIA Security</i>	<i>Low</i>
<i>Staff and Public moving in a confined area when busy - Crowding, Tripping, Crushing Minor Injury</i>	<i>Public, staff</i>	<i>Medium</i>	<i>Only designated number of the public allowed into venue. Premises supervisor to take into account staffing level when determining public entry</i>	<i>Event Staff & SIA Security</i>	<i>Low</i>
<i>Weapons e.g. knives, guns - fatalities, stabbings, hospitalisation, PR damage, Police investigation</i>	<i>Public, staff</i>	<i>High</i>	<i>Searching upon entry, types of acts to be risk assessed to ascertain if require higher level of security or metal detectors</i>	<i>SIA Security</i>	<i>Low-Medium</i>

Wet, slippery floor - slips, trips and falls, minor injury	Public, staff	Medium	Any spills to be cleared up immediately, event staff to monitor the public areas and clear up wet areas as and when necessary	Event staff	Low
Fire escape/Evacuation - Crushing, Panic, Major Injury	Public, staff	Medium	All staff to be well drilled on emergency evacuation procedures and be familiar with the escapes All staff to read and sign emergency evacuation procedures	Event Staff & SIA Security	Low
Sale of alcohol - Risk of injury or potential violence	Public, staff	Medium	No alcohol to under 18's or to persons who appear to be drunk. Photographic ID to be produced on request of licensee or door supervisor	Event staff & SIA Security	Low
Drugs on Premises - Public health on premises through use of drugs – overdose etc, Police action, loss of working days, low efficiency and production, loss of customers and profits, legal action	Public, staff	Medium	Searching is a condition of entry to the site. Police to be informed of anyone caught selling drugs on the site. Drugs to be confiscated and logged and given to the police. First Aider to be on hand when venue is open in the event of a drug related incident	SIA Security	Low

Traffic Management

The provision of Parking Assistants for the event is based on information provided by the event organiser and the maximum attendee numbers of 1500 including, security, stewards, traders, staff and music acts. The numbers of parking cars for the weekend are estimated at 500 max.

Main Event Road Entrance

- *To monitor the traffic flow in and out of the site*
- *To manage any exiting vehicles with incoming vehicles to ensure free flow*

Car Parking Area

- *To park the cars as quickly and efficiently as possible maximizing space*
- *To ensure that no cars are blocked in by others*
- *To leave sufficient lanes between each row to allow a fire lane and also to allow vehicles to exit.*
- *To manage the car park traffic so that pedestrians and cars do not mix where practicably possible (To keep the gates, clear at all times from customers and any vehicle traffic to aid any services that may need to use the gate)*

Aim of the Plan

The maintenance of public safety on the local highway infrastructure: Public safety is the primary objective and the core reason for detailed traffic management planning. The event must adopt all reasonable, practical measures to ensure the risk to life is minimised to those attending and working at the event to which the Traffic Management Plan.

Minimise disruption to all road users with special emphasis on maintaining the integrity of those routes: Detailed planning in use of the supporting road infrastructure is identified and is a crucial element in meeting key objectives. It is important to ensure that the public highway is, in so far as is reasonably practicable, kept clear of unnecessary congestion. The plan will be suitably robust to cope with anticipated road traffic related issues raised as a direct result of this event taking place.

Minimise the disruption and impact of such an event on local communities: It is important that any event seeks to minimise its impact upon the local community. A series of measures are detailed in which will seek to mitigate potential adverse effects on the community.

Main Road Knockholt, which will be the festival entrance would be placed is a main road but with a relatively low traffic flow and no pavements.

The main road leading to the event has a 30mph limit and as such care, will be taken to ensure that all vehicles approaching the entrance to the event are notified by signage leading to the entrance.

The workforce and site supervisory staff will wear high visibility warning clothing at all times when on site. Clothing shall comply with BS EN 471 Table 1, Class 2 or 3 (Class 3 on motorways or other high-speed roads). The colour of the clothing shall normally be fluorescent yellow or fluorescent orange-red complying. The retroreflective material shall be to Class 2.

Car park Assistants will be instructed on their roles and all will have undergone briefing to enable them to fulfill the role at the festival.

Venue

Venue Description

**Knockholt Fest
Kings Valley,
Main Road,
Knockholt,
Kent.
TN14 7PH**

The event is a small- scale, family friendly food fest, music and arts festival with a focus on supporting and raising money for a local charity, emerging artists, supporting local businesses, local musical talent, engaging the community in the arts, as well as giving people to access to enjoy the wonderful nature and landmark of the location as part of the great British festival experience.

The event programme consists of a range of food stalls, farmers market, small vintage funfair for children, arts and crafts, face painting, healing village, outdoor garden games. Live music provided by unsigned local acts, main bar with Kent produced beers and wines with music.

The event capacity has been estimated at 1500 people arriving by both foot and vehicle.

