

LEEFEST MUSIC & ARTS FESTIVAL

28th – 30th July 2016

Leppards Wilderness Farm TN8 7LP

SECURITY MANAGEMENT PLAN

V3

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1. Event Overview

The Event is a small-scale, family friendly music and arts festival with a focus on supporting emerging artists, engaging communities in the arts, and allowing people to enjoy the outdoors as part of the great british festival experience.

The event programme consists of a wide range of art forms and activities including; live music, DJs, cabaret, cinema, circus, comedy, craft markets, craft workshops, dance classes, games, sports, hot tubs, art installations, kids area, local ales, magic, paint fights, spoken word, street food, talks, debates, theatre, therapies, wide games and yoga.

Camping and parking facilities will be provided for attendees and we expect the majority of participants to stay onsite for the duration of the event.

The exact location of the event site is currently being kept secret, the full address will be provided to ticket holders closer to the event start.

The event management plans have been developed in accordance with the guidance given by the Event Safety Guide, and are continually being developed as part of the consultation between with local authorities. All activities and installations necessary for the running of the event are fully risk assessed by the event organisers or the supplying contractors, and will meet any relevant regulations, standards and guidance.

1.1. Dates

Build	11 th – 27 th July 2016
Live Event Days	28 th – 30 th July 2016
Breakdown	31 st – 10 th July 2016

1.2. Public Access

The public are permitted on site from 14:00 on the 28th July to 14:00 on the 31st July.

1.3. Licensable Activities

The provision of regulated entertainment (to include plays, films, live music, recorded music, performances of dance and activities of a similar description) and the Provision of Entertainment Facilities (to include making music, dancing and facilities of a similar description):

Date	Start	Finish
28th July	n/a	n/a
	14:00	23:59
29th July	00:00	03:00
	09:00	23:59
30th July	00:00	05:00
	09:00	23:59
31st July	00:00	05:00
	n/a	n/a

The sale by retail of alcohol for consumption on and off the premises:

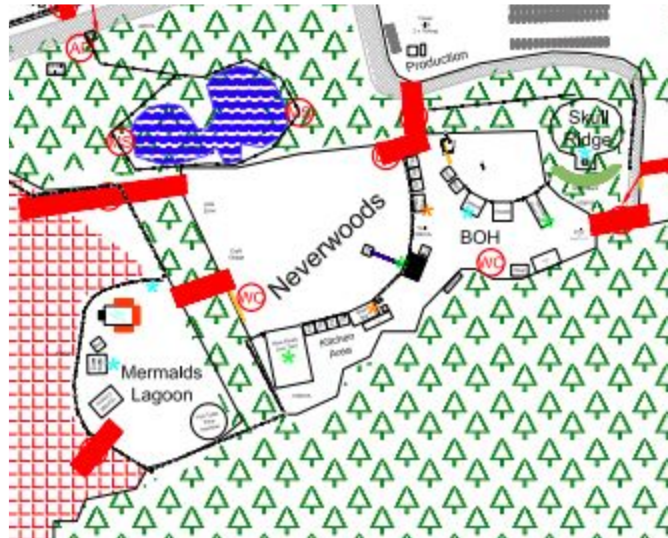
Date	Start	Finish
28th July	n/a	n/a
	14:00	23:59
29th July	00:00	03:00
	10:00	23:59
30th July	00:00	05:00
	10:00	23:59
31st July	00:00	05:00
	n/a	n/a

The provision of late night refreshment:

Date	Start	Finish
28th July	n/a	n/a
	23:00	23:59
29th July	00:00	05:00
	23:00	23:59
30th July	00:00	05:00
	23:00	23:59
31st July	00:00	05:00
	n/a	n/a

The timings given here cover all of the different activities happening on site, and do not apply to all of the different venues. Exact stage times are to be confirmed at this stage, however, the proposed venue operation times and capacities are listed below.

	Thu 28th		Fri 29th		Sat 30th		
Realm / Stage	Open	Close	Open	Close	Open	Close	Capacity
<i>General</i>							
Car Park	12:00	23:00	08:00	23:00	08:00	23:00	n/a
Campsite	14:00	n/a	n/a	n/a	n/a	n/a	4999
Arena Space	18:00	02:00	10:00	05:00	10:00	05:00	4999
<i>The Neverwoods</i>							
Neverwoods Main Stage	n/a	n/a	12:00	23:00	12:00	23:00	3,000
Neverwoods Live Stage	18:00	23:00	12:00	23:00	12:00	23:00	1,000
Neverwoods Treehouse Stage	n/a	n/a	10:00	03:00	10:00	03:00	100
Neverwoods Native Encampment	n/a	n/a	10:00	20:00	10:00	20:00	100
Neverwoods Main Bar	18:00	02:00	10:00	04:00	10:00	04:00	400
Neverwoods Kids Area	18:00	20:00	08:00	20:00	08:00	20:00	100
Neverwoods Games Field	n/a	n/a	10:00	18:00	10:00	18:00	50
Campfire	23:00	02:00	23:00	05:00	23:00	05:00	50
Roaming Performances	n/a	n/a	12:00	20:00	12:00	20:00	N/A
<i>Skull Ridge</i>							
Skull Ridge DJ Stage	n/a	n/a	20:00	04:00	20:00	04:00	700
Skull Ridge Live Stage	n/a	n/a	16:00	23:00	16:00	23:00	200
Skull Ridge Cabaret Stage	n/a	n/a	18:00	04:00	18:00	04:00	60
Skull Ridge Arcade	n/a	n/a	18:00	04:00	18:00	04:00	60
Skull Ridge Casino	n/a	n/a	18:00	04:00	18:00	04:00	60
<i>Mermaids Lagoon</i>							
Mermaids Beach Stage	18:00	02:00	10:00	02:00	10:00	02:00	700
Mermaids Cinema	n/a	n/a	18:00	02:00	18:00	02:00	60
Mermaids Drag Stage	n/a	n/a	18:00	02:00	18:00	02:00	60
Mermaids Cocktail Bar	18:00	02:00	18:00	02:00	18:00	02:00	100
Mermaids Hot Tubs	10:00	02:00	10:00	02:00	10:00	02:00	24
Mermaids Massage + Therapy	n/a	n/a	10:00	02:00	10:00	02:00	20
<i>Backstage</i>							
Crew and Guest Bar	18:00	02:00	12:00	04:00	12:00	04:00	400
Hospitality Tent	10:00	02:00	10:00	02:00	10:00	02:00	50



1.4. Contact Details

Event Director

Lee Denny, LeeFest

[Redacted contact information]

DPS

Lee Denny, LeeFest

[Redacted contact information]

Production & Operations Manager

James Bramley, LeeFest

[Redacted contact information]

Event Medical Supplier

VM Langfords

Event Welfare Supplier

Corrine Lane, National Event Welfare Service

[Redacted contact information]

Event Security Team

Vespasian Security

1.5. Audience Profile

The event is aimed at families and individuals of all ages and backgrounds. Using data from previous events and ticket sales to date, the management team expect the majority of attendees will be aged between 23 and 35 and will reside in the south east of England, but do expect a number of customers from further afield and from central London. Most attendees return year after year, and many new attendees hear about the event via word of mouth from those previous attendees.

The audience at LeeFest has always been extremely amicable and compliant, with a friendly atmosphere onsite.

1.6. Capacity and Audience Numbers

The capacities below have been established using a combination of information relating to the desired audience density, 2014 figures and the available space.

For this event the number of attendees is to be limited by the License restrictions on capacity.

Category	Number
Public	4499
Performers & Staff	500
Total	4999

The area of the licensed event site is 44.38 acres. This will provide excessive space for the expected attendance, and achieve the desired audience density.

1.7. Control Points

The publicly available control point will be the Security Wristband Check. This will provide 24hr assistance to attendees and a point of contact to the organisers for public attendees.

The production office will be situated backstage, will house management resources and will provide a point of contact between the organisers, event staff and any responsible agencies.

1.8. Emergency Fallout Zone

An emergency fallout zone has been designated on the sitemap for use in the event of a full evacuation.

1.9. Fencing and Barriers

Anti-climb heras fencing will be used to enclose the site erected in line with the site map, this will be covered with hessian scrim to aid the natural theme of the event, and to act as screening between the event site and non event space. This will be patrolled by SIA accredited security. Walkways will be marked by stakes and rope.

Suitable safety barriers will be used in front of stages and to cordon off non public areas.

1.10. Site Lighting

Site lighting will be positioned in suitable areas around the event site. Two sets of lighting will be maintained, one for general use and another for emergency use in the instance that the generator, electrical systems or general use lighting fail or have to be switched off.

Most site lighting will only be used in an emergency, however, the areas listed below will be lit at all times after sundown:

Toilets and showers, Production area, Campsites, Emergency Exits and Security positions.

1.11. Emergency Services Rendezvous Point

Event Signage designs TBC, but will be flown at 16ft high and be 3mx1m in size on scaffolding goalposts

1.12. Audience Number Control

Tickets will be majority sold by pre sale. A small amount of tickets will be made available on the door for walk up attendees. The event site location is being kept secret and will only be disclosed closer to the event date.

We have a ticket scanning system, which will be in operation along with exit counters, to give an accurate measure of the amount of public inside the event at any given time. Box office staff will be responsible for ticket scanners, and Security Team will be responsible for clicking in and out of customer levels.

1.13. Police

LeeFest will ensure that we have liaised with all relevant police parties closely in the further planning of the event to ensure they are aware and in agreement with the event management plans.

Police presence at the event is always welcomed, though we feel that it is not necessarily required considering the private security arrangements we will have in place.

1.14. VIPs

A short list of low profile VIP's will be invited. We do not anticipate having to make and special security arrangements for them but private refuge will be available backstage if required in the hospitality area.

1.15. Accreditation

All attendees, staff and performers will be issued with a cloth wristband upon entry for identification purposes. Production passes will be via lanyards, which will be signed out at the beginning of the week. Adult wristbands will only be given to those aged 18 and over to help prevent underage drinking.

1.16. Vehicle Labelling System

There will be the following site passes, all will include a space on the pass to add a telephone number:

ARENA: Access to all areas within the site - all vehicle occupants must be wearing a wristband

BACKSTAGE: Access to all non arena areas - all vehicle occupants must be wearing a wristband

CREW: Access to crew parking -all vehicle occupants must be wearing a wristband

CAMPERVAN: Access to campervan field - all vehicle occupants must be wearing a wristband

PUBLIC: Access to public parking field

ACCESSIBLE: Access to accessible public parking field - must be accompanied by written proof of 'accessibility' status

1.17. Security Searches

It is a condition of entry that each attendee is subject to a security search upon entry to the event site. Any contraband material found during searches will be confiscated and appropriate action will be taken by the security team. Contraband material includes drugs, weapons, glass bottles, fireworks, sparklers, excess alcohol, alcohol carried by under 18s, large sound systems, large gas canisters. All these are zero tolerance items.

1.18. Missing Persons or Property

Any lost property may be handed in to the control point and will be dealt with by the security team, as can any reports of lost property. Property can be reclaimed at the event by direct description or afterwards via collection or post. Contact details for property reclaim will be clearly shown on the event website.

Lost persons can also report to the control point, as can reports of missing persons. The Production Manager will then be informed. If the lost person is deemed to be in any way vulnerable then only persons with a valid DBS check will be allowed to handle the issue. In most cases this would be any of the SIA team or First Aid team, or the event organisers.

1.19. Alcohol and Bars

The bars on site will be managed in accordance with The Licensing Act 2003 and all Mandatory Licensing Conditions will be met. The bars will stock a wide range of products, including many locally made 'craft' products such as ale, cider and wine. Extremely cheap and excessively strong drinks will not be available.

1.20. Designated Premises Supervisor

Our Designated Premises Supervisor will be Lee Denny. Licence number 1000647LAPER Personal licence issued by the London Borough of Bromley.

1.21. Bar Operating Times

Date	Start	Finish
28th July	n/a	n/a
	17:00	23:59
29th July	00:00	03:00
	10:00	23:59
30th July	00:00	05:00
	10:00	23:59
31st July	10:00	05:00
	n/a	n/a

1.22. Challenge 25

We will operate a 'Challenge 25' policy at the entrance to the event. Anybody without valid identification will be refused an adult wristband. A further challenge will be made at the point of sale if there is any doubt about the attendees age.

1.23. Public Communications

The event website and social media channels will provide attendees with information relating to transport, terms and conditions of entry and general safety advice prior to and during the event.

1.24. Comms

All key security staff will be issued with a site radio, the Security Management team will be required to supply their own comms .

All event staff will be provided with a contact sheet prior to the event that will state which teams are using which frequencies and a list of key mobile phone numbers for use in case of radio failure.

Information and emergency directions can be broadcast to the public using the PA systems available in each venue.

The security team will provide loud hailers for use during any partial or full evacuation, particularly in the campsite where there is no PA system.

The radio control point will be the production office.

All emergency exits will be clearly denoted using the standard form of white lettering on a green background, and suitably illuminated.

Other points of interest will be clearly signposted such as the main entrance, first aid, water taps and control point, as well as delivering safety advice.

1.25. Emergency Radio Codes

Special Unit Batman: Bomb Threat
Special Unit Catwoman: Crowd Control Problem
Special Unit Flash Gordon: Fire
Special Unit Magneto: Medical Emergency
Special Unit Spiderman: Structural Problem
Special Unit Wolverine: Extreme Weather
Special Unit Oracle: Organiser Required At Scene
Special Unit Elektra: Electrical Storm

1.26. First Aid and Welfare

The provision of first aid during the event will be in accordance with the guidance provided in the Event Safety Guide. It will be planned and managed by a suitable

specialist contractor, who is confirmed as 'VM Langfords'. Please see appendices for management plan.

We will be employing welfare councillors to offer information on the dangers of drugs and support to any drugs users. These contractors are confirmed as 'National Event Welfare Service'.

The onsite medical team will be the first responders in any medical emergencies and will be responsible for telephoning for assistance from the local ambulance service if required. They will have direct radio contact to the production office and security team to request assistance in meeting the emergency vehicle and ensuring the ambulance can easily access the incident.

There will be a fully equipped ambulance complete with drug therapy provisions on site at all times.

1.27. Emergency Vehicle Rendezvous Point

The designated rendezvous point for emergency vehicles is Blue Gate. A map of its location will be made available to local authorities before the event commencement.



1.28. Emergency Show Stop

An incident may require the show (music or entertainment) to temporarily be stopped in order to assist with the response. *A temporary showstop is not an order to evacuate.*

A showstop can be ordered by the Production manager, Head of Security, Event Organiser or Stage Manager at any time. The performers will be asked to leave the stage by the stage manager, and all sound will be cut except for one microphone for use by the stage manager who will make the following announcement:

“Ladies and Gentlemen. Owing to an incident (provide brief details) it has become necessary to temporarily stop the performance. We will restart the show as soon as possible, please remain where you are.”

Further details about whether or not the show will restart should be given as soon as possible.

1.29. Evacuation

Under an Amber site status, the production manager, or head of security in their absence, will be responsible for making the decision to conduct a partial or full evacuation of the site.

The purpose of a full or partial evacuation is to move people away from actual or potential dangers to a place of safety. A full or partial evacuation will be co-ordinated by the Head of Security following the procedures set out in the Crowd Management Plan. The Production manager will assist by coordinating other event staff and resources as needed.

If required the following statement will be read out by the production manager over the relevant PA systems.

“Ladies and Gentlemen. Owing to an incident it has become necessary to evacuate this area (specify which area if needed). Please leave via the exits (specify which exits if needed) and proceed to the (campsite/car park) where further information will be given.”

1.30. Cancellation & Curtailment

The event organisers will make the final decision to cancel or curtail the event, after consultation with onsite teams, emergency services and local authorities.

Cancellation (Event not yet commenced)

Following a decision to cancel the event the following will happen; the police and local authority will be informed of the decision, a written statement will be circulated via emails, event website, social media channels and the press, notices will be erected around the site, security will secure the site until after the due commencement time.

Curtailment (Event commenced)

Curtailment will usually follow an emergency incident as outlined in the event status section above. Following a decision to curtail the event, the Head Of Security will instigate the event egress procedure and secure the site against re-entry. The police and local authority will be informed of the decision and a written statement will be circulated via emails, event website, social media channels and the press.

1.31. Bomb Threats

A bomb threat is usually in the form of verbal or written threat to detonate an explosive or incendiary device. The device may or may not actually exist. If it does not exist then the motivations of the threat are more likely to be to induce a state of panic and confusion and to interrupt business operations.

After any bomb threat is received a thorough inspection should be undertaken to establish the true motivations of the threat, and establish whether an evacuation is necessary. The police should be informed of all bomb threats by the head of security.

A Bomb could take many forms including Vehicle bourne, Person bourne or as a placed device.

The head of security and production manager should jointly co-ordinate the search, briefing staff to question the items found around them;

- Should the item be there?
- Can it be accounted for?
- Is it out of place?

If any suspicious items are identified then the head of security should initiate a cordon until the police arrive. Cordon distances should be as follows. Letter sized item; 100 meters. Suitcase sized item; 200 meters. Vehicle sized item; 400 meters.

No comms or mobile telephones should be used within the vicinity of the suspected device, this information will be disseminated to all the staff and volunteers. Further to this the following will be undertaken to prevent the risk of a bomb threat:

Suspicious behavior will be reported to the security teams

The site will be kept clean and tidy to prevent obvious hiding places

Guidance on handling a situation of a suspected package will be disseminated to all staff and volunteers as part of the Site Induction.

2. Audience Policies

2.1. Drugs

We operate a strict zero tolerance policy on drug use and possession. All guests to the event will be searched upon entry, any drugs found will be confiscated, the offending patron detained and the police informed. Amnesty bins will be provided at the entrance to the campsite and the entrance to the arena to encourage any attendees carrying drugs to hand them in. Welfare councillors will be onsite to offer information on the dangers of drugs and support to any drugs users.

2.2. Violence

Violence of any sort is not expected from our guest profile and is very much frowned upon in the ethos of the event. However, measures will be in place to prevent and/or deal with any incidents effectively. All guests will be searched on entry, any weapons found will be confiscated and the police called. Violent persons will not be admitted to the site. A licensed security team will be available for easy deployment to any incident on or off site.

2.3. Theft

Theft of any sort is not expected on the event site, however, there is a history of tent theft at UK festivals and the Security Team and Campsite team will remain vigilant at all times. The campsite will be well lit, and fenced to keep out non festival goers. The campsite information team will remind guests to keep valuables on them at all times and be mindful for thieves. If someone is caught with stolen goods they will be ejected from site and the police will be informed.

2.4. Alcohol

All attendees will be searched upon entry and asked for identification. Any contraband material will be confiscated. Contraband material includes alcohol if the person carrying it cannot prove they are over the age of 18.

Attendees will be asked for identification if attempting to buy alcohol from the bars on-site using the challenge 25 procedure.

Any under 18's who appear to be or are found to be intoxicated will be taken to the first aid point where they will be supervised, and their parents or guardians contacted. If no contacts can be found then they will be passed on to the police for further care.

2.5. Explicit Material

During the screening of films the cinema tent will be managed so as to adhere to the age restrictions for viewing content given by the titles BBFC classification.

2.6. Age Restrictions for Entry

LeeFest is a family event and therefore open to anyone of any age. Children aged 16 and under must be accompanied by an adult aged 21+ years at all times during the festival. Parents will not be allowed to drop children off and leave them for the day- they must be paying guests at the event and remain with their children at all times. Those aged 17 and over may attend of their own accord. Children aged 12 and under can attend for free.

2.7. Venue Crowd Management

In each music focused venue (Neverwoods Mainstage, Neverwoods Live Stage, Skull Ridge DJ Stage, The Beach, Skull Ridge Live Stage) there will be at least one SIA accredited crowd safety steward and a number of non accredited crowd safety stewards. Their role will be to monitor the crowd for any kinds of non-permitted behaviour, including drug taking, violence and possession of glass items. If a member of the audience is seen to be acting not in accordance with our site rules, a dynamic risk assessment will be carried out by the designated SIA steward and according action will be taken depending on the severity.

Scenario 1. The customer is verbally warned and desists from breaking the site rules (for example hands over a glass item).

Scenario 2. The customer is escorted from the venue, is verbally warned by the security team and escorted out of the area (for example repeated smoking inside a tented venue).

Scenario 3. The SIA steward calls the response team for assistance, the customer is escorted out of the fire exit into Back Of House and escorted to the campsite in the site vehicle to collect their belongings and the police will be called (for example violent conduct or drug dealing).

The primary concern for the organisers is the health and wellbeing of the customers, even if illegal activity has taken place, the first action taken by the security teams will be to remove the customer out of danger and ensure medical treatment is available.

2.8. Crowd Dispersion

The security team will carry out post event crowd dispersion.

On the live days these will be via arena sweeps. After each day the tented venues will be closed first and each will be secured in turn. Afterwards, the outdoor realms will be closed via area sweeps and again closed in turn. Firstly Mermaids Lagoon will be swept and closed up, followed by Skull Ridge, then finally The Neverwoods will be secured and the crowd dispersed into the campsites. The arena sweep will be completed using the security ops teams as way of a changeover to the non-ops teams. This way, the non-ops staff can be certain that the arena is empty before taking control overnight.

The campsite sweep will take place at 1400 on Sunday 31st July. This sweep is advertised at 1200, however, we are happy to accommodate guests for a further 2 hours, to ensure all customers exit safely and at varied timings for our traffic operation. The campsite sweep will take place using four staff, they campervan area will be swept first, followed by the VIP/Luxury camping area, then the public area and finally the disabled area. The sweep will be done systematically and all tents left in the field will be inspected individually to ensure that all customers have exited. The site clean team will follow the security team to clear up the remaining tents.

3. Operational Roles and Responsibilities

Security Manager: to oversee all crowd safety management and to be responsible for making high level operational decisions (for example: show stops, calling the police, site exclusions etc.)

Security Supervisors: to ensure that all points are covered in line with the necessary provisions, the security spec and to make mid level operational decisions (for example: the decision to escalate a situation, re-deploy staff or provide operational support)

SIA operatives: to uphold their training and deal with low level incidents (for example: verbal warnings, escorting customers making dynamic risk assessments)

Security Stewards: to support the SIA stewards by reporting all incidents and near misses. (for example: interacting with customers to offer advice and directions, taking visual observations in event venues helping with site sweeps)

4. Deployment

Table Redacted

All staff deployments include necessary Supervision and Management which will be the responsibility of the Crowd Management contractor to include.

On the below map, day positions are marked in orange and Night positions are marked in Purple.

Map Redacted

5. Ingress Operation

5.1. Public

Customers will arrive at the box office and either have their tickets scanned or sold to them at the box office, from that point they will travel past the locked amnesty box which will display the site entry policies and should they wish to, they can deposit any contraband without consequence. Then they will travel to the bag search area where each customer will be checked to ensure that they do not possess any hidden contraband or glass. At this point their wristband will be checked and they will be permitted access to the site.

5.2. Campervans

Campervans will be directed by traffic staff into the campervan field where they will have their wristband checked by the production security staff member and a search of the campervan will take place. They will be then directed to their pitch by a steward.

5.3. Disabled Customers

Disabled customers will be directed to the disabled campsite where they will have their wristband checked by the production security staff member and a search of the vehicle will take place. They will be then directed to their pitch by a steward.

5.4. Arena Access

Customers will access the arena via the wristband check point marked on the map. Here they will be searched to ensure that they possess no glass or other contraband, their wristband will be checked and they will be allowed access through the fenceline.

6. Site Eviction Policy

The event site Eviction Policy is as follows: If it is deemed by the Show Director, Production Manager or Head of Security that it is necessary to evict a customer from site in operational hours, they will be allowed to collect their belongings under supervision of the security team, they will then be escorted to a local railway station and their details will be circulated amongst the event staff. If it is deemed that a customer is required to be escorted off site in non operational hours, the police will be called to discuss the incident.

In its 10 year history no legitimate customer has ever been escorted off site due to disregarding the site rules, we do not envisage this happening in 2016.

7. Site Operations Plan Supplied by Contractor