

DRAFT

**Lighthouse Event Management Plan
April 2017**

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1. Scope

This document contains Lighthouse policy and event guidance information on the health and safety aspects that must be considered when organising an event in the building.

The advice is general as there are so many different types of events. The information contained within this guide is intended to highlight the importance of making safety your priority in planning an event. The considerations are by no means exhaustive and should be supplemented by other reading as detailed in section 6.

2. Introduction

This guidance note has been developed to ensure that there are effective procedures in place so that health and safety is maintained at all events organised by or held on Lighthouse premises.

Lighthouse London Church will from time to time, host conferences, performances or meetings that attract audiences or participants of up to 450 people.

Congregations of more than 150 people are expected to attend the church every Sunday.

3. Event approval process

Lighthouse has an events approval process to manage the use of the building successfully and to prevent more than one user planning an event for the same day.

The event approval process is managed by the Operations Manager, who should be notified of any event at the earliest opportunity.

4. Council licensing arrangements

4.1 Temporary event notice

Temporary Event Notices (TENs) can be applied for to permit the following temporary licensable activities whether they be within a premises or outside in open space:

- Regulated entertainment - plays, films, recorded music, indoor sporting events, live music, boxing or wrestling entertainment, performance of dance
- Late night refreshment - provision of hot food and/or hot drinks between 11pm and 5am
- Sale by retail of alcohol
- Supply of alcohol by or on behalf of a club to a member or to the order of a member

5. Things to consider during planning

5.1 Responsibilities

The weekly worship and occasional conferences would require a designated Event Organiser; someone within the church or staff team who will have overall responsibility for the event's planning, running and evaluation.

For Sunday worship, these responsibilities may be delegated by the Vicar to various staff members and the Hospitality Team. But for each Service there should be a clearly designated Fire Warden whose responsibility it is for taking a lead in implementing the evacuation procedure if required.

Occasional conferences run by the church must have an Event Organiser, as must any conference or event run by an external church, agency or organisation.

The Event Organiser will need to comply with this Lighthouse Event Management Policy and complete a Lighthouse Event Management Plan, in advance to ensure the safe running of the occasion.

5.1.1 The Event Organiser

The Event Organiser will have prime responsibility for the health and safety of:

- Paid staff and volunteers
- members of the public (the audience / the participants)
- contractors working at the event

5.1.2 The duties of the Event Organiser

An event organiser has the duty to plan, manage and monitor the event to make sure that workers and the visiting public are not exposed to health and safety risks.

5.2 Planning

Where practical, start organising several months before the event in order to ensure there is enough time to carry out risk assessments, obtain specialist advice where necessary and complete the Lighthouse Events Management Plan.

The level of detail in the Lighthouse Event Management Plan should be proportionate to the scale of the event and the degree of risk.

The Event Organiser should first decide who is required to help plan and run the Event safely.

Whatever the scale of the event, the Organiser shall make sure there is a clear understanding within the organising team of who will be responsible for safety matters. This will be driven by The Lighthouse Health and Safety Policy.

The organising team should meet regularly to assess progress with the requirements of the Events Management Template.

5.2.1 Liaising with others

The Event Organiser should keep informed and liaise with other centre users, e.g. the Spear Manager and the Lighthouse Home Duty Manager and where appropriate, the emergency services and local authority Safety Advisory Group for advice and information relevant to the planning and discuss with them how to control risks.

The Event Management Plan and the Emergency Evacuation Plan shall be approved by an appropriate safety officer from the local authority and/or Fire Service.

5.3 Risk assessment

The Management of Health and Safety at Work Regulations 1999 require all employers and self-employed people to assess the risks to workers and others who may be affected by their work.

The Event Organiser will need to carry out a risk assessment for the event to ensure that hazards have been identified and suitable control measures are in place.

A risk assessment is simply a careful examination of what during the event, could cause harm to people and of the measures taken enough precautions to prevent harm.

The Lighthouse Event Risk Assessment form should be completed for all one-off and occasional events. A standard risk assessment can be used for Sunday worship.

Test the communication systems, e.g. radios and public announcement equipment, before the event.

For guidance on accidents, ill health and dangerous occurrences see RIDDOR (<http://www.hse.gov.uk/riddor/index.htm>)

5.4 First aid

The number of people requiring medical treatment at any event will vary considerably as will the type of ailment. These can range from traumatic injuries or conditions such as dehydration, sunstroke, food poisoning or the serious effects of drugs or alcohol. The first-aid provision needs to be suitable for the number of people expected to attend and for the type of event.

In accordance with recommendations contained in the Events Safety Guide published by the Health and Safety Executive, it is advisable that no event should have fewer than two first aiders.

5.5 Fire safety

The Lighthouse is equipped with the appropriate equipment for putting out small fires, e.g. fire extinguishers, fire blankets, throughout the building.

All paid staff will receive training on where the equipment is and how to use it.

Everyone with responsibilities at the event should be told not to attempt to fight major fires.

The Fire Risk Assessment for the building will be updated as necessary.

Provision for the safe evacuation of any disabled persons is contained in the Lighthouse Emergency Evacuation Procedure.

5.6 Stewards

The Event Organiser will need to provide enough identifiable stewards to cater for the size and nature of the event. The Emergency Evacuation Plan illustrates how many stewards will be required for an event using both floors of the auditorium. For example; an event attended by 450 people will require a full complement of 12 Stewards; whilst an event using only the lower auditorium level will require fewer stewards.

The appropriate number of stewards required will be assessed during the risk assessment stage early in the event planning time table so that recruitment, if in house, or hire of external stewards, can commence at an early stage.

Staff and Stewards must be adequately trained in their roles and responsibilities and competent to undertake their role safely.

All staff and safety stewards should attend Event Steward Training. This will be run in-house by The Lighthouse Operations Manager, The Executive Director or another suitably trained employee of The Lighthouse.

It is essential that stewards and the event organisers can communicate effectively, whether by mobile phone or radio. This is particularly important in the event of an evacuation.

There should also be an appropriate level of competent supervision, proportionate to the risk, nature of the work and the personnel involved.

5.7 Safeguarding

All events making provision for children such as a crèche or children's programme, shall be run in accordance with the Diocese of London's Safeguarding Policy and Procedures.

All events will be staffed by adequate number of people (whether paid or volunteers) who have an enhanced Disclosure and Barring Service (DBS) clearance.

London Diocesan recommended adult to child ratios will be adhered to by all users of The Lighthouse.

All Event Organisers will devise a Parent/Child registration process for an event that ensures a child is supervised by an appropriate adult at all times for the duration of the event.

5.8 Managing entrance to and exiting from the building

To manage the flow of people arriving for the event, there should be an arrival window of at least half an hour between the opening of the facilities to attendees and the event beginning. For example, for an event beginning at 09.30 the 'doors open' or 'registration' time should be no later than 09.00.

The Reception desk should be located in such an area that ensures there are no queues outside the doorway and onto the Finchley Road.

For larger events and for those where parents will be registering children, the second entrance should be utilised. Attendees can be allocated an entrance, for example, according to surname, or whether they are registering children. On these occasions, a second reception point should be set up well within the side entrance lobby.

Stewards should be situated by both entrances to ensure attendees enter through their allocated door and to prevent the crowding of public pathways.

After an event, attendees will be asked to leave by the exit nearest to where they are situated in the building at the close of the conference. For example, those sat forward of half way in the auditorium will be asked to leave by the side entrance, and those in the rear half of the auditorium, by the main entrance. Stewards will assist with this process.

5.9 Ticketing and reception

Entrance to occasional conferences shall usually be by ticket only, payable in advance of a published purchase-by date. The Event Organiser may decide to manage this through Eventbrite.

It is up to the Event Organiser to decide whether to permit attendance on the day by people who have not pre-booked. This may depend on the numbers who have pre-booked and the capacity of the event to hold extra people and whether there are sufficient staff and volunteers to manage safely the handling of cash payments.

The Event Organiser with the event planning team shall agree Terms and conditions of ticket sales and these will be published on the relevant pages of thelighthouselondon website.

Any cash taken on the day shall be handled and accounted for in accordance with the Lighthouse's petty cash handling procedures (see Lighthouse Finance Policy and Procedures; section 9).

All information about conference attendees will be managed in accordance with the Data Protection Act.

5.10 Waste

The event organisers will be requested to deal with extra rubbish generated by the event in an appropriate manner to ensure the Lighthouse's waste disposal capacity is not exceeded. Organisers are asked to recycle waste where possible, in accordance with The Lighthouse Environment Policy.

5.11 Sanitary Facilities

The Lighthouse is adequately resourced with appropriate sanitary facilities. However, due to the increased use of these facilities during an event, the Event Organiser shall ensure that toilets are regularly checked for cleanliness during the event and that waste bins are emptied as the need arises (this does not include sanitary waste disposal bins).

5.12 Electrical safety

The Lighthouse is equipped with an electrical infrastructure that complies with all relevant British Health and Safety standards. This will be maintained in accordance with The Lighthouse Health and Safety Policy.

All extra electrical equipment installed for an event shall be installed in a safe manner by a suitably qualified electrician (see *using contractors*, below)

5.13 Communications

The Event Organiser should consider providing for personal radio contact between themselves and any other relevant persons involved with running of the event and ensure emergency services can be contacted easily and quickly.

All communication systems, e.g. radios and public announcement equipment shall be tested before the event.

5.14 Disabled visitors

The DDA requires organisations to review their policies, practices and procedures to ensure that they do not discriminate against disabled people, and to take steps to overcome any physical barriers that make it impossible or unreasonably difficult for a disabled person to use a service.

A Personal Emergency Evacuation Plan (PEEP) will be agreed with all disabled people attending an event. This will preferably be agreed during the booking process, but if not must be agreed on the day.

A sign in reception will inform delegates that the Lighthouse offers standard PEEPs and inviting visitors to inform reception of their escape requirements.

The Event Organiser is responsible for ensuring that adequate emergency evacuation provision is in place.

The guidance contained in the publication 'Fire Safety Risk assessment – *Means of escape for disabled people* should be followed.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/422202/9446_Means_of_Escape_v2_.pdf

5.15 Food safety

Any food preparation must be undertaken in hygienic surroundings and in compliance with food hygiene legislation.

5.16 Insurance

The Lighthouse holds Public Liability insurance. This indemnifies us for our legal liability to pay compensation and legal costs in respect of:

- death, bodily injury, illness or disease;
- damage to third party property arising in the course of our business.

Our insurers understand that our business as a church will include the organisation of and or provision of facilities for various events.

However, to protect the church from damage to its buildings, facilities or reputation the Event Organiser MUST check that any contractors involved with the event, including contractors providing hired equipment such as film, sound or lighting, hold their own Public Liability insurance.

The Event Organiser must ask them to provide written confirmation that they have cover from their insurance company or insurance broker. Insurance should be for a minimum limit of indemnity of £5m any one claim with a company registered with the FSA.

To check that the insurer is regulated go to <http://www.fsa.gov.uk/register/firmSearchForm.do>

5.17 Contractors

If the Event Organiser needs to select and appoint contractors, consider their suitability and competence for providing a safe and reliable service.

Ask contractors to:

- demonstrate knowledge and understanding of their work and the health and safety hazards involved
- provide evidence of a trained workforce and the competence of key staff for the project
- confirm that they have sufficient resource levels to do the work
- provide evidence of previous successful work that shows they can adopt and develop safe systems of working

In the absence of experience of previous work, ask them to demonstrate an appropriate level of technical ability (e.g. being a member of an accreditation scheme, professional organisation or trade association may help with this)

5.18 Theatre style events and conferences

In cases where theatre style equipment, such as lighting, is being installed 'in-house' by the staff or volunteers of 'the Lighthouse' it is important to note that Health and safety law applies to theatres as it does to other businesses.

The Health and Safety at Work etc. Act 1974 and related legislation places duties on employers, employees, the self-employed and those in control of premises.

It is likely that setting up required bought-in or hired-in equipment for major performance events will be the responsibility of an external contractor. Where this is the case, the contractor should comply with the (Association of British Theatre Technicians (ABTT) Code of Practice 2011 (or subsequent revision).

5.19 Work at height

Most injuries in the theatre industry are related to work at height and manual handling.

There is a legal hierarchy for selecting equipment for work at height, based on using the safest possible method of work that can reasonably and practicably be used in the circumstances. In summary:

- do not work at height – use auto focus or bounce focus lights, bring scenery items down to ground level for adjustment etc.
- work from an existing place of work – use gantries, bridges or catwalks, a trampoline system etc.
- work positioning – use fixed length lines to prevent falls, MEWPs etc.
- all mitigation – use airbags, nets, inertia reel harnesses (which require a rescue plan)
- systems of work – use ladders, Tallescopes, Zargees etc.

Further information on working at height can be found in the ABTT website <http://www.abtt.org.uk/resources/>

6. Managing an event: on the day

6.1 Your duties as an event organiser

You are responsible for ensuring that overall safety at the event is maintained so that as far as reasonably practicable, people setting up, breaking down and attending the event are not exposed to risks to their health and safety.

These duties will include:

- checking that all health and safety arrangements are in place to control risks
- ensuring co-operation and proper co-ordination of work activities
- providing your staff, volunteers and others with relevant information on any risks to their health and safety
- ensuring the competence of staff to undertake their role safely
- monitoring health and safety compliance
- reviewing your health and safety arrangements

6.2 What you need to do

Once the building is open and those involved in the event arrive, attention should move away from planning and paperwork to the effective management and monitoring of site operations, as follows:

6.3 Management

Have appropriate management systems in place for each phase of the event to make sure health and safety risks are controlled. While the numbers onsite during the public period will be significantly greater, the need for safety management during build up, load-in, breakdown and load-out is just as important. There may be fewer people, but this is likely to be when the highest-risk work activities are carried out.

These issues should be covered in your risk assessment.

6.4 Co-ordination

Ensure proper co-ordination of all work activities on the site. This does not mean you become responsible for all the individual technical work carried out by third parties.

Rather you should make sure you develop a safe overall phased programme of work by considering contractor risk assessments and communicating this to all relevant parties.

6.5 Information

Provide your employees and others, including contractors, with relevant information on any risks to their health and safety identified by your risk assessment/s. Your contractors will need to do the same for their employees.

Do this as part of a general site induction and briefings about individual work activities or tasks, for example, telling people coming onto site about:

- site hazards and control measures
- buried services such as electric cables
- where they can safely park
- first aid, toilets and wash facilities
- emergency arrangements

You should provide relevant health and safety information to the public, e.g. in the form of signage such as Reception Desk, where the toilets are situated and that you have a PEEP system in place for evacuating disabled people in an emergency.

6.6 Emergency events and incidents

The risk assessment should detail what to do and who to inform should there be an event or incident such as a person falling ill, disruption due to poor weather and disruption through to the behaviour of a member, or members of the public.

7. After an event

It is good practice to debrief after an event, especially larger one-off or occasional events.

The Event Organiser shall convene a meeting of the event management team, ideally within two weeks and not longer than one month after the event, to consider what went well, what did not go so well and what could be done better in the future.

This should be compiled into a brief report and a copy sent to the Lighthouse Operations Manager. This will encourage better communication between key agencies and assist the review of the effectiveness of the event management policy and plan.

Incidents should especially be written up as a way of document adherence to the agreed risk assessment or emergency evacuation plan.

Appendix I Notes on terminology

Competence

Competence is the ability to undertake responsibilities and perform activities to a recognised standard on a regular basis. It combines practical and thinking skills, knowledge and experience.

The Management of Health and Safety at Work Regulations 1999 (MHSWR) require an employer to appoint one or more competent people to help them implement the measures they need to take to comply with the legal requirements. That could be a member of the workforce, the owner/manager, or an external consultant. The competent person should focus on the significant risks and those with serious consequences.

The competence of individuals is vital, whether they are employers, managers, supervisors, employees and contractors, especially those with safety-critical roles (such as plant maintenance engineers). It ensures they recognise the risks in their activities and can apply the right measures to control and manage those risks.

'Truly effective health and safety management requires competency across every facet of an organisation and through every level of the workforce.'

Appendix II: Further reading

- The event safety guide. A guide to health, safety and welfare at music and similar events <http://www.hsebooks.com>
- 5 Steps to Risk Assessment (Health and Safety Executive) <http://www.hse.gov.uk/pubns/indg163.pdf>
- Guide to Food Hazards and Your Business (Food Standards Agency) <http://food.gov.uk/business-industry/caterers/>
- Food Standards Agency - www.food.gov.uk
- Health and Safety Executive - www.hse.gov.uk
- The Equality act 2010 guidance <https://www.gov.uk/equality-act-2010-guidance>
- Diocese of London staffing ratios - <http://www.london.anglican.org/kb/staffing-levels/>

Appendix III Useful contacts

Temporary Events Notices:

<https://www.camden.gov.uk/ccm/content/business/licensing-act-2003-downloads/post-transition-and-new-applications/temporary-event-notice-application-form/>

Lighthouse Event Management Plan

Emergency Evacuation Procedure

Last updated: January 2017

INTRODUCTION

This document describes the procedure to be adopted in the event of a fire or other incident that requires the emergency evacuation of the building during a major event.

The document refers to Zones, Steward Positions, escape routes and exit numbers. These are indicated on floor plans at the back of this document.

The floor plans also show the location of fire extinguishers and fire hoses.

All staff and stewards should attend the Evacuation Procedure training held every six months and be given a copy of and be conversant with this procedure.

ZONES

The Lighthouse has been divided into six zones (0-5 inclusive) to be referred to during performance/conference/worship times:

ZONE 0: GROUND+0 including Café, Prayer Room, Studio Gym, toilets and changing rooms, Recording Studio

ZONE 1: GROUND+1 including mezzanine space, main auditorium, back of stage area, training rooms

ZONE 2: GROUND+2 including encounter space, upper auditorium and flexible space

ZONE 3: GROUND+3 including offices, training room, outside terrace

ZONE 4: GROUND+4 including all flats and outside terrace

ZONE 5: GROUND+5 including both flats and outside terraces

Each zone has a Steward who is responsible for co-ordination of the evacuation in their area. Each Steward should direct worshippers, delegates, performers and staff to the most appropriate exit points and Assembly Area.

EXITS

The Lighthouse has many exits. To identify each clearly the exits have been numbered as follows:

1. Main entrance foyer on Ground+0 including both sets of double doors – facing onto the Finchley Road
2. Rear entrance on Ground+1 exiting on to Sumpter Close car park
3. Right Emergency Exit tunnel on Ground+0 from the rear of the studio gym adjacent to the female changing room. The tunnel leads alongside the southern boundary of the building and exits on to Finchley Road.
Exit from the rear of upper floors is via stair case 2 which leads to the emergency exit tunnel on Ground+0 and then on to Finchley Road via exit 3.
4. Staff and residents' side entrance/exit from the upper floors via stair case 1 (excepting G+1 and 2) to Finchley Road.

ASSEMBLY POINTS

During both worship/conference/performance and non-performance times all people should assemble to the far side of the Sumpter Close Car Park, next to Lief House and Alban House.

If this assembly point is not usable or easily accessible during an evacuation, then the assembly point will be moved to ...

On discovering a fire a Steward should:

- Assist any person in immediate danger if it is safe to do so.
- Immediately notify the Chief Warden of the nature, location and extent of the situation. Notify the Chief Warden through any means necessary, by calling out to other staff in person, using two-way radio, or mobile phones. The Chief Warden will advise the Event Organiser, the Stewards and Staff of the nature, location and extent of the emergency and the decision reached to evacuate.
- Immediately call emergency services on 999.
- The Chief Warden will sound the fire alarm and notify the Event Organiser.
- The Event Organiser will proceed to the stage and read an appropriate evacuation script on stage via live microphone or loud hailer, making changes as necessary to the specific nature of the emergency. Keep calm and if possible continue talking until most the auditorium has evacuated to reassure the audience.
- The Chief Warden will communicate with the Event Organiser, other staff and stewards via any means necessary, ideally through 2-way radio during performance times, with communication via mobile phones and in person available if necessary.

The Chief Warden will communicate any changes to the evacuation procedure presented here. Changes are likely to occur to the existing procedure due to the specific nature of the emergency, including exits not to be used during evacuation, or changes to the assembly area. Any changes communicated by the Chief Warden overwrite these procedures.

Emergency hard hats and 'fluro' vests are in the storage room RG22 adjacent to the toilet block at the rear of Ground + 0 near left stage exit, to identify wardens and staff to assist in a smooth evacuation. These should be distributed to all staff in an emergency if possible. All stewards must carry a torch to use in the event of an emergency.

To evacuate the building as efficiently and quickly as possible the patrons need to exit in a calm manner and the utmost care must be taken not to cause panic. For this reason, it is imperative during an emergency for all staff and stewards to remain calm, walk rather than run and use discretion if asked about the causes of the emergency.

ZONE 0 (GROUND+0) including Café, Prayer Room, Studio Gym, toilets and changing rooms, Recording Studio

The Warden for this zone is the **Operations Manager**, who will also be the Chief Warden and be positioned next to Exit 1 Main Foyer doors on to Finchley Road.

Position 1: Operations Manager – Chief Warden

- a) When an emergency arises ascertain the nature of the emergency and implement appropriate action.
- b) Ensure appropriate emergency services have been called.
- c) Inform all stewards and staff and the Lighthouse Home Duty Manager, of the nature, location and extent of the emergency including exits not to be used and the most appropriate Assembly Area to use.

- d) Initiate and control an action plan in accordance with emergency response procedures and ensure control of entry/exits to affected areas.
- e) Ensure any unique duties pertaining to the event are appointed to staff.
- f) Take position next to Exit 1 main foyer doors in the foyer.
- g) Monitor the progress of evacuation, record actions taken.
- h) Brief emergency services when they arrive on type, scope and location of emergency and status of evacuation thereafter.
- i) Act on the direction of the emergency services.

Position 2: Lower Ground Floor Steward

- a) Open the door to the rear of the studio and direct people out through the right emergency tunnel and Exit 3.
- b) Ensure disabled patrons are evacuated in accordance with the Disabled People's Evacuation Strategy
- c) Once the studio gym is empty, check toilets, changing rooms and recording studio
- d) when you are sure everyone has left the area report to the Operations Manager at Position 1.

Position 3: Catering Team Leader

- a) Upon announcement of evacuation, clear people from the kitchen, café and prayer room areas via Exit 1.
- b) Direct people away from the building to the Assembly Area.
- c) Ensure disabled patrons are evacuated in accordance with the Disabled People's Evacuation Strategy
- d) Once everyone is clear, report to the Operations Manager at Position 1.

ZONE 1: GROUND+1 including mezzanine space, main auditorium, back of stage area, Spear training rooms

The Steward responsible for the evacuation of this area is the **Steward Team Leader**.

Position 4: Steward Team Leader Auditorium Double doors

- a) Upon announcement of evacuation open the main auditorium stalls double doors that lead to the mezzanine
- b) Direct the **Left Stalls Steward** to open the door to the left of the stage and the **Right Stalls Steward** to open the door to the right side of the stage
- b) Ensure disabled patrons are evacuated in accordance with the Disabled People's Evacuation Strategy
- c) Direct all patrons who exit via the double doors away from buildings to the Assembly Area via Exit 1.
- d) Once Auditorium stalls area and the training rooms are clear report to the Chief Warden at Exit 1 in the Foyer.
- e) Once you have reported to the Chief Warden, go to the Assembly Area and wait with the evacuated people trying to keep people calm and safe.

Position 5 – Left Stalls Usher situated at the end of Row D (person responsible for seating in the left-hand side of the aisle before performance)

- a) Upon announcement of evacuation walk down open the door to the left of the stage.
- b) Direct those seated in the front half of the left stalls to exit the auditorium via the left-hand door, out of the building via Exit 2 and to the Assembly Area.
- c) Ensure disabled patrons are evacuated in accordance with the Disabled People's Evacuation Strategy
- d) Once Stalls Level Auditorium is clear report to the **Steward Team Leader** at Position 4 and then leave the building via Exit 2. Remain outside Exit 2 to ensure no one tries to re-enter the building through Exit 2.

Position 6 – Right Stalls Steward (person responsible for seating to the right-hand side of the aisle before performance)

- a) Upon announcement of evacuation open the door to the right of the stage.
- b) Direct all people to descend via stair 2 and along the tunnel leading to Exit 4 away from buildings to the Assembly Area.
- c) Ensure disabled patrons are evacuated in accordance with the Disabled People's Evacuation Strategy
- d) Once Stalls Level Auditorium is clear check the Spear training rooms.
- e) Once the Spear training rooms and stalls are clear report to the **Steward Team Leader** at Position 4.
- f) Go to the outside of Exit 4 if safe to do so to ensure no one tries to re-enter the building through Exit 4.

ZONE 2: GROUND+2 including encounter space, upper auditorium and flexible space

The Steward responsible for the evacuation of this area is the **Assistant Steward Team Leader**

Position 7: Assistant Steward Team Leader Upper level auditorium double doors

- a) Upon announcement; open the double doors that lead on to the Encounter space.
- b) Direct all people sat in the upper Auditorium central seating, that is, before the left and right aisles to exit on to the Encounter Space and descend via stair 1 and leave the building via Exit 3.
- c) Once the area is clear report to the Operations Manager/ Chief Warden at Exit 1 in the foyer in person.
- d) If safe to do so, stay with the Operations Manager by Exit 1 to prevent people re-entering the building and/or to assist the Operations Manager in any further required tasks.

Position 8 – Left upper auditorium Steward (person responsible for seating to the left hand side of the auditorium before performance)

- a) Upon announcement of evacuation open the door to stair 5.
- b) Direct all people forward of the aisle to descend via stair 5 and leave the building via Exit 2.
- c) Ensure disabled patrons are evacuated in accordance with the Disabled People's Evacuation Strategy
- d) Once the Left Upper Auditorium is clear check the flexible space gallery.
- e) Once the auditorium and gallery are clear indicate to the **Assistant Steward Team Leader** at Position 7 'Upper left clear'.

f) Descend via stair 5 and leave via Exit 2. If safe to do so, remain by Exit 2 to assist the Left Stalls Steward to prevent people re-entering the building.

Position 9 – Right Upper Auditorium Steward (person responsible for seating to the right hand side of the auditorium before performance)

- a) Upon announcement of evacuation open the door to the right of the stage.
- b) Direct all people to descend via stair 2 and along the tunnel leading to Exit 4 away from buildings to the Assembly Area.
- c) Ensure disabled patrons are evacuated in accordance with the Disabled People's Evacuation Strategy
- d) Once Stalls Level Auditorium is clear check the Spear training rooms.
- e) Once your section of the upper auditorium is clear report to the **Assistant Steward Team Leader** at Position 7 'Upper right clear'.
- f) Once this is acknowledged descend via Stair 2 and along the tunnel leading to Exit 4. If safe to do so to remain by Exit 4 to ensure no one tries to re-enter the building.

Zone 3 and 5: GROUND +3 and +5

Position 10: Encounter Space Upper Levels Steward GROUND+3 and GROUND+5

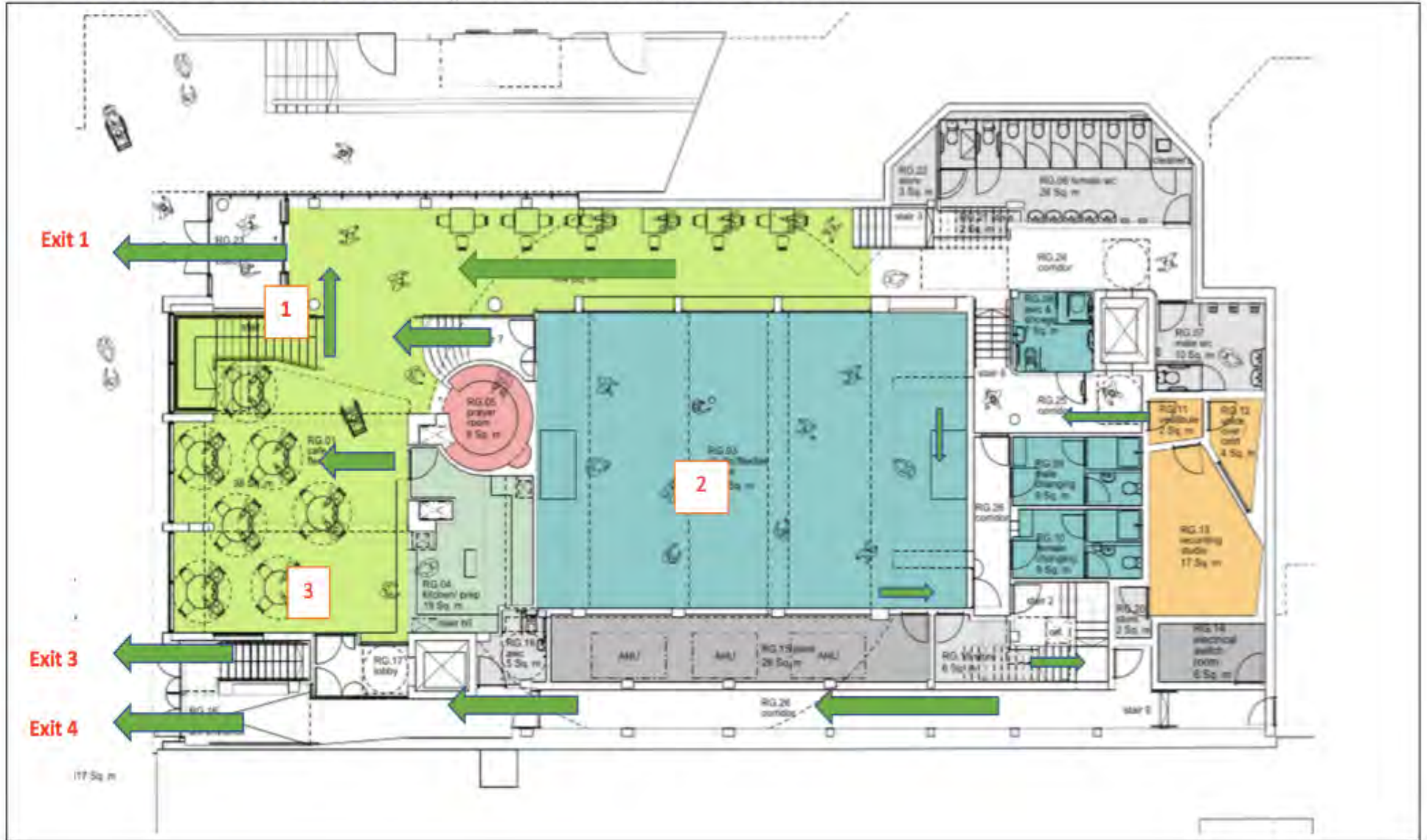
- a) On announcement ascend via stair 1 if safe to do so and check all offices on GROUND+3.
- b) Ascend via stair 1 if safe to do so to check the flats on GROUND+5.

Zone 4: GROUND+4 The Lighthouse Home.

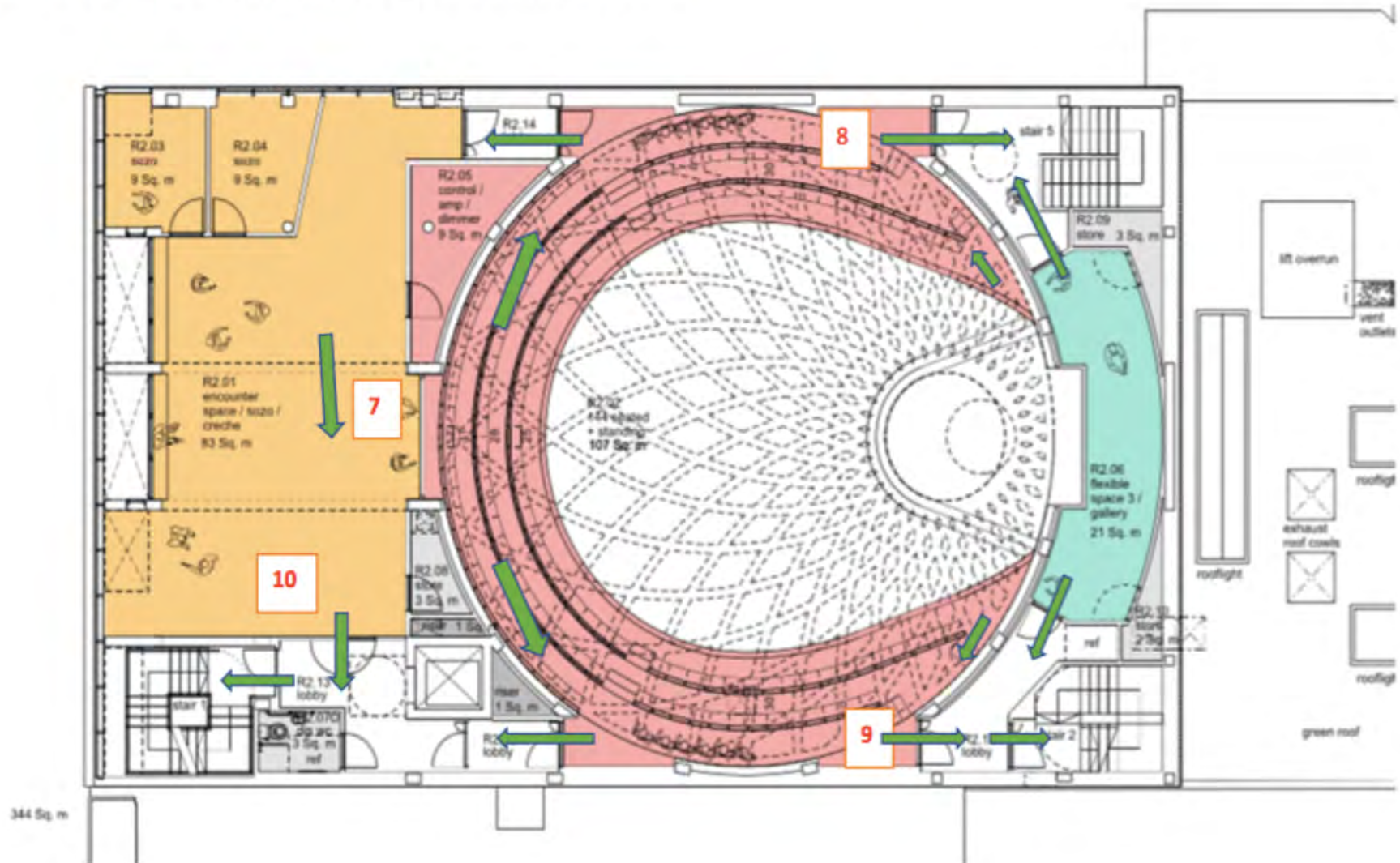
Lighthouse Home Duty Manager

- a) On announcement of evacuation, the Duty Manager shall notify and gather all residents and descend with them via Stair 1 and leave the building via Exit 3, or Stair 2 and leave the building via Exit 4 depending on the instructions received from the Operations Manager.
- b) The Duty Manager shall ensure the Lighthouse Home residents have arrived at the Assembly Point and then will report to the Operations Manager that Ground + 4 is clear.
- c) The Duty Manager shall then return to the Assembly area to supervise the residents.

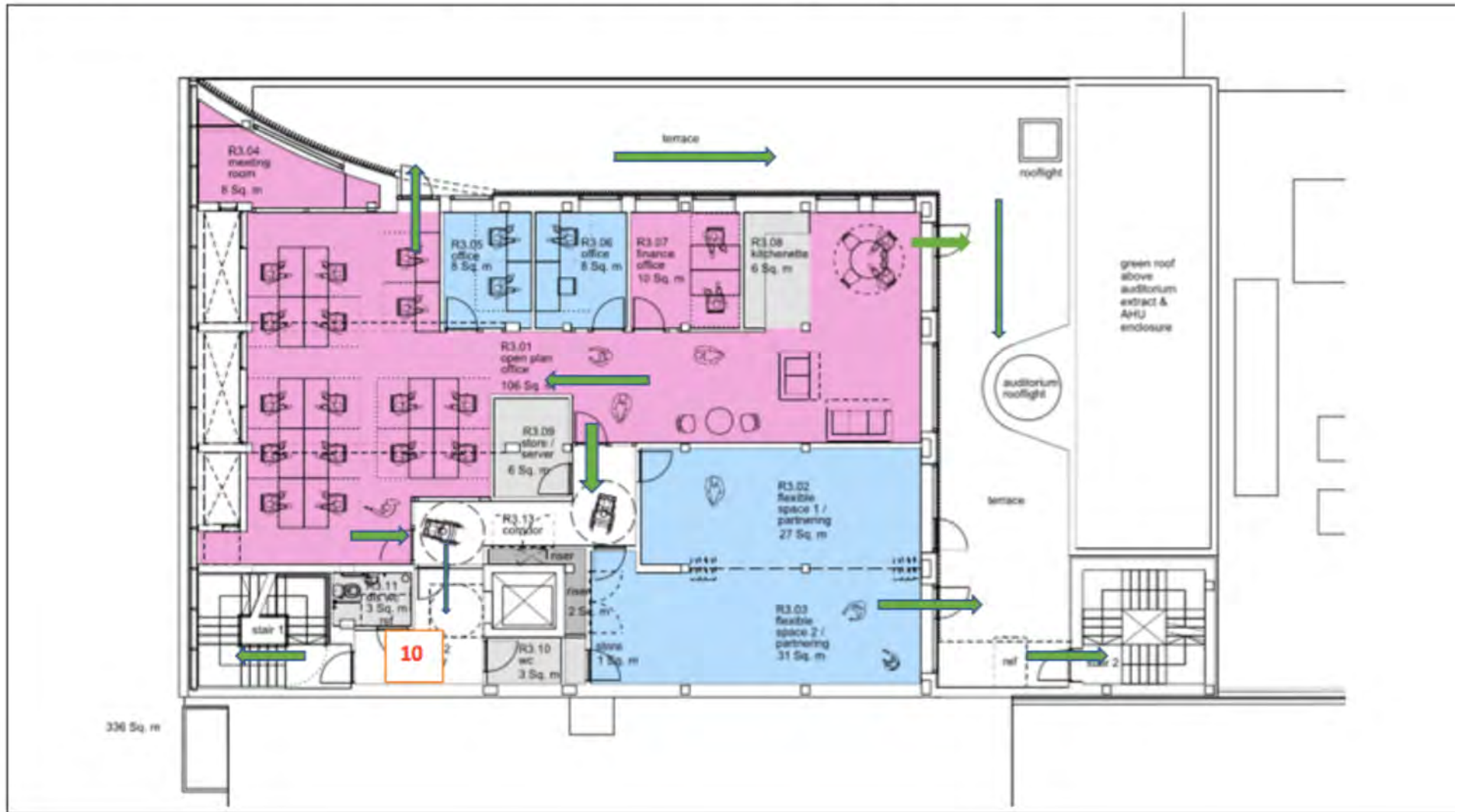
ZONE 0: GROUND + 0 Exits 1,3 and 4, Emergency escape routes and Steward's Positions



ZONE 2: GROUND + 2 Emergency evacuation routes and Steward positions



ZONE 3: → **GROUND + 3** Emergency evacuation routes for offices; responsibility of Steward 10.



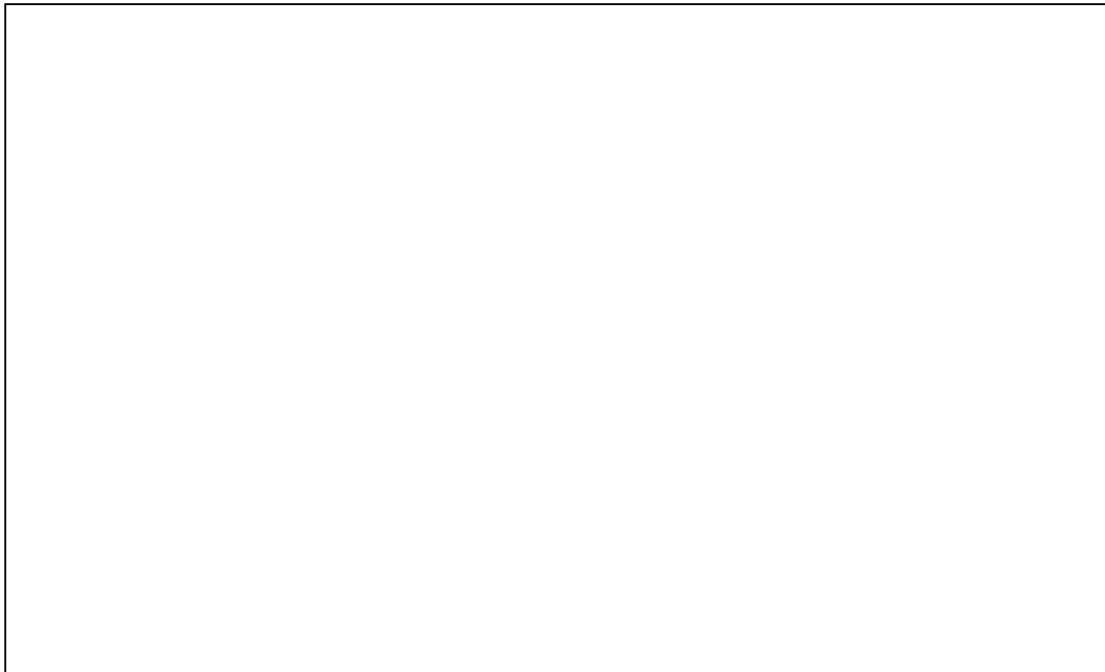
ZONE 4 GROUND + 4 Emergency evacuation routes for residents and Lighthouse Home Duty Manager



**Lighthouse Event Sample
Management Plan**

The Alpha and Omega Conference

Saturday 8 February 2020



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EVENT DESCRIPTION

A one day conference running from 09.30 to 16.30. The event will begin with worship led by The Lighthouse Worship Group and involving full use of lighting and AV equipment. Key note speakers will address the audience followed by breakout sessions utilising flexible spaces. There will be a drinks break mid-morning and mid-afternoon with hot and cold drinks provided and a three quarter of an hour break for lunch. Lunch will not be provided. Participants can bring their own packed lunches, use the Lighthouse Café, or purchase food from local retail outlets.

Participants will reconvene in the auditorium at 16.15 for a final plenary session.

LOCATION

The Lighthouse, Finchley Road, London, NW3 5HT

DESCRIBE THE SITE AND SOME OF THE SURROUNDING AREA (useful if/when sending to emergency services/the council)

The Lighthouse is a six storey multi purpose building situated opposite Finchley Road tube station and on the junction with Finchley Road and Canfield Gardens . The main entrance is situated at the front opening onto the pavement adjacent to a pedestrian crossing. There is a side entrance to the rear, accessed by a footpath to the left (north side) of the building. Emergency access to the rear of the building is via Sumpter Close located between Leif House and the HSBC Bank, also on the north side of the building.

The Lighthouse is surrounded by Alban House to the rear, BCOM to the north and 120 Finchley Road to the south.

DATES AND DURATION

The Conference runs from 09.30 to 16.30, Saturday 8th February 2020, mainly in the auditorium. The auditorium will be open to conference speakers and Lighthouse staff and volunteers from 08.00 and to Conference attenders from 09.00. There will be fifteen minutes' drinks breaks at 11.15 and 14.45. Drinks will be served from the bar on flexible space G+1 and in the Studio Hall on the lower ground floor. The conference ends at 16.30. The building closes to attenders at 17.00. De-rigging and clear-up is estimated to be complete by 18.30 when the building will close.

ENTRANCE/EXIT POINTS

Entrance will be via the main door from the Finchley Road. Reception. Delegates will Register in the reception area adjacent to the café and lower ground floor studio.

Exit will be by the main entrance and by the side entrance to the rear of the building into Sumpter Close.

ATTENDANCE

Attendance is expected to number 420.

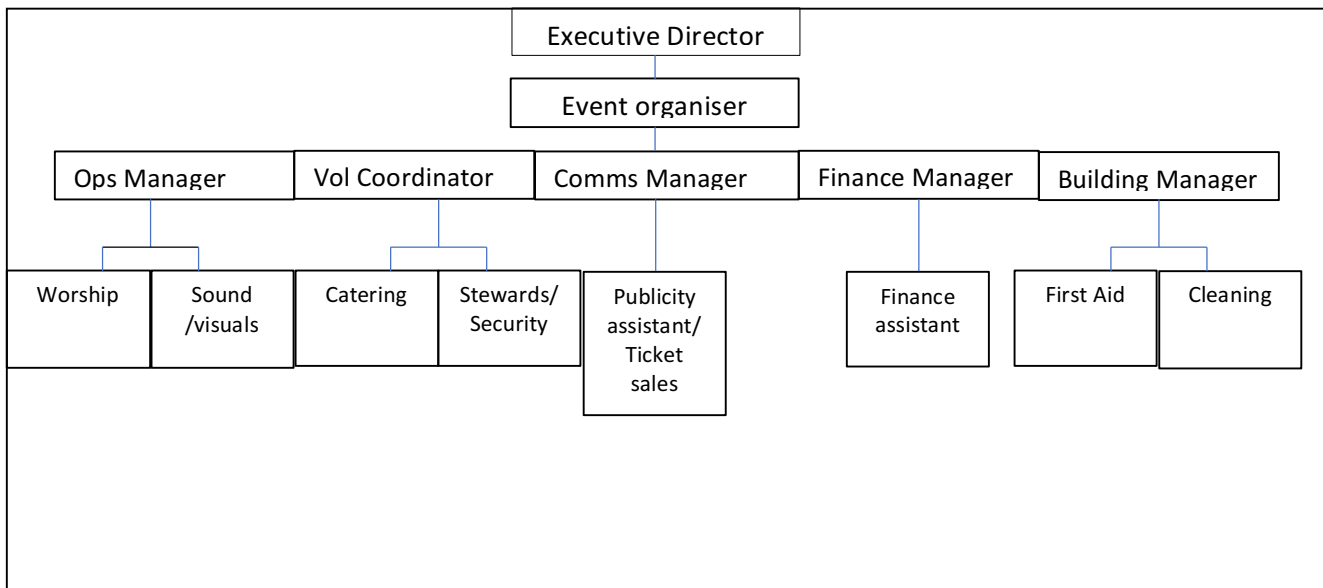
AUDIENCE PROFILE

Adults aged 18-80 from churches in and around London and the South East.
Numbers of registered disabled is to be collected via booking forms

THE EVENT ORGANISERS

The Lighthouse Church – the Event Organiser is the Associate Pastor

TREE OF RESPONSIBILITY:



ROLES AND RESPONSIBILITIES

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
KB	Event Manager	Overall responsibility, programme timings, speaker liaison	
OM	Production	All event infrastructure, ordering, delivery timings etc.	
VC	Volunteer Coordinator	Volunteer recruitment, training and event day management including stewards and catering	
CM	Comms and Marketing	Publicity design and marketing, ticket sales	
BM	Health and Safety Officer	Risk assessments, legal compliance, fire points, site inspections, first aid provision	
BM	Welfare	Toilets and wash facilities	
FM	Finance	Budgeting, accounting, paying invoices	
BM	Waste Management	Organisation of waste clearance and recycling	

CONTACTS

Need to keep Lighthouse Café Manager informed – potential increase in customers at lunch time

CATERING AND HOSPITALITY

Free tea and coffee or water on arrival and during morning. Hospitality team to arrive one hour before conference begins

Use of café and other local commercial outlets at lunch time. Information to be included in conference literature and programme

Checklist	Yes	No	N/A
Temporary Event Notice			x
Any other licensing requirements			x
Does your event requires planning permission? (provide details)		x	

LITTER

Minimal – coffee and tea served using Lighthouse’s crockery and washed up in Lighthouse Café kitchen

ENTERTAINMENT

Worship band to be booked – equipment in place or set up from store room one hour before conference starts.

Speaker booked into Holiday Inn for the night before. Does not want a second night's accommodation. Will return by tube and train from Finchley road tube. No transport requirements

SECURITY/STEWARDING COMPANIES

Using own trained stewards

CCTV

In place and will be monitored by the Operations Manager and Building Manager in turn



PA SYSTEM

In house PA system to be used as necessary.
Main auditorium PA in place. Test the day before.

RADIO

Volunteer co-ordinator to check mobile phone coverage of all stewards

LOUD HAILERS

Not required

TELEPHONE

Event Planning team to have each other's mobile numbers. Vol Coordinator to have all stewards' and other volunteers' numbers. Issue Lighthouse mobile to those Stewards and volunteers without the use of their own.

SIGNAGE AND PUBLIC INFORMATION

All emergency signage in place. Evacuation routes described during welcome session of first plenary. Stewards and planning team conversant with evacuation procedure. Operations Manager in charge of procedure. Agree 'show stop' procedure with main speaker, worship band manager and event planning team.

All notified disabled participants to be offered Personal emergency evacuation plans (PEEP) as soon as possible after the booking has been received.

MEDIA HANDLING

Social media output overseen by Comms Manager.

News release to Ham and High, Camden new Journal, Camden Community Radio, Premier Radio, one month and one week before and one day after conference.

Comms to set up a twitter wall on the day. See CM

All media enquiries to be handled by Comms Manager

There is no parking provided for this event. There are drop-off facilities for cars with disabled passengers.

This has been reiterated in all conference publicity. Conference publicity illustrates the location of local car parking facilities and details of the extensive public transport serving the building.

The barrier across the entrance to Sumpter Close will be down.

Two Stewards will be situated in the car park from one hour before the event to manage the dropping off of disabled passengers and to direct car drivers to nearby car parks.

4. FIRE RISK ASSESSMENT

Fire risk assessment is to be carried out in compliance with 'Fire safety assessment – large places of assembly' and with the Lighthouse's Health and Safety Policy. https://www.gov.uk/government/uploads/system/attachment_data/file/14889/frsa-large0assembly.pdf available in the Lighthouse main office and on datashare.

Stewards to be aware of location of Fire extinguishers – map accompanies the emergency evacuation procedure document. Building Manager and Operations Manager are Fire Officers for this event.

Fire extinguishers are maintained annually by XYZ alarm company

5. MEDICAL AND FIRST AID COVER

Two first aid qualified members of staff – SH and AG will be present throughout the conference

6.POLICE

No need for Police presence – inform the CBM/ police station three days before the conference.

7. RISK MANAGEMENT

RISK ASSESSMENTS

The event organiser will carry out a risk assessment using The Lighthouse Risk Assessment Template and drawing on information contained in the buildings risk assessment file kept as part of the Lighthouse Health and Safety Policy.

INCIDENT RECORDING

Incidents will be recorded in the incident records book. Physical injury incidents will be recorded using the Accident Book and if required to the local authority in accordance with RIDDOR requirements as set out in the Lighthouse Health and Safety Policy.

INSURANCE

The event is covered by the church's Public Liability Policy No: (coverage of £5million) and the church's Employer's Liability Policy No: (cover of £5 million).

8. INCIDENT MANAGEMENT

EXTREME WEATHER

In extreme cold weather, the area by the main entrance and the passageway leading up to the rear/side entrance should be gritted.

In very wet weather wet floor signs should be placed in prominent positions close to (inside) the entrance ways.

In the unlikely event that extreme weather necessitates the cancellation of the conference, every effort will be made to inform the delegates by email, telephone, text and on the website. The Event Organiser will be responsible for maintaining a staff presence in the building to deal with any delegates who attend.

EMERGENCY VEHICLE ACCESS

Emergency vehicles will be directed to the rear of the building via Sumpter Close unless there is a fire to the front of the building in which case the Fire Service and Police will be directed to the front, in accordance with the procedures set out in the emergency evacuation plan.

EVENT EVACUATION PLAN

See 'The Lighthouse Emergency Evacuation Plan' attached.

