



LONDON IRISH CENTRE REVISED EVENT MANAGEMENT PLAN

LONDON
IRISH
CENTRE



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LONDON IRISH CENTRE (LIC) – DRAFT REVISED EVENT MANAGEMENT PLAN (EMP)

SECTION ONE: INTRODUCTION

1.0 The LIC is the largest Irish Centre outside of Ireland and the largest Irish welfare charity in Britain. It is a Community and Cultural Centre, serving local, Irish and London communities with circa 82,000 visitors in 2019. The LIC support those most in need, showcase the very best of Irish culture in all its diversity and provide space, facilities and amenities for the local and London communities to gather, connect and strengthen community ties.

The Centre is at a critical point in its history as the needs of our users change. The current building is no longer fit for purpose with annual running costs for the ageing Centre totalling hundreds of thousands of pounds. Simply keeping services open is a challenge; our ability to meet the increasing needs of our clients is severely compromised by accessibility issues and old, decaying facilities and we have exhausted the building's potential to generate the income required to support our users.

The vision for the redeveloped LIC is:

- For the vulnerable, forgotten and isolated – high quality wellbeing, advice, outreach and befriending services in the high quality facilities;
- For audiences, artists and students – world-class cultural, recreational and educational spaces and resources;
- For visitors - the Story of the Irish in London will celebrate the story and contribution of the Irish to this city and resonate with other ethnic groups;
- For London and local communities – beautiful new event, meeting and social spaces in which to gather, connect and strengthen community ties;
- For the Charity – financial sustainability for the next 65 years through improved income generation.

SECTION TWO: CURRENT EVENT MANAGEMENT ISSUES AND DESIGN SOLUTIONS

2.0 The design scheme has been developed in conjunction with extensive public consultation, see the LIC Statement of Community Involvement. Comments and feedback have been incorporated into the scheme as it progressed through the consultation stages, including comments received after the submission of the planning application. Eight issues, below, have been identified as material to the future LIC EMP. Mitigations and solutions have been proposed and are/will be designed into the final scheme design.

2.1 Issue #1 - Exit Congestion: Currently there is a challenge over exiting after public events as the connection between the main entrance within No.51 and the primary function rooms is too narrow to handle the larger quantities of people, in particular when exiting the building after an event from the McNamara Hall (Main Auditorium). The current configuration causes a bottleneck around the main corridor and bar area, which results in many event and other users exiting at once. The **diagrams below (1,2,3)** outline the main public routes on the primary floor of the Centre.

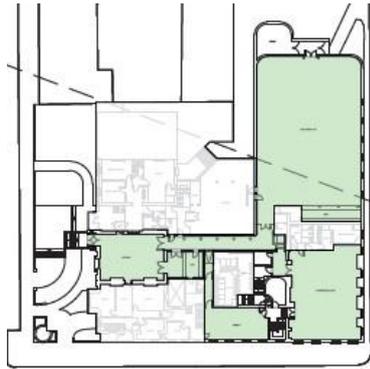


Diagram - main public spaces on first floor

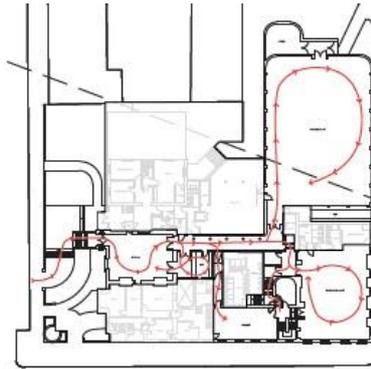


Diagram - route taken between main public spaces

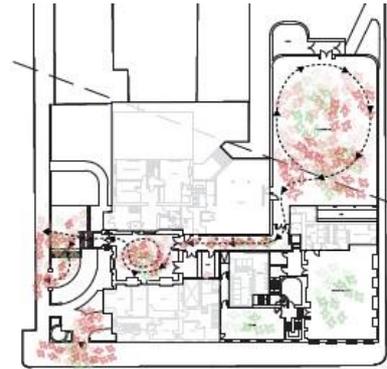


Diagram - congestion and bottleneck after an event on the street

This results in concentrated periods of egress and subsequent noise onto Camden Square, and the surrounding residential areas.

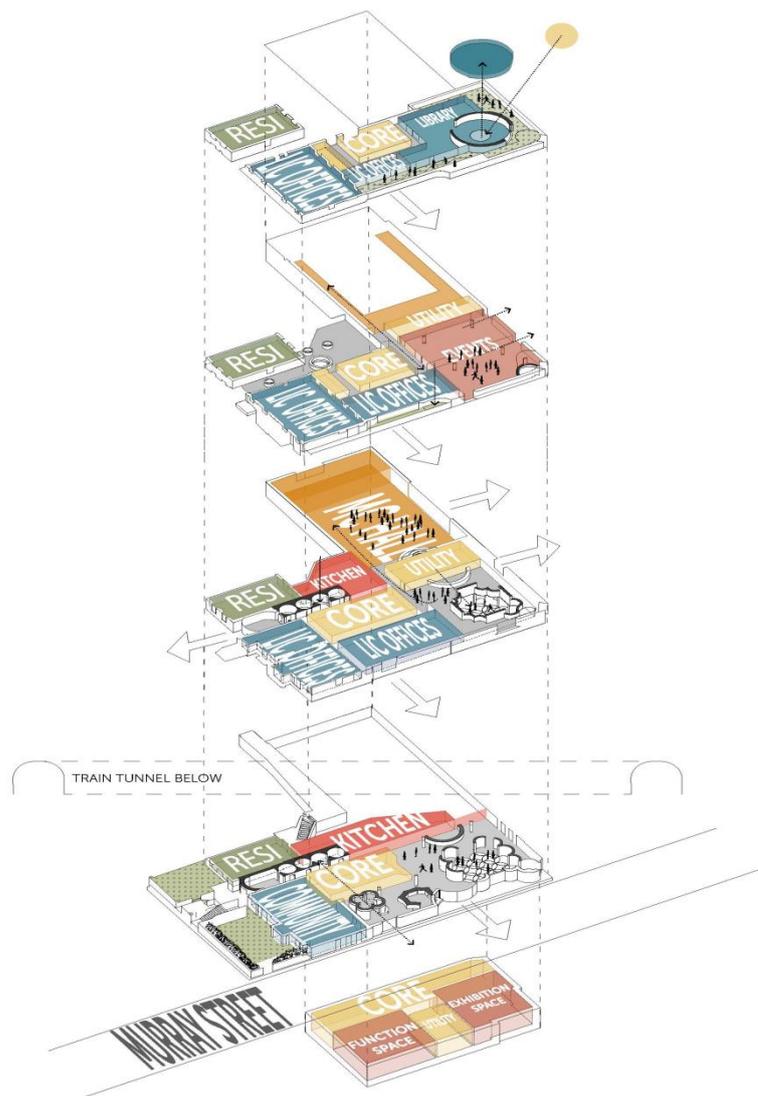
2.1.1 Solution #1 - Exit Congestion: The proposed scheme will create a sequence of spaces that vary in size to guide the flow of people after events to move them through the building and mitigating the issues noted above.

The phased release of visitors from the new LIC has been considered to resolve the current issue of large volumes of people leaving at once, therefore causing elevated levels of ambient noise to the neighbouring properties.

The proposed strategy is to filter guests out through designated exits onto Murray Street. Taking into account the travel time from the event space to each exit and the placement of interactive elements within each exit route, this will slow the pace of egress. The interactive elements include exhibitions, artworks and ambulatory space for welfare breaks before final exit as well as a merchandise area.

Our strategy has learned from well-established precedents within the Theatre/Performance & Events realm. From this, we have designed routes in & out of the main gathering spaces to pass through ambulatory spaces where exhibitions & artworks can be displayed – thus slowing the pace of the visitors leaving the building.

Additional to this, greatly enlarged spaces such as the new community café at ground floor level, new centralised circulation core & 1st floor mezzanine will perform like the break out spaces outside of a Concert Hall. During non-event times these spaces will be used by LIC staff & visitors for meetings/casual conversation & training, and during events as greatly increased routes out of the building – omitting the current bottle neck situation which causes visitors to leave in large volumes all at once. See **diagram 4:**



2.0 Issue #2 - Excessive Number of Entrances: The existing building currently has **six** operational points of entrance, used for the different user groups within the charity. Having multiple entrances causes a variety of Event Management issues for the Centre around security and safeguarding. The confusion over the site of the main entrance means customers circulate around the outside of the building attempting to find their event or entrance.

2.0.1 Solution #2 - A single main entrance: The proposed scheme will create a single main public entrance which, for Event Management, will increase security and control by allowing the Centre to concentrate its security staff in one place as well as reducing aimless wandering around the perimeter of the Centre.

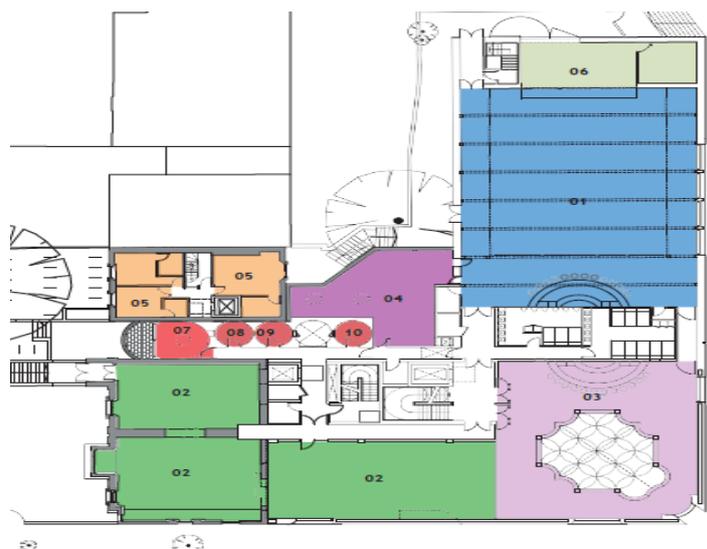
This entrance will be signposted and directional information distributed to event guests in ticket communications.

On event days, there will be stewards/hosts in identifiable clothing to guide guests to the entrance when they arrive to the venue.

2.0.2 Ceremonial entrance: There is a secondary entrance on the corner of Murray Street and Murray Mews, approximately in line with the current entrance to the Kennedy Hall, **see arrow in diagram 5 below**. This entrance will be used for occasional ceremonial and special events and can only be opened from the inside of the community café/bar only. The door will not have any external ironmongery or signage and this will ensure that the main entrance remains the primary public means of access and exit. Additionally this door will serve as a fire exit.

For high profile guests arriving, the drop off location will be an agreed location near to the venue entrance. Guests will be escorted from the vehicle into the venue. Security will be present to ensure the route into the venue is clear. If crowds are expected to gather at this entrance, a temporary barrier system will be designed and implemented for the duration of when crowds will gather and disperse only. Security will manage the safety of the crowds in the space.

For high profile guests departing, security will escort them from the venue exit to the vehicle pick up point. If crowds are expected to gather, a temporary barrier system will be implemented and the space managed by security to ensure that crowds are kept safe, roads are kept clear and the guest departs safely.



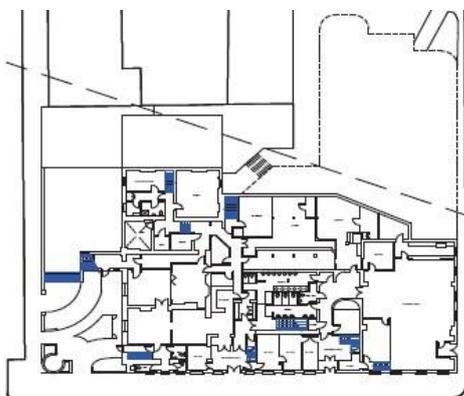
2.0.3 Other entrances: There will be secondary entrances for event loading in/out on Murray Mews in a similar position to the current entrance as well as a staff and `back of house` entrance on Camden Square, in a similar position to the current Community Services entrance, **see diagram 6 below, with entrance arrowed**. Operational staff using this access door will be briefed to keep noise to a minimum outside.



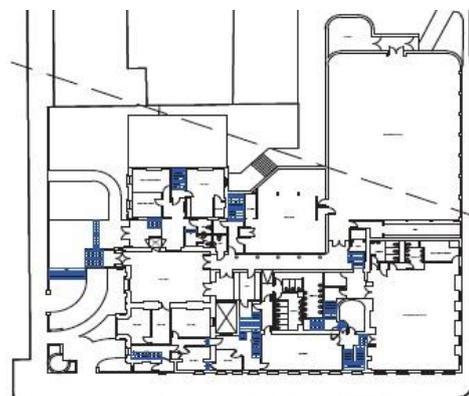
2.1 Issue #3 - Accessibility: The current access & circulation within the Community Centre gives rise to a number of issues for the different user groups, mainly those needing the use of a wheelchair or with a lack of mobility.

2.1.1 Solution #3 - Accessibility: The proposed scheme will make the redeveloped Centre fully accessible to staff & the public by rationalising the current circulation and removing the numerous changes in level that currently provide barriers to a large proportion of the community. For Event Management this will improve ingress and egress times for all clients as well as reduce the time door staff currently spend on directing less-abled customers/clients to the wheelchair ramp and level access lift for the Hub bar.

2.2 Issue #4 - Excessive Internal Stairs and Flow: The current building has multiple sets of stairs on each floor and throughout the existing building. The first floor demonstrates the worst case, with up to 15 sets of steps spread around the building as a result of decades of additions to the existing building, marked in Blue **diagram 7/8 below**. For Event Management this makes it very difficult to control the building and to be informed of customer location, as well as difficulties in responding to emergencies.

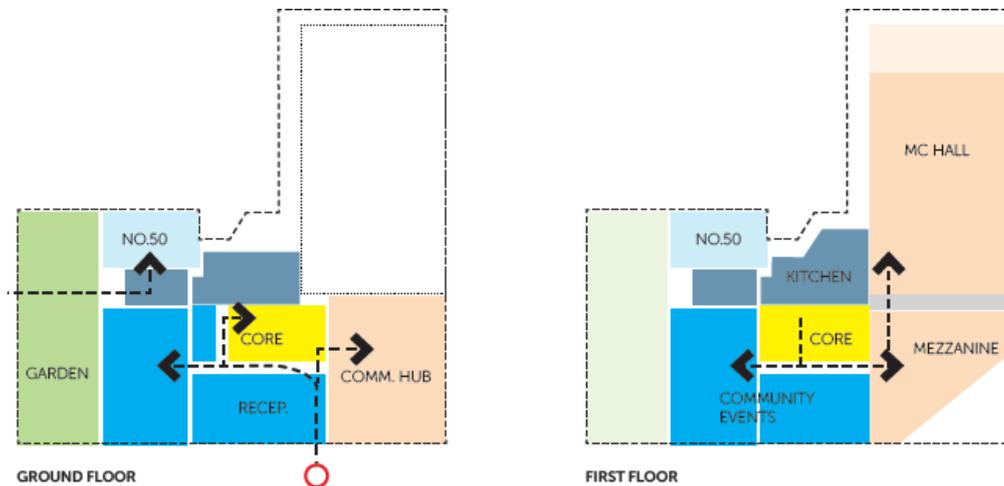


Existing ground floor plan



Existing first floor plan

2.2.1 Solution #4 - Excessive Internal Stairs and Flow: The proposed scheme will centralise access through the building around a central core of 2 main stairs and 2 lifts. This will allow Event Management greater ability to monitor and safely move and direct people around the building as well as significantly improving the ease in which Management can respond to and resolve any problems, see **diagram 8/9 below**.



2.3 Issue #5 - Lack of CCTV and other building security apparatus: The building currently has basic CCTV and allied security function. The finances of the LIC make incremental upgrades unfeasible.

2.3.1 Solution #5 - Lack of CCTV and other building security apparatus: The redeveloped LIC will have state of the art `Smart Building` functionality including CCTV which will allow Management to supervise events far more effectively. The development CCTV system shall be a fully digital, Internet Protocol (IP) base, capable of simulations live display and playback without loss of recording. Cameras shall be distributed around the site as necessary to meet the operational requirements set out by the Client & SBD officer. All CCTV cameras shall be Pan Tilt Zoom type providing 360 degree coverage where required.

Cameras shall be located at positions both externally and internally on the building to cover the building perimeter and all normal entry points. The cameras shall be configured to provide either an “Identity Image” of unknown persons as they enter or pass through a capture zone or an “Activity Image” of a general area or zone. The recorded images should not be compromised (loss of clarity / detail in the subject) by differences between the internal and external lighting conditions.

This allows the Event/Venue Management team the ability to monitor more activities and areas during an event, enabling faster response and more effective deployment of resource to alleviate potential incidents, improving the safety of guests, attendees and stakeholders.

2.4 Issue #6 - Noise `Leakage`: The building is very old dating, back to 1850 and extended between 1965 and 1980, and with significant noise leakage from the building envelope which may cause noise disturbance to the neighbourhood.

2.4.1 Solution #6 - Noise `Leakage`: The redeveloped LIC will be constructed to the highest of standards with noise leakage reduced significantly. The new facades will be constructed to reduce the amplified sound from the building, omitting any noise leakage from the building. The new internal layouts will provide acoustic lobbies entering & exiting

the function spaces to resolve ambient noise leakage. New plant equipment will be attenuated where required to reduce/omit ambient sound emitting from heating & cooling equipment.

2.5 Issue #7 - Roof Terrace: The roof terrace will add a new external space for community usage. However concerns have been expressed about the hours of use; overlooking and use as a fixed bar.

2.5.1 Solution #7 - Roof Terrace Clarification: Currently the 3rd floor space with adjoining roof terrace has been designed as a reading room/library and occasional event and education space. Concerns have been expressed over there being a bar on or in the 3rd floor terrace area. We can confirm that there will be **no** bar in this area. As per current LIC facilities there will be a bar in the community café on the ground floor as well as a bar serving the main auditorium/first floor.

The roof terrace will primarily be used during daytime hours as a quiet outside space for reading and research associated within the adjoining archive/library. There is also potential for this space to be used by those attending events to be held occasionally within the archive/library. Such events would be limited in number and the type of events are envisioned to be literary events, book launches and ceremonies. The use of amplified music would not be permitted and the terrace would close by no later than 9pm. It should be noted that the roof terrace is limited in its size with a maximum width 2.45m, excluding the planting, which will limit the number of people who could occupy this space.

The terrace has been designed with a set back and planters to prevent overlooking. Planting to the parapet edges will be developed within the overall landscape design for the site. This planting will screen views from the terraces to the neighboring buildings, as well as providing an amenity to the building users.

Due to the nature of the terrace adjoining a reading room, the frequency of its use in events will be sparse. In addition, there will be permanent signage to denote keeping noise to a minimum after an agreed time. During events, security will monitor noise levels and enforce low noise policy. Any guests that do not comply with this will be asked to leave the space.

2.6 Issue #8 - Anti-social behavior around the Murray Street access entrance. Concerns have been expressed about an increase in anti-social behavior in the vicinity of this entrance.

2.6.1 Solution #8 - Anti-social behavior around the Murray Mews access entrance: The Murray Mews entrance design has been revised to omit any off-pavement space where people could loiter. A new secured Stage Doors entrance, with integrated lighting/planting/CCTV will be built to follow the line of the McNamara Hall façade. Closing off this entrance & designing an active moment in the building will greatly assist in making this a place that discourages anti-social behavior in the future.

SECTION THREE: CURRENT AND FUTURE USES WITHIN THE LIC

2.7 The LIC's work currently is focused around three broad areas, **Table 1:**

| Table 1: LIC Work Areas | The LIC's current range of community services and offers |
|--|---|
| <p>Community Services – a broad range of support services that include</p> | <ul style="list-style-type: none"> • Advice and support on benefits, housing, health and identity • Outreach (as above) supporting people who are housebound or immobile • Community Appeals (legal advice and advocacy on the benefit appeal service up to and including the Upper Tribunal) • Passports (advice and support on passports and birth certificates) • Crisis grants (the LIC administers two separate crisis grants for those in greatest need) • Day/Wellbeing Centre (nutritious food, social activities, advice services and trips for older clients) • Social groups (as above and located at five different London venues) • Befriending (providing befriending for older and immobile clients who are socially isolated) |
| <p>Culture, Arts and Education provide a range of services and events that include</p> <p>Note: The LIC is a founding member of the Cultural Camden Network along with the Roundhouse, the British Museum, the British Library and others.</p> | <ul style="list-style-type: none"> • Seasonal programmes of music, dance, spoken word, talks and entertainment • Dance, music and Irish language lessons • Dedicated lending and research library with the largest collection of Irish books outside of Ireland (7,200 on display plus 2,500 in storage) • Theatre and film programme and clubs • Family play groups and young person's Coder Dojo computer classes |
| <p>Social Enterprise and Commercial comprises a variety of service and space offers</p> | <ul style="list-style-type: none"> • Community Engagement Programme (CEP) which gives free and heavily discounted space to community groups • Office space for charity and social enterprises • Venue hire for concerts, exams, weddings, parties • Bars as above and for social and community meet ups • An 'Irish Shop' selling a range of Irish products |

2.8 Opening Hours: The LIC offers a wide range of services and the main building is open 111 hours per week. Due to the fragmented nature of the building, with six separate entrances, the LIC has a range of opening hours, **Table 2.**

| Table 2: Space | Facilities | Days | Hours |
|-------------------------------------|---|--|---|
| Main London Irish Centre | <ul style="list-style-type: none"> Events, conferences, exams, gigs, talks, comedy, spoken word, food and beverages | <ul style="list-style-type: none"> Monday to Sunday Saturday | <ul style="list-style-type: none"> 8am to 12 midnight 9am to 12 midnight |
| | | <ul style="list-style-type: none"> 16 x Temporary Event Licenses pa | <ul style="list-style-type: none"> Until 1.30 am |
| Community Services Reception | <ul style="list-style-type: none"> Passports, photobooth, community events tickets, community enquiries, crisis grants enquiries | <ul style="list-style-type: none"> Monday to Friday | <ul style="list-style-type: none"> 9.30 am to 5.00 pm |
| Advice Services | <ul style="list-style-type: none"> Welfare/benefits/crisis | <ul style="list-style-type: none"> Monday to Thursday Friday | <ul style="list-style-type: none"> 9.30 am to 4.30 pm 9.30am to 12.30 pm (Friday) |
| Irish Shop | <ul style="list-style-type: none"> Selection of Irish and Irish themed goods | <ul style="list-style-type: none"> Monday to Friday | <ul style="list-style-type: none"> 9.30 am to 5.00 pm |
| Day/Wellbeing Centre | <ul style="list-style-type: none"> Social activities and meals for the elderly | <ul style="list-style-type: none"> Monday, Weds, Friday | <ul style="list-style-type: none"> 9.30 am to 5.00 pm |
| Kennedy Hall | <ul style="list-style-type: none"> Community events, education, music lessons and choral practice | <ul style="list-style-type: none"> Monday to Sunday | <ul style="list-style-type: none"> 5.00 pm to 12 midnight |

2.9 Future Community Use: We anticipate the LIC's expanded community use will include the following, **Table 3.**

| User Groups | Community Use |
|---|---|
| Neighbourhood Groups: Free space will be continued | <ul style="list-style-type: none"> We will continue to provide free space to the current neighbourhood groups and would welcome other neighbourhood groups as they develop. |
| Community Engagement Programme (CEP): Free and discounted space provision will expand | <ul style="list-style-type: none"> This was valued at £33,380 in 2019 and we would anticipate offering up to £65,000, effectively doubling the amount of space we can provide. The LIC will have a wider range of higher quality event and social space for hire and usage |
| Community Organisations: Access to and partnership with community organisations will continue | <ul style="list-style-type: none"> We expect to continue to work with all of these groups and to add capacity. In particular we would like to work and support more of the more recently arrived migrant groups (Syrians/Somalian community groups for example). The Irish community understand the experiences and journey these groups are making as they settle and make a home in Camden and London. |

| | | |
|---|--|---|
| <p>Advice and Outreach: Service provision will increase</p> | <ul style="list-style-type: none"> We would aim to eventually run a six day a week, day time service in advice and outreach as well as other community services. We estimate we can eventually build capacity to 3,500 clients as our partnership with Camden`s Advice Support Partnership develops. | |
| <p>Day Centre/Wellbeing Services: The LIC will expand the opening hours and capacity in its Day Centre.</p> | <ul style="list-style-type: none"> We would aim to eventually run a five/six day a week, day time Day Centre/Wellbeing Service. There is strong community demand for services for an ageing population in the borough and we would anticipate the LIC being a venue for `social prescribing`. We would anticipate building up registered numbers to 300. The new Day Centre/Wellbeing Services will have a beautiful Therapy Garden, for community use and occupational therapy. We aim to build up to 75 befriending matches per year. | |
| <p>Tenancies: The LIC will continue to offer the charity community discounted office space</p> | <ul style="list-style-type: none"> Charity hub space on the 2nd and 3rd floors. | |
| <p>Volunteering: The LIC will expand the range of volunteering opportunities</p> | <ul style="list-style-type: none"> We estimate we will be able to provide opportunities for up to 300 volunteers as part of a much expanded volunteering programme. | |
| <p>Irish Library: The Irish Library is a lending, research and meeting space</p> | <ul style="list-style-type: none"> The Library will be relocated from its current location which is difficult to access and will be open to the public 6 days a week for reading, research and socialising as well as a beautiful space for hire. | |
| <p>Hire and Events: The LIC will continue to provide for a wide range of community and commercial activity from a bigger variety of beautiful event spaces</p> | <ul style="list-style-type: none"> Weddings Conferences Exams | <ul style="list-style-type: none"> Parties Bereavements |

| PART 2: NEW SERVICES/FACILITIES | |
|--|--|
| Community Kitchen: A redesigned and remodelled Chef's kitchen available for community use | <ul style="list-style-type: none"> • Cooking classes • Hire space for personal use • Training |
| Outdoor spaces: New external spaces will be available | <ul style="list-style-type: none"> • Currently the LIC has no external spaces available. We will be able to offer the community access to the new Therapy Gardens and 3rd Floor Nature Terraces for events, socialising and connecting. |
| Community café/bar | <ul style="list-style-type: none"> • A new community café/bar for the community to meet, socialise and connect. |
| Story of the Irish in London | <ul style="list-style-type: none"> • The richness of the London Irish community's history is not told in any public museums or galleries in the capital. Given the immense contribution of Irish people to the development of London this is something which needs to be addressed. Throughout the building this story will be told in picture, digital and material. This new facility will be available to the communities in Camden and London and beyond. |

2.9.1 Opening Hours: A redeveloped LIC will have one main entrance where everyone is welcome, be they service users or people attending events. The opening hours are anticipated to remain the same for the main Centre facilities with Advice and Outreach, and Day Centre/Wellbeing changing as previously detailed, in Table 3, above.

The majority of events will continue to be held during the daytime and focused on community, care, culture and wellbeing. See Appendix Three for the LIC's most recent January to March program of events (note this was affected by Covid)

SECTION FOUR: PREMISES LICENCE

3.1 The Centre operates and will continue to operate under the control and restrictions imposed by the London Borough of Camden Council's Premises License, reference number PREM-LIC/2314.

3.2 Licensable activities authorised by the license: Sale by Retail of Alcohol; Late night refreshment; Recorded Music; Live Music; Plays; Indoors sports; Anything of a Similar Description to Live Music, Recorded Music or Performance of Dance; Provision of Facilities for Making Music; Provision of Facilities for Dancing; Provision for Facilities of a Similar Description to Making Music and Dancing

3.3 Licensing Hours: The times the license authorises the carrying out of licensable activities are as follows -

3.3.1 Sale by Retail of Alcohol

- Monday to Saturday (excluding Christmas Day and Good Friday): 10.00-00.00
- Sunday (excluding Christmas Day and Good Friday): 12.00-23.30
- Christmas Day: 12.00-23.30

3.3.2 Late Night Refreshment

- Monday to Saturday (excluding Christmas Day and Good Friday): 23.00-00.00
- Sunday (excluding Christmas Day and Good Friday): 23.00-00.00

3.3.3 Recorded Music

- Monday to Sunday 9.00-00.00

3.3.4 Plays; Indoor Sports; Anything of a Similar Description to Live Music, Recorded Music or Performances of Dance; Provision of Facilities for Making Music; Provision of Facilities for Dancing; Provision for Facilities of a Similar Description to Making Music and Dancing

- Monday to Sunday 9.00-00.00

3.4 Temporary Event Notice: Standard license hours can be extended with the granting of a Temporary Event Notice (TEN). Each License will be limited to 1.30am with the venue cleared by

2.00. Only 16 TEN are allowed by Camden Council in any one calendar year. Currently the LIC avails of 16 TENs per year and will continue to do so in the redeveloped LIC.

SECTION FIVE: EVENT OPERATION

4.1 Event Policies

4.1.1 Admittance Policy

We reserve the right to refuse admission. Admission is granted to those in agreement with the following policies. If these policies are not adhered to, we maintain the right to ask the guest to leave without delay.

4.1.2 Egress Policy

Upon leaving the venue, follow staff and signage directions to public transport / pick up zone / walking route. Keep noise to a minimum upon leaving the venue. Do not raise your voice as it will disrupt our neighbours. Do not delay outside the venue and continue on to your destination.

4.1.3 Alcohol Policy

A Challenge 25 service of alcohol strategy will be in place, at events where over 18s are present. As per current usage we anticipate hosting day-time school events including lectures where some of those attending are over 18 years old but many others are under 18. At these events there is no service of alcohol to anyone attending even if they have valid ID that shows they are over-age.

4.1.4 Search Policy

For events of more than 100 people in attendance, all guests bags will be searched by SIA licensed staff upon entry to the venue. If a person refuses to be searched, we have the right to refuse them entry to the venue.

4.1.5 Smoking Policy

We operate a strict no-smoking policy, including at the entrance lobby. Reception and Door Hosts will actively discourage attendees from smoking within the vicinity of the LIC entrance.

4.1.6 Banned Items Policy

We have zero tolerance towards the use of illegal and banned substances on venue. Anyone found in possession of a banned item will be evicted from the venue and the item confiscated. If

the item is illegal then the Police will be contacted. Banned items include, and are not limited to; knives, weapons, lasers, spray cans, nitrous oxide, explosives, fireworks.

4.2 Responsibilities of Venue Manager

- Having overall responsibility for the management of the event
- Participation in consultation or information meetings with any or all of the statutory bodies
- Assess the number of stewards required to manage the event, and ensuring that familiarisation of the event for stewards is provided as appropriate
- Ensuring that the event is staffed by a sufficient number of competent staff
- Ensuring that effective command, communication, and co-ordination systems are in place
- Ensuring that adequate measures are in place for the safety of persons attending
- Ensuring that the briefing is made available to staff, other workers
- Ensuring adequate emergency response measures are taken if necessary
- Initiation of the Emergency Plan procedure if appropriate
- Conducting regular reviews of the conduct of the event to ensure all agreed procedures are being implemented
- Being competent to recognise critical crowd conditions, signs of crowd distress and crowd dynamics

4.3 Duties of Security

- Be in possession of a valid SIA licence and have it on display at all times
- Operate a working radio at all times (as designated by the Venue Manager)
- Wear the security uniform (suit and lanyard) specified by the London Irish Centre
- Control all entrances and exits to the venue as directed by the Venue Manager
- Direct guests who are entering or leaving the event
- Monitor noise levels and communicate with guests to lower their voices and keep noise to a minimum on egress of the event
- Assist the diversion of guests to designated exits upon egress
- Prevent overcrowding by ensuring that crowd limits in various parts of the event are complied with and that fire exits and routes are kept clear
- Monitor the crowd throughout for signs of distress and take action in accordance with written instructions, included in the stewards / security briefing documentation
- Be aware of the location of firefighting and medical equipment in the area
- Recognize potential hazards and suspect packages and report such findings immediately to the Venue Manager
- Comply promptly with any instruction given in an emergency by a member of Venue Management or Emergency Services
- Assist in the prevention of breaches of event regulations
- Identify and investigate any incident or occurrence among guests and report findings to the Venue Manager
- Report to the Venue Manager any damage or defect likely to cause injury or danger to persons in attendance
- Undertake duties relating to emergency and evacuation procedures
- Keep all fire exits and designated sterile areas clear. Ensure that fire doors are maintained in their position as per the fire risk assessment
- Maintain their position at their place of duty under the direction of the Head of Security who, if it is considered necessary, can arrange for a replacement

4.4 Duties of Stewards/Hosts

- Understand the layout of the venue and direct arriving guests to their entrance
- Assist guests with any questions they may have

- Prepare guests for search/screen on ingress and prepare guests for protocols (keep voices down etc.) upon egress
- Know the location of the first aid room and any first aid equipment kept elsewhere.
- Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to the Venue Manager
- Remain at their allocated posts as instructed by the Venue Manager
- Report any damage or defect which is likely to pose a threat to attendee safety
- Knowing the layout of the site and being able to assist guests by giving information about the available facilities, remembering those with special needs
- Direct guests to public transport and taxi pick up on egress of the event

4.5 Crowd Management

4.5.1 Pre-event: Communications will be sent out to guests upon securing a ticket or invite for the event. These communications will include:

- Admittance policy
- Directions to the venue from public transport, walking or car drop off
- Egress policy

The following section will outline design (physical structures), information (communication to guests) and management (security, stewarding and venue management) procedures during the three stages of an event: ingress, circulation and egress

4.5.2 Ingress

| | |
|-------------|---|
| Design | If applicable to the type and scale of the event, temporary barriers will be placed along the entrance route to guide guests to queue for the entrance. This ensures that the road and footpath are kept clear for other users. |
| Information | Temporary signage will be deployed to decision points near the venue to assist guests to arrive without delay Signage on venue will highlight key messages of our policies including: <ul style="list-style-type: none"> - Search policy - Egress policy |
| Management | Stewards/Hosts and security will be positioned on the venue perimeter to guide guests to the entrance and prepare them for search/ticket check. Security are present at venue entrances to enforce admittance policies, conduct search and ticket checks. |

4.5.3 Circulation

| | |
|-------------|---|
| Design | Any temporary design measures including barriers will consider the movement of guests, ensuring there are no pinch points. |
| Information | Temporary signage will be deployed to decision points upon exiting the venue to onward travel destinations Signage will highlight key messages of our policies including: <ul style="list-style-type: none"> - please respect our neighbours, keep noise to an absolute minimum upon leaving the venue and do not delay in getting your ride home |

| | |
|------------|---|
| | <ul style="list-style-type: none"> - No drinks other than tea or coffee in disposable cups will be allowed to be taken outside at any time. This is always enforced. |
| Management | <p>The number of security required for the event will depend on the number of guests and type of event.</p> <p>Security will be positioned at entrance/exit doors and roaming each event space. The role of security is detailed in section 4.3.</p> <p>Security and stewards/hosts will reinforce the message of keeping noise to a minimum for those who leave the venue during the event.</p> <p>Security to enforce the rule of no drinks other than tea/coffee in disposable cups to be taken outside the venue.</p> <p>The management of the terrace includes:</p> <ul style="list-style-type: none"> - Security presence on access points to enforce rules of terrace use - Noise is to be kept to a minimum after an agreed time - The maximum capacity of the terrace will be enforced by security - Terrace will close at 9pm |

4.5.4 Egress

| | |
|-------------|--|
| Design | <p>The exit routes from the event space are designed with 'slow down' elements including interactive and exhibition pieces, as detailed in 2.2.1. This will help to slow down the pace of egress to reduce impact on the neighbouring area.</p> |
| Information | <p>Stewards/hosts will be available at egress points to quickly answer questions, direct guests to onward travel and monitor noise levels.</p> <p>Temporary signage will be deployed to decision points upon exiting the venue to onward travel destinations.</p> <p>Signage will highlight key messages of our policies including:</p> <ul style="list-style-type: none"> - please respect our neighbours, keep noise to an absolute minimum upon leaving the venue and do not delay in getting your ride home |
| Management | <p>Security will be present and control all exit doors ensuring there is no readmittance</p> <p>Security and stewards/hosts will disperse guests through the designated exit points, ensuring even dispersal as far as reasonably practicable.</p> <p>Stewards/hosts and security will be positioned on venue perimeter on egress to monitor noise levels and communicate with guests to keep noise to a minimum and move to their onward transport without delay</p> <p>Guests will be directed to disperse to the following directions:</p> <ul style="list-style-type: none"> - Bus: Via Agar Grove - Tube/Overground: Via Camden Road and Agar Grove <p>Where guests are waiting for collection by taxi, they are encouraged to remain inside the lobby area until their taxi arrives. (The lobby area(s) to the redeveloped LIC have been designed to encourage less intensive exiting from the LIC and with more space available.)</p> |

4.6 The number of stewards/hosts will be dependent on the outcome of a risk assessment to be undertaken in advance of each event. The risk assessment will consider the number of people in attendance, profile of attendees, type of activity, profile of the performer etc. The appropriate number of stewards/hosts will be employed based on the outcome of the risk assessment in line with best practice.

4.7 Fire Alarm Testing is and will be undertaken weekly which includes a check via CCTV that the rear McNamara Hall/Main Auditorium gate opens when the alarm is sounded.

4.8 Code of Conduct. Visitors and attendees will be expected to comply with the LIC's Code of Conduct, see **Appendix One**.

4.9 Post - Event Noise Pollution

The strategy we have developed to mitigate the risk of noise pollution outside the perimeter of the venue during and after an event is detailed through this document. To summarise, the following measures will be implemented:

- Venue Manager monitors environment during the event
- Guests made aware of egress policy when purchasing ticket/accepting invitation
- Security and stewards/hosts reinforce egress policy messaging upon egress of the venue and answer questions inside venue to relocate opportunities for conversing inside
- Security outside perimeter of venue on egress to enforce messaging and encourage guests to move towards their mode of transport
- Stewards/hosts outside exits to enforce messaging of egress policy

4.10 Resident Engagement

Our relationship with our neighbour residents is paramount to the success of the London Irish Centre. We have put mitigating plans in place for our events that reduce noise pollution and impact on resident stakeholders. In addition, for every live event we hold, we issue the Venue Manager's mobile number to residents to allow them direct contact should they need to raise an issue relating to the event.

4.11 Complaints Procedure

The LIC has had relatively very few complaints over events that have taken place in the past 10 years. We have a policy of responding quickly to these complaints and identifying the issue and ensuring this is not repeated.

The LIC will have printed forms available in the foyer for complaints to be registered. The LIC website will contain a Complaints section with the facility to register a Complaint via the website, additionally complaints can be made to the staff in person, or by phone.

All complaints will be registered in a Complaints Log. The Chief Executive Officer (CEO) of the LIC (or delegated colleague) will oversee an appropriate process for the investigation of reported incidents. If a violation of the London Irish Centre's Code of Conduct (see Appendix One) has occurred, the CEO may decide to issue a warning and/or require individuals who have caused damage to pay the repair costs and/or suspend or London Irish Centre visitor privileges and/or community usage rights and/or ask the individual concerned to leave the building. Where appropriate, the incident will be reported to the Police.

Each complainant will receive a written response.

4.12 Emergency Procedures

4.12.1 Fire

In the event of a fire that requires evacuation of the venue:

- Raise the alarm
- If the fire can be tackled by trained staff, then do so
- The Venue Manager will call the fire brigade and instruct what access roads to take
- Security will calmly instruct attendees to leave the site nearest the safest route away from the incident as instructed by the Venue Manager

4.12.2 Suspect Package/Terror Threat

The current threat level is designed to give a broad indication of the likelihood of a terrorist attack.

- **LOW** means an attack is unlikely
- **MODERATE** means an attack is possible, but not likely
- **SUBSTANTIAL** means an attack is a strong possibility
- **SEVERE** means an attack is highly likely
- **CRITICAL** means an attack is expected imminently

The current terrorism threat level in the UK, as of July 2020, is SUBSTANTIAL.

In the event a suspect package has been found, the following instructions are given to security and stewards:

- Any member of staff receiving a report that an unattended item has been left anywhere on site or that a suspect package has been found will immediately advise the Venue Manager.
- Security or member of staff will conduct a H.O.T. analysis of the item
 - Is it **H**idden?
 - Is it **O**bviously suspicious (e.g. leaking a liquid, smells of almonds, wires hanging out)
 - Is it **T**ypical of its surroundings? (e.g. a school bag on a school bus)
- If confirmed to be suspicious, security begin to cordon the site
- Venue Manager calls the Police
- Venue Manager moves to evacuation procedure
- If the item is deemed not to be suspicious, Venue Manager instructs staff that normal services can resume.

4.12.3 Evacuation Procedure

The two most likely evacuation scenarios are:

- Where the public are unaware of the incident and staff can be deployed to their emergency locations and prepare for the evacuation, for example; an outside alarm or incident is threatening the site, a threatening call has been received (e.g. a bomb threat), a suspicious package has been discovered, a fire has been discovered in a non-public part of the site
- Where the threat is obvious to everyone including the public (e.g. a fire in a public area) and event staff must be prepared in advance to react without further instruction.

The procedure is as follows:

- Venue Manager will instruct security and stewards/hosts to standby using agreed coded message.
- Venue Manager will confirm via radio to staff that evacuation will begin and which location to direct attendees.
- Security and stewards/hosts will disperse the crowd in the direction away from the incident towards the exit instructed by the Venue Manager
- If safe to do so, the Venue Manager or Deputy Venue Manager will announce on the PA the following message: "GUESTS, UNFORTUNATELY WE NEED TO EVACUATE THE VENUE. PLEASE FOLLOW INSTRUCTIONS OF THE STEWARDS. PLEASE LEAVE THE SITE QUIETLY AND CALMLY. THANK YOU"
- In the event of power failure, the Venue Manager or Deputy Venue Manager will use a megaphone to communicate messages to guests.
- Security will sweep the site for any remaining persons.

SECTION SIX: CAPACITY AND SPACE PROVISION

5.1 Introduction: The LIC is a multi-purpose and diverse Community and Cultural Centre with a large variety of uses and of clients and customers who use the Centre during the day and evenings, with daytime use attracting the majority of users/visitors to the Centre.

5.2 Current capacity: The sum of the current individual room capacity is in the region of 1350, see **Appendix 1**. However the LIC's current operational capacity is determined by its fire strategy and compliance with regulations and is in the region of 1000 people at any one time, with the maximum capacity of the main Auditorium (the McNamara Hall) being 580.

5.3 Variety of use: The LIC will continue to be a multi-purpose and diverse Community and Cultural Centre with a large variety of uses and of clients and customers who will use the Centre during the day and evenings.

5.4 Future capacity: The LIC's future capacity will be governed by its fire strategy and compliance with fire regulations and as advised by the LIC's Fire Safety Design Strategy (Stage 2), as designed by Fire Risk Solutions. It is difficult to quantify the exact maximum capacity for the building as there are a number of technical issues to be resolved during the development of the Stage 3 and Stage 4 scheme drawings. These issues include use of voice alarms; lobby design, rear fire escape design and London Fire Brigade input.

5.5 The sum of the individual room is estimated to increase from 1348 to 1580. Currently the maximum operational capacity as per fire regulations is 1000 and we anticipate this increasing to a maximum of 1250.

5.6 Day/Evening: Currently the ratio between day and evening usage is in the region of 75:25, we envisage this ratio remaining stable.

5.7 Main auditorium: The main Auditorium will increase in capacity from 580 to 690 and it is anticipated the maximum operation capacity will not exceed 1250. As per current trading it is anticipated the majority of use of the Centre will be daytime.

5.8 Space usage: Overall the LIC space will be increasing from 3,017 to 4,604 (sqm mtrs), an increase of 53%. It is evident from the table below that the majority of new floorspace created will be to meet the care, community and cultural needs of the LIC, alongside significant improvements to accessibility through the provision of a new centralized core. The uplift in events floorspace is a mere 308sqm compared to the existing building and overall the will amount to only 24% of the floorspace of the new development.

| SPACE DESIGNATED USAGE (square meterage) | | | | | | | |
|--|--|----------|--------|-----------------------|----------|---------------|--------------|
| Area | 1-Core | 2-Office | 3-Care | 4-Community & Culture | 5-Events | Current total | Future total |
| TOTALS | | | | | | | |
| Current | 1583 | 325 | 34 | 264 | 809 | 3015 | |
| Future | 2204 | 295 | 481 | 508 | 1117 | | 4605 |
| Increase/Decrease | +621 | -30 | +447 | +244 | +308 | | |
| Key | | | | | | | |
| 1 - Core | Plant, toilets, circulation, internal walls, lifts and stairs, kitchen and reception | | | | | | |
| 2 - Office | LIC and tenant office | | | | | | |
| 3 - Care | Advice and welfare and wellbeing provision | | | | | | |
| 4 - Community and Culture | Museum, community café, the residence | | | | | | |
| 5 - Events | Space for events (exams, hire, weddings, gigs, conferences) | | | | | | |

SECTION SEVEN: COVID-19/SARS-COV-2

6.1 Risk Assessment

Regarding events and places where crowds gather, there are three common risks facing of transmitting coronavirus:

- Person to Person
- Person to Fomite (surface carrying the virus)
- Person to Staff

To conduct an effective risk assessment, the principles of Health & Safety 'ERICPD' will be applied:

- Eliminate (the need for interaction)
- Reduce (the frequency and duration of interaction)
- Isolate (that which may transmit the virus)
- Control (frequent cleaning of fomites)
- PPE (staff, guests and all those in the venue to wear face coverings)
- Discipline (enforce face coverings as part of condition of entry if necessary)

6.2 Interaction Reduction

6.2.1 Person to Person

- Keep distance in queue
- Keep distance in seated area
- Maintain distance in corridors
- Use one way or stop/go system for narrow routes/corridors

6.2.2 Person to Fomite

- Remove fomite or interaction to fomite (e.g. keep door open or install touchless facilities)
- Coat fomite in anti-viral treatment
- Regular clean fomite after each use
- Increase cleaning of fomite during busy periods

6.2.3 Person to Staff

- Remove interaction (e.g. replace physical with virtual box office)
- Increase distance and remove fomite (e.g. ordering at a bar)
- Install physical barrier between person and staff
- Staff wear PPE

6.3 Communication

Guests will be informed at the point of ticket purchase or invite that rules of entry will include public health measures e.g. requirement to wash hands frequently and thoroughly and implementation of physical distancing. This information will be repeated on signage on entry to the venue and around the venue. Depending on the risk level at the time of the event, the wearing of face coverings may become a condition of entry.

6.4 Venue Management

To ensure that all events operate within government guidance and current public health regulations, a public health risk assessment will be conducted and acted upon for every event.

Capacities will be measured and set to the physical distancing guidelines at the time of planning the event.

Physical measures such as hand sanitisers will be installed to assist guests with increasing the frequency of sanitizing.

SECTION EIGHT: EMP MONITORING

8.1 Community Relationship Committee (CRC): The LIC will form a CRC to monitor the EMP. The committee will be formed before the commencement of construction works and will meet quarterly to monitor events being planned, events which have taken place as well as community access and community use of the Centre. The LIC will be represented on the CRC by the Events Management Plan Coordinator (EMPC) and Director of Operations alongside two members nominated by the Camden Square Neighbourhood Association (CSNA).

Note: The LIC will be appointing a Community Centre Transport Co-ordinator, responsible for promoting cycling and walking to the Centre as well as a Construction Co-ordinator who will coordinate practical issues around the construction phase. We would propose these various roles be merged into the CRC in order to ensure this new body has as wide a remit as possible.

8.2 EMP Coordinator: The LIC will appoint an EMPC who will be responsible for the EMP and act as point of contact for the Council and the local community.

8.3 Internal monitoring: Internally the EMPC will monitor the EMP on a monthly basis as part of the internal operational process of the organisation. The EMP Coordinator will be overseen by the LIC's Director of Operations. Compliance with the EMP and will be reviewed by the LIC's Audit Committee. The EMP will be included in the Audit Committees Terms of Reference. The EMPC will attend CSNA meetings and report to the Association on the Centre's activities on request.

8.4 Complaints procedure: Complaints will be managed as per section 4.3.

SECTION NINE: APPENDICES

APPENDIX ONE: The London Irish Centre`s Code of Conduct (Draft)

Introduction: Every person within our community (including members, visitors, hirers, staff and contractors) is enthusiastically welcomed into the London Irish Centre in a safe, stimulating and inspiring environment within which sensitivity, respect for others, and cooperation is highly valued. Therefore, we request that all who enter the Building conduct themselves in a manner that does not interfere with the ability of others to enjoy their visit here. Everyone is expected to subscribe to generally acceptable standards of behaviour and as well as this Code of Conduct.

We will create a flourishing community centre, a vibrant destination venue and an innovative transformation hub – a place to celebrate community and culture. We are a Community Centre that welcomes both Irish (of any generation and affiliation) and non-Irish involvement and engagement with the Centre and its programme. At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

To demonstrate these values, we:

- offer a warm, friendly Irish welcome to all
- bring kindness and care to all with whom we work
- celebrate diversity in Irish culture, heritage and identities, and in the wider community we serve
- aim to be outstanding in everything we do
- keep community service and connections at the heart of our work
- work with environmental and organisational sustainability in mind
- provide a culture where everyone feels a sense of belonging and respect
- listen to, cultivate and explore new ideas and solutions
- show commitment to the vision, mission and people of the LIC

Members, Visitors, Hirers, Staff and Contractors: Our community operates according to the principles that each person:

- is valued and treated with dignity and respect;
- respects the dignity of others;
- will be safe and feel safe;
- who is young and/or vulnerable has a right to be listened to and be believed;
- will always take responsibility for their own safety and the safety of others;

- has a responsibility to uphold the values of the Centre and to make it a better place;
- is tolerant of the views of others even if they are not shared;
- will take pride in maintaining the Centre's physical environment;
- is expected to choose appropriate behaviours and language and encourage others to do so as well;
- is expected to think about the results of her/his actions and how they affect others.

Code of Conduct: All members, visitors, hirers, staff and contractors are expected to solve disagreements by talking, listening and compromising. Anyone who feels uncomfortable in challenging a person directly should report the behaviour to a staff member. London Irish Centre staff members are eager to be of assistance and members and visitors should not hesitate to notify them when needed. If there is a concern over a staff member, then contact should be made with an appropriate senior manager.

The Chief Executive Officer (CEO) of the LIC (or delegated colleague) will oversee an appropriate process for the investigation of reported incidents. If a violation of the London Irish Centre's Code of Conduct has occurred, the CEO may decide to issue a warning and/or require individuals who have caused damage to pay the repair costs and/or suspend or London Irish Centre visitor privileges and/or community usage rights and/or ask the individual concerned to leave the building. Where appropriate, the incident will be reported to the Police

There will be a right of appeal to a Disputes Committee appointed by the London Irish Centre Board; the Board manage the Centre, interpret and apply the Code of Conduct and have the right to refuse access.

Each complainant will receive a written response.

APPENDIX TWO: LIC's January to March 2020 Program

WHAT'S ON CALENDAR

EVENT TYPES:

WELLBEING CULTURE LEARNING

| | JANUARY 2020 | EVENT | TIME | LOCATION | PRICE |
|--|--------------|---|--------------|----------|------------------------|
| | Thurs 2nd | Kennedy Hall Drop-in | 12-4pm | LIC | |
| | | Gadget Drop In | 10.30am-12pm | LIC | FREE |
| | Sun 5th | Monthly Set Dancing | 3-6pm | LIC | £5 |
| | Mon 6th | Lunch Club | 12-2pm | LIC | £5 |
| | | Art | 2.30-4.30pm | LIC | £1 |
| | | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | Tues 7th | Carers' Group | 2-3.30pm | N4 3LA | FREE |
| | | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Wed 8th | Get Moving | 11-12pm | LIC | £1 |
| | | Lunch Club | 12-2pm | LIC | £5 |
| | | Tea Dance | 1.30-4.30pm | LIC | £5 |
| | | Singing Circle - Pat Connolly | 7.30-9.30pm | LIC | FREE |
| | Thurs 9th | Creative Writing | 2-4.30pm | LIC | £1 |
| | | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Fri 10th | Coffee Morning | 10.30am-12pm | LIC | FREE |
| | | Lunch Club | 12-2pm | LIC | £5 |
| | | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Sat 11th | Coder Dojo | 3-5pm | LIC | FREE |
| | Sun 12th | Irish Music Classes (Kids) | Varies | LIC | £5 |
| | Mon 13th | Lunch Club | 12-2pm | LIC | £5 |
| | | Art | 2.30-4.30pm | LIC | £1 |
| | | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | | Seemple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| | Tues 14th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | | Mindfulness Workshop | 10.30am-12pm | LIC | FREE |
| | | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | | Absolute Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | | Speakers & Learners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | | Weekly Irish Set Dancing Classes | 7.30-9.30pm | LIC | £48 per course |
| | Wed 15th | Get Moving | 11am-12pm | LIC | £1 |
| | | Lunch Club | 12-2pm | LIC | £5 |
| | | Green City Gardening | 2-4.30pm | LIC | FREE |
| | | Beyond Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | Thurs 16th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | | Gaelic Voices Choir | 7-9pm | LIC | £100 for 13 rehearsals |
| | Fri 17th | Lunch Club | 12-2pm | LIC | £5 |

| | | | | | |
|---------------------|---|--|----------------------|------------------------|----------------|
| | | Diabetics Awareness Talk | 2.30-4.30pm | LIC | FREE |
| | | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| Sun 19th | | Irish Music Classes (Kids) | Varies | LIC | £5 |
| Mon 20th | | Meitheal Men's Group | 11am-12.30pm | LIC | FREE |
| | | Lunch Club | 12-2pm | LIC | £5 |
| | | Hanwell Social Group | 1.30-4.30pm | W7 3TP | £4 |
| | | Art | 2.30-4.30pm | LIC | £1 |
| | | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | | Semple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 21st | | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | | Carers' Group | 2-3.30pm | N4 3LA | FREE |
| | | Mindfulness Workshop | 10.30am-12pm | LIC | FREE |
| | | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | | Absolute Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| EVENT TYPES: | | | | | |
| WELLBEING | | CULTURE | LEARNING | | |
| JANUARY 2020 | EVENT | TIME | LOCA TION | PRICE | |
| Tues 21st | Speakers & Learners Irish Language Course | 6.30-8.30pm | LIC | £95 per course | |
| | Weekly Irish Set Dancing Classes | 7.30-9.30pm | LIC | £48 per course | |
| Wed 22nd | Get Moving | 11am-12pm | LIC | £1 | |
| | Lunch Club | 12-2pm | LIC | £5 | |
| | Beyond Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course | |
| Thurs 23rd | Ealing Social Group | 1-3pm | W5 2UA | £4 | |
| | Creative Writing | 2-4.30pm | LIC | £1 | |
| | Gaelic Voices Choir | 7-9pm | LIC | £100 for 13 rehearsals | |
| Fri 24th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 | |
| | Lunch Club | 12-2pm | LIC | £5 | |
| | Coffee Morning | 10.30am-12pm | LIC | FREE | |
| Sat 25th | London Irish Playgroup | 1-3pm | LIC | FREE | |
| | Cultúr Club | 1-3pm | LIC | £25 per term | |
| Sun 26th | Irish Music Classes (Kids) | Varies | LIC | £5 | |
| Mon 27th | Lunch Club | 12-2pm | LIC | £5 | |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 | |
| | Art | 2.30-4.30pm | LIC | £1 | |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies | |
| | Semple Morris Irish School of Dance | 6.30-9pm | LIC | £5 | |
| | London Irish Book Club | 7-9.30pm | LIC | FREE | |
| Tues 28th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 | |
| | Mindfulness Workshop | 10.30am-12pm | LIC | FREE | |
| | Walk and Wander | 2-4.30pm | Camd en Town | FREE | |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE | |
| | Absolute Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course | |
| | Speakers & Learners Irish Language Course | 6.30-8.30pm | LIC | £95 per course | |
| | Weekly Irish Set Dancing Classes | 7.30-9.30pm | LIC | £48 per course | |
| Wed 29th | Sutton Social Group | 1-3pm | SM1 3AA | £4 | |
| | Lunch Club | 12-2pm | LIC | £5 | |
| | Get Moving | 11am-12pm | LIC | £1 | |
| | Music Matters | 2.30-4.30pm | LIC | FREE | |
| | Beyond Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course | |

| | | | | |
|------------|--------------------------|-------------|------------|------------------------|
| Thurs 30th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Gaelic Voices Choir | 7-9pm | LIC | £100 for 13 rehearsals |
| Fri 31st | Lunch Club | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Murder Mystery | 2.30-4.30pm | LIC | FREE |

FEBRUARY 2020

| | | | | |
|-----------|---|--------------|------------|------------------------|
| Sat 1st | | | | |
| Sun 2nd | Irish Music Classes (Kids) | Varies | LIC | £5 |
| | Monthly Set Dancing | 3-6pm | LIC | £5 |
| | St Brigid's Celebration | 7pm | LIC | |
| Mon 3rd | Lunch Club | 12-2pm | LIC | £5 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Semple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 4th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Mindfulness Workshop | 10.30am-12pm | LIC | FREE |
| | Carers' Group | 2-3.30pm | N4 3LA | FREE |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Absolute Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | Speakers & Learners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| Wed 5th | Sutton Social Group | 1-3pm | SM1 3AA | £4 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Get Moving | 11am-12pm | LIC | £1 |
| | Beyond Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| Thurs 6th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Gaelic Voices Choir | 7-9pm | LIC | £100 for 13 rehearsals |
| Fri 7th | Gadget Drop In | 10.30am-12pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |

EVENT TYPES:

- WELLBEING
- CULTURE
- LEARNING

| FEBRUARY 2020 | EVENT | TIME | LOCATION | PRICE |
|---------------|---|-------------|------------|----------------|
| Sat 8th | Coder Dojo | 3-5pm | LIC | FREE |
| Sun 9th | Irish Music Classes (Kids) | Varies | LIC | £5 |
| Mon 10th | Lunch Club | 12-2pm | LIC | £5 |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | Semple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 11th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Mindfulness Workshop | 10.30-12pm | LIC | FREE |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Absolute Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | Speakers & Learners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| Wed 12th | Lunch Club | 12-2pm | LIC | £5 |
| | Tea Dance | 1.30-4.30pm | LIC | £5 |
| | Beyond Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | Singing Circle - Pat Connolly | 7.30-9.30pm | LIC | FREE |
| | Get Moving | 11am-12pm | LIC | £1 |



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|----------------------|---|-----------------|----------------------|------------------------|
| Thurs 13th | Creative Writing | 2-4.30pm | LIC | £1 |
| | Irish Comedy Club | 8-11pm | LIC | £15 |
| | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Gaelic Voices Choir | 7-9pm | LIC | £100 for 13 rehearsals |
| Fri 14th | Coffee Morning | 10.30am-12pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Speed Dating | 2.30-4.30pm | LIC | FREE |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| Mon 17th | Meitheal Men's Group | 11am-12.30pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Art | 2.30-4.30pm | LIC | £1 |
| Tues 18th | Carers' Group | 2.30-4.30pm | N4 3LA | FREE |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| Wed 19th | Lunch Club | 12-2pm | LIC | £5 |
| | Get Moving | 11am-12pm | LIC | £1 |
| | Sutton Social Group | 1-3pm | SM1 3AA | £4 |
| | Green City Gardening | 2-4.30pm | LIC | FREE |
| Thurs 20th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Gaelic Voices Choir | 7-9pm | LIC | £100 for 13 rehearsals |
| | Noelle Brown | 8pm | LIC | Tickets £14/12 |
| | | | | |
| Fri 21st | Lunch Club | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Art by Angus | 2.30-4.30pm | LIC | £1 |
| | Noelle Brown | 8pm | LIC | Tickets £14/12 |
| Sat 22nd | Echoes of Erin | 8-10.30pm | LIC | |
| Sun 23rd | Irish Music Classes (Adults) | Varies | LIC | £5 |
| Mon 24th | Lunch Club | 12-2pm | LIC | £5 |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | Semple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 25th | Mindfulness Workshop | 10.30-12pm | LIC | FREE |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Walk and Wander | 2-4.30pm | TBC | FREE |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Absolute Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | Speakers & Learners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| Wed 26th | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | First-Aid Training | 2.30-4.30pm | LIC | FREE |
| | Beyond Beginners Irish Language Course | 6.30-8.30pm | LIC | £95 per course |
| EVENT TYPES: | | | | |
| WELLBEING | CULTURE | LEARNING | | |
| FEBRUARY 2020 | EVENT | TIME | LOCA TION | PRICE |
| Wed 26th | London Irish Film Club | 7-9pm | LIC | £5 |
| Thurs 27th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Creative Writing | 2-4.30pm | LIC | £1 |
| | Gaelic Voices Choir | 7-9pm | LIC | £100 for 13 rehearsals |

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|-------------------|---|-------|--------------|----------------------|------------------------|
| Fri 28th | Coffee Morning | | 10.30am-12pm | LIC | FREE |
| | Lunch Club | | 12-2pm | LIC | £5 |
| | We all have Mental Health Workshop | | 2.30-4.30pm | LIC | FREE |
| | Hammersmith Social Group | | 1-3pm | W14 9BA | £4 |
| Sat 29th | London Irish Playgroup | | 1-3pm | LIC | FREE |
| | Cultúr Club | | 1-3pm | LIC | £25 per term |
| MARCH 2020 | EVENT | | TIME | LOCA TION | PRICE |
| Sun 1st | Irish Music Classes (Kids) | | Varies | LIC | £5 |
| | Monthly Set Dancing | | 3-6pm | LIC | £5 |
| Mon 2nd | Meitheal Men's Group | | 11am-12.30pm | LIC | FREE |
| | Lunch Club | | 12-2pm | LIC | £5 |
| | Hanwell Social Group | | 1.30-3.30pm | W7 3TP | £4 |
| | Art | | 2.30-4.30pm | LIC | £1 |
| | Irish Music Classes (Adults) | | 6pm | LIC | Varies |
| | Seimle Morris Irish School of Dance | | 6.30-9pm | LIC | £5 |
| Tues 3rd | Mindfulness Workshop | | 10.30am-12pm | LIC | FREE |
| | Hammersmith Social Group | | 1-3pm | W14 9BA | £4 |
| | Carers' Group | | 2-3.30pm | N4 3LA | FREE |
| | Comhar London Irish Songbook | | 2-4pm | LIC | FREE |
| | Absolute Beginners Irish Language Course | | 6.30-8.30pm | LIC | £95 per course |
| | Speakers & Learners Irish Language Course | | 6.30-8.30pm | LIC | £95 per course |
| | Weekly Set Dancing | | 7.30-9.30pm | LIC | £48 per course |
| Wed 4th | Get Moving | | 11am-12pm | LIC | £1 |
| | Lunch Club | | 12-2pm | LIC | £5 |
| | Sutton Social Group | | 1-3pm | SM1 3AA | £4 |
| | Beyond Beginners Irish Language Course | | 6.30-8.30pm | LIC | £95 per course |
| Thurs 5th | Ealing Social Group | | 1-3pm | W5 2UA | £4 |
| | Gaelic Voices Choir | 7-9pm | | LIC | £100 for 13 rehearsals |
| Fri 6th | Gadget Drop In | | 10.30am-12pm | LIC | FREE |
| | Lunch Club | | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | | 1-3pm | W14 9BA | £4 |
| Sat 7th | Coder Dojo | | 3-5pm | LIC | FREE |
| Sun 8th | Irish Music Classes (Kids) | | Varies | LIC | £5 |
| | International Women's Day | | 7-9pm | LIC | TBC |
| Mon 9th | Lunch Club | | 12-2pm | LIC | £5 |
| | Hanwell Social Group | | 1.30-3.30pm | W7 3TP | £4 |
| | Art | | 2.30-4.30pm | LIC | £1 |
| | Irish Music Classes (Adults) | | 6pm | LIC | Varies |
| | Seimle Morris Irish School of Dance | | 6.30-9pm | LIC | £5 |
| Tues 10th | Mindfulness Workshop | | 10.30am-12pm | LIC | FREE |
| | Comhar London Irish Songbook | | 2-4pm | LIC | FREE |
| | Absolute Beginners Irish Language Course | | 6.30-8.30pm | LIC | £95 per course |
| | Speakers & Learners Irish Language Course | | 6.30-8.30pm | LIC | £95 per course |
| | Weekly Set Dancing | | 7.30-9.30pm | LIC | £48 per course |
| | Hammersmith Social Group | | 1-3pm | W14 9BA | £4 |
| Wed 11th | St Patrick's Tea Dance | | 1.30-4.30pm | LIC | TBC |
| | Beyond Beginners Irish Language Course | | 6.30-8.30pm | LIC | £95 per course |
| | Singing Circle - Pat Connolly | | 7.30-9.30pm | LIC | FREE |
| | Pop Up Gaeltacht | | 8.30-11pm | LIC | FREE |
| Thurs 12th | Ealing Social Group | | 1-3pm | SM1 3AA | £4 |
| | Creative Writing | | 2-4.30pm | LIC | £1 |
| | Gaelic Voices Choir | 7-9pm | | LIC | £100 for 13 rehearsals |
| Fri 13th | Coffee Morning | | 10.30am-12pm | LIC | FREE |

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|----------|------------------------------------|---------|--------------|------|
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| Sat 14th | Kila | 7-12pm | LIC | TBC |
| Sun 15th | CICA St Patrick's Breakfast | 8-11am | LIC | TBC |
| | Kila | 2-4pm | LIC | |
| | St Patrick's Festival Trafalgar Sq | All Day | Trafalgar Sq | FREE |

EVENT TYPES:

WELLBEING **CULTURE** **LEARNING**

| MARCH 2020 | EVENT | TIME | LOCATION | PRICE |
|------------|-------------------------------------|--------------|----------|----------------|
| Mon 16th | Meitheal Men's Group | 11am-12.30pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | Semple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 17th | St Patricks Irish Breakfast | 10am-2pm | LIC | £5 |
| | Mindfulness Workshop | 10.30am-12pm | LIC | FREE |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Carers' Group | 2-3.30pm | N4 3LA | FREE |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| | St Patrick's Day Event | 7-11pm | LIC | TBC |
| Wed 18th | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Sutton Social Group | 1-3pm | SM1 3AA | £4 |
| | Green City Gardening | 2-4.30pm | NW1 9XG | FREE |
| Thurs 19th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| Fri 20th | Lunch Club | 12-2pm | LIC | £5 |
| | Fraud Prevention Workshop | 2.30-4.30pm | LIC | FREE |
| Sun 22nd | Irish Music Classes (Kids) | Varies | LIC | £5 |
| Mon 23rd | Lunch Club | 12-2pm | LIC | £5 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | Semple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 24th | Mindfulness Workshop | 10.30am-12pm | LIC | FREE |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Walk and Wander | 2-4.30pm | TBC | FREE |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| Wed 25th | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Music Matters | 2.30-4.30pm | LIC | FREE |
| | London Irish Film Club | 7-9pm | LIC | £5 |
| Thurs 26th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Creative Writing | 2-4.30pm | LIC | £1 |
| Fri 27th | Coffee Morning | 10.30am-12pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Art by Angus | 2.30-4.30pm | LIC | £1 |
| Sat 28th | London Irish Playgroup | 1-3pm | LIC | FREE |
| | Cultúr Club | 1-3pm | LIC | £25 per term |
| Sun 29th | Irish Music Classes (Kids) | Varies | LIC | £5 |

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|---------------------|-------------------------------------|-----------------|----------------------|----------------|
| Mon 30th | Lunch Club | 12-2pm | LIC | £5 |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Simple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| | London Irish Book Club | 7-9.30pm | LIC | FREE |
| Tues 31st | Mindfulness Workshop | 10.30am-12pm | LIC | FREE |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Carers' Group | 2-3.30pm | N4 3LA | FREE |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| APRIL 2020 | EVENT | TIME | LOCA TION | PRICE |
| Wed 1st | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Sutton Social Group | 1-3pm | SM1 3AA | £4 |
| Thurs 2nd | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| Fri 3rd | Gadget Drop In | 10.30am-12pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Monthly Set Dancing | 3-6pm | LIC | £5 |
| EVENT TYPES: | | | | |
| WELLBEING | CULTURE | LEARNING | | |
| APRIL 2020 | EVENT | TIME | LOCA TION | PRICE |
| Mon 6th | Lunch Club | 12-2pm | LIC | £5 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Art | 2.30-4.30pm | LIC | £1 |
| Tues 7th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| Wed 8th | Tea Dance | 1.30-4.30pm | LIC | £5 |
| | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Singing Circle - Pat Connolly | 7.30-9.30pm | LIC | FREE |
| Thurs 9th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Creative Writing | 2-4.30pm | LIC | £1 |
| | Irish Comedy Club | 8-11pm | LIC | £15 |
| Good Friday 10th | Lunch Club | CLOSED | | |
| Easter Monday 13th | Lunch Club | CLOSED | | |
| Tues 14th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| Wed 15th | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Sutton Social Group | 1-3pm | SM1 3AA | £4 |
| | Knit & Natter/Games Afternoon | 2-4.30pm | LIC | FREE |
| Thurs 16th | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| Fri 17th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Wellbeing workshop | 2.30-4pm | | |
| Sun 19th | Irish Music Classes (Kids) | Varies | LIC | £5 |
| Mon 20th | Lunch Club | 12-2pm | LIC | £5 |
| | Hanwell Social Group | 1.30-4.30pm | W7 3TP | £4 |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies |

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|------------|-------------------------------------|--------------|---------|---|
| | Simple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 21st | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| Wed 22nd | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Green City Gardening | 2-4.30pm | NW1 9XG | FREE |
| Thurs 23rd | Ealing Social Group | 1-3pm | W5 2UA | £4 |
| | Creative Writing | 2-4.30pm | LIC | £1 |
| Fri 24th | Coffee Morning | 10.30am-12pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Shaskeen 50th anniversary concert | 8pm | LIC | £15/£6 (adults/kids) |
| Sat 25th | Shaskeen 50th anniversary concert | 8pm | LIC | £12 (under 18s: free with accompanying adult) |
| Sun 26th | Irish Music Classes (Kids) | Varies | LIC | £5 |
| Mon 27th | Meitheal Men's Group | 11am-12.30pm | LIC | FREE |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Hanwell Social Group | 1.30-3.30pm | W7 3TP | £4 |
| | Art | 2.30-4.30pm | LIC | £1 |
| | Irish Music Classes (Adults) | 6pm | LIC | Varies |
| | Simple Morris Irish School of Dance | 6.30-9pm | LIC | £5 |
| Tues 28th | Hammersmith Social Group | 1-3pm | W14 9BA | £4 |
| | Walk & Wander | 2-4.30pm | TBC | FREE |
| | Comhar London Irish Songbook | 2-4pm | LIC | FREE |
| | Weekly Set Dancing | 7.30-9.30pm | LIC | £48 per course |
| Wed 29th | Get Moving | 11am-12pm | LIC | £1 |
| | Lunch Club | 12-2pm | LIC | £5 |
| | Music Matters | 2.30-4.30pm | LIC | FREE |
| | London Irish Film Club | 7-9pm | LIC | £5 |