

Christmas Light Switch-On 2017

Event Management Plan

Aim of the Plan

The aim of the plan is to minimise the impact of any incident that has the potential to affect the health of those involved with the event. The Emergency Response Procedures and Risk Management Plan also aim to minimise financial, social and environmental impacts that could result from the planned local activities as part of the Christmas Light Switch on Event.

Scope of the Plan

The plan outlines and provides for a coordinated response to any emergency incident involving the public, event participants, contracted staff, council staff and council appointed volunteers. It aims to clearly outline communications strategies and procedures should an emergency occur, chain of command protocol, emergency exit points and definitions of emergency incidents.

1. Event Summary

The Christmas Light Switch on event is held around the Town Hall, Lower Car Park and Upper High Street on **1 December 2017** from 3pm until 7.30pm. There are no admission charges so audience levels are variable dependant on weather. An audience of approximately 1500 is usually catered for. The High Street and Buttermarket will be closed from Bell Lane to the Cornmarket.

2. Event Description

The Christmas Light Switch on is a long standing community outdoor event providing entertainment for all ages, giving the opportunity for local schools and artists to perform on stage. From 3pm a variety of stalls, refreshments, craft market and outdoor activities including a lantern parade in collaboration with the local primary schools will be part of the celebration.

3. Contingency Plan

The designated area within the event can adequately accommodate over 3000 people. Further supported will be given by the Air Cadets and Thame Lions.

4. Stewards

R&R Frontline Security with Council Staff will monitor the event who will manage the road closure and will be fully briefed and in radio contact with event organiser at all times.

5. Outline Programme schedule

1400-1530	Stalls/Attractions arrive and set up				
1530-1900	Stalls/Attractions Open				
	Masonic Hall	Upper Chamber	Podium	High Street	
1630-1635			<i>Podium performers & schedule tbc. Likely to include solo performances from Thame Music Academy students as well as competitions / crowd entertainment.</i> <i>Paddy Harris to compere the event.</i>	Roaming children's characters provided by Fairy Dust Entertainment	
1635-1640					
1640-1645					
1645-1650	Louise Jane Dance (4:45pm-5:00pm)				
1650-1655					
1655-1700					
1700-1705		Stagecoach (5:00pm-5:15pm)			
1705-1710					
1710-1715					
1715-1720	Louise Jane Dance (5:15pm-5:30pm)				
1720-1725					
1725-1730		TMA Voices (tbc)			
1730-1735					
1735-1740					
1740-1745					
1745-1750					
1750-1755					
1755-1800					
1800-1805		GHC set up			
1805-1810	Thame Youth Theatre (6:05pm-6:30pm)				
1810-1815					
1815-1820		Greatest Hits Choir (6:15pm-6:30pm)			
1820-1825			Thame Players (6:15pm-6:30pm)		
1825-1830					
1830-1835			Thame Concert Band (6:30pm-6:50pm)	Lantern Parade (6:40pm-6:50pm)	
1835-1840					
1840-1845					
1845-1850					
1850-1855			Blessing by TBC		
1855-1900			Santa + Mayor. Town Trail winner announced & welcomed on stage		
1900-1905			Lights Switched On (7pm). Community Singing	TCB (7:00pm-7:15pm)	
1905-1910					
1910-1915					

6. Event Management

The overall responsibility for the event lies with Graham Hunt, Town Clerk and in his absence responsibility will be held with Cassie Pinnells as the Event Organiser responsible for the facilities, stewards, contractors and amenities on behalf of the Town Council.

7. Communication

A communications strategy has been agreed with the event organiser and stewards to ensure smooth management of the event. Two way radios will be used as well as the use of mobiles. There will also be an Information Point located at the Town Hall where a list of mobile numbers will be kept for key event staff. Any complaints will receive immediate attention and action taken if required.

8. Traffic Management Parking

Free 3 hour parking is available at the Upper High Street public car park, with 1 free hour parking available at the Coop, Cattle Market and Waitrose car parks. Stewards manning the barriers positioned at either end of the High Street (Bell Lane roundabout and Cornmarket roundabout) will direct and monitor traffic. Disabled parking will be available within the road closure layout. The Taxi rank will be relocated to North Street.

9. Emergency Access

Access for emergency vehicles has been assessed with a dedicated emergency lane throughout the event layout. The road closure has enabled the High Street to become pedestrianised for event safety, with stewards monitoring traffic movement.

10. Crowd Management

Crowd control will be managed by R&R Frontline Security and Council staff with the assistance as and when required by stewards. The event is focussed at creating a family friendly atmosphere so such incidences should be minimal if at all.

11. Signage

Signage about the event, the location and parking facilities will be erected around the town a few days prior to the event. The event will be advertised on posters around the town and in schools. Local media channels are also willing to advertise the event.

12. Emergency Procedures

Role	Name	Tel	Mobile	Email
Event Coordinators	Graham Hunt Cassie Pinnells Lizzie Fuller	01844 212833		Graham.hunt@thametowncouncil.gov.uk Cassie.pinnells@thametowncouncil.gov.uk Lizzie.fuller@thametowncouncil.gov.uk

Authorities				
Thame Town Council	Graham Hunt	01844 260495		Graham.hunt@thametowncouncil.gov.uk
Police		101 or 999		
Fire		999		

13. First Aid

The Event Organiser in radio contact with stewards will call emergency services if required. The event attractions attendants provide first aid cover on these activities. An incident book will be kept in the Town Hall.

14. Toilets

Public toilets are available at Montesson Square and Cattle Market. The performers, disabled and staff will have access to toilets located in the Town Hall.

15. Procedure for dealing with Lost and Found Children and Vulnerable Persons.

The member of the Security (SIA/DBS Checked) will be the first point of contact of the child, who will look for parent/guardian in immediate vicinity. If the parent is not found the child will be taken to the Lost Children/Control Point situated at Stage Area. An announcement will be made by the stage MC stating, "A lost child has been found for further information go to the control point".

The child will remain at the Control Point with the nominated (DBS checked) Officer until the responsible adult has confirmed the identity of the child. The nominated Officer will only hand over to the responsible adult until they are 100% confident that the person is in fact a parent/carer and will require them to sign a release form. If the child is not collected after a reasonable time the police will be contacted.

The process for "lost" children. The parent/Carer would contact a member of the security team once a description is obtained this would be relayed to the security supervisor and event organiser. The security Supervisor will mobilise staff in the sector to look for the child. The Event Organiser will make a public announcement from the main stage. The police will be called if the child is not located within an appropriate amount of time.

Vulnerable People

A vulnerable Adult is someone who may be in need of community care by reason of mental or other disability, age or illness and who may be unable to completely care for themselves or protect themselves against harm or exploitation. The Security or event steward would observe the individual to assess if they should approach them to offer assistance and take them to the Control point or Medical provider if appropriate to do so. If the Stewards are unable to establish an emergency contact from the individual the police would be called.

16. Evacuation Procedure "Show Stop Plan"

An incident involving a fire, accident, bomb scare or crowd disturbance could necessitate the evacuation of part or all of the Upper High Street.

Routes for evacuation would be:

1. Vehicles via Lower High Street or Cornmarket.
2. The crowd would be dispersed through the most appropriate boundary all of which have a number of means of evacuation.

Should an incident occur it will be communicated through the radio system to the Town Clerk/Deputy who will liaise with the Event Organiser and if deemed appropriate the Emergency Services will be contacted. Any decision to evacuate the site will be relayed to the Town Hall Maintenance Team and Event Stewards using the radios. The message to indicate evacuation will be with the use of a code phrase;

A decision to **evacuate the whole site** will be relayed to all Stewards via mobile phones. The code word message to indicate complete site evacuation will be:-

“MRS BLEASDALE IS AT THE CONTROL TENT”.

On hearing this message Council Staff and Event Stewards will be deployed throughout the event to inform the public which way to leave and assist with the flow of the crowd and to ensure an orderly movement.

When evacuation procedures are instigated the Event Organiser will instruct all activities to cease and the PA system will be used to make an announcement (Ladies and Gentlemen I am sorry to inform you that we need to evacuate the event. There is no need for alarm, please make your way towards the exits).

When the evacuation has been completed the Event Organiser, Council Staff and Event Stewards will take instruction from the Emergency Services as to any further action.

If any member of council staff or a steward identifies a problem near their position which requires investigation and assistance the code phrase will be;

“Assistance is required AT (part of the event that requires attention is identified)

Council staff will investigate the problem and discuss the situation with the Event Organiser to agree the necessary action to be taken.

“WE ARE GOING TO LEVEL BLUE AT”

On hearing this message Stewards will be deployed to the location of the assistance within the road Closure area to inform the public which way to leave and assist with the flow of the crowd and to ensure orderly movement to the nearest evacuation route.

The message to indicate evacuation will be with the use of a colour code phrase:-

Code Blue	Medial Emergency
Code Red	Fire
Code White	Security or Crisis Incident
Code Purple	Mental Health Emergency
Code Yellow	Weather Emergency
Code Black	Bomb Threat
Code Green	Maintenance Emergency
Code Orange	Transportation or Travel Emergency

17. In the Event of a Fire

In the event of a fire any event staff will inform the fire service immediately and then inform the Event Organiser. UNDER NO CIRCUMSTANCES IS THE WORD FIRE TO BE USED. The

incident code phrase is “MR WHITE” for example “MR WHITE IS AT THE STAGE” Council staff and Stewards nearest the incident and without endangering themselves will move members of the public away from the area.

Event Stewards at the road closure barrier will be instructed to clear the main entrance and will clear public away from the path of the emergency vehicle.

18. Waste Management

Additional refuse bins will be provided and emptied during the day and stall holders are responsible for the removal of their own litter during the event.

19. Local Consultation

Businesses and Residents local to the event will be kept informed of the event through a letter drop, and public notices. The event will also be covered by the local press and on the Town Council’s website.

20. Complaints

Any complaints received prior to the event will be logged and efforts made to resolve any concerns through the Town Council’s complaints procedure. Any complaint received on the day will be reported to the Event Organiser who will make every responsible effort to resolve the issue.

21. Key Agencies – Roles & Responsibilities

Agency	Responsibility
Thame Town Council	Overall organisation and management of the event.
Emergency Services	Accident and emergency service responding to 999 calls
Oxfordshire Fire & Rescue	Any emergency Incident
South Central Ambulance Service	Accident and emergency service responding to 999 calls

22. Insurance

Thame Town Council public liability insurance will be extended to cover the event.

23. Risk Assessment – *This is included in Appendix 1*