



# **The Big Tent Event**

## **Event Manual & Welfare Plan**

**10th—14th September 2009**

## INDEX

|            |  |         |
|------------|--|---------|
| 1.0        | Overview of event                            | Page 3  |
| 1.1        | Management of the event                      | Page 3  |
| 1.2        | Managing enquires                            | Page 3  |
| 1.3        | Safety / Security                            | Page 3  |
| 2.0        | Team Information                             | Page 4  |
| 2.1        | Event Control                                | Page 4  |
| 2.2        | Stewarding                                   | Page 4  |
| 2.3        | Traffic Management                           | Page 4  |
| 2.4        | House Keeping                                | Page 4  |
| 2.5        | P.A  | Page 4  |
| 2.6        | Worship Teams                                | Page 5  |
| 2.7        | Children's Activities                        | Page 5  |
| 2.8        | First Aid                                    | Page 5  |
| 3.0        | Emergency Procedures and Major incidents     | Page 6  |
| 3.1        | Incident Control                             | Page 6  |
| 3.2        | Key Personal                                 | Page 6  |
| 3.3        | Cancellation / cessation of event            | Page 6  |
| 3.4        | Emergency evacuation procedures / routes     | Page 6  |
| 3.5        | Communications                               | Page 6  |
| 4.0        | Welfare Arrangements                         | Page 7  |
| 4.1        | Event Information                            | Page 7  |
| 4.2        | Refreshments and catering                    | Page 7  |
| 4.3        | Event catering staff                         | Page 7  |
| 4.4        | Toilet / Washroom / Changing Facilities      | Page 7  |
| 4.5        | Bins   | Page 7  |
| 4.6        | Car Parking                                  | Page 7  |
| 4.7        | First Aid                                    | Page 7  |
| 4.8        | Considerations for non-able bodied personnel | Page 7  |
| 4.9        | Lost Children                                | Page 7  |
| 4.10       | Hospital                                     | Page 8  |
| 4.11       | Police                                       | Page 8  |
| 4.12       | Fire   | Page 8  |
| 4.13       | Health & Safety Documentation                | Page 9  |
| 5.0        | Site Map                                     | Page 10 |
| 5.1        | Off site parking                             | Page 11 |
| 6.0        | Event walk through                           | Page 12 |
| Appendix 1 | Risk Assessment                              |         |

# INTRODUCTION

## 1.0 OVERVIEW OF EVENT

The Big Tent Event is bringing together Christians from all walks of life and denominations especially those from the military with those from the civilian communities. It is an exciting opportunity seeking to give the wider community a window on faith. Throughout the weekend ordinary people will be telling their extraordinary stories of how they found peace with God in some extremely difficult situations and experienced His power first hand to change their lives for the better. The event starts at 11am on 12<sup>th</sup> September and concludes at 9pm on the 13<sup>th</sup> September. All the events are free and open to anyone.

## 1.1 MANAGEMENT OF THE EVENT

The main control point for the entire event is based in "The Coach" (parked near to the Big Tent on Queens Parade). In addition to this, effective management of the event is achieved through radio and mobile phone communication and continual walking of the site linking with guests and Teams. Please make yourself known to these in a friendly, helpful and supportive way. Please remember that their role in delivering the event is fundamental to the success of the Big Tent Event. Walking the site will also help familiarise yourself with it.

## 1.2 MANAGING ENQUIRIES

If you are approached for assistance by a guest please seek to help them to the best of your abilities. But remember you are not on your own and other team members will be willing to help if you are unsure how to answer any question. Try to seek out the accurate information before answering. Many of the practical details about the event are contained within this manual. A network of radio and mobile communications will be in force.

## 1.3 SAFETY / SECURITY

Security management of the event is vital to ensure that the event runs smoothly. The most effective form of security is undertaken on a friendly pro-active basis. **All staff** should take special care to keep an overview of any changes in their area, people acting in a suspicious manner, packages left or vehicles in unauthorised areas. In the event of any major incident occurring or having the potential to occur, staff should immediately contact the nearest person with a radio and ask that the message be transferred immediately to the Event Manager. The Event Manager will delegate the incident.

## 2.0 Team Information

### 2.1 Event Control

**Team leader** Tim Grant  
**Contact by** Radio or mobile 07955 243004

Based at the control point in "The Coach" near the main tent, responsibilities include overall Event and Administration control as follows:

- Overall event management
- General vehicular and visitor management
- Major incident management
- Directing of programme and Information
- Liaison with Guests
- Ensuring safe event delivery
- Layout of site
- Staff management

### 2.2 Stewarding

**Team leader** Ted Stevens  
**Contact by** Radio or Mobile 07967 986076

Stewards on arrival at the site should make themselves familiar with the site and especially with the location of and use of all safety equipment. They should ensure all gangways and exits are kept clear at all times. In the event of a major incident they should ensure that people evacuate the tent by their nearest exit in an orderly manner. They should take special care to keep an overview of any changes in their area, people acting in suspicious manner or any packages left. They should also be willing to help the house keeping team as required with setup for the next event.

### 2.3 Traffic Management

**Team Leader** Martin Lewis  
**Contact by** Radio or Mobile

Traffic management stewards should ensure the safe passage of all vehicles on and off the site. This should be done as far as possible using the vehicle access roads on the site ensuring the minimum of wear to grass areas. All vehicles must be parked in the designated area.

### 2.4 House Keeping

**Team leader** Juliet Peatling  
**Contact By** Radio or Mobile 07941 427612

House keeping are responsible to make sure that the main tent is set up ready for each event over the weekend in a manner which is safe, ensuring that all exits and gangways are kept clear. They should also ensure the site is kept generally clean and tidy, bins are emptied and new liners installed as necessary and that toilets are equipped with toilet paper, soap and clean towels before each event.

### 2.5 P.A

**Team Leader** Dom Bath  
**Contact by** Tel 01276 507453

The PA teams should arrive in time to make sure that the system is switched on and setup ready for a sound check for the incoming event. They should seek to make themselves aware of the PA requirements of those leading each event and be ready to fulfil them in a manner which ensures the safety of both those taking part and any members of the public. They are also to ensure that sound levels are kept within acceptable levels remembering excessive levels although enjoyed by the younger can ruin an event for older people.

## 2.6 Worship Teams

Team Leader      Tim Sherrington  
Contact by        Mobile 07879 844479

Should ensure they are on stage ready for sound check at the set time for each event. They should discuss any requirements they have with the PA team before the weekend as on the day of the event it might be too late to provide any equipment that is required.

## 2.7 Children's Activities

Team Leaders        David Betts        Ursula Dockerty  
Contact by mobile    07941 997841    07785 285602

All members of staff working with children at the Big Tent Event **MUST** be CRB checked and the Team Leaders must have seen an up to date CRB certificate for everyone on their team prior to the event. It is the primary responsibility of the children's workers to ensure the safety of the children at their event. It's also important to remember that we want the children to enjoy themselves and to have a positive experience while attending. Children needing to go to the toilet during any activity should be escorted there and back by a CRB checked staff member with the staff member waiting outside the toilet. At the end of each event children should only be released to their parent or guardian.

## 2.8 First Aid

Team Leader        Mark Mc Gowan  
Contact by        Radio or mobile 07795 113654

Over the weekend there should be a registered first aider on site during all events. They will be responsible to only carry out first aid within their level of training and to call for appropriate assistance for anything beyond this. Frimley Park Hospital is the Accident and Emergency department that any walking wounded should be directed to. The first aider will also be responsible to make an entry into the first aid log held at the control point in "The Coach" after giving any first aid. So they should be familiar with the details required to this correctly. They should also immediately after giving any assistance, make the event controller aware of any safety issues highlighted by the incident.

### **3.0 EMERGENCY PROCEDURES AND MAJOR INCIDENTS**

All staff will have a responsibility for ensuring the safety of all involved in the event. A co-ordinated procedure allowing a multi-disciplinary approach is essential, with clear demonstration of duties and responsibilities. The following services must play an active part in any emergency plan:

- Project Manager
- Fire
- Police
- On-site First Aid / Ambulance and Hospital
- Press / Media liaison

In the event of any incident occurring or having the potential to occur, staff should immediately contact Event Control

- Give short but precise details on the location and nature of the incident
- Ensure that you identify yourself and your position onsite.

#### **3.1 INCIDENT CONTROL**

Incident Control will be managed from the control point in “The Coach” and will be serviced by mobile phones, two-way radios and P.A systems.

#### **3.2 KEY PERSONNEL**

Event Manager     Tim Grant

Responsible for overall management of the event. Will attend to the client and local authority needs. He is also responsible for the health, safety, security management and entertainment at the Event. To liaise with Venue to determine amendments / cessation of the programme. To provide an event safety overview and will manage site crew.

#### **3.3 CANCELLATION / CESSATION OF SERVICE**

This will be the final decision of the Event Manager, who will liaise with Stewarding (Ted Stevens) Traffic Control (Martin Lewis) on this matter.

#### **3.4 EMERGENCY EVACUATION PROCEDURES/ ROUTES**

The emergency evacuation will be by the emergency exists, under the control of the event stewarding team. All people being evacuated to an area to the south side of the site (area nearest to canal) away from the tents and parking areas.

#### **3.5 COMMUNICATIONS**

A communications network will be achieved through two-way radios, mobile phones, ‘in house’ PA systems. Radios will be allocated to key event management personnel.

## **4.0 WELFARE ARRANGEMENTS**

### **4.1 EVENT INFORMATION**

The control point in “The Coach” will be the one main point of distribution for event information. Communication via two-way radios and mobile phones will also allow early management of any situation that may arise.

### **4.2 REFRESHMENTS AND CATERING**

Catering will be provided through army caterers. All contract caterers will work within the terms of Health, Safety and Hygiene Regulations and the Food Safety Act 1990. No other unauthorised catering concessionaires will be permitted on to the site.

### **4.3 EVENT CATERING STAFF**

Friday – packed lunches will be provided for all staff and volunteers.

### **4.4 TOILET / WASHROOM / CHANGING FACILITIES**

4 single unit toilets positioned near to the main tent.  
Changing facilities will be available in “The Coach”

### **4.5 BINS**

2 large wheelie bins will be located next to the toilets.

### **4.6 CAR PARKING**

Will be in the designated area on the field adjacent to the tent and under the control of the traffic management team. In the event of wet weather and it being decided that it is unsuitable to have vehicles parking on site there is also parking available in the car parks marked on the site plan all within walking distance of the site.

### **4.7 FIRST AID**

Over the weekend there will be a registered first aider on site during all events. They will be responsible to only carry out first aid within their level of training and to call for appropriate assistance for anything beyond this. Frimley Park Hospital is the Accident and Emergency department that any walking wounded will be directed to. The first aider will also be responsible to make an entry into the first aid log held at the control point in “The Coach” after giving any first aid so they should be familiar with the details required to this correctly. They should also immediately after giving any assistance, make the event controller aware of any safety issues highlighted by the incident.

Both days the first aiders will remain in constant touch with the control point in “The Coach” via two-way radios.

### **4.8 CONSIDERATIONS FOR NON-ABLE BODIED PERSONNEL**

All venues are fully accessible to wheelchairs. Any specific needs of participants or spectators will be catered for individually.

### **4.9 LOST CHILDREN**

The lost child procedure must be strictly adhered to in order to ensure safety of any lost child and to reduce the anguish to parent/guardian and children alike.

A lost child should be reported immediately to the Control Point in “the Coach” and taken there which will be manned at all times.

Once in “The Coach”, an attempt to obtain information from the child will be made. Where this is not possible a detailed description of the child should be taken.

A public announcement will then be made, under NO circumstance should any of the information provided by child be brought to the general public's attention.

'ATTENTION, we have a lost child who has been separated from their party. If anyone has lost a child could they please report to site manager outside "The Coach".'

Should someone contact the Site Manager (Kim Grant), pertinent questions should be asked to ascertain that they are indeed the legal guardians. Again no information should be given to the enquirer re name/sex/description or location.

On being satisfied they are the legal guardians, contact should be made with the Event Manager informing them of this. The child's reaction to the guardian will be monitored and staff must be absolutely sure that they respond correctly. If there are any doubts the site manager will inform the police.

## **Guardians who have lost a Child**

If a member of staff is informed that a guardian has lost a child and no child is in "The Coach", the following procedure should be adopted.

The member of staff should immediately contact the Event Manager and the control point. It is important not to leave the guardian alone at any time. Should they insist on searching for their child themselves, ensure you have a phone number or ask them to return to the Control point at regular intervals.

A description of the lost child should be distributed to Head of Stewards (Ted Stevens). All staff available should then adopt a search and rescue procedure, under the supervision of the Event Manager (Tim Grant) and Site Manager (Kim Grant).

When a child matching the description is found, the child should be reunited with the guardian. It is again important to monitor the reaction to each other. The use of pertinent questioning is advised. If a sufficient search has been conducted and the child has not been found the emergency services will be contacted.

### **4.10 HOSPITAL**

The following hospital will service casualties:

FRIMLEY PARK HOSPITAL

Portsmouth Road

Frimley

Camberley

Surrey

GU16 5UJ

Tel: 01276 604604

### **4.11 POLICE**

#### **ALDERSHOT POLICE STATION**

Wellington Avenue

Aldershot

Hants

GU11 1NZ

Tel: 0845 045 4545

### **4.12 FIRE**

#### **HANTS FIRE and RESCUE SERVICE**

8 Lynchford Road

Farnborough

Hants

Tel: 02380 644000 (Eastleigh Headquarters)



#### **4.13 HEALTH & SAFETY DOCUMENTATION**

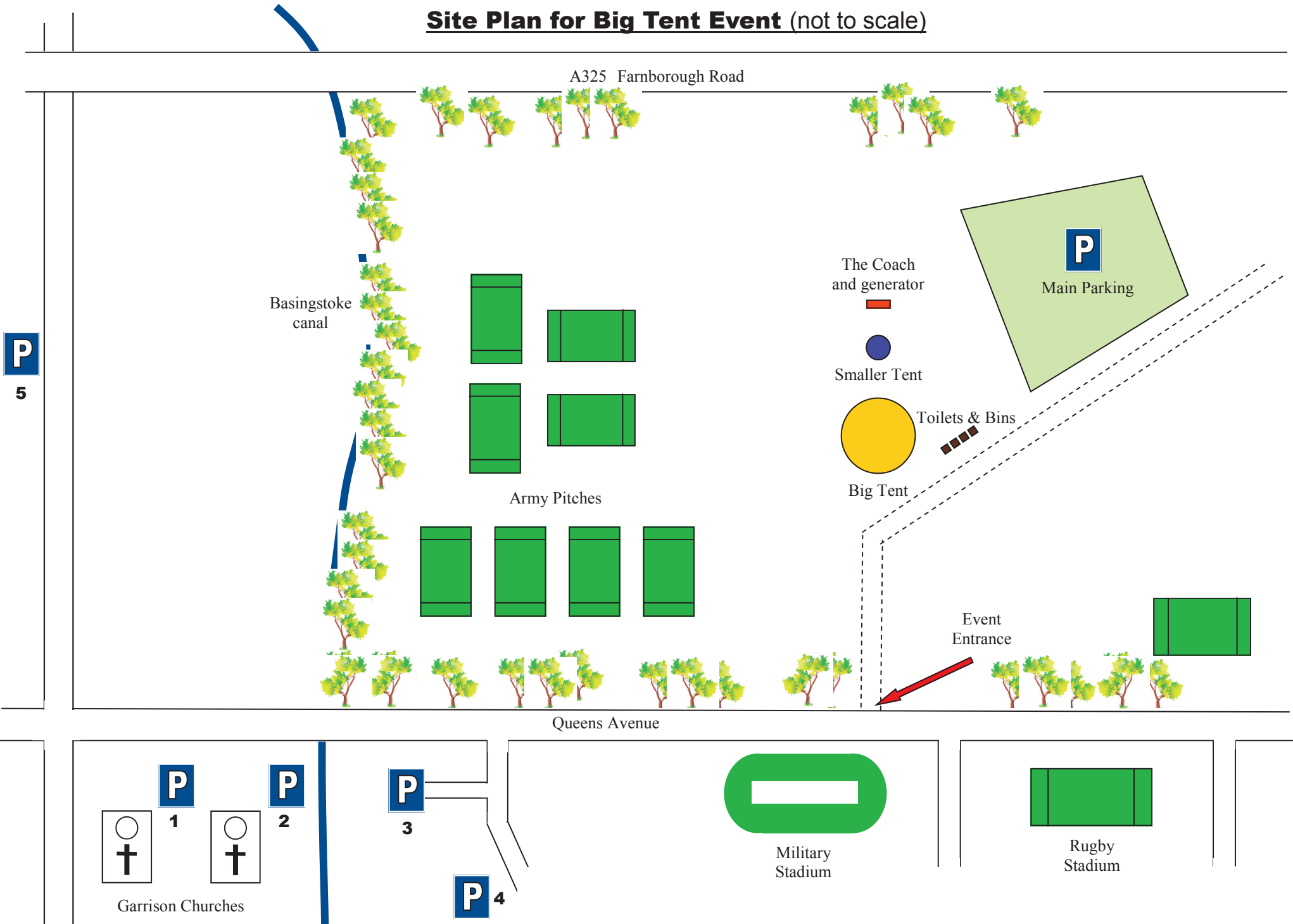
The Health and Safety Manager will be responsible for the completion of RIDDOR forms and forwarding them to the Venue Management.

Accident / Incident Forms with an Accident Log are managed by the venue. Accident/ Incident reports will also be made at the Control Point in "The Coach".






All First Aiders will also complete an accident log as necessary.

In any case, all incidents are to be reported to the Event Management.

Site Plan for Big Tent Event (not to scale)



### **Possible off site parking if weather is bad**

-  **1**      St Georges church car park
-  **2**      St Andrews church car park
-  **3**      Waldron car park
-  **4**      Tennis Centre car park
-  **5**      Monty Lines car park

## 6.0 The Big Tent Event Weekend Walk Through

|           |  |  |
|-----------|--|--|
| Wednesday |  | Pick up key for gate   |
| Thursday  | 8am – 5pm  | Tent layout team on site   |
| Friday    | 8am – 5pm<br>12am - 8pm<br>8pm – 8am   | Tent erection teams on site<br>Setting up stage and Lighting laying out tent<br>Night Guards   |
| Saturday  | 10am<br><br><b>11am – 1pm</b><br>1pm – 2pm<br><br><br>1.30pm<br><b>2pm – 4pm</b><br><br>4pm – 7.30pm<br>5.30pm<br>7pm<br><b>8pm – 10pm</b><br>10pm – 10.30pm<br>10pm – 8am | Stewards and Traffic management team meeting<br>PA and audio visual team on site for sound check<br><b>How tough are you event</b><br>Clear site of guests<br>House keeping prepare for next event<br><br>Stewards and Traffic management team arrive<br><b>Steps in faith workshop</b><br><br>Prepare tent for One Nation Event<br>Worship and PA teams on site for sound check<br>Stewards and Traffic management team arrive<br><b>One Nation Event</b><br>Clear site<br>Night guards take over |
| Sunday    | 8am<br>9am – 10-30am<br>9.30am<br><b>11am – 12.30pm</b><br>12.30pm – 1pm<br><br>5.30pm – 6.30pm<br>6pm<br><b>7pm – 9pm</b><br>9pm – 9.30pm<br>9.30pm                       | United Celebration set up team arrive<br>Worship and PA team on site for sound check<br>Stewards and Traffic management team meeting<br><b>United Celebration</b><br>Clear site<br><br>Worship and PA teams on site for sound check<br>Stewards and Traffic management team meeting<br><b>Wholeness for Body Mind and Spirit Event</b><br>Clear Site<br>Night guards take over   |
| Monday    | 8am – 5pm  | Tent take down and clear site  |
| Tuesday   |  | Return gate key.   |