The Big Tent Event

Event Manual & Welfare Plan

20th to 27th September 2017

A Big Tent event Event managed Manual and by: 10 Days of Prayer Reading

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INTRODUCTION

1.0 OVERVIEW OF EVENT

The Big Tent Event is bringing together Christians from all walks of life and denominations, across the Greater Reading area and beyond, for prayer and worship. The event starts at 11am on 20th September and concludes at 10pm on the 27th 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”. 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 and volunteers 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.

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2.0 Team Information

**2.1 Event Control**

Team leader Tim Doolan Contact by Radio or mobile 07928 615101

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 Tim Doolan Contact by Radio or mobile 07928 615101

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 housekeeping team, as required with setup for the next event.

**2.4 Housekeeping**

Team leader Averil Dudgeon 07747570186

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: Israel Oneroide 07730 685556

The Sound 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.

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**2.6 Worship Teams**

Team Leader: Israel Oneroide 07730 685556

Should ensure they are on stage ready for a soundcheck 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.

**2.8 First Aid**

Team Leader: Averil Contact by Radio or mobile

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. Royal Berkshire 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.

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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 in tent microphone systems.

3.2 KEY PERSONNEL

Event Manager Tim Doolan

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 (Tim Doolan) 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 East side of the site away from the tents, with assembly point across the road in the square outside Carluccio’s Restaurant.

3.5 COMMUNICATIONS

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

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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

Self service refreshments will be available to volunteers in the tent.

4.3 EVENT CATERING STAFF

Will be offered self service water, tea and coffee making facilities in the tent, with use of a fridge and microwave

4.4 TOILET / WASHROOM / CHANGING FACILITIES

2 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 nearby in main town centre car parks.

4.7 FIRST AID

Over the seven days there will be a registered first aider on site daily from 10am to 10pm.. 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. Royal Berkshire 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.

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’ 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 (Tim Doolan), 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 Doolan).

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:

ROYAL BERKSHIRE HOSPITAL: Craven Road, Reading RG1 5AN

Phone: 0118 322 5111- Emergency 999

4.11 POLICE

READING POLICE STATION Castle Street, Reading, RG1 7TH

Telephone; 01865 841148 - Emergency 999

4.12 FIRE

BERKS FIRE and RESCUE SERVICE

Caversham Road, Reading, RG1 8AA - Emergency 999

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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.

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Site Plan for Big Tent Event (not to scale)

6.0 The Big Tent Event Weekend Walk Through

Wednesday Pick up key for gate

WEDNESDAY 20th, 9am – 12 noon - Tent layout team on site

Friday 8am – 5pm Tent erection teams on site

12am - 8pm Setting up stage and Lighting laying out tent 8pm – 8am Night Guards

Saturday 10am Stewards and Traffic management team meeting

PA and audio visual team on site for sound check 11am – 1pm How tough are you event 1pm – 2pm Clear site of guests

Housekeeping prepare for next event

1.30pm Stewards and Traffic management team arrive 2pm – 4pm Steps in faith workshop

4pm – 7.30pm Prepare tent for One Nation Event 5.30pm Worship and PA teams on site for sound check 7pm Stewards and Traffic management team arrive 8pm – 10pm One Nation Event 10pm – 10.30pm Clear site 10pm – 8am Night guards take over

Sunday 8am United Celebration set up team arrive

9am – 10-30am Worship and PA team on site for sound check 9.30am Stewards and Traffic management team meeting 11am – 12.30pm United Celebration 12.30pm – 1pm Clear site

5.30pm – 6.30pm Worship and PA teams on site for sound check 6pm Stewards and Traffic management team meeting 7pm – 9pm Wholeness for Body Mind and Spirit Event 9pm – 9.30pm Clear Site 9.30pm Night guards take over

Monday 8am – 5pm Tent take down and clear site

Tuesday Return gate key.

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