

SWAN STREET FIREHOUSE

# **OPERATIONS & SECURITY MANAGEMENT PLAN**

VERSION 4.0 28<sup>th</sup> SEPTEMBER 2020

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## 1.0 Introduction

This Security & Crowd Management Plan has been prepared by FGH Security. For further information on the company please visit [www.fghsecurity.co.uk](http://www.fghsecurity.co.uk)

The plan draws on:

- Underpinning knowledge and experience from similar events
- Information provided by the client, in particular the ESMP
- Principles from current guidance documents
  - The Guide to Fire Precautions in Existing Places of Entertainment and Like Premises
  - Health and Safety at Work Act 1974
  - HSE Guidance to Crowds in Public Venues
  - HSE Guidance to Managing Crowds Safely
  - NACTSO Counter Terrorism Protective Security Advice for Major Events
  - British Standards in Door Supervision, Security Guarding, Event Stewarding
  - The World Health Organisation (WHO)

## 1.1 Venue Overview

Venue Name: Swan Street Firehouse

Venue Address: 40 Swan Street, Manchester, M4 5JG

Customer: Swan Street Firehouse Ltd

Location: New Cross, Opposite Mackie Mayor, between NOMA, Ancoats & Northern Quarter

Opening Days: Proposed 7 days a week

Opening Hours: Proposed 08:00 - 00:30 serving alcohol 09:00 – 00:00

Capacity: 1,500

## 1.2 Audience Profile

This venue will attract families and groups to attend a festive dining experience, aiming to become a destination venue in Manchester.

## 1.3 Key Client Contacts

| NAME            | ROLE          | ORGANISATION          | CONTACT DETAILS |
|-----------------|---------------|-----------------------|-----------------|
| Joel Wilkinson  | Leaseholder   | Swan Street Firehouse | 07771720978     |
| Adelaide Winter | Leaseholder   | Swan Street Firehouse | 07971414219     |
| Dan Mullen      | Leaseholder   | Swan Street Firehouse | 07595608103     |
| TBC             | DPS           |                       |                 |
| TBC             | Venue Manager |                       |                 |

## 1.4 Strategic Security Objectives

Swan Street Firehouse will engage FGH Security, to deliver the following strategic safety and security objectives.

FGH Security aim to support the client and the venue management team in delivering a Covid 19, socially distanced, secure venue.

1. Minimise the risk of any person in the venue becoming a victim of violent crime.
2. Minimise the risk of any person in the venue coming to serious harm through the use of illegal drugs or legal highs.
3. Minimise the risk of persons in the venue becoming victims of sexual violence.
4. Minimising the risk of persons attending or working in the venue becoming victims of acquisitive crime.
5. Continuously seek to identify and reduce any risks to vulnerable people, or groups attending the venue whether that vulnerability be due to age, disability, intoxication, or any other cause.
6. Minimise the risk of significant disorder or anti-social behaviour through targeted intelligence led patrol and response to potential hotspots and any identified groups or individuals posing a threat of such disorder.
7. Facilitate the safe ingress and egress to the venue of all persons attending whilst at all times seeking to minimise the disruption to and impact upon the local community. Where community impact from the event does occur - responding swiftly and professionally to resolve issues quickly and satisfactorily.
8. Facilitate the safe movement of customers around the venue including diverting customers where necessary.
9. Ensure that the licensing objectives and conditions are being met by all bars and food traders.
10. Maximise the safety of all personnel through the use of properly trained and accredited personnel, who have the correct level of accreditation, safety briefing and PPE before entering the venue to start work.
11. Maximise the safety of on-site assets and cash used in the venue.
12. Create a positive customer experience at the venue by delivering a feeling of safety and reassurance through visible security presence, appropriate PPE, and engagement with customers.
13. Ensure that social distancing measures are followed by all customers and workers during, ingress, circulation, and egress to the venue.

## 1.5 Company Insurance

| Policy                           | Company              | Policy Number | Insurance Cover | Renewal Date |
|----------------------------------|----------------------|---------------|-----------------|--------------|
| Public Liability Insurance       | Zurich Insurance PLC | 162440        | £2,000,000      | 28 APR 2021  |
| Products Liability Insurance     | Zurich Insurance PLC | 162440        | £2,000,000      | 28 APR 2021  |
| Employers Liability Insurance    | Zurich Insurance PLC | 162440        | £10,000,000     | 28 APR 2021  |
| Professional Indemnity Insurance | Zurich Insurance PLC | 162440        | £1,000,000      | 28 PR 2021   |

## **2.0 Operational Hours**

The operational hours for the venue are proposed as 09:00 to 00:30 with alcohol served between 09:00 and 00:00. However, these will be modified to be in accordance with national or local COVID-19 related restrictions at the time. The hours of the Door Supervisors will be agreed with the venue management team and the FGH Security Account Manager. From experience of similar venues, it is likely this will be between 18:00 and the time the last customer has left the venue and dispersed from the area.

## **3.0 Security Personnel**

### **3.1 Recruitment & Screening**

FGH Security have a dedicated recruitment department that sits separate from our operations. This department oversees each stage of the recruitment process. In summary this includes:

- Extensive advertising through several different mediums:
  - Recognised recruitment channels such as indeed and the job centre
  - Through word-of-mouth, open evenings and our 'Recruit a Friend' bonus scheme
  - Through paid social media advertising
- Applications being received via our CRM system, linked with our website
- Applicants being shortlisted for an interview
- Interviews held at our offices and through online conferencing platforms using a scoring matrix to identify candidates with the correct attributes
- Background checks completed prior to induction or first deployment (telephone reference checks)
- Full online induction which includes:
  - Signing an employment contract
  - Company overview; mission, values, and beliefs
  - Overview of H&S policy, Quality Policy
  - Basic job training
  - Issuing of uniform and equipment
- Full background checks in line with BS7858 which includes documenting and maintaining records on:
  - Character references
  - Personal references
  - 5-year work history
  - Criminal history check
  - Credit check

### **3.2 Training & Briefing**

Every new member of the team undergoes a company induction (as detailed above) prior to undertaking further training courses with FGH Security.

All team members will receive a briefing on-site that will be conducted by their Supervisor, who will be briefed by the Security Manager. The briefings will include information from the Crowd Management Plan and where necessary Supervisors will have access to sections of the CMP during the event. The briefing will also include any updates on current guidance in relation to Covid 19.

Certain aspects of a steward or event security operatives' role requires further training. This is addressed by the implementation of modular courses, both in the classroom and in the field, designed to improve the standard of service given. We encourage all team members to sit refresher training to ensure they're aware of current best practice. Examples of courses include:

- Health & Safety Awareness
- Emergency First Aid at Work
- Communication (Radio etiquette, voice procedures and control of airwaves)
- ACT Counter Terrorism
- Physical Intervention
- Search Procedures

### **3.3 Roles & Responsibilities**

This section is intended to provide a brief outline of the roles our team will be carrying out whilst on duty as a door supervisor at the venue.

#### **3.3.1 SIA Door Supervisors (SDS)**

An SIA licensed Door Supervisor is required if manned guarding activities are undertaken in relation to licensed premises when those premises are open to the public, at times when alcohol is being supplied for consumption, or regulated entertainment is being provided, on the premises.

In providing a physical presence an SIA Licenced Door Supervisor will be required to:

- Guard premises against:
  - unauthorised access or occupation;
  - outbreaks of disorder
- Protect property against:
  - destruction or damage;
  - being stolen or otherwise dishonestly taken or obtained
- Provide information, should an incident happen, about what has happened.
- Supervising an allocated geographical area or specific task for each shift
- Ensuring all elements of the crowd management plan are adhered to within their given area, including social distancing measures
- Maintaining the correct uniform standards
- Briefing team members prior to shift
- Ensuring any safety checks are carried out and logged if necessary
- Providing situational reports to the duty manager
- Checking administration of their given area or task for accuracy (e.g. incident reports, sign-in sheets, capacity records)
- Escalating serious issues to the duty manager
- Monitoring the safe keeping of any kit (e.g. radios, lap counters, search wands)
- Ensuring all members of their team are using the relevant PPE

In addition to the above, Door Supervisors will undertake all reasonable requests from the venue management team. And additional tasks in the event of an incident will include the writing of an incident report.

### **3.4 Uniform & Identification**

Where possible FGH Security personnel will wear an identification card showing their name. The cards can be worn affixed to a jacket or high visibility vest, or on a lanyard. This will be in addition to their SIA licence.

Personnel can be identified by the hi-visibility vests, which display the job roles on the rear shoulders.

### **3.5 Health & Safety**

FGH Security has a Company Health and Safety Policy supported by Risk Assessments. These are attached as appendices. FGH Security is continuously monitoring and assessing the Covid 19 situation and the Risk Assessment is updated accordingly by our Compliance Manager, in consultation with the Senior Management team and Managing Director.

Codes of Safe Working Practice are issued to personnel as and when required and are instrumental to the safe operation of a site; these are communicated through various mediums including: direct instruction, guides, briefings, signage etc.

All personnel have access to Health & Safety training. The level is appropriate to the roles being undertaken at the venue.

All company personnel and workers are made aware of their responsibilities whilst on site and that they must observe the Health and Safety regulations in place at the venue.

### **3.6 Risk Assessment**

A full risk assessment will support this document and is available in the appendix. It relates to the personnel of FGH Security and their involvement with the venue.

As detailed above FGH Security is continuously monitoring and assessing the Covid 19 situation and updating the Risk Assessment accordingly. The guidance has been collated using information available in the public domain, details are listed in the Risk Assessment.

The assessment has been carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) and complies with the Management of Health and Safety at Work Regulations (1999).

FGH Security personnel shall also observe the Health and Safety Regulations currently in place at the venue as made known to them by the duty manager.

All FGH Security personnel will be made aware of the current Risk Assessment prior to deployment.

### **3.7 Personal Protective Equipment (PPE)**

FGH Security personnel are issued with and will use the following PPE as part of their uniform:

- High visibility vests; Wool hats; Waterproof jackets; Noise reducing ear plugs

In addition, whilst Government Guidance advises on the use of face masks, FGH will provide face masks and any additional PPE appropriate to their role within the venue.

## **4.0 Security & Crowd Management Operations**

The Account Manager will ensure the management of a robust, safe, and professional security operation as agreed with the client, working within the parameters of the law. FGH Security will ensure all personnel are fully trained and briefed in accordance with their roles. The Account Manager will ensure that the appropriate PPE is worn by personnel members in line with the role they are undertaking at the venue.

### **4.1 Ingress**

Ingress will be managed in a socially distanced manner and the entrance point to the venue and will be controlled by FGH Security, in partnership with the venue management team, and only those with booking confirmation will be allowed access to the venue.

In the event that the venue has spare capacity a decision will be taken to allow 'walk-ups' into the venue. This decision will be made by venue management.

The entry requirements will clearly request that customers who have Covid 19 symptoms or have been in contact with a household where infection is present do not attempt to attend the venue.

The main entrance team will ensure that track and trace details are submitted by those entering the venue.

Customers may be refused entry if they are trying to gain entry to the venue without a valid booking or if they are breaching the terms and conditions of entry, all refusals will be logged in the venue documentation.

The security personnel will ensure the appropriate management of the welfare of customers / personnel ensuring that anyone in need of welfare is dealt with appropriately.

#### **4.1.1 Booking Checking**

Door Supervisors are responsible for validating all booking confirmations. There will be social distancing markers clearly displayed and the Door Supervisors will ensure customers adhere to the distancing. This will be conducted in line with venue management.

#### **4.1.2 Searching**

FGH Security searches on behalf of, and under the instruction of, the venue management team and as such any search activity and prohibited items are agreed before the opening of the venue.

The Door Supervisors will operate a search according to a policy agreed with venue management.

Often attitude or the persona of an individual makes personnel aware that there may be an issue with them or that they may have something to hide; so, a search will be instigated.

The policy is as follows:

- Searches only to be conducted by SIA Licenced members of personnel
- Permission must always be sought before a search is carried out
- The appropriate PPE must be worn at all times

- Same Sex Person Searching only
- Bags are classed as objects and therefore can be searched by either sex
- Nobody is exempt from the Search Procedure
- Right of admission is reserved subject to an attendee agreeing to be searched
- Polite and courteous manner to be maintained
- All non-desirable/illegal items found should be reported to the duty manager
- Always thank those involved for their co-operation

In the event that a search is refused the individual will be asked to leave the venue or be refused entry.

## 4.2 Circulation

### 4.2.1 Social Distancing and COVID-19 restrictions

Venue safety and security will be overseen by the security team, in partnership with venue management, and will include ingress, circulation, and egress to the venue by customers. During the COVID-19 pandemic, Door Supervisors will ensure social distancing, customer movement and face covering restrictions are adhered to throughout the venue and follow specific procedures with regards to any incidents that may occur, including the use of PPE (if required) when conducting an ejection.

All social distancing policies and employee PPE requirements will be reviewed by FGH Security as and when required based on the most up to date COVID-19 Guidance.

**Structure and Design:** It is the venues responsibility to ensure all social distancing markings and socially distanced structures are in place prior to the venue opening.

When government guidance requires, customers will be allocated a table and only table service will occur. An App will be provided to enable customers to purchase food and beverages.

**Public Safety:** It is the responsibility of the security team within the venue to:

- Monitor the crowd for disorder, including toilet access
- Provide welfare checks on customers within their specific area
- Monitor individual's health and safety and;
  - Remove from the venue if required and;
  - Assess the individual's welfare if deemed necessary
- Update the duty manager on issues within the venue

Security personnel will ensure that all members of the public and personnel are adhering to conditions of entry which includes national and local COVID-19 restrictions. They will report any safety issues to the duty manager with a detailed description of what the issue is (e.g. disorder etc.).

There will be toilets available for customers to use, and Door Supervisors will monitor social distancing in the surrounding areas.

### 4.2.2 Smoking Areas

Smoking will be available in all outside areas with less than 50% wall surroundings.

It is the responsibility of the security team to ensure that smoking is limited to acceptable pre-marked areas.

#### **4.2.3 Bars**

FGH Security will work to uphold the objectives of the Licensing Act 2003; namely: -

- Prevention of crime and disorder
- Public safety
- Prevention of public nuisance and
- Protection of children from harm

The bar will be monitored throughout the operating hours of the venue with regular patrols and/ or a permanent security presence, if necessary.

#### **4.2.4 Ejections**

Ejection from the venue should be a last resort and after reasonable warning(s) have been given the individual(s) concerned. Ejection from the venue would be deemed necessary in the event individual(s) repeatedly breach house rules, COVID-19 guidelines and/or behave in any way which contravenes licencing objectives.

Appropriate PPE must be worn when dealing with individuals should they display symptoms of COVID-19. PPE will be available containing medical grade face masks and latex gloves, it is the responsibility of the Door Supervisors to ensure the appropriate PPE is worn when conducting an ejection and to request additional PPE from the Head Office.

**Procedure** - In the event it is deemed necessary to eject, then an SIA Licenced Door Supervisor will:

- Call through details of the incident to the duty manager
- The venue management team should be included in deciding if eviction or ejection is the right course of action
- Collect and wear appropriate PPE (if required)
- The welfare of the individual should be considered – specifically their means of traveling home from the venue
- Fill out an incident report as soon as possible after the incident
- The line of demarcation is agreed to be at the main entrance to the venue. Once the ejected person is over this threshold they are considered to be off the property and the Police should deal with any further incidents off the site

#### **4.2.5 Evacuation & Major Incidents**

An evacuation may require the participation of multiple services, agencies, and authorities. All security personnel will be briefed in line with the venue evacuation plan on their involvement should a major incident or evacuation occur.

Any accessible customers will be briefed by the venue's duty manager in relation to how and when they will be evacuated, assistance will be provided by members of the security team as required.

#### **4.3 Egress**

Egress of the venue by customers will be overseen by the Door Supervisors, in partnership with the venue management. Social distancing will remain in place throughout the venue during this process.

#### **4.3.1 Community Impact and Egress Policy**

To limit disruption within the community, customers will be asked to exit the premises in a quiet and non-disorderly manner by Door Supervisors and by highly visible signage. Customers will be asked to disperse away from residential areas on Cable Street, Mason Street and Cross Key Street, and instead be directed on to Swan Street.

Customer behaviour and safety will be monitored closely during the egress process which includes ensuring customers are speaking at a reasonable volume (normal conversation) and are not behaving in a manner that would create unnecessary noise or disruption to traffic or local residents.

Customers will be asked to disperse from the venue footprint and make their way to local amenities such as take-aways, taxi ranks and public transport links.

#### **30-minutes prior to closing, the egress process will commence. This includes:**

- Lowering the volume of the PA and speaker system
- Changing the style of music to trigger a change in customer behaviour
- Elevating the lighting within the venue
- Calling 'last orders' at the bar

During this 30-minute window it is expected customers will begin to leave the venue.

#### **At Venue Closing;**

- Lighting will be elevated to maximum levels
- The PA and speaker system will be turned off
- Door Supervisors will ask customers to leave

#### **Post-Closing**

The venue recognises it has a responsibility to ensure customers are dispersed appropriately within the community.

Door Supervisors will continue to disperse customers away from the community for a period of up to 30 minutes post-closing. During this period customers will be repeatedly encouraged to disperse, and groups will be broken up and urged to move on.

Customer behaviour will be continually monitored, and should the need arise, local Police informed of any behaviour occurring which may become criminal or disorderly.

Customers will be reminded that house rules apply to behaviour conducted whilst in/around the venue footprint and should this behaviour breach house rules or a reasonable instruction to disperse by a Door Supervisor be ignored, the customers' re-entry to the site at a future point may be prohibited.

Provided customers have been dispersed sufficiently at 30-minutes post-closing, Door Supervisors will stand-down. If a significant amount of customers still remain or there is the potential for customer behaviour to become disorderly, the venue management will be informed, and Door Supervisors may remain on-duty for an extended period to support the egress process further.

#### **4.4.2 Medical, First Aid & Welfare**

Security duties will extend to ensuring the welfare and safety of all customers within the venue. If deemed necessary and a customer is unwell or is vulnerable, the door supervisor will inform the

duty manager. A decision will be made on the customers current welfare state, it may be necessary to contact 111 for medical advice or 999 in the event of an immediate threat to life or serious illness.

#### **4.4.3 Fire Safety Management**

Fire safety management will be conducted by the venue management team and not fall under the responsibility of FGH Security.

Security personnel will be aware of available fire exits and ensure they are clear as part of the pre-opening checks and prior to the venue closure ensure all exits are secure. And in a fire situation, security duties will extend to following instructions from competent persons and acting as fire marshals in the event of any evacuation.

### **5.0 Communications**

#### **5.1 Internal**

##### **5.1.1 Covid 19 Guidance**

Attached as an appendix is FGH Security's current guidance for all front-line members of personnel. FGH Security continuously monitor and assess information and guidance published on Covid 19 and subsequently update our internal guidance where necessary.

##### **5.1.2 Radios**

Radios and all associated accessories are supplied by FGH Security for security personnel. Security will operate on a dedicated security channel whilst the venue is operational.

### **6.0 Appendix**

Appendix 1: FGH Security Health & Safety Policy

Appendix 2: FGH Security RA COVID-19 v12

Appendix 3: Positional Plan v1

Appendix 4: FGH Covid Guidance V9.1 (document shared with all front-line personnel)



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