

Upper & Lower Campfield

Events Management Plan

Property: Lower Campfield, Liverpool Road, Manchester
&
Upper Campfield, Liverpool Road, Manchester

Date: September 2023

Revision: Rev A



Campfield: Events Management Plan

- 1. Introduction**
- 2. Site Layout and Entrance Routes**
- 3. Operational Management Strategy**
 - 3.1 Overview
 - 3.2 Hours of Use
 - 3.3 Staffing
 - 3.4 Site Safety & Security
 - 3.5 Theft of Personal Property
 - 3.6 Exclusion of Weapons and Illicit Drugs Conclusion
 - 3.7 Public Safety
 - 3.8 Safeguarding
 - 3.9 Nursing parents and baby changing facilities
 - 3.10 Equality
 - 3.11 Smoking
 - 3.12 Noise Management Procedure
 - 3.13 Management of Outside Seating
 - 3.14 Cleaning
 - 3.15 Pest control
 - 3.16 Conclusion
- 4. Servicing Strategy**
- 5. Contact Details**

1.Introduction

This Events Management Plan has been prepared by Allied London in consultation with the Campfield project design team.

The document outlines the operating philosophy that has informed the overall proposal; containing important and helpful information regarding the design and operations relating to Campfield, Manchester. The pack is designed so that staff working at this site can refer to it. It provides information, guidance, and relevant policies with regards to how we intend to operate as a space for workspace and ancillary private hire functions.

The Event organiser acknowledges their responsibility to plan, manage and monitor events to ensure that all staff, participants and the public are not exposed to Health & Safety risks. We intend to produce a safely planned, organised and delivered event, working within statutory legislation and guidance such as the Health & Safety at Work act 1974 and within the spirit of the Purple or Green Guide.

All employees and volunteers will be reminded of their duty to take care to ensure everyone's Health & Safety and the potential impact of their acts or omissions. All reasonable precautions will be in place to minimise any negative impact to safety.

This statement has been produced in accordance with the guidance set out in Manchester City Council's 'Guide to development in Manchester supplementary planning document and planning guidance'. Allied London reserves the right to amend or supplement the operational procedures and will reissue this document annually or when appropriate and important information has been updated.

This document is set out in the following sections;

Site Layout and Entrance Routes - overview of the site layout and outlines the designated entrance routes for each key unit within the building.

Event Management Strategy – detailing the operational management strategy to be adopted within the site.

Site Safety and Security - procedures to be implemented to ensure a sufficient level of site safety and security.

Servicing Strategy - information on the site wide strategies that are to be employed for waste management, deliveries and transport.

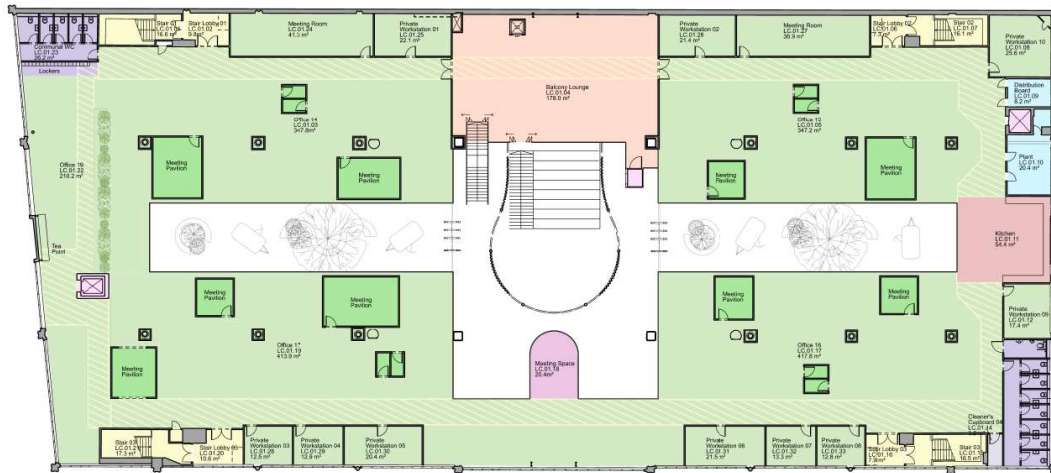
Appendix

2. Site Layout & Entrance Routes

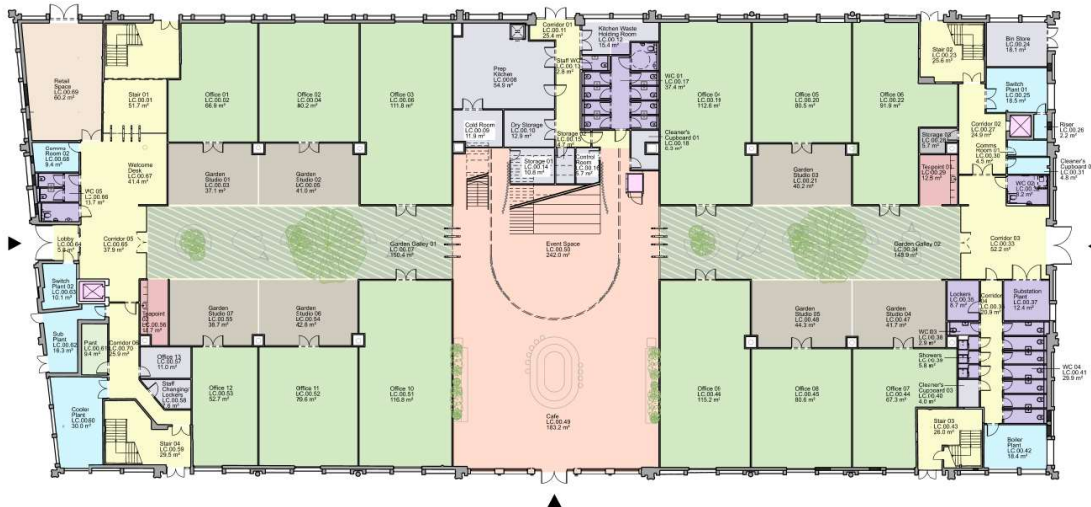
Lower Campfield

The unit is to be split into two floors, the ground floor workspace, café and ancillary event space, and the mezzanine workspace and balcony lounge bar.

Mezzanine



Ground floor



Lower Campfield

The entrance off Liverpool Road is retained as the main entrance to the building leading visitors to the double height social hub. The social hub is separated from the offices through the use of barriers. The two side entrances to Lower Byrom St and Byrom St serve as the entrances to the offices which can also be utilised as exits and escape routes. Access to the mezzanine balcony lounge is provided via a lift next to the staircase.

Upper Campfield

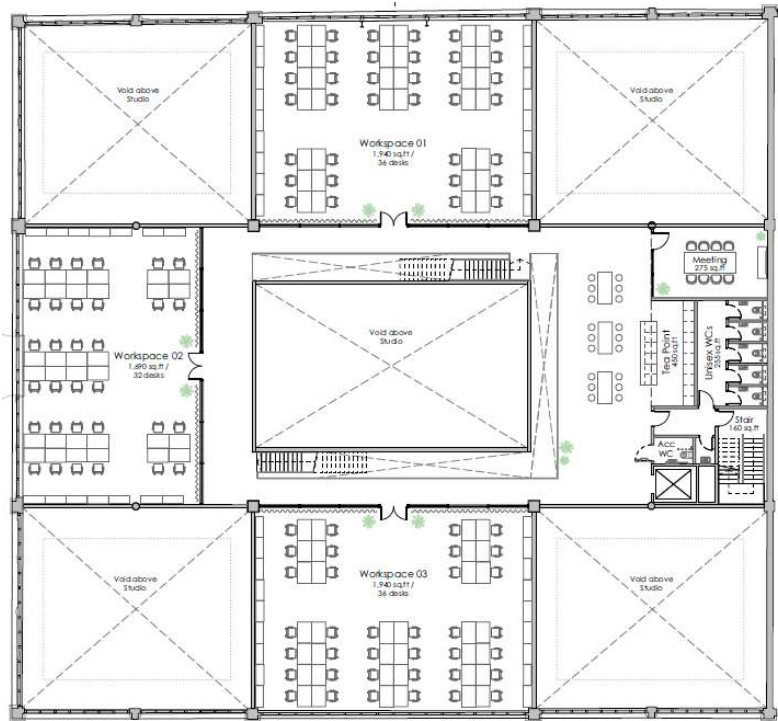
The main entrance is to be off Liverpool Road opening up to a reception area. The existing doors to the Deansgate Arcade will be used as a back of house entrance. The existing entrance off Tonman St serves as a secondary entrance for staff cycling to work and as a services entrance for the bins and plant at scheduled times. The Barton Road entrance opens up as a loading bay, this allows props and studio equipment to be off loaded directly from a vehicle. A new lift core provides access to the mezzanine.

Due to the prominent city centre location, it is expected that most customers will arrive via public transport or on foot. No facilities for car parking will be provided. It is expected that the majority of customers will access the unit via the main entrance doors positioned on Liverpool Road & Lower Byrom St, meaning that pedestrian activity will be focused on these locations.

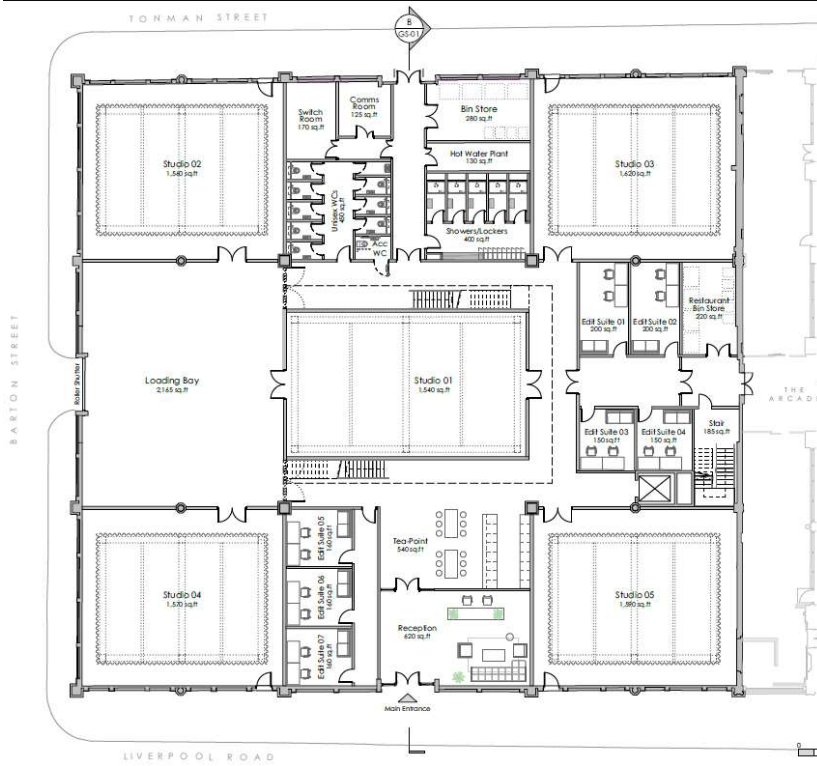
Upper Campfield

The unit is to be split into two floors, the mezzanine workspace the ground floor studio space.

Mezzanine floor



Ground floor



3. Events Management Strategy

3.1 Overview

- The following subheadings set out level by level how each of the spaces will operate as well as a description of the likely events to be held here, including: Activities and attractions (e.g. presentations, live music and food stalls)
- Audience profile
- Max capacity of all personnel (dictated by site licence or parameters such as size of site or size & number of entrances & exits)
- Expected numbers of attendees at any one time and over the whole event.

Event maximum capacity	200
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Please state the maximum number of people you expect at any one time					
Public visitors	Participants	Staff	Volunteers	Other	Total
200	Included	10	Included	Included	210

3.2 Hours of Use

The proposed hours of operation for the **Lower Campfield café and F&B** are to be as follows:

Lower Campfield

	OPENING HOURS
Monday	10:00 am - 12:00 pm
Tuesday	10:00 am - 12:00 pm
Wednesday	10:00 am - 12:00 pm
Thursday	10:00 am - 12:00 pm
Friday	10:00 am - 1:00 am
Saturday	10:00 am - 1:00 am
Sunday	10:00 am - 12:00 pm

On occasion hours will be extended for special events.

The workspace is generally accessible 24/7, however typical working hours tend to be 8am – 6pm Monday to Friday.

Last orders for alcohol will be made at:

	LAST ORDERS	SITE CLOSED
Monday	11:15	12:30
Tuesday	11:15	12:30
Wednesday	11:15	12:30
Thursday	11:15	12:30
Friday	12:15	01:30
Saturday	12:15	01:30
Sunday	11:15	12:30

After last orders a 45-minute drinking-up period will be allowed.

All Work & Social will be closing the site from the times stated above and all customers will need to be off the premises once allocated drinking up time has passed.

On occasion hours will be extended for special events.

3.3 Staffing

It is imperative that all All Work & Social staff respect the premises and those around them. If a member of staff is seen to be acting in unruly conduct Centre Management will escalate their concerns to the Managers in the first instance, or the relevant Head Office personnel if necessary. In extreme cases of poor conduct the Centre may opt to exclude those concerned. In such cases we will advise tenants concerned.

Staff will be trained to provide high levels of hospitality, cleanliness, friendliness and security. Staff will receive the necessary health and safety training and will be regularly updated on the fire procedure for the building. Fire escape exits will be monitored by CCTV with associated recording equipment and will be subject to good building management checking procedures.

Below are several provisions that will be agreed with the operator in accordance with industry best practice:

- All staff will be trained to a high standard in workspace and F&B operating procedures and a hospitality level of customer service.
- Staff will be trained to assist wheelchair users in the building.
- Staff will be regularly trained on the building fire procedure.
- No vehicle parking for staff will be provided on site. All staff members will be expected to arrive via public transport, on foot or on a bicycle.

Roles and Responsibilities

Given the small scale of events envisaged for this building, it is entirely suitable to have individuals with more than one role. In the event of an incident the emergency services will need to contact the

event manager.

Organisation chart for the event [to be completed]

Role	Name	Responsibilities	Contact Mobile
Event Manager			
Health and Safety Manager			
Lead First Aider			
Lead Fire Warden			
Lead Safeguarding Officer			
Security Manager			

3.4 Safety and Security

The prevention of Crime and Disorder

The following measures are compliant to the Crime Impact Statement that has been produced by Greater Manchester Police.

- A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally around the site.
- Recorded site CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the police or Licensing Authority upon request.
- Plans indicating the position of CCTV cameras are to be made available if required to Greater Manchester Police prior to the premises opening.
- Any person who appears to be intoxicated or who is behaving in a disorderly manner will not be allowed entry to the premises or event spaces. Any person within the premises who appears to be intoxicated or who is behaving in a disorderly manner will be given care and consideration when being asked to leave the site.
- Staff will be trained to adopt a zero-tolerance policy towards illegal drugs within the premises.
- Staff will be trained to reduce the risk of glasses and bottles being used as weapons and causing accidents. Management will ensure that glasses and bottles are collected on an on-going and frequent basis, make regular inspections for broken glass and clear up glass and any spillages immediately.
- A zero-tolerance policy to the use of illegal drugs and 'legal highs' will be maintained at all times. Building and tenant management will ensure staff are trained in drug awareness issues to make the identification and handling of incidents practicable.
- Management will ban known offenders from the site and share information with the police and licensed premises in the area.
- Management will regularly consult with the local police crime reduction adviser, if required.

- All workspace units will be secured by their relevant tenant/ occupier. All retail, F&B and staff areas will be secured by All Work & Social staff.
- All Work & Social will have a 24-hour security control through guards in daytime and remote access CCTV/ alarm systems during closed periods. External exit doors for the common demise will also be locked and are operated on a pin code keypad.
- The Security Contractor is to be confirmed in due course.

3.5 Theft of Personal Property

Management and security will be trained on property patrol measures to identify any unattended items and should the owner not be found to place them in the care of centre management.

All lost property enquiries to be logged and the nightly lost items recorded for traceability purposes.

Along with the customer details, the following details will be recorded in the process:

- Which part of the venue was the customer in?
- What time did they enter the venue?
- When did they notice they had lost the item?
- Did they notice anyone around them/ suspicious behaviour?
- They will then be assisted to cancel cards/ phone contracts by the manager on duty

At the end of each night all lost items are logged in the lost property folder which is then located in the office for easy reference. The items are stored in the locked lost property cupboard/area in the management office.

At the end of the month when licensing sends through the list of property theft items, they will be matched against the lost property records to return items. The lost property log will be sent off to police at the end of each month to review the lost/claimed items held at All Work & Social .

Management, staff and security operating procedures to be implemented and trained in being on the lookout for suspicious behaviour in toilets to prevent stolen items being 'dumped'. All lost items in the toilets will be handed to management on finding them to be processed as per lost property procedures.

PIN Theft

- Train staff on 'protect your PIN'
- Instruct guests to cover their PIN
- Look for people watching machines
- Effective signage asking guests to cover their PIN (toilets and on bars)
- PIN guards to be ordered and installed on all chip and PIN units to shield the inputting of numbers

3.6 Exclusion of Weapons and Illicit Drugs

All Work & Social operates a zero tolerance towards guests attempting to bring any weapons or illicit drugs into the venue.

We will adhere to all licensing laws, recommendations and requests from GMP police and the Local Licensing Authority. We are happy to cooperate with the aforementioned groups, and grant access to the venue where appropriate. This will also be extended to other official groups such as local 'crime cars', undercover officers, 'Drug and Alcohol Action Teams' (DAAT) and Crime and Disorder Reduction Partnership representatives (CRDRP) amongst others.

- Anyone having illicit drugs and/or weapons found on them (regardless of the class of drug) shall have the items confiscated.
- Confiscated substances and weapons shall be held in our drop safe and All Work & Social to arrange police to collect periodically.
- Anyone who is found to have illicit drugs and/or weapons on their person will be denied entry.
- Anyone who is found to have illicit drugs and/or weapons on their person will be apprehended where possible and the police will be called.
- Said persons will not be apprehended if it will cause more risk to the security team and other people present should they try to do so. For example, if 15 guests approached the door and were aggressive, and one of them was found to be in possession of illicit drugs, it would not be prudent to apprehend him/ her and hold.
- If it is not appropriate for the security team to apprehend someone, as much information from and regarding the guest(s) is to be obtained to then pass on to the police, such as detailed description, accents, number of people and which direction they are now headed.
- Anyone seen or presumed (using reasonable judgement) to be under the influence of controlled or illegal substances will be refused from entering the premises.

3.7 Public Safety

- A first aid box will be contained within the Building Manager's office and throughout the site. All staff are to be trained to know the location of the relevant first aid box.
- Regular safety checks to the site shall be carried out. Staff shall maintain an Incidents Log.

3.8 Safeguarding

- Refer to company wide safeguarding policy with regards to protecting children, young people and vulnerable adults from harm and protecting our staff from potential false allegations. All Work & Social have a responsibility to report any concerns of abuse of a child, young person or vulnerable adult visiting an event.

3.9 Nursing parents and baby changing facilities

- Separate facilities for feeding or changing a baby will be provided.

3.10 Equality

- The needs of all members of society that may attend an event will be considered, e.g. non-English speakers, those with disabilities, changing facilities for those with disabilities, accessibility etc.

3.11 Smoking

- Smoking is not permitted within the demise.

3.12 Noise Management Procedure

The operational noise limits are set out in the Acoustic Planning Report prepared by Sandy Brown. These limits set out the noise restrictions for units and once operational, Campfields will be required to adhere to these noise limits.

Amplified sound levels within the building will be controlled at source to be no more than the maximum noise limits. Noise egress limits are expected to restrict regular events to light background music. Maximum internal amplified sound limits will need to be set using electronic limiters to ensure that the amplified sound egress limits are not exceeded. These should be set following pre-completion testing to establish the sound insulation provided.

Based on the proposed minimum standards of sound insulation for the floor and facades, and the proposed breakout/transfer criteria, guidance is provided on maximum amplified sound limits in these areas.

Based on louvres to the rear of the building being blocked off, maximum operational noise levels (L_{eq}) from amplified sound within the proposed event space are set out in the table 6 below. These are equivalent to L_{Aeq} 76 dB.

	Octave-band centre frequency (Hz)						
	63	125	250	500	1000	2000	4000
Guideline maximum internal reverberant noise levels, $L_{eq,1min}$	72	68	71	72	74	69	58

Maximum internal sound pressure levels (L_{Fmax}) should be limited to values 10 dB above those set out.

Given the limited scope for improving the sound insulation of the upper facade, where higher levels are required for short term events, it is advised that Temporary Events Notices (TENs) are explored instead, which allow temporary periods with higher noise levels.

The nearest noise sensitive premises (NSPs) are highlighted in the report. These are as follows:

- Rozel Square
- Porchfield Square
- Beetham Tower
- To the south on Liverpool Rd – numerous residential apartments

At night (23:00-07:00) all music within the building is to be turned off.

All Work & Social management will monitor and manage the sound levels inside the demise to ensure maximum amplified music sound pressure levels, outlined in Table 1 of the 'Noise breakout assessment to discharge Planning Condition 8' document from Sandy Brown, are not exceeded, in the following ways:

1. AWAS management will be trained to monitor decibel levels. Management will be aware of maximum levels which will also be stated on the monitoring document displayed below (*) and will receive training on reading and recording information from the in-situ decibel reader, and the required actions as outlined in the "Actions taken based on decibel readings" section (As seen in Picture 1).
2. Organisers will be made aware of the maximum amplified music sound pressure levels, outlined in Table 1, during the booking process and within their event booking contract.
3. Before the start of an event with amplified sound, the AWAS manager on duty will conduct a sound test with the client and/or AV team. Using the installed decibel meter affixed to the distribution board within the Dome, the level will be tested to ensure sound levels inside the dome fall within the levels outlined in Table 1.

4. During the event, AWAS management will conduct at least one decibel reading inside the social hub space per hour, ensuring levels fall within the limits set out in Table 1.
5. If at any point during the event, the AWAS manager on duty feels the sound level has increased beyond agreed levels, further decibel readings will be taken to ensure that the levels are still within the maximum amplified music sound pressure levels, outlined in Table 1.
6. After each hourly decibel reading, the AWAS Manager on duty will fill in the monitoring records document. This document is stored in the Building Manager's office (See example table below.)

Actions taken based on decibel readings

1. If decibel readings fall within levels outlined in Table 1, no further action is taken with the user. Decibel readings continue to be taken on an hourly basis.
2. If decibel readings are shown to be above levels outlined in Table 1, AWAS management informs user of the breach of sound levels outlined in their contract and requires that the levels are turned down to fall within the levels outlined in table.
3. If user consistently adjusts sound levels to breach levels outlined in table 1, or refuses to turn levels down when required, sound equipment is turned off due to breach of event contract.
4. Any instances of behaviour outlined in point 3 are recorded in the Monitoring Records document (See example monitoring records table below)

***Example monitoring records table**

Date	Time	Decibel Reading	Action taken	Name	Signature
17/06	19:00	72db	None	Nathan W.	Nathan W.
17/06	19:35	95db	User informed noise level needs to be reduced. Noise level reduced to 75db.	Nathan W.	Nathan W.
17/06	20:00	72db	None	Nathan W.	Nathan W.

Management will regularly communicate with the appropriate staff members at the surrounding premises to ensure that the residential community surrounding the site is not disturbed.

- Amplified music will be restricted to certain volume levels within the venue.
- At the end of the evening, management and security personnel will be employed to assist with the orderly and gradual dispersal of patrons.
- Notices will be displayed requesting customers to leave quietly and in an orderly manner out of consideration to neighbours.
- The site shall be cleared of litter during non-operational hours prior to opening and whilst

spaces are in use.

3.13 Management of Outside Seating

No external seating arrangements to be provided.

3.14 Cleaning

All Work & Social uses a contractor to maintain the cleanliness of the site. The schedule of works includes the following:

- Removal of waste from the common demise
- Cleaning of tables
- Window cleaning of common areas
- Cleaning of toilets
- Degreasing floors and cleaning nightly with a schedule that includes scrubber drying of common floors including all internal areas and All Work & Social demise
- Jet washing of the external demise will be completed weekly or more regularly depending on dirt and grease build up. (Salt and grit will also be applied to these areas in the event of adverse weather conditions).

3.15 Pest Control

All Work & Social has set up an account with ECOLAB and will be providing pest control services in all communal areas and service areas.

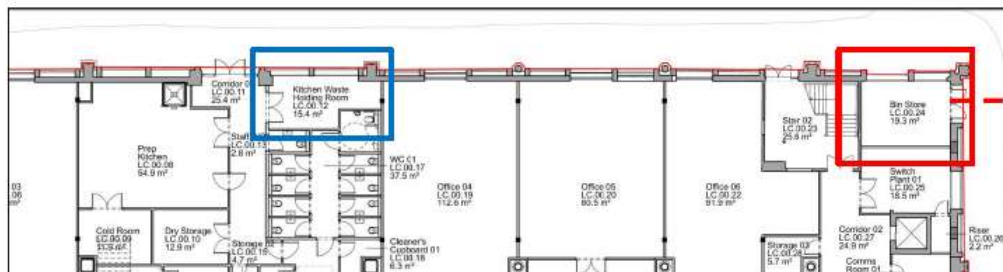
3.16 Conclusion

The proposed operation has been carefully considered to ensure there is a positive impact upon the surrounding locality, and any disruption to neighboring residents and tenants is well managed and kept to a minimum. Staff will remain available for regular contact with local residents to ensure their views are considered. Both the building management and the operators will remain open to further suggestions to ensure the site is managed appropriately.

4. Servicing Strategy

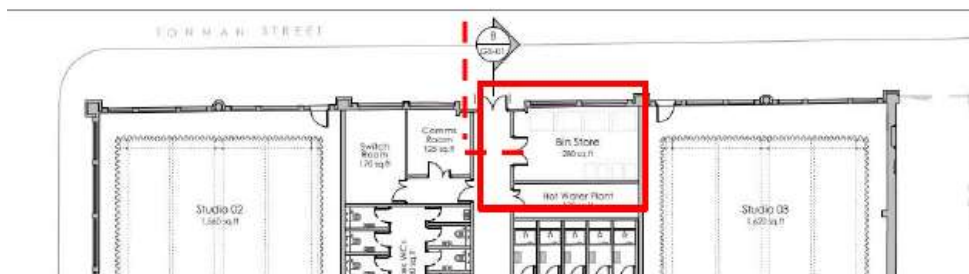
Staff will use the service routes on Tonman Street to carry out delivery, waste management and maintenance operations for both buildings. The service area must be always kept clear except for incoming deliveries and waste collections. Pallets, kegs, CO2 canisters, or any other item must not be stored in this area. Access to the service area is restricted to staff and contractors only.

Lower Campfield Bin Store Location



The Lower Campfield refuse store can accommodate 8 x 1,100 litre Eurobins and 6 x 240 litre bins, further space is available in the kitchen waste room.

Upper Campfield Bin Store Location



The Upper Campfield refuse store can accommodate 4 x 1,100 litre Eurobins and 1 x 240 litre bins, further space is available here for ad-hoc waste items to be stored awaiting specific collection.

Refuse containers will be brought out immediately prior to collection and wheeled back into the refuse store immediately after collection.

An assessment will be made as to whether the event is likely to create surplus waste and exceed daily building limits. In the event that this is the case, or as happens retrospectively, then additional collection is to be scheduled for the same day.

5. Contact Details (to be updated)

ALL WORK & SOCIAL , MANCHESTER

T: TBC- (HEAD OFFICE)

E: INFO@allworkandsocial.com

M: TBC – Security 24hr mobile contact

MANAGEMENT TEAM

XXX General Manager XXX GM@allworkandsocial.com

XXX AGM XXX AGM@allworkandsocial.com

XXX Events Manager XXX events@allworkandsocial.com