

factory  
international

# VENUE OPERATIONS MANUAL – PUBLIC REALM EXTRACT

Version 1.0 – June 2023

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# 1. VERSION CONTROL

## 1.1. OVERVIEW

This is an extract from the Venue Operations Manual for Factory International.

This will be a document kept regularly up to date by the Venue Operations team at Factory International.

An initial submission of this document supports the discharge of specific planning conditions as detailed in 1.2 below.

Last updated: 8 June 2023.

## 1.2. PLANNING CONDITIONS COMMENTARY

### 1.2.1. OVERVIEW

This document includes supporting material for the discharge of specific planning conditions. The text of the planning conditions is copied below with signposts to the location of the relevant information. The wording of the planning conditions is stylised in italics and the commentary against them is in

### 1.2.2. CONDITION #21

*“Prior to first use of the public realm, full details of a maintenance strategy to be submitted to the city council as local planning authority for approval in writing.*

*The strategy is to include details of:*

- *who will be responsible for the ongoing maintenance of surfaces, lighting, street furniture, drainage, planting and litter collection; and*
- *details of where maintenance vehicles would park*

*The approved strategy must then be in operation for perpetuity.”*

For detail on relevant processes and procedures in relation to this condition please see the following sections of this document in particular:

- Section 1.2.10. Servicing Vehicles
  - o Parking for maintenance vehicles can be permitted in the service yard area via Victoria Street or in the truck lift
- Appendix – St. John’s Estate Management Handbook
  - o The Public Realm surfaces, lighting, street furniture, drainage, planting and litter collection are the responsibility of St. John’s Estate Management
  - o Factory International will supplement these services as required for ad-hoc event activity or when deemed necessary by the venue management or facilities management team

- Appendix – Vehicle Movements procedure

### 1.2.3. ST. JOHN'S ESTATE / ENTERPRISE CITY

The venue is an integral part of the approved masterplan for St. John's and is located within the south western part of the St. John's area. The site is bounded by the River Irwell and surface car parking (subject to future redevelopment) to the west, Grape Street and the Bonded Warehouse to the east, the Museum of Science and Industry complex, including the 1830 Warehouse (Grade I Listed) to the south and Water Street and office development to the north.

The wider estate masterplan involves the development of flexible spaces to be used for theatre, music, dance, art and other performance-related events and associated facilities, including complementary retail and bar uses, office, administrative and back of house function, servicing and access arrangements, circulation and external landscaped areas.

Given the scale of the development, the types of cultural events that will take place at Factory International, and the future plans for St John's, it is essential that an events management strategy is in place to both enhance visitor experience and mitigate the potential effects on the residents and businesses within the local neighbourhood.

Neighbouring build sites will not be completed until after Factory International opens. Dates are as follows:

- Some F&B outlets on the St. John's estate are targeted to open Summer '23 - no tenants confirmed as yet
- A food hall on the estate is being targeted for September '23 - not confirmed as yet
- Tower 1 construction by Renaker on Water St to be complete June '24
- Tower 2 construction by Renaker on Water St to be complete April '25

### 1.2.4. PUBLIC REALM OVERVIEW

The Public Realm consists of two new spaces – River Square and City Square – that will support the programme inside Factory International as well as providing visitors to the site with a new setting to enjoy the building and surrounding environment, including opening-up views to the River Irwell. Supplementing the new squares, Water St, that bisects and runs under the building, will be closed to through traffic under a Prohibition of Driving Order, creating a large, covered, and connected external public space, The Undercroft.

The public realm surrounding the venue is a licensed area with capacity for up to 2000 visitors for licensable activity. The area is fully landscaped as part of the development with new space opened up by the River Irwell.

Whilst no public naming of the external spaces is visible, Factory International will refer to the space closer to the river as River Square and to the space closer to the wider St. John's development as City Square.

No branding other than to support a naming rights partnership will be appear on the façade of the building. The doors leading into the venue will not be permanently branded or named but may be customised for certain events if required.

### 1.2.5. WATER STREET ADOPTED HIGHWAY

The highway bisecting and running underneath the building. Water St will be closed to through traffic under a Prohibition of Driving Order, with controlled access only for servicing, emergency vehicles, and statutory undertakers. A level and consistent finish will be provided across the highway, connecting the two squares.

### 1.2.6. RIVER SQUARE

The building's primary public realm space for event set-up, adjoining the River Irwell. This space will be home to Festival Square during MIF with stages and food outlets as well as a space for installations.

There is WiFi connectivity in this area with power supplies for temporary events. No toilet facilities are provided in the external areas – it is assumed the toilets inside in The Social will support events or temporary facilities will be brought in.

### 1.2.7. CITY SQUARE

A shared space with Allied London. The primary public realm space visitors will traverse accessing and egressing the building. It may be used for event activity.

### 1.2.8. OPERATIONS CONTROL ROOM (OCR)

The Operations Control Room (OCR) will operate 24/7. Shift patterns will generally ensure 2 staff working a day shift with 1 staff working a night shift. The OCR is located in the East Warehouse.

The OCR is the central hub for communications at the venue and is staffed by trained personnel who can make and receive radio calls, operate and monitor the CCTV system, log incidents, make announcements via the PA/VA system and operate the fire panel and other building management systems including access control.

The OCR staff will be in regular contact with colleagues in the control room for the St. John's management team and the Science and Industry Museum as well as contacts with TfGM and Manchester City Council.

Vehicle access onto the Factory International site will be monitored and controlled via the OCR and staff operating "on the ground".

### 1.2.9. SMOKING POLICY

Factory International is a non-smoking venue. This includes the use of e-cigarettes and vapes. In the public realm around the venue, smoking is permitted in designated smoking areas only – there will be no smoking areas in the Undercroft area or any areas adjacent to the venue doors. To facilitate re-admission, where permitted, events will have designated smoking areas away from the doorways and fresh-air intake of the venue.

Fines will be levied to any staff, production crew or artists who are caught smoking or using e-cigarettes or vapes outside of the designated smoking areas. The fines may be levied directly with individuals or via the event organiser's post-event settlement.

Clear signage will be displayed around the venue confirming the no-smoking policy.

Staff will check toilets regularly, particularly during busy events, to ensure that audience members are not smoking in them.

### 1.2.10. SERVICING VEHICLES

The principle deliveries required for Factory International will include stage equipment, event equipment, art installations, performer's tour bus, catering supplies and food and beverage deliveries. It will also require waste collections, which will be undertaken by a management company who would appoint a licenced waste carrier to remove the waste. Most service activity constitutes vans and rigid vehicles.

There will be periods of greater vehicle activity associated with event set up and break down. The larger events will have articulated HGVs which will use lorry lifts to deliver equipment. Large HGVs will reverse into the lorry lift from City Square under a banksman.

Lorries will typically park within the truck lift during an event. If there are catering events requiring dining furniture, equipment and F&B deliveries then these will use the truck lifts.

Other smaller event deliveries of lighter equipment may access the truck lifts directly from Water Street in a forward gear if there is an event on in River Square.

The back of house service yard between Factory International and Bonded Warehouse will manage refuse collections and smaller goods deliveries. Access to this service yard is via Water Street through City Square. City Square has access control bollards and vehicles would be timed and managed to not adversely affect peak activities in the Square. Loading and parking within the service yard will be managed.

Loading bays on Water Street are designed to allow deliveries for both foyers, including drinks deliveries. The southern loading bay is a dual use bay with taxi operations with loading permitted between 0600-1100).

The Truck Lifts can accommodate standard articulated lorries, however there may be a need on rare occasions to delivery outsized art or scenery to the Factory. Following future development of the wider estate, deliveries may be permitted subject to agreement with St. John's Management to access Factory International from Lower Byrom Street and arrive via the existing servicing route along Victoria Street.

Vehicles above the size of a transit van cannot be accommodated via Victoria Street.

Always refer to the relevant planning condition for specific times servicing is permitted.

### 1.2.11. ZONE EX COORDINATION OVERVIEW

Consideration must be given to crowd movement to and from transport hubs including, but not exclusively, train stations, bus stations, airports, taxi pick-up points, etc.

This area is known as Zone Ex (based on guidance from the Sports Grounds Safety Authority), or the Last Mile or Grey Area.

Postcode data can be analysed for ticket purchases and assumptions made on transport demand accordingly. Pre-event information sent to ticket holders will encourage sustainable transport choices. Operations will be in line with the venue Travel Plan with consideration given for impact on local stakeholders and residents. A bespoke Traffic Management Plan may be required for larger events.

### 1.2.12. STAKEHOLDERS

Regular meetings will be coordinated between St. John's Estate Management and other tenants and stakeholders in and around the site. Factory International will be represented at these meetings by the Head of Visitor Operations.

The impact on local residents and businesses will be accounted for and discussed in regular forums with the venue's neighbours.

Information about forthcoming events at the venue will be shared with local stakeholders during regular meetings and via regular email updates containing event listings. Local stakeholders will also be included on email distribution lists for when specific Event Management Plans (EMPs) are issued.

When events are taking place in the local area – for example, at Castlefield Bowl – meetings will be coordinated between Factory International and other event promoters to ensure any event clashes, audience dispersal and crowd management considerations have been discussed and plans in place to communicate between respective control rooms.

### 1.2.13. EVENT DAY PROCEDURES

Wayfinding signage will be in place to direct audiences to the relevant transport hub and regularly reviewed for its effectiveness.

Audience dispersal routes for events are explained earlier in this document and these routes will be stewarded as required to monitor crowd movement on arrival to and departure from the venue. This can be supplemented with first aid support or other welfare facilities for larger events. Welfare provision for staff will also be considered to ensure appropriate uniform or cover from poor weather is considered.

During egress for an event, the venue OCR will notify by telephone the following contacts that egress is commencing:

- St. John's Estate Management security office
- Science and Industry Museum security control room
- TfGM, Metrolink
- Local car parks
- Emergency services (if required)

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