

# **EVENT MANAGEMENT PLAN**

‘Funtopia’ at Woodbank Memorial Park,  
Turncroft Lane, Offerton, Stockport SK1 4JR

Sunday 1<sup>st</sup> May 2022

Funtopia: 11am – 5pm

# EVENT MANAGEMENT PLAN

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## **1.0 GENERAL INFORMATION**

### **1.1 Purpose of the Management Plan**

This plan outlines the event details, as well as the arrangements, emergency procedures and control measures to be used during the Funtopia event, set up and dismantling period. This plan will be used as reference by the event management team during planning and co-ordinating Funtopia. Representatives of the local council and emergency services shall also receive a copy of this plan.

### **1.2 Event location, dates and times**

Funtopia will take place at Woodbank Memorial Park, Turncroft Lane, Offerton, Stockport SK1 4JR. The event shall be open to the public from 11am and shall finish at 5pm on Sunday 1<sup>st</sup> May 2022.

## **2.0 EVENT OVERVIEW**

### **2.1 Event description**

The event is organised and funded by Pick 'n' Mix Events, which developed Funtopia in 2017. Funtopia is a family play day offering local families a reasonably priced day out. A wristband will be purchased at the entrance which entitles visitors to unlimited play on the activities and attractions throughout their visit.

### **2.2 Event catering**

External caterers shall attend Funtopia to supply hot and cold food, desserts, barista coffee and, possibly a mobile bar (tbc nearer the time). All food and drink traders will provide their current food hygiene rating (a minimum of 4\*), EHO Rating, Safety Certificates, PLI and details of the council they are registered with.

### **2.3 Temporary structures, activities and attractions**

The majority of the equipment used at Funtopia consists of inflatable attractions (all pegged into the ground and powered by petrol blowers or petrol/diesel generators) and children's games. Our structures, activities and attractions are as follows:

- Bouncy Castles
- Obstacle Course(s)
- Activity Inflatables
- Driving School (with cozy coup cars)
- Circus Skills (free play zone)
- Soft Play (including an inflatable arena with bouncy castle, ball pool and slide)
- Giant Games (selection of outdoor floor games)
- Nerf Wars (barrier surrounding inflatable obstacles to hide behind)
- Sumo Suits and Mats
- Entrance/Management/First Aid Tents (3x3m gazeboes with 6ft table and PA System inside)
- Various trader gazebos/vans/trailers
- Portable toilets
- Temporary plastic perimeter barrier and stakes (3ft high).

### **2.4 Target audience and estimated footfall**

Funtopia is aimed at young children (preschool – 10 year olds). An estimated footfall of 1.5k per day is expected. The average customer dwell time is 2-3 hours.

## **2.5 Event marketing**

The event shall be marketed predominately online, using the Funtopia Facebook page [www.facebook.com/funtopiauk](http://www.facebook.com/funtopiauk) as the main source of advertising. A paperless marketing strategy shall be followed by using local Facebook pages and event/family websites; PDF leaflets shall be e-shot to local primary schools, nurseries, parish councils and tourist information centres. A press release shall be emailed to the local radio station, newspapers and social media sites.

## **3.0 EVENT INFORMATION**

### **3.1 Responsibility**

Pick 'n' Mix Events has overall responsibility for the event.

### **3.2 Public / Employers' liability insurance**

Pick 'n' Mix Events covers all of their own attractions and first aid to the value of £5 million for Public Liability and £10 million for employers liability.

### **3.3 Other events**

There shall be no other events taking place on or around the event venue at the time of the event. This is to the best of our knowledge at the time of writing this event management plan.

### **3.4 Trade stalls**

As well as independent external caterers attending the event, there shall be a number of independent traders such as charity stalls, face painter, stalls selling various toys, gifts, etc. All traders shall provide their own set up and shall have a minimum of £1m PLI, with face painters and children's tattoo artists holding £5m PLI.

### **3.5 Children's pay per go activities**

There shall be a selection of children's pay per go activities at the event. These are to be owned by external companies, most of which work with Funtopia on a regular basis. Activities may include bungee trampolines, tea cup rides, bumper cars, hook a duck, high striker and other side stalls, crazy golf, face painting and glitter tattoos. Each piece of equipment is to have its own safety certificate (eg ADIPS) if relevant and covered by its own PLI. Children's artists are to have a minimum of £5m PLI.

## **4.0 EVENT SCHEDULE**

### **4.1 Event set up & pack down**

Event set up will commence at approx. 7am on the event day and shall be completed by 10:30am. Event pack down commence at 5pm and will finish no later than 8:30pm on the event day.

### **4.2 Event opening times and peak times**

The event shall be open from 11am until 5pm. The event shall be at its busiest between 12pm-2pm.

### **4.3 Trader arrival, set up and pack down**

Traders will be invited to arrive on site from 8am. Pre-booked trading pitches will be allocated as the traders arrive. An event manager/supervisor will be allocated to greet and liaise with the traders as they arrive. There are to be no vehicle movements on site between 10:45am-5:15pm. Traders are not permitted to stay on the grounds overnight. All traders and their stalls are to have left site by 7pm. Traders will be emailed the Funtopia trading policies before the event.

## **5.0 JOB ROLES AND COMMUNICATIONS**

### **5.1 Roles and Responsibilities**

#### **Event Manager**

Responsible for the overall management of the event, decisions in relation to implementation of the Event Management Plan, liaison with event supervisors, overall management of Pick 'n' Mix Events' attractions and activities. To conduct a pre and post event site check, ensuring the site is left clean and safe. Responsible for handling large amounts of money and taking to the safe. Communication during event via mobile phone and radio.

#### **Designated Safeguarding Officer (DSO)**

Responsible for the lost child point, to be solely responsible for any lost children/vulnerable adults. To be notified should any members of staff suspect/see any forms of abuse towards a member of the public. To ensure that all staff members are aware of the lost child policy. Communication during event via mobile phone and radio.

#### **Event Stewards**

Responsible for supervising all of Pick 'n' Mix Events activities and attractions. To ensure the attractions are being used and managed correctly; are safe for the public's use at all times. Stewards to set up and dismantle the attractions before and after the event, collect refuse during and after the event, help with traffic management if instructed. Point of contact for the public. Communication via radio

#### **SIA Licensed Personnel**

To be onsite throughout the event. To be positioned at the entrance or around the event site. To be responsible for removing members of the public from site if required, diffusing public disputes and to protect the public from harm. To provide general event security duties.

#### **First Aiders**

Responsible for attending to event first aid. Are situated at the First Aid Points. Current First Aid qualification to be held. Communication during event via mobile phone and radio.

#### **Entrance and Information Point Supervisor**

Responsible for dealing with lost persons, general questions, collecting entry fees and issuing wristbands. Communication via radio

#### **Health and Safety Officer**

Pre event health and safety checks ensuring all trip hazards are removed, relevant safety measures and signage is in place, regular health and safety checks of the event site throughout the day. Safety checks on inflatables to be conducted three times a day. Generator fuel levels to be checked at least once an hour.

#### **Fire Warden**

Ensuring the correct positioning of fire extinguishers and blankets prior to the event opening daily. Dealing with any fires and fire risks. Checking trade stalls have the correct firefighting equipment with current certificates at each event. Current Fire Warden qualification to be held

#### **Designated Traffic Control Officer**

To be on standby should car parks become full and highways become congested due to a high number of event visitors. To position a temporary 'car park full sign' at the entrance. To help with the flow of traffic and direct visitors to the nearest car park if required.

## **5.2 Event Staff contact details**

**EVENT MANAGER – Sarah Green**

**07926 055523**

## **5.3 Staff breaks**

A staff rota shall be provided to all event stewards before the event listing their location and job roles. Staff shall be allocated breaks when instructed by the event manager. All staff are provided with a 30 minute break during the day with short breaks during set up and pack down. Event equipment/attractions are never to be left unsupervised whilst a member of staff is on a break. The majority of the staff shall take their break when the event is closed in between play sessions.

## **5.4 Communications with emergency services**

Communication with the Emergency Services will be via mobile phone via 999 call.

## **5.5 Communication with the crowd**

A PA system shall be available for public announcements and situated at the Information Point. All event staff shall act as a point of contact and shall be clearly visible in high visibility vests.

## **6.0 TRAFFIC MANAGEMENT (Please see the Traffic Management Policy for more details)**

### **6.1 Car Parking Facilities**

Visitors will be able to use street parking and local car parks daily. Visitors shall be encouraged and advised to park at the car park on Little More Lane.

### **6.2 Car Parking Facilities for Disabled Users**

There are to be no additional blue badge parking spaces at the event.

### **6.3 Congestion on the Local Highways: Turncroft Lane**

It is expected that there shall be minimal issues with congestion on the local highways and parking due to the local car parks and large amount of local street parking.

## **7.0 HEALTH AND SAFETY**

### **7.1 Event stewards**

Pick ‘n’ Mix Events are to provide approx. 10 stewards/staff to help with the event and supervise the event activities. See ‘5.1 Job Roles’ for more information on the event steward duties.

Every member of staff is to wear a Funtopia high visibility vest. All event supervisors and management are to have a radio for communicating with the event team. All staff are to be fully trained and have read the company health and safety policies before working at a Funtopia.

### **7.2 Lost children/vulnerable adults**

If a lost child is located or a parent / guardian is searching for a lost child, they should be taken immediately to the designated lost child point. For full details please see the Lost Child Policy.

### **7.3 Accident reporting**

Any accident should be reported to the nearest steward, who will radio for the onsite First Aider and/or Event Manager depending on the nature of the accident. The Event Manager is to record all injuries in the accident report book. Any injuries which are required by law to be reported to RIDDOR is the responsibility

of the Event Manager. Should any event equipment be involved in the accident the problem/equipment is to be fixed, removed or inspected by the Event Health and Safety Officer immediately.

#### **7.4 Risk assessment**

A detailed risk assessment for the event as a whole as well as individual activities/issues will be provided by Pick 'n' Mix Events.

#### **7.5 First aid**

Our own in house fully insured first aiders are to be onsite throughout the event. There is to be a minimum of 2 first aiders on site at all times.

#### **7.6 Fire**

Fire extinguishers are provided by Pick 'n' Mix Events and will be situated at every generator/petrol blower. All Pick 'n' Mix Events staff will be notified of their locations before the event opens. All fire extinguishers will have current safety certificates of conformity. Each Fire Extinguisher is to be safety checked before each event by the Fire Warden.

An emergency assembly point outside of the Funtopia event area shall be allocated. A designated Fire Warden will conduct safety checks before the event opens and throughout the day.

#### **7.7 Generators**

Funtopia shall use 4-5 Petrol Generators which are all serviced at the start of each season and maintained regularly. Each generator is to be surrounded by safety barrier at least 2ft away from the generator. A fire extinguisher and safety sign is to be positioned at each generator.

All generators are safety checked and refuelled before the event opens by both the Event Manager and the Health and Safety Officer.

Each generator is to be switched off before being refuelled, with all inflatables being free from members of the public before being switched off. This procedure is always carried out by two people, one of which must be the Health and Safety Officer. When the refuelling process is being carried out the Health and Safety Officer is to inform the Event Manager that a refuelling is happening and the Health and Safety Officer must have on him his radio, high visibility vest, the refuelling funnel and blue role (for any spillages). Any used blue role is to be disposed off in a bin liner and kept in the back of the locked van with the fuel until it can be transferred to the waste skip back at base.

All petrol is stored in metal petrol cans in the back of one of the vans which is kept locked at all times.

#### **7.8 Crowd control**

Temporary event fencing shall be erected around the perimeter of Funtopia. This shall act not only as a barrier to stop non-paying visitors from entering the event, but also as the main way of restricting numbers should the event become too busy. Visitors will be stopped at the entrance should the maximum capacity be reached. It will be the decision of the Event Manager if and when the entrance shall be closed to new visitors. Please see section 11.4 for more details.

All activity areas with loose equipment (such as Nerf Wars) shall be positioned in an area surround by temporary event fencing. This will act as a barrier to restrict the number of participants at one time.

Inflatables shall implement a queuing system should the activity become over crowded. It is the decision of the Event Manager, Event Supervisors and Event Stewards to restrict the number of participants on an activity.

Social Media will be updated should the event reach maximum capacity to help reduce the number of new visitors coming to the event.

Event Stewards and the SIA licensed personnel are to ensure the safety of the customers and help with crowd control if required.



## **7.9 Security and handling money**

The Event Manager and the SIA licensed personnel will oversee all elements of event security. Money shall be transferred from the Entrance throughout the day and stored in the company safe. The Event Manager is to transfer the money as and when required and shall be escorted by the SIA licensed personnel if possible.

## **7.10 Noise Management**

A portable speaker system shall be used for public announcements and to play background music. The speaker system shall be positioned near the entrance to create a fun atmosphere as guests arrive.

The speaker specifications are as follows:

Model: QTX QR10PA

Power Supply: Internal battery or 12Vdc mains adaptor

Power Handling: RMS150W

Amplifier output 50+50Wrms

Carrier frequency: 174.1MHz

Music played will be at a low level and is only to be provided as background music, not as a main attraction. The music and noise from the festival will not be heard outside of the event location and therefore there is no need to contact local residents regarding noise pollution.

Please note: Background music shall only be played if permitted by the government covid-19 guidelines at the time of the event.

## **7.11 Site safety checks**

A thorough site safety inspection is conducted before the event is open by both the Health and Safety Officer and the Event Manager. Every peg on every inflatable is checked, along with blower cones, safety mats, inflatable beds and walls, safety barriers, generator fuel levels (which are filled up before the event is open) and gazebos.

Loose equipment is checked for broken parts, rough edges, holes, etc. Cozy Coup Cars are checked over for broken parts, missing parts any bent wheels.

The site perimeter barrier is checked to ensure that the pegs are fully staked into the ground, that there's no gaps, sagging areas and any end rolls are tightly rolled up and stored out of the way.

A check of the entire ground is conducted to ensure that all set-up equipment such as storage bags, hammers, gloves, fuel cans, etc are removed from site and secured in the back of the vans.

All vans are checked to be closed and locked.

## **7.12 Anti-Social Behaviour**

Should any members of the public be displaying inappropriate behaviour the SIA licensed personnel shall be called for on the radio. They are to try to diffuse the situation. If the issues cannot be resolved then the member of the public shall be asked to leave site. At a last resort, the SIA personnel is to escort the member of public off site and if required the police are to be phoned to assistance via 999.

## **8.0 COVID-19**

### **8.1 Covid-19 Safety Precautions**

Since the lifting of covid restrictions in July 2021 Pick n Mix Events has not enforced any Covid 19 regulations at Funtopia and is not planning to do so in 2022. Various safety measures will be in place such as hand sanitisers available for visitor and staff use, regular disinfecting of inflatables, popular activities spread out of the event site to reduce pinch points and crowds gathering in one area. Please see our Covid-19 Risk Assessment for further details

## **9.0 SERVICES**

### **9.1 Waste Management**

Pick 'n' Mix Events will provide a minimum of 15 bin liners attached to barriers/posts throughout the event site. The bin liners will be replenished throughout the day and staff will undertake litter picking duties throughout the event. All waste is removed from site daily, being taken back in a company van and then disposed of in a skip at the Pick 'n' Mix Events base (Sumar, Tibshelf Road, Holmewood, S42 5SY). The Skip Company is MukTubs, Brimington Road, Chesterfield, S41 9BE

### **9.2 Toilet Provision**

Portable toilets are to be hired for the event. These are to be delivered between 7:30am-10am on the event day. They are to be collected between 5:30pm-6:30pm on the event day.

## **10.0 LICENCES**

### **10.1 TENS Licence**

There may be a mobile bar at Funtopia, if so, then a TENS license shall be applied for by the mobile bar owner (who shall hold their own personal license) once the event has been approved by the council.

## **11.0 CONTINGENCY ARRANGEMENTS**

The following is a list of contingency arrangements, which could be activated in the event of an emergency.

### **11.1 Incident requiring emergency services vehicular access**

It is anticipated that the emergency services would access an incident at the event site via Turncroft Lane. The relevant staff members will be positioned at the vehicle entrance (which shall be a designated point in the perimeter fencing which can be opened easily and quickly) and will assist in clearing a route through the crowd for the emergency services. There shall be a planned emergency vehicle route through the event which is to be free from equipment at all times. Emergency vehicle access will remain clear from equipment at all times.

### **11.2 Receipt of a bomb threat or discovery of a suspicious package**

If a bomb threat is received the advice of the police will be sought before a decision is made on the future of the event. Any suspicious packages will be reported to the police who will offer advice.

In the event of a device being found:

Confirm:	the presence of a suspect package / improvised explosive device
Clear:	the area around the device
Cordon:	the area at a distance appropriate to the size of the device (see below)
Control:	access to the area
Check:	for secondary devices

A cordon should be implemented using the following minimum distances subject to the size of the device:

Small items up to the size of a briefcase	100 metres
Large items up to and including cars	200 metres
Vans and HGVs	400 metres

The presence of a secondary device must be taken into consideration.

### **11.3 Weather Conditions**

Unsuitable weather may result in the cancellation of the event. This decision will be taken by Pick 'n' Mix Events and/or Stockport Borough Council.

### **11.4 Event Reaching Maximum Capacity**

Should Funtopia reach its maximum capacity which varies from site to site, it will be the decision of the event manager if the entrance needs to close to prevent any further visitors to Funtopia. Please note, that we DO NOT encourage the public to arrive early as that just leads to a high volume of visitors attending in the morning with very few attending in the afternoon. The average dwell time at Funtopia is 2-3 hours and we find that the afternoon is always quieter. We recommend visitors early afternoon instead as we will always be busy in a morning and much quieter at around 2pm.

Here's the steps to reaching and carrying out the decision to close:

#### Monitoring the Event:

- Event Manager to liaise with all event staff and management to establish if any activities/inflatables are busy and if they have any queues
- Event Manager to liaise regularly with the Health and Safety Officer to establish if any specific areas are busy and if there's any measures we can put in place to distribute the footfall
- Event Manager to liaise regularly with the Entrance Supervisor who will be monitoring the waiting time into the event and the length of the queue
- All staff are to be aware that they are to inform the Event Manager immediately if they feel as though their area/activity is becoming too busy

#### Making the decision to close the gates:

- If the Event Manager thinks that the entrance will have to close then updates via radio are given to all event staff with an approximate time for gate closure
- Entrance Supervisor is to liaise with the queue to inform them that the gates may have to close for a short period and when this is likely to take place
- A member of fully trained staff is to be positioned at the queue and to inform new visitors that the gates may have to close to allow new visitors to option of queuing or coming to another event instead
- If multiple activities have long queues and all activities have reached their maximum capacity (stated on each inflatable) then the decision will be made to close the gates. This decision is taken before the number of visitors poses a health and safety concern
- An update is put out on social media that the event is busy and that the recommendation is not to attend, but to visit on an alternative date instead
- The Traffic Management Officer is to monitor the car parking situation and the road leading to the event for any problems or heavy congestion.

#### Closing the gates and managing the number of visitors waiting to get into Funtopia:

- All visitors are informed by the member of staff managing and informing the queuing public that the gates are closed, how long they are expected to be closed for and a possible alternative date to visit Funtopia again. The staff member liaising with the entrance queue is to stay with the queue permanently until the gates have permanently reopened. The staff member will be a representative of Funtopia and the first point of contact for new visitors.
- As visitors leave Funtopia they are asked by the Entrance Supervisor if they are coming back in, if not then a clicker counter is used to keep track of the number of visitors leaving
- The gates are to be closed for a minimum of 15 minutes (in previous events this has been a maximum of 30 minutes) before any new visitors are allowed into the site

- Once visitors are allowed to enter, the Entrance Supervisor will operate a 1-in-1-out system based only on visitors leaving the event permanently
- An update will be put out on social media as soon as the decision has been made to close the gates, asking visitors not to attend.
- We have found in numerous previous events that when we are at our busiest we may only have to operate a gate closure/1-in-1-out system for no more than 2-3 hours. After this the footfall has slowed down and morning visitors will be leaving, allowing the footfall to flow more steadily again.

## 12.0 EMERGENCY ARRANGEMENTS

### 12.1 Major Incident

In the event of a major incident the relevant emergency service will co-ordinate the response to the incident. For more details please see the Emergency Action Plan

### 12.2 Event Management/Emergency Co-Ordination Team

JOB ROLE	STAFF MEMBER	COVERING STAFF	MAIN STAFF QUALIFICATIONS	MAIN STAFF EXPERIENCE & MORE INFO
Event Manager	Sarah Green	Dawn Hawkins or Emma Cutts	Level 2 Health & Safety in the Workplace, Level 2 Food Hygiene, First Aid at Work, Paediatric First Aid, Fire Warden, Safeguarding Children Level 2, DBS Checked	Over 17 years experience of running her own event management company and events.
Health and Safety Officer	David Gilding	Sarah Green	Level 2 Health and Safety at Work	Worked at Funtopia for over 1 year, Worked as a supervisor in another events company, also ran his own pubs for numerous years
Fire Warden	David Gilding	Sarah Green	Fire Warden Qualification	As above
Lost Child Contact	Emma Cutts	Dawn Hawkins	BA Honours in Social Work, BSL Level 1, Post Graduate Degree in Specialist Social Work	Currently works full time as a senior social worker. Over 12 years experience. Worked as Funtopia Event Management since 2017
DSO	Emma Cutts	Dawn Hawkins	As above	As above
Deputy DSO	Sarah Green		DBS Checked, Safeguarding Children Level 2	See above
First Aider 1	Matt Cutts		6 week First Aid training course and regular training for his main job at 111	Has worked at 111 for over 8 years. Has a very good understanding and experience of first aid
First Aider 2	Sarah Green		First Aid At Work, Paediatric First Aid	Been a First Aider for 5 years
First Aider 3	Emma Cutts		First Aid at Work	Been a First Aider for 12 years
First Aider 4	David Gilding		First Aid at Work	First year as a First Aider at Funtopia.
Information and Entrance Supervisor	Emma Cutts	Dawn Hawkins	See above	See above

Traffic Management Officer	Matt Cutts	TBC at the start of the event season	This is a new role to Matt for this year. Full training will be given at the start of the season and a pre-event briefing with site plans for every event.
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## **Appendix 1**

# **Funtopia Emergency Action Plan**

**To be issued to all event personnel present on site**

### **Emergency Services**

The emergency service rendezvous point shall be located on the site plan. All emergency services shall be provided with a copy of this plan prior to the event, along with this emergency action plan.

### **Fire**

Upon discovery of a fire the Event Manager is to be informed asap. All members of the public are to be removed from the Funtopia event area calmly and safely by the Event Stewards. Where safe and practical to do so the designated Fire Warden shall extinguish the fire (or should the fire be on a catering stall, the independent trader may also deal with the fire, should they be trained to do so). Where this is not possible the Event Manager shall contact the Fire & Rescue Service. When reporting the fire the following information should be reported.

- What is the precise location of the fire?
- Are there any casualties or persons trapped by the fire?

The Event Manager may instruct the event stewards to assist with the clearing of an accessible route for the emergency services.

### **First Aid**

Upon discovery of a person requiring first aid the onsite First Aider should be contacted asap by radio. The Event Manager may also attend depending on the nature of the accident. When reporting the casualty the following information regarding the casualty should be stated:

- What is the precise location of the casualty?
- How many casualties are there?
- How serious is the apparent injury?

The first aid point is located as identified on the site plan. It is at the discretion of the First Aider whether or not the emergency services are required. If so, then the Event Stewards are to assist with the clearing of an accessible route to the casualty.

Sarah Green has the responsibility of legally reporting and/or recording all accidents.

The main Event First Aider is to be situated at the First Aid Point throughout the event. There are to be a minimum of 2 First Aiders on site at all times.

### **Evacuation**

In the event of an emergency that requires evacuation of all or part of the site, the Event Manager is to quickly establish the level of threat to the safety of all in the event area. Should an evacuation be required then this would then be communicated to event stewards and supervisors via radio. A controlled evacuation

would take place utilising the PA system. If required emergency exits in the temporary fencing will be opened.

All members of the public and event staff are to make their way to the Emergency Assembly Point.

Event stewards are to switch off any generators and blowers prior to leaving their allocated area. Event stewards are to ensure that all members of public have left their allocated area before evacuating site themselves.

It is the responsibility of the Event Manager to contact the appropriate emergency services.

An emergency on site will become a major incident if resources on site and available to the event management team are out-stripped by the nature or scale of the emergency. In the event of any emergency being deemed a major incident, control of the event will be surrendered to the Police and cascaded upwards to the emergency service that takes control of the situation.

In the event of a major incident, preservation of life will be the first priority of all involved and all event staff, traders and members of the public will be expected to cooperate with the wishes of the emergency services.

### **Emergency Show Stop**

Should the event need to be stopped at any time then this will be from command of the Event Manager.

All event staff are to immediately clear their designated area from members of the public and calmly direct them to the nearest emergency exit, where pre-allocated event stewards will be positioned. All members of the public are to be directed to the emergency assembly point where they shall await further instruction from the event manager.

All communication shall be made via radio control using code words if necessary.

The event manager will notify the relevant emergency services who will then take control of the situation.

## Appendix 2

# Event Staff and Management Briefing

All event staff receive a copy of the Funtopia Staff Handbook before starting work and also watch a training video. Funtopia works with the same team throughout the event season and all staff, leading to knowledgeable event staff as every Funtopia follows the same/very similar format.

All staff are informed about the event when they receive the staff rota. They also know their job role before the event day.

Before each event opens all staff are given a pre-show safety briefing conducted by the Event Manager. Event staff and management are informed of the following:

- Emergency vehicle access point(s)
- Emergency assembly point
- Location of all fire extinguishers
- Location of the lost child and first aid point
- Who is the Emergency Co-Ordination Team and their job roles
- Which radio channel we are using and a radio check is conducted at the same time
- Who is covering breaks, break times and duration
- Allocated smoking area(s)
- Wristband colour(s) for the day
- Weather forecast and procedures in place for wet/windy weather
- Any previous incidents on the site at a Funtopia or site-specific things to be aware of
- A brief reminder of emergency protocol for evacuating inflatables and the whole site (this is the same at every event)
- Brief reminder of radio code words and management-specific radio code words
- Brief reminder of company protocol of first aid and lost child requirements for event staff

It is at the Briefing where the Event Manager ensures that all staff have a high visibility vest, a radio, that they are appropriately dressed and have everything they need with them.