



Policies and Procedures 2018

Trowbridge Festival

authors: Health and Safety Team - if in doubt, ASK

Version: 25 June 2018

Contents

- 1. Introduction 6**
 - 1.1. Purpose of this document 6
 - 1.2. Event Description 7
 - 1.3. Site Layout 8
 - 1.4. Terms and Conditions of Ticket Sale 9

- 2. Policy: Prevention of Crime and Disorder 12**
 - 2.1. Introduction 12
 - 2.2. Alcohol related disorder 12
 - 2.3. Drugs Policy 13
 - 2.4. Other Crime 13
 - 2.5. Security 14

- 3. Policy: Public Safety 16**
 - 3.1. Risk assessment 16
 - 3.2. Major Incident and Evacuation Process 16
 - 3.3. Fire Policy and procedures 17
 - 3.3.1. Arrangements for Securing the Health and Safety of People in the Event of a Fire 18
 - 3.3.2. Safe system of work if a Fire Occurs 18
 - 3.3.3. Fire Safety Risk Calculation for the Main Stage tent 19
 - 3.3.4. Fire Safety Risk Calculation for the Bar Tent 19
 - 3.3.5. Fire Safety Risk Calculation for Stowford Manor Farm Barn 20
 - 3.3.6. Firefighting Equipment 20
 - 3.3.7. Emergency plan 20
 - 3.3.8. Fire Risk Assessment 20
 - 3.3.9. Summary policy statement 21
 - 3.4. Capacity policy 21
 - 3.4.1. Car Parks 21
 - 3.5. Crowd control 21
 - 3.5.1. Main Stage 21
 - 3.6. First Aid and Medical 22
 - 3.7. Traffic control 22
 - 3.8. Environmental Policy 22
 - 3.9. Waste Management and Disposal, Odour management and Site Clearance 22
 - 3.9.1. Food Safety 23

- 3.9.2. Hygiene Provisions 23
- 3.9.3. Toilets 23
- 4. Policy: Prevention of Public Nuisance 24**
- 4.1. Overall policy 24
- 4.2. Noise Management Policy 24
- 4.3. Anti-social behaviour 24
- 5. Policy: Protection of Children from Harm 24**
- 5.1. Overall policy / Introduction 24
- 5.2. Child protection 25
- 5.2.1. Lost and Found children policy 26
- 5.2.2. Prevention of under-age sales 27
- 6. Policy: Festival Management and Running 28**
- 6.1. Access for people with disabilities during the festival 28
- 6.2. Access and Egress of vehicles and pedestrians 28
- 6.2.1. Vehicle access before and after the festival 28
- 6.2.2. Vehicle access during the festival 28
- 6.2.3. Vehicle access to car parks 29
- 6.2.4. Wet Weather Access 29
- 6.2.5. Egress - Taxis 29
- 6.2.6. Egress to the Main Road 29
- 6.3. Car Park 29
- 6.3.1. Layout of the Car Parks 29
- 6.3.2. Security and Stewarding of Car parks 30
- 6.4. Communications 30
- 6.4.1. Communication of planning prior to the festival 30
- 6.4.2. Communication During the Festival 30
- 6.5. Site Management 31
- 6.5.1. Setting up the site 31
- 6.5.2. Teams setting up the event 31
- 6.5.3. Pre-Festival checks 31
- 6.6. Security 31
- 6.6.1. Contractors and Sub-Contractors 31
- 6.6.2. Traders 32
- 6.6.3. Festival Personnel 32
- 6.6.4. Members of the Public 32

- 6.7. Operating the Site 32
 - 6.7.1. Event operation 32
 - 6.7.2. Daily Checks 32
 - 6.7.3. Overall Site 33
 - 6.7.4. Restoring the site 33
 - 6.7.5. Contractors and Sub-Contractors 33
 - 6.7.6. During the set-up of the site 33
 - 6.7.7. During the running of the festival 34
 - 6.7.8. Checks 35
- 6.8. Music Stage Area 35
 - 6.8.1. Setting up the Main Stage 35
 - 6.8.2. Running the Main Stage 36
 - 6.8.3. Dismantling the Main Stage 36
- 6.9. Bar Management 36
- A. Appendix – 2018 Teams and leaders 37**
 - A.1. 2018 Festival Team Leaders – (liable to change on the run up to the festival.) . . . 37
 - A.2. 2018 Festival Suppliers – (liable to change on the run up to the festival.) 38
- B. Appendix — Site Map 2018 39**
- C. Appendix — Main Stage Tent 2018 40**
- D. Appendix — Bar Tent 2018 41**
- E. Appendix — Barn 2018 42**
- F. Appendix — Campers Information 2018 43**
- G. Appendix — Roles and Responsibilities 44**
 - G.1. Organisation Structure – Roles and responsibilities 44
 - G.1.1. Introduction 44
 - G.1.2. Event Team 44
 - G.1.3. Health and Safety Team 45
 - G.1.4. Site Team 45
 - G.1.5. Office Team 46
 - G.1.6. Concessions Team 46
 - G.1.7. Bar Team 47
 - G.1.8. Training and Development Team 47
 - G.1.9. Security Team 47

- G.1.10. Stage Team 47
- G.1.11. Concessions Team 47
- G.1.12. Site Clearance Team 48
- G.1.13. Utilities Team 48
- G.1.14. Training and Development Team 48
- G.1.15. Traders (Non-food) 49
- G.1.16. Responsibilities of the Main Office 49
- G.1.17. Finance Management 49
- G.1.18. Volunteer Stewards 49
- G.1.19. Sourcing Volunteers 50
- G.1.20. Rotas/shifts 50

- H. Appendix — Risk Assessment 51**

- I. Appendix — Evacuation process 80**
- I.1. Risks Possibly Requiring Evacuation 80
- I.2. Areas Requiring Evacuation 80
- I.3. Evacuation Process Scenarios 81
 - I.3.1. Main Stage Evacuation 81
 - I.3.2. Barn Evacuation 81
 - I.3.3. Bar Evacuation 81
 - I.3.4. Arena Area Evacuation 82
 - I.3.5. Campervan Site Evacuation 83
 - I.3.6. Campsite Evacuation 84
 - I.3.7. Whole Site Evacuation 85

- J. Appendix — Noise Management Plan 2018 86**

1. Introduction

1.1. Purpose of this document

- The purpose of this document is to outline policy and procedures regarding Trowbridge Festival 2018.
- This document defines the policies for the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm.
- In addition, this document draws together plans to ensure the safe running of a fun-packed festival.
- It identifies potential risks to people and property.
- It details how those risks are to be managed, reduced or eliminated.
- It defines the responsibility of the Teams of volunteers and their interactions.
- It acts as a live template that will be used in the execution of the Festival.

1.2. Event Description

- The Trowbridge Festival is an annual music festival to be held at Stowford Manor Farm in Wiltshire.
- The 2018 Festival will take place from 12:00 hrs Thursday 19th July up to 14:00 hrs Monday 23rd July.
- Expected maximum audience is 500 people, consisting of mainly adults and families with children.
- Attendance at the event is by ticket only. Tickets are purchased through advanced sales and tickets sold on the day.
- Festival Build will commence at 09:00hrs Tuesday 17th July
- Festival Knock-down will end at 12:00hrs Tuesday 24th July
- The Festival will be run by Teams of volunteers.
- The organisation of Teams, roles and responsibilities are described in Section G.1.
- The Festival running times are as follows:

Day	Opening of the Arena	Closing of the Arena
Thursday	1800	0200
Friday	0900	0200
Saturday	0900	0200
Sunday	0900	0200

For additional details, see the Trowbridge Festival Website (<http://trowbridgefestival.co.uk>)

1.3. Site Layout

- The Festival Site consist of:
 - Camping facilities
 - The Arena
 - The Barn
 - Parking areas

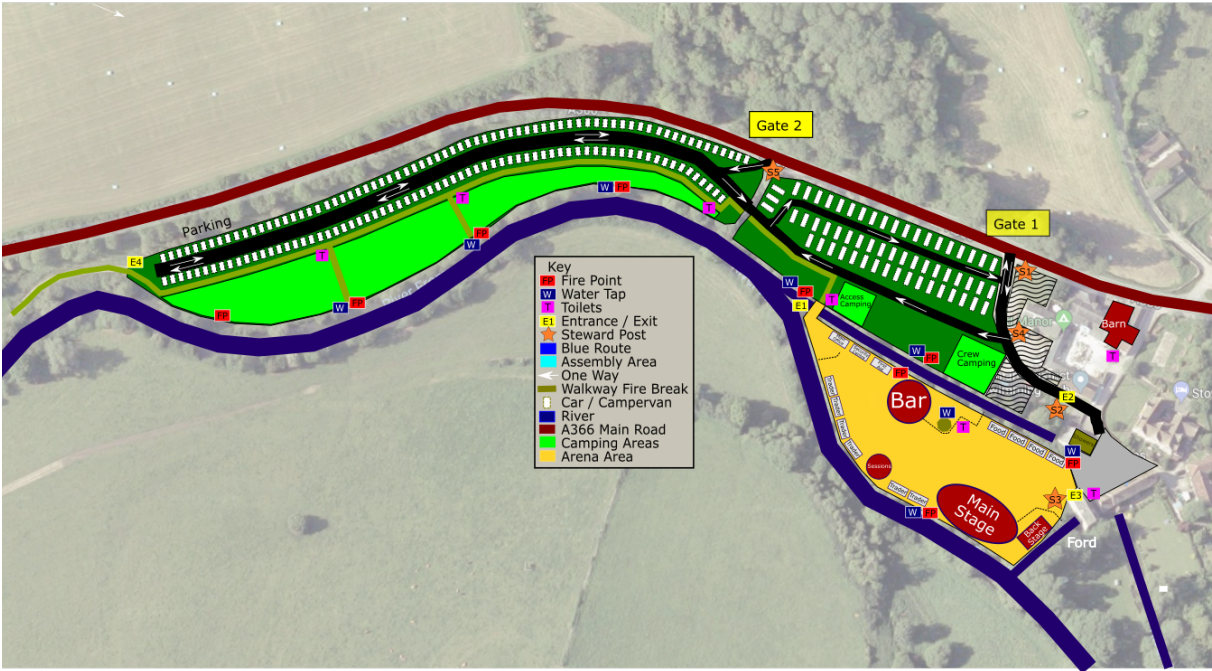


Figure 1: Image Caption

1.4. Terms and Conditions of Ticket Sale

- Admission to the site is at the ticket holder's own risk. The event organisers will not be liable for accident, injury, damage sustained, loss or theft of property whilst on-site.
- Purchase of a ticket to the festival implies acceptance of these terms and conditions.
- Anyone without a valid ticket will not be permitted entry to the event site/campsite.
- Tickets for under-18s cannot be purchased separately - all under-18s must be accompanied by an adult. It is requested that children under 10 have a contact phone number written on the white wristband issued to them. Children under the age of 16 must be supervised at all times.
- Delivery of tickets once purchased and funds cleared will be by post in good time for the festival and details provided by purchaser will be kept private and not be passed on to third parties.
- Ticket holders must check their tickets in advance; mistakes cannot be rectified on the day. The tickets will be exchanged for secure wristbands on arrival at the festival ticket office. These wristbands are required to be shown on entry to all the festival marquees and stages.
- Tickets / wristbands are not transferable and are not refundable. Refunds for exceptional circumstances will be considered individually. Defaced ticket forms will not be accepted.
- No duplicate tickets or wristbands will be issued in the event of loss. Wristbands are non-interchangeable and should not be removed until after the event.
- Refunds will not be made in whole, or in part, if the event is cancelled or curtailed through circumstances beyond the organisers' control.
- The following booking fees apply to on line bookings: £5 per transaction. Postage fees apply to postal booking: £5 to cover postage and administration booking fee.
- Entry to the campsite is from 12 noon on Thursday 19th July 2018 for weekend ticket holders. The main Arena will open after 6pm on Thursday 19th July 2018.
- Entry for day ticket holders will be from 9.30 a.m. on the date printed on the tickets. Day ticket holders who camp must vacate the campsite by 12 noon the following day. Entry for evening ticket holders is from 6.00 p.m. and may be suspended after 8.30 p.m. according to site capacity limits.
- Anyone requiring use of the accessible/disabled camping area or car park must arrange this when booking.
- Coaches, buses or lorries are not allowed on the campsite, even if converted for accommodation.
- Vehicles are parked at owner's risk.
- All attendees, their tents, caravans and motorhomes must be removed from site by 2pm Monday July 23rd 2018. Any property left after this time will be removed and disposed of.

- The event organisers reserve the right to add, substitute or withdraw artists, and change the advertised programme and timings without being liable to pay any compensation.
- The organisers cannot guarantee entry to all venues after safe capacity has been reached and because several stages are running concurrently a choice may be called for as to which artist is seen.
- No swimming in the river. Anyone found on the river bank or in the river will be asked to move away and might be expelled from the festival.
- The Ford is a shallow area away from the main river. The Festival discourages anyone from using the Ford and takes no responsibility for any individual doing so.
- No children will be allowed near the Ford unsupervised.
- Open fires or naked flames are strictly forbidden for safety reasons. You may use gas or charcoal burning BBQs (but not the disposable type)- these must be raised from the ground. Do not take used BBQs into a tent or caravan even if it appears to be extinguished. Carbon monoxide can KILL. Do not use or change gas canisters inside tents or caravans. The use of fireworks, other explosive devices and Chinese lanterns is prohibited.
- Ticket holders consent to inclusion in official photographic, video or audio promotion of the event.
- Unauthorised photographic, video or audio reproduction of artists is prohibited.
- No animals (except assistance dogs) are allowed in the Arena, car parks and campsites.
- No unauthorised trading, fly pitching or any other unauthorised sale or distribution of goods, services or materials is permitted.
- No illegal items or substances may be brought onto the event site; any found will lead to exclusion from the site and prosecution.
- The event organisers reserve the right to refuse admission or to eject a ticket holder (without reimbursement) for behaviour likely to cause damage, injury, nuisance or annoyance or failure to comply with the reasonable requests of the event.
- The event organisers reserve the right to search ticket holders if there is cause or suspicion.
- It is prohibited for any person under the age of 18 to have in their possession and/ or consume alcohol on-site, including the campsite. The event organisers reserve the right to confiscate alcohol in the possession of attendees unable to provide ID of being 18 or over. Ticket holders who appear to be under 25 may be questioned and should bring personal identification.
- No cans, glass bottles, drinking glasses or other glass objects are allowed in the festival Arena and may be confiscated before entry is permitted.
- All alcohol consumed in the Arena must be purchased on-site.
- Trowbridge Festival Ltd may, from time to time, publish on its website further terms and conditions in addition to the above and these shall be deemed to be included in these

terms and conditions. If there is any conflict between such further conditions and these conditions, the further conditions shall prevail.

2. Policy: Prevention of Crime and Disorder

2.1. Introduction

Trowbridge Festival has a policy of preventing crime and disorder and intends to promote this policy. The Festival Site will be patrolled 24 hours a day by SIA approved Security personnel. During the times when the Arena and stages are open to the public, stewards and Security staff will work together.

The family-oriented demographic of the festival reduces the risk of serious crime. However, in the event of a serious crime, we execute a serious incident policy (See Section 3.2), involving Security and the Police, is necessary.

All reported incidents are reported to the Health and Safety Team and recorded in an incident log book.

2.2. Alcohol related disorder

- Alcohol related disorder is not tolerated and our alcohol outlets are patrolled by Security staff, who seek to prevent alcohol related disorder, paying particular attention to any disorder that may put the public at risk e.g. drunk and disorderly behaviour near electrical equipment.
- Security staff will take appropriate action to deal with alcohol related disorder, which includes cautioning, escorting drunk people away from licensed premises or escorting drunken people away from the Arena back to their tents.
- Only in extreme circumstances would Security need to evict people from the Festival Site.
- The Bar is managed by an experienced Bar Manager who is competent at dealing with alcohol related disorder.
- It is in the Bar Manager's discretion to close the bar at any time or to refuse to serve anyone.
- The Bar Staff are trained to refuse service to drunk and disorderly people, and not to supply anyone they suspect of supplying a drunk and disorderly person with alcohol.
- Bar Staff are trained to ask for identification from anyone appearing under the age of 25 and to refuse to serve anyone unable to identify themselves as being over 18.
- Bar Staff will keep a log of challenges and refusals under the Challenge 25 initiative.
- Only plastic glasses are used at the festival to prevent injury.
- The Festival risk assessment includes action required in the event of serious alcohol related disorder.

- Our festival demographic is one of families and older people, drinking sensibly. Problems of excess alcohol are rare. A low-key approach is used to ensuring the safety of the public and people under the influence of alcohol.

2.3. Drugs Policy

- Trowbridge Festival has a zero tolerance policy with regard to drugs.
- We make clear our zero tolerance approach to drugs to all our customers, teams and contractors through the terms and conditions.
- The use, or distribution of illegal drugs is strictly prohibited across the Festival Site.
- Any person found using drugs will be escorted to the Security Centre by Security.
- The offender will be asked to give their details by Security and then removed from the festival.
- Any confiscated drugs will be sealed in an envelope by the Security team leader and the envelope will be placed in the festival safe.
- Wiltshire Police will be informed via 101 to enable collection of confiscated drugs at a convenient time.
- Any searches and confiscation of drugs will be carried out by Security staff and logged in the festival incident log.
- Persons suspected of being under the influence of drugs will be reported to the Police immediately
- Only qualified medics on-site should attempt to deal with the effects of drug abuse.

2.4. Other Crime

- Any incidents of assault, theft, vandalism and violent crime will be dealt with by Security and reported the police on 101.
- Knives, guns and other dangerous weapons and imitations thereof, are prohibited on-site.
- Traders are prohibited from selling weapons or imitations of weapons, even water pistols.
- Any incident involving a weapon will invoke the execution of the serious incident policy (See Section 3.2).
- Security and Festival staff are trained not to attempt to tackle the bearer of a weapon.
- The Car Parks are routinely patrolled by Stewards throughout the Festival. Stewards are trained to challenge anyone acting suspiciously around cars and they will inform Security.
- During the Festival, access to areas where equipment is present is restricted by appropriate signage and fencing.
- The bar areas are kept secure overnight. All bar monies are locked in the safe

- Moveable equipment and inventory of any value are removed at the end of each day. Traders are responsible for the safekeeping of all stock and should take measures to ensure the Security of their equipment and goods.
- Information provided to people on arriving on-site, informs them not to leave valuables visible in their vehicles.
- Anyone reporting a theft will have the details recorded in the Festival log book and the Police informed via 101.
- Car Park Stewards will advise customers leaving their vehicles where valuables are visible and encourage them to secure them or keep them on their person
- Most items such as purses, credit cards, bags etc. are not stolen but misplaced by their owners. All lost property handed in will be kept at the Main Office. Claimants must provide a reasonable description to claim their goods. All unclaimed items are retained by the Festival Team who, where possible, contact the owners after the Festival and arrange return of them. Unclaimed valuable items will be handed to the Police, other item will be disposed of after 6 months.
- Any reported theft of cash will be logged and recorded at the Main Office in the incident log.
- The policy for the protection of children is given in Section 5.
- Any accidents or incidents will be recorded by the duty Office Team Leader in the Main Office.

2.5. Security

- Security personnel are employed to secure various parts of the site during the Festival. They are there to protect the Public, Festival Teams and property at the event.
- Secure areas are patrolled by Security personnel.
- Only Security personnel will deal with conflict.
- Security personnel are there to support Festival Teams in ensuring Public Safety.
- When a complaint is received of unruly behaviour, Security will attempt to persuade those concerned to desist. If the behaviour does not cease, a verbal warning is given, and the Police will be informed. More detail is provided in the sections above on prevention of public nuisance and prevention of crime and disorder.
- Cash is removed frequently from the bar and other sources and locked in a safe. It is eventually moved off-site to a bank.
- Cash movement procedures and timings are varied and only known to a limited number of people.
- Security escorts are used in the transfer of on-site cash floats

- Security escorts are used when reasonable size cash payments to Artists/Entertainers are made
- Cash payments are counted, witnessed and sealed. Recipients of cash payments are required to count it in front of Finance Team, sign for it and are then responsible for it.

3. Policy: Public Safety

- Trowbridge Festival will take all practicable steps to ensure the Festival Site and activities are safe to all.

3.1. Risk assessment

- Risk assessments have been done for activities carried out on-site. The site risk assessment is in Appendix H.
- In addition, regular assessments on fire safety and other health and safety matters will be carried out during the build, the site operation and the knock-down phases of the festival.

3.2. Major Incident and Evacuation Process

- If required, the Fire Service, Police or other Authorities will be contacted.
- All teams are trained prior to the event and are aware of the evacuation process and radio procedure.
- Any emergency messages for the festival audience will be broadcasted over the stage public address systems. Battery powered loud-hailers will also be used, if required.
- Stewards will be in place in each of the festival areas and will be trained to evacuate any area where there is a problem.
- Should a full evacuation be required all of the events will be ceased and all gates will be opened to facilitate a rapid evacuation of the Arena.
- Covered shelter in the form of marquees and bar areas can be cleared quickly to form an incident/medical Centre.
- Any suspicious package and bomb alerts will be dealt with by the Event Team, the area will be cleared and the relevant authority informed.
- Emergency services will be met at Gate 1 and updated by the Event Team. who will then assist where required.
- Off duty staff that can be identified will be briefed by a team member with a radio and give assistance, if able to do so.

Copies of the process document and site maps with assembly area locations - See Appendix 3.2 will be displayed in the following locations:

- Stewards handbooks
- Main Office
- Security Centre

- Back of Main Stage
- Behind the Bar

Evacuation Process - See Appendix 3.3)

3.3. Fire Policy and procedures

- In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire
- If a fire is discovered, the alarm will be raised immediately, even if the fire is only small at the time
- All Stewards, Security, other team members and members of the public are empowered to raise the alarm if they believe there is a fire. No authority should be sought from any other person. The Festival will always support people who raise a fire alarm in good faith.
- The Festival does not require persons to attempt to extinguish a fire, but extinguishing action may be taken, if it is considered safe to do so. Guidance on the circumstances under which fire-fighting should be discontinued or avoided will be included in fire safety training
- Immediate evacuation of any structure must take place as soon as the evacuation signal is given.
- All personnel and public should report to the assembly points, which are marked with signs and on-site maps.
- Re-entry of the area is strictly prohibited until the fire brigade officer or the Health and Safety Team declares it safe to do so.
- Anyone should report any concerns regarding fire procedures, so that the Health and Safety Team can investigate and take remedial action, if necessary
- The alarm will be raised by repeatedly shouting the word 'FIRE'.
- Festival stewards will be trained that evacuation of the area must be given priority over trying to put out any fire.
- Assembly points will be clearly marked with large signage placed above head height for clarity.
- Each food trader will be expected to carry their own fire extinguisher and each trading unit will be placed at a safe distance from any other.
- Fire exits will be marked in the marquees and bar tents.
- The barn stage has permanently marked fire exits.

3.3.1. Arrangements for Securing the Health and Safety of People in the Event of a Fire

The Festival will, in consultation with Stewards, Security, other team members and their representatives:

1. Ensure any less able people made aware of the fire and are given assistance to evacuate the area.

The persons responsible for summoning the Fire Brigade is anyone on-site The persons responsible for liaising with the Fire Brigade are the Health and Safety Team

- Fire wardens are Security, Stewards and other team members
- Security, Stewards and other team members are responsible for supervising evacuation assembly points
- The Health and Safety Team is responsible for liaising with the Fire Service Inspection to ensure means of escape are maintained and clear, checks will be carried out daily.
- Fire safety training will be provided to those with special responsibilities
- If a fire occurs, Stewards provide additional assistance to:
 - those with a disability
 - people with learning difficulties
 - those with limited mobility
 - people with children

3.3.2. Safe system of work if a Fire Occurs

1. Immediately on discovery of a fire informing Security and the Health and Safety Team from a place of safety
2. Only attempt to extinguish a fire if it is considered safe to do so. Guidance on the circumstances under which fire-fighting should be avoided or discontinued is included in staff fire safety training
3. Evacuate the area and structures as soon as the evacuate signal is given. Stewards, Security and other team members should be familiar with the procedure through training. Do not wait to conclude meetings, telephone calls or collect belongings
4. Report to pre-determined assembly points. Do not re-enter the area until the Fire Brigade or the Health and Safety Team in charge declares it is safe to do so.
5. Stewards, Security and other team leaders should check that each area has been evacuated and report this to the nominated persons at the designated evacuation assembly points

6. The Health and Safety Team will liaise with the Fire Brigade on attendance and arrange such assistance from Security, Stewards or other team members as the Fire Brigade may require.

3.3.3. Fire Safety Risk Calculation for the Main Stage tent

- Read 'Fire Safety Risk Assessment – Open air events and venues' by hm.gov
- The tent is of the circus type, rounded at the ends.
- It is 15m wide by 24 m long.
- That give an area of 312m² say 300m² without the stage.
- Assuming half the people are sitting and the rest are standing.
- That is 150m² * 0.3per/m² + 150m² * 1per/m² = 600 persons.
- The tent capacity is 600 people.
- Assume a normal risk, the exit time should be 2 minutes.
- A 105 cm exit can accommodate 200 people in 2 minutes at normal risk.
- An extra width of 7.5cm can accommodate an additional 15 people.
- So, the total exit width is 105 + ((600-200)/15) * 7.5 = 305cm
- As the tent will have 3 exits of 4m wide each, this should be adequate.
- Maximum travel distance is 16m

See Appendix C for exact locations of exits and extinguishers

3.3.4. Fire Safety Risk Calculation for the Bar Tent

- The tent is of the round circus type.
- It is 15m diameter.
- That give an area of 176m², say 150m² without the stage and bar.
- Assuming all the people are standing.
- That is 150m² * 0.3per/m² = 450 persons.
- The tent capacity is 450 people.
- Assume a normal risk, the exit time should be 2 minutes.
- A 105 cm exit can accommodate 200 people in 2 minutes at normal risk.
- An extra width of 7.5cm can accommodate an additional 15 people.
- So, the total exit width is 105 + ((450-200)/15) * 7.5 = 230cm
- As the tent will have 2 exits of 4m wide each, this should be adequate.
- Maximum travel distance is 15m

See Appendix D for exact locations of exits and extinguishers

3.3.5. Fire Safety Risk Calculation for Stowford Manor Farm Barn

Barn holds several events annually where its maximum capacity is 200 people. Where the existing 3 emergency exits are sufficient, and the main entrance door is the preferred exit.

During the festival to take account of the possible effects of intoxicants (alcohol) and the type of event being held on the premises (live music) with some 50% of people seated, we will have a maximum capacity of 175 people at all times.

This maximum capacity of 175 will be monitored by the stewards on entry to the Barn keeping count of people coming in and out.

If capacity is reached the stewards will stop entry to the public and it will be strictly one out, one in via the main entrance door only.

The balcony in the barn will be closed to the public during the event.

In addition, Fire extinguishers already in place as part of the Barns existing fire Safety, an additional 2 CO2 extinguishers will be in place during the event due to the increased electrical equipment used for a live music event. One situated on the stage and the other situated next to fount of house sound equipment.

See Appendix E for exact locations of exits and extinguishers

3.3.6. Firefighting Equipment

The following firefighting equipment will be situated around the site in strategic locations.

- 7 - Water extinguishers
- 11 - CO2 extinguishers
- 12 - Water buckets, mostly near to taps
- 12 - Sand buckets

3.3.7. Emergency plan

The Trowbridge Festival has a fire policy and an emergency evacuation policy in place. All Stewards, Security and other team members are trained and aware of the process and what they are required to do during an emergency situation.

3.3.8. Fire Risk Assessment

The Fire Risk Assessment is provided as part of the overall Risk Assessment in Appendix H.

3.3.9. Summary policy statement

In the event of fire, the three most important actions are, in priority order, to:

1. Raise the alarm
2. Summon the fire brigade
3. Evacuate appropriate structures

Attempts to extinguish the fire should only be made if it is safe to do so.

3.4. Capacity policy

- Capacity is monitored and managed by the Health and Safety Team, Security and Site Team Leader.
- If the site is deemed to be close to, or at capacity at any time, safety measures are implemented to ensure Public Safety. These can include, but not limited to, announcements from the PA asking people to move away, Stewards encouraging people to move to less crowded areas.

3.4.1. Car Parks

Car parks are guided by Stewards who guide the cars into appropriate places. When the Main Car Park is full, traffic will be directed to alternative parking. The control and decision for this will be made by the Site Team Leader who will communicate this to their team in person or by radio communication.

3.5. Crowd control

3.5.1. Main Stage

- The Main Stage will have Stewards and Security personnel monitoring the crowd behaviour and capacity, if the area is becoming overcrowded announcements will be made from the PA system and the public will be encouraged to move to a less crowded area of the site. If there is a danger of crowd problems e.g. crush. Heat. Public disorder, they will call for assistance
- The Bar area will be monitored by Security personnel. They will be looking for anti-social behaviour. Crowd, Crowd disorder and deal with the situation appropriately

- The Family area will be monitored by Security every 30 minutes. They will be looking at the safety of families. They will be looking for overcrowding, heat, anti-social behaviour, abnormal activities and deal with them accordingly.

3.6. First Aid and Medical

- An accident log book is kept in the Main Office and accidents and their detail are recorded. The Main Office has a radio to monitor any incidents. Members of the public involved in any accidents are advised to make their own detailed record of the incident, how and where it happened and the consequences.
- The Trowbridge Festival aims to provide a fast, high quality on-site medical service to deal promptly and effectively with any emergency or minor medical complaint requiring treatment. Stewards and Security are trained to direct those requiring medical assistance to Security staff who are first aid trained. Access to Paramedics and general practitioners will be provided from there as required.
- Security staff who are first aid trained provide cover for Festival goers, all teams, contractors and visitors from Thursday through to Monday. Security staff determine the appropriate size and facilities of their team to support the total number of people on-site and the areas used by the Festival, the nature of the event and the running of its infrastructure. Male and Female team members are provided.

3.7. Traffic control

The Highways are to be kept clear at all times. Security and Stewards monitor the flow of traffic to ensure there is no back log and issues on the Main roads. If issues do occur, teams are deployed to restore normal operation as soon as possible.

3.8. Environmental Policy

3.9. Waste Management and Disposal, Odour management and Site Clearance

- The Event Team is responsible for arranging sufficient waste skips and re-cycling facilities and managing the Clean-up Team and Stewards to co-ordinate the waste collections. All waste is disposed of by an approved waste contractor who recycle as much as possible.
- The Clean-up Team has responsibility for litter collection and disposal.
- Litter bins are emptied regularly throughout the day. Clean-up Team also remove litter from car park and camp site areas. Stewards are trained to be on the lookout for litter

within the Festival Site and call for Clean-up Team to remove any litter spotted. At the end of the Festival, the entire site is cleaned to the satisfaction of the landowner.

- Clean-up Team are provided with heavy gloves, pickers and bags and trained how to deal with litter. All drinks are supplied in bio-degradeable, cornstarch glasses to reduce the risk of broken glass.
- Environmentally sound disposal is encouraged through a number of initiatives, recycling bins are provided.
- Odours from waste management facilities are minimised. Toilets are serviced twice a day to reduce odours, these services are performed at quieter times to reduce offence at odours. Odours from toilets and waste management will not be evident off site.
- Cooking odours from food concessions will not be evident off site.

3.9.1. Food Safety

See the Risk Assessment for details. Appendix H

3.9.2. Hygiene Provisions

See the Risk Assessment for details. Appendix H

3.9.3. Toilets

The site is serviced over the festival by approved contractors attending to waste and toilets. This is done with minimal disruption. Toilets will be inspected hourly by stewards and any problems reported. 25 unisex cubical toilets are to be provided on the site. 2 male urinals will also be provided. Access toilets will also be available in the Arena and Access camping area.

4. Policy: Prevention of Public Nuisance

4.1. Overall policy

The Trowbridge Festival recognises the need to maintain and protect the amenity of residents, visitors and other businesses in the area from the potential consequences of the operation of the festival. The Festival will not tolerate public nuisance.

4.2. Noise Management Policy

The Trowbridge Festival Noise Management Plan is designed to minimise the nuisance to local residents while enhancing the enjoyment of the festival patrons. This plan is attached in appendix J and will be reviewed annually and agreed with Wiltshire Council Licensing Authority no later than 3 months prior to the commencement of the festival, in writing.

4.3. Anti-social behaviour

- Measures are put in place to prevent anti-social behaviour causing disruption for local residents
- Anti-social behaviour includes swearing, shouting, urinating in public and any other act that may reasonably be deemed as a cause of offence to others
- A no smoking policy is enforced in all structures associated with the Festival
- Security patrol all areas routinely and deal with public nuisance offenders
- Stewards will be visibly present in key areas to deter anti-social behaviour.

5. Policy: Protection of Children from Harm

5.1. Overall policy / Introduction

The Trowbridge Festival is a family festival, where children are supervised usually with their parents or guardians. This event does not attract children on their own, particularly as the site is in a rural area requiring transport to reach it.

This Festival does not attract very large numbers of young people without their parents/guardians, a group which may be more likely to take or deal in drugs. A zero-tolerance policy on drugs, drug taking and drug dealing is operated by the Festival and stewards and Security are trained to pay particular attention to enforcing a zero-tolerance policy wherever children are involved, see Section 2.3 for details.

5.2. Child protection

- The Trowbridge Festival will actively do its utmost to protect children from moral, psychological and physical harm.
- The Festival does not take supervisory responsibility for children, it does not provide creche, nursery or child-minding facilities.
- All children must be accompanied by an adult/parent at all times whilst in the Festival Site, Arena and family tent.
- Protection of children from harm will be the main priority of all teams and Security.
- The terms and conditions of ticket sale (see Section 1.4) requires festival goers require parents to supervise their children at all times.
- All festival teams receive training into the protection of children and completion of this training is documented.
- Stewards will be trained to ensure that they are never alone with unaccompanied children. All festival and Security staff will be told to stay vigilant for any potential child protection matters, which will be brought to the attention of the accompanying adult/parent.
- Parents seen to be abandoning their children without supervision will be asked to supervise their children
- Stewards and Security are trained to ask unaccompanied children if they are alright and where their parents are. If it is viewed that the child is at risk they will be treated as a lost child and taken to the lost children point at the Main Office, where they will be supervised until their parents are located
- Security and Entertainers will be vigilant looking for inappropriate behaviour and dealing with it appropriately to ensure public safety.
- Any child discovered to be ill will be taken by the Security staff to the Security Centre and remain with the child until the parent/guardian is found. If the child has to go to hospital, a SIA/CRB trained adult will accompany them in the absence of the parent/guardian.
- Inappropriate activities of an adult or sexual nature are prohibited. Any activities reported, will be dealt with immediately by Security and will lead to immediate cessation and removal from the site.
- Incidents of violence or disorder between children will be dealt with by Security. Parents will be involved throughout and encouraged to curb children's violent or disorderly behaviour. Failure of a child to cease violent or disorderly conduct may result in parents being asked to remove their child from the Festival

5.2.1. Lost and Found children policy

- Wristbands will be supplied to parents/guardians to put on the child's wrist, their mobile phone number can be written on these to enable a swift re-union with found children.
- Children separated from adult/parent will be cared for by SIA cleared Security staff until reunited.
- No lost or found child's name will be broadcast over public address system. All radios are fitted with earpieces for privacy.
- Found children will be taken by Security to the Security Centre, Security staff are trained in child caring.
- The Security Centre will be manned on 24hr basis for the duration of the festival.
- All festival stewards will be trained what to do with a found child until Security can assume responsibility.
- Stewards will also accompany distressed adults to the Security Centre.
- All parents will be made aware that they must inform a Steward or Security of any lost or found child.

Procedure to be followed for a reported lost child:

1. A child is reported missing to a Steward or to Security by an informant.
2. The informant will be asked for a detailed description of the child including last known location and mobile phone number, if any.
3. The Steward or Security inform Duty Manger by radio with the details.
4. The duty Office Team Leader will be broadcast to all Stewards and Security with the childs details.
5. A site search will then be coordinated by the duty Office Team Leader.
6. The incident will be logged by the duty Office Team Leader in the Incident Log.

PLEASE NOTE: All radios on-site will be operated using an ear-piece so that no information is 'overheard'.

Procedure to be followed for a found child:

1. Steward or Security should notify the duty Office Team Leader that they have found an unaccompanied child.
2. The duty Office Team Leader will ask for detailed description of child and name if available.
3. Security will accompany the child to the Main Office.
4. Should the child not want to go to the office, they will be made comfortable at their location and measures taken to protect the child.

5. Announcements will be made over stage P.A.s in each event location to find the parent or guardian.
6. The incident will be logged by the duty Office Team Leader in the Incident Log.

5.2.2. Prevention of under-age sales

- Sale of alcohol to under-age persons is strictly prohibited.
- In addition, the Festival prohibits the sale or provision of any items or services of an adult or sexual nature.
- During the Festival the bars are managed by the Bar Manager. The Bar Team are all trained not to serve under-age drinkers.
- A 'Challenge 25' policy will be adopted for the sales of alcohol and no alcohol shall be sold to persons appearing to be under the age of 25 without an appropriate form of identification.
- If there is an issue, SIA cleared Security staff will be called in to handle the situation.
- Challenge 25 posters will be displayed in bar areas to show that this policy is in enforcement.
- Unaccompanied persons under the age of 18 will not be allowed to enter areas selling alcohol during the festival.
- All persons appearing to be under 18 will be asked to provide proof of their age when receiving their entry wrist band.
- Any adult suspected of supplying alcohol to children will be challenged by Security. Where appropriate, if a criminal offence may have been committed, the Police will be called.
- Bar staff are trained to request ID from anyone appearing to be under the age of 25. Stewards and Security are trained to be alert and respond to evidence of under-age drinking and those supplying alcohol to children. Any child suspected of being under the influence of alcohol will be treated as a lost child and escorted by Security to the Main Office until reunited with their parents

6. Policy: Festival Management and Running

6.1. Access for people with disabilities during the festival

In order to provide equal access to the event for people with disabilities, the following factors have been considered and implemented:

- A specific accessible camping area for people with disabilities is provided.
- Access to the accessible camping area is arranged when booking tickets.
- Accessible toilets are provided.
- Assistance dogs are welcome at the event.
- Carer tickets are available, free of charge.
- The site is mainly flat, and adjustments will be made for any areas with steps.
- Specific adjustments can be made for attendees with other non-apparent disabilities based upon information received prior to, or during the festival.

6.2. Access and Egress of vehicles and pedestrians

6.2.1. Vehicle access before and after the festival

The Trowbridge Festival is a rural site with access from A366. Large vehicles require access to backstage areas and to The Island for the delivery of marquees, stock and trader's equipment and other equipment.

6.2.2. Vehicle access during the festival

Vehicle access may be required during the Festival for deliveries to businesses, concessions and Emergency Services. There is a 5mph speed limit on all parts of the site not on the public highway.

No general vehicle access is required in the Arena or main stage areas. Emergency vehicles can access the Stage from the Public highway. If an Emergency vehicle needs to enter the area the evacuation process may be implemented if appropriate.

Trader's vehicles can access certain areas of the site during the festival as required, but will be escorted by stewards, use four-way hazard lights and not exceed the on-site speed limit of 5mph.

Security are on-site and monitoring accesses to ensure that roads are kept clear and traffic flowing.

6.2.3. Vehicle access to car parks

Vehicle access is via A366. Stewards guide traffic in the car parks to appropriate places. They ensure traffic is kept moving and no congestion occurs.

6.2.4. Wet Weather Access

In wet weather access to flat ground only is permitted. The 5mph speed limit is in place to avoid accidents and slipping. In the event of wet weather, the Health and Safety Team and the Site Team cooperate to ensure public safety.

6.2.5. Egress - Taxis

During the festival, an area will be provided inside the festival car park to allow taxi drop off, pick up and turn around.

6.2.6. Egress to the Main Road

Entry and Exit to the Festival Site is to a moderately busy main road. Risks caused by exit and entry using the main road are covered in the Risk Assessment in Appendix H.

6.3. Car Park

The car parks are the responsibility of the Site Team Leader, who oversees all the operations that take place in these areas. Co-ordination of Stewards in these areas is done by the Site Team who work closely with the Health and Safety Team to ensure the safety of the car parks.

6.3.1. Layout of the Car Parks

Layouts and signage are initially agreed with the Event Team, Site Team, Health and Safety Team. They are then marked out by the Site Team prior to the Festival. All layouts are clearly labelled and marked on-site maps. Maps are available to the people requiring them. Requirements, such as separation of cars and tents and fire access is considered when planning car-parking areas.

6.3.2. Security and Stewarding of Car parks

Volunteers Stewards will patrol the car parks during the Festival to help reduce the risk of theft of property and ensure all is in order in the Car Parks. If they find anything wrong they report incidents to Security. The appropriate team is called and the issues rectified where possible. They are also looking out for people perhaps causing a nuisance. If this is the case the matter is passed to Security to deal with the situation. This also gives reassurance to the public that they are being looked after and someone is always available should they have any problems or questions.

6.4. Communications

The most important part of managing a festival is communication, there are various ways this is achieved. All points of contact are made available in this document in Appendix A and this information will be made available at key locations in the Festival Site.

6.4.1. Communication of planning prior to the festival

- Festival meetings are held throughout the year between the Event Team. They are used to discuss the current festival and plan future festivals. Public views, local authority requirements, The Bryant's liaison & requirements, health and safety and fire safety requirements. The meetings also look at the way forward and ways for improvement.
- Festival meetings also occur electronically throughout the year with all team members, using software to keep a record of these conversations between team members. This meeting software also provides a central location for file storage and editing.
- Documents are available for appropriate inspection by authorised people. Records of electronic communications are stored electronically. Documentation for important decisions are documented and recorded.
- Phone calls via land line and Mobile phones are used. They are used by everyone involved. On the site there is an emergency phone available for public safety.
- Communication between organisers is also conducted by email. When using e-mail all correspondence is treated with confidence and the Data protection act obeyed.

6.4.2. Communication During the Festival

- During the festival UHF radios are used. Each Team Leader has a radio. Radios are held at the Main office.

- on-site during the Festival a radio communication system is operated. This system is used by Festival Management and Security and appropriate personnel. Radio Channels are monitored by Security. Training is provided for users in how to use the radios during the event.
- Mobile phones will be used as a back up to radio. Mobile phone numbers for the team leaders are provided in Appendix A.

6.5. Site Management

6.5.1. Setting up the site

The overall set-up is the responsibility of the Event Team. The Site Team Leader is responsible for coordinating the set-up operation with Team Leaders, Contractors, Stewards and any other appropriate people.

6.5.2. Teams setting up the event

Festival Teams, traders, Security Personnel and Contractors work prior to the event carrying out their roles setting up the event and report to the appropriate Team Leaders.

6.5.3. Pre-Festival checks

Access to the site is via the A366. Risk assessment and actions are listed in the risk assessment document in Appendix H.

6.6. Security

Security personnel are on-site and monitoring access from the Thursday before the Festival. They only allow access to contractors and Team Members involved in the set-up of the festival and securing equipment on-site.

6.6.1. Contractors and Sub-Contractors

Contractors and people providing a service are responsible for Health and Safety for their employees and their actions. Any unsafe or unacceptable actions will result in them being consulted immediately and required to correct the issue or leave the site. Contractors are also responsible for any public passing and their safety as detailed in the Health and Safety at work

regulations. Contractors will report to the appropriate Team Leader who has employed their services. Any Contractor on-site will be monitored by the Event Team and Health and Safety Team.

6.6.2. Traders

Traders are issued with their passes in advance of the Festival, with maps and appropriate access details. On arrival Traders will be directed to their appropriate pitch by a member of the Concessions Team. Their set-up will be overseen by the Concessions Team.

6.6.3. Festival Personnel

Festival Teams, Security and Medical Personnel arrive in the lead up to the Festival. Prior to the Festival they are made aware of where to go and on arrival are directed by Security or Stewards.

6.6.4. Members of the Public

The site is closed to members of the public during the set-up of the festival, except where public access is required by law and these areas are monitored by appropriate Event Team. Members of the Public are asked to take care and observe any guidance issued by Event Team.

6.7. Operating the Site

6.7.1. Event operation

The event is overseen by Team Leaders as described in their organisational roles above this document. The Health and Safety Team assists Team Leaders in ensuring the event runs safely. Site construction teams stand down but are available on call to attend to any issue that requires them to attend during the Festival. Each Team Leader is experienced and familiar with the area they specialize in. Any issue is dealt with by the appropriate Team Leaders, Security, Health and Safety Team or the Event Team, who are on-site throughout the Festival.

6.7.2. Daily Checks

Daily checks are carried out to ensure the safe running of the Festival and the safety of everyone. These checks are done by the Health and Safety team and appropriate Team Leaders. Findings are recorded in the event log and available for inspection by any authority requiring

access to them. All the checks are overseen by the Health and Safety team to ensure compliance and completion.

6.7.3. Overall Site

The overall site will be monitored by the Event Team, the Health and Safety Team, Office Team Leader, Security and the Site Team Leader. These groups will look after the big picture ensuring the site is not overcrowded. When they see that areas of the site may be reaching capacity they will bring into force aspects of the Capacity and Crowd Management Policy in Appendix 3.4 as deemed necessary.

6.7.4. Restoring the site

The overall responsibility for restoring the site is with the Event Team. The Event Team is assisted by the Health and Safety Team. The Event Team is responsible for coordinating the dismantle operation with Team Leaders, Contractors and appropriate people.

6.7.5. Contractors and Sub-Contractors

Contractors and people providing a service to the festival are required to provide the festival with a risk assessment for the activities they are undertaking. They are responsible for Health and Safety for their employees and their actions. Any unsafe or unacceptable actions will result in them being consulted immediately and required to correct the issue or leave the site. Contractors are also responsible for any public passing and their safety as detailed in the Health and Safety at work regulations. Contractors will report to the appropriate Team Leader who has employed their services. Any Contractor on-site will be monitored by the Event Team and Health and Safety Team.

6.7.6. During the set-up of the site

- The public shall be restricted from entering areas of the site during the setting up and the dismantling of the Festival, as infrastructure providers use vehicles and equipment. Anyone insisting on gaining access to restricted areas shall be escorted by a member of the Site Team.
- All setting up of infrastructure is supervised by the Site Team, The Health and Safety Team and appropriate Team Leader
- All Contractors are trained in performing setting up tasks that involve a risk to their safety.

- Safety equipment must be used where appropriate. Less able members of teams are not permitted to perform tasks requiring agility or strength.
- Specialist contractors set-up their own equipment and should be trained to deal with the required weight and height demands.
- Pitching of traders is supervised by the Concessions Team
- All equipment is provided by specialists. All provide appropriate certification, risk assessments and evidence of public liability insurance which is retained by the Health and Safety Team
- All stage structures, Marquees, drapes, ties etc. are non-flammable
- All food providers have to provide evidence of appropriate licenses and certificates before being allowed to trade
- All Car park areas are marked out and divided to provide safe driving around the site
- More toilets than the required number are provided

6.7.7. During the running of the festival

- Public safety is paramount
- The Event Team works together with the Festival team, contractors and service providers to ensure public safety is paramount
- Each part of the Festival has a set of policies and procedures to deal with running the Festival, policies and procedures are designed for the whole site, Food Area, Concessions, Main Office, Car Parks etc.
- Any public health issue that is raised by the local authority or the public is recorded by the Health and Safety Team and action taken noted.
- Should any food trader cause concern or generate a complaint, they are immediately investigated and if deemed necessary, the Festival Management will close them down, rather than wait for the Environmental Health Officers to do so.

During the Knockdown of the Festival

- All procedures for the knockdown of the festival include those for the setting up
- Litter and site cleaning is an additional procedure
- Rotas of Site Team and Stewards are made to ensure those working during the breakdown of the Festival are not unduly fatigued

6.7.8. Checks

After the Festival has been dismantled the site is checked to ensure that everything has been removed. This is also when checks take place to ensure that the site has been fully restored and not affecting the environment. This is carried out by the Event Team and Health and Safety Manger, The Event Team checks with the Bryant family that they are satisfied with the site clearance.

6.8. Music Stage Area

- This includes the Marquee, stage and storage area
- Security will roam this area monitoring behaviour
- No general access is necessary in this area. Emergency vehicles can access from the Public Highway.
- If an Emergency vehicle needs access, the evacuation process will be implemented
- Stage management

The stage is managed by the Stage Team Leader who has overall responsibility for all activities that take place in this area. All contractors report to the Stage Team Leader. The stage is inspected by the Stage Team Leader, Event Team and Health and Safety Team after contractors have finished and before the equipment is set-up to ensure safety.

6.8.1. Setting up the Main Stage

The PA system is installed by approved contractors. They provide the Festival with risk assessments and are responsible for the setting up of the equipment safely and correctly. Any lighting system will be installed by an approved contractor. They provide the Festival with risk assessments and are responsible for the setting up of the equipment safely and correctly.

Stage building is carried out by approved contractors to the Festivals specification. They provide the Festival with risk assessments and are responsible for the setting up of the equipment safely and correctly.

Stage dressing is done by the Stage Team with appropriate equipment. Only authorised people use the equipment which is overseen by the Stage Team. Personal protective equipment is provided and must be used correctly and when needed. Any dressing equipment is specified by the Festival and must have the necessary fire retardant quality and its appropriate certification.

6.8.2. Running the Main Stage

PA Systems are operated over the Festival by experienced contractors.

Lighting systems are operated over the festival by experienced contractors.

The Stage Team monitor the crowding at the front of the stage. Members of the crowd mounting the stage are escorted from the stage by the Stage Team. If any conflicts is involved Security staff will take control and resolve the situation.

The Main Stage will have Security personnel monitoring the crowd behaviour. If it is considered that there is a danger of crowd problems e.g. crush, heat, public disorder, capacity then further assistance may be called for. If assistance is required Security personnel, Stage Team Leader and Health and Safety Team will take the appropriate action needed to ensure the safety of the crowd. This can be done by part/full evacuation, reducing numbers, announcing over the PA system appropriate action or stopping the show until order is restored.

Security personnel will be the only people to deal with conflict. If anyone observes conflict they will pass the matter to Security personnel.

No general vehicle access is required in this area, Emergency vehicles can access the Stage from the Public highway. If an Emergency vehicle needs to enter the area the evacuation process may be implemented if appropriate. The evacuation process is in Appendix I

6.8.3. Dismantling the Main Stage

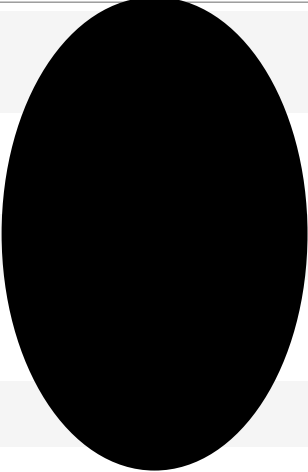
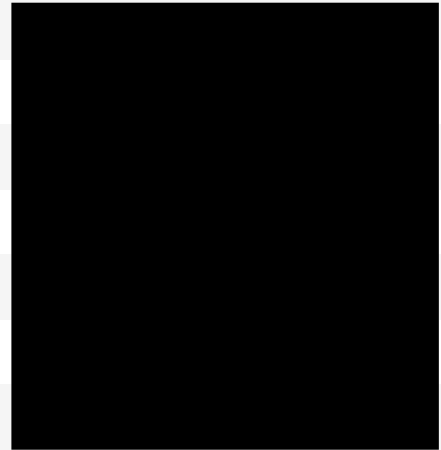
Dismantling the main stage is overseen by the Stage Team and Event Team. Contractors will be responsible for this. They provide the Festival with risk assessments and are responsible for the taking down of the equipment safely and correctly.

6.9. Bar Management

Setting up of the bar is overseen by the Bar Manager. The Bar Manager co-ordinates contractors and appropriate people who are involved in setting up the bar. All bar staff are trained. Once the bar is ready for use it is inspected by the Bar Manager, Event Team and Health and Safety Team.

A. Appendix – 2018 Teams and leaders

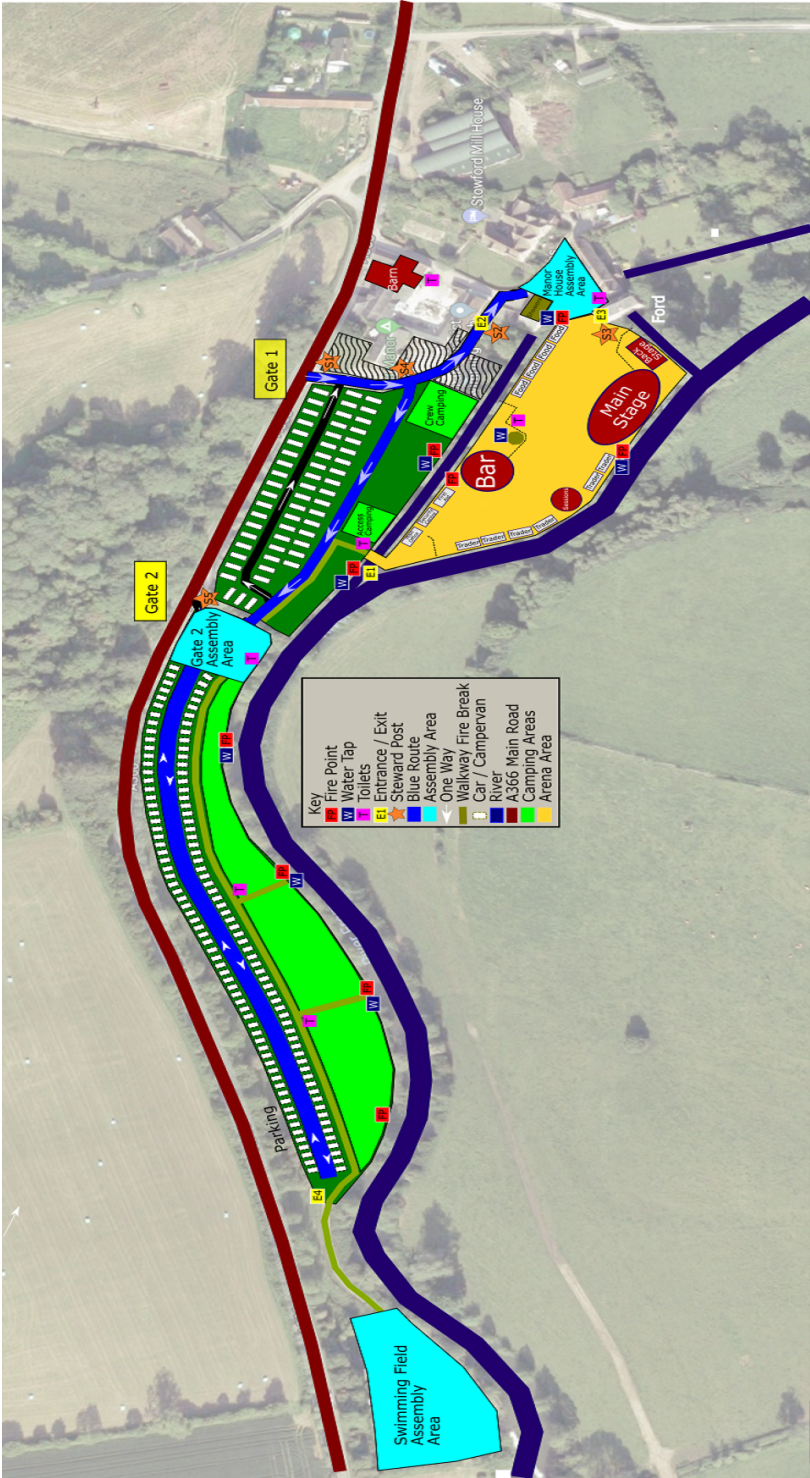
A.1. 2018 Festival Team Leaders – (liable to change on the run up to the festival.)

Team Name		Notes
Event Team		
Event Team		
Site Team		
Health and Safety		
Office Team		
Concessions Team		
Cleanup Team		
Utilities Team		
Bar Team		
Training Team		
Stewards Team		
Ticketing Team		
Artists Team		
Stage Team		
Security Team		
Finance Team		
Family Entertainment		

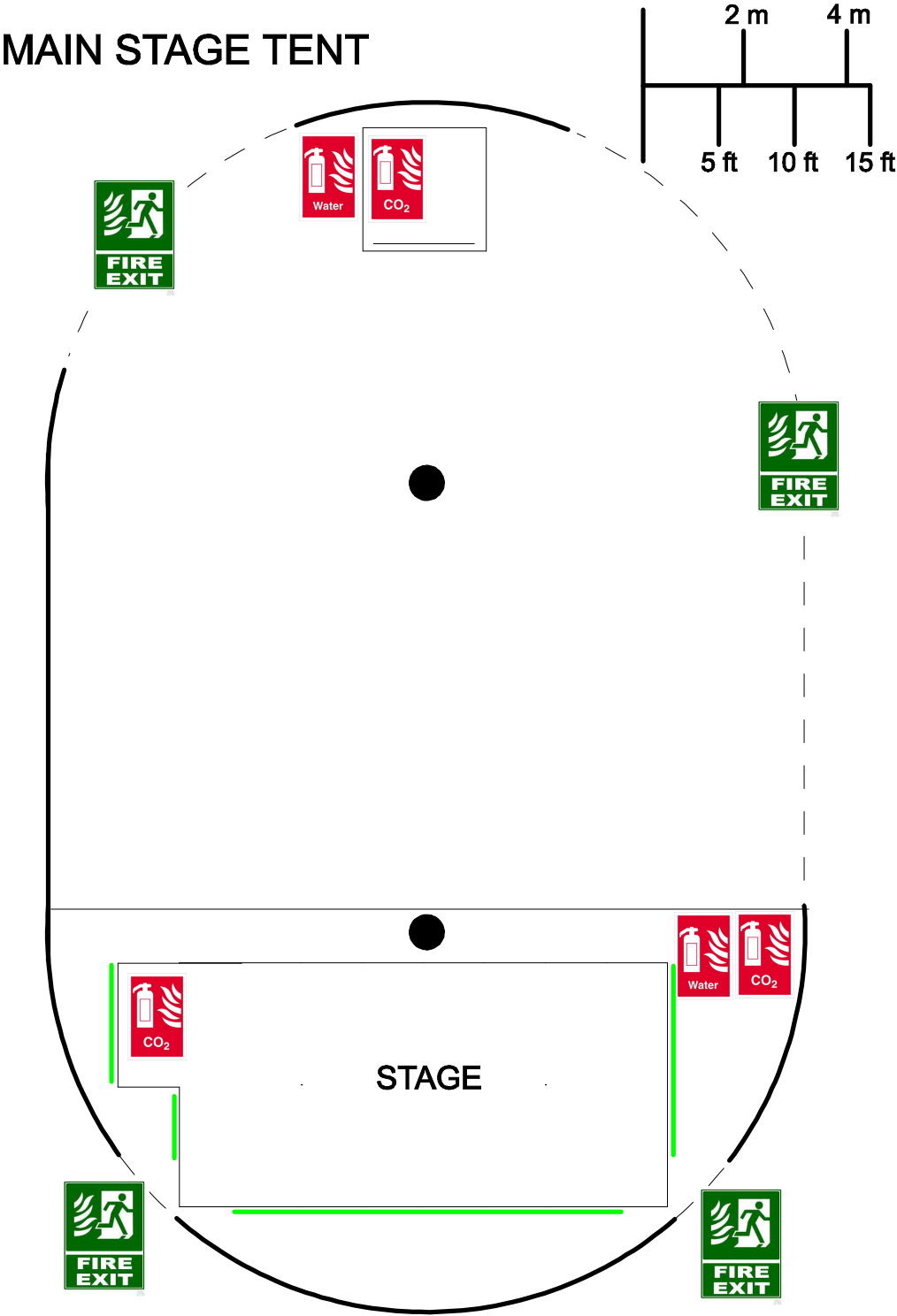
A.2. 2018 Festival Suppliers – (liable to change on the run up to the festival.)

company	type	contact
Moo And Two	Bar Supplier	Euan Baker
Wiltshire Council	Council	Carla Adkins (Licensing)
Mendip District Council	Council	Env Health noise
Richard Bielby	Electrics	Richard Bielby
Festival Medical Service	First aid Medical	Malcom Smith
Event Insurance Services Ltd	Insurance	.
IMAX lighting Ltd	Lighting	.
1st Call Skip Hire	Rubbish	Young Steven
Themis Freelance Security Ltd	Security	Danielle Bishop Finance Director
Phil & Cath & Anna Bryant	Site Owner	Phil Bryant
HL Audio	Sound	Will Angeloro
Albion Woods Showtents	Tents	Hazel Hirst
Griffin Toilet Hire Ltd	Toilets	Julie Reeves

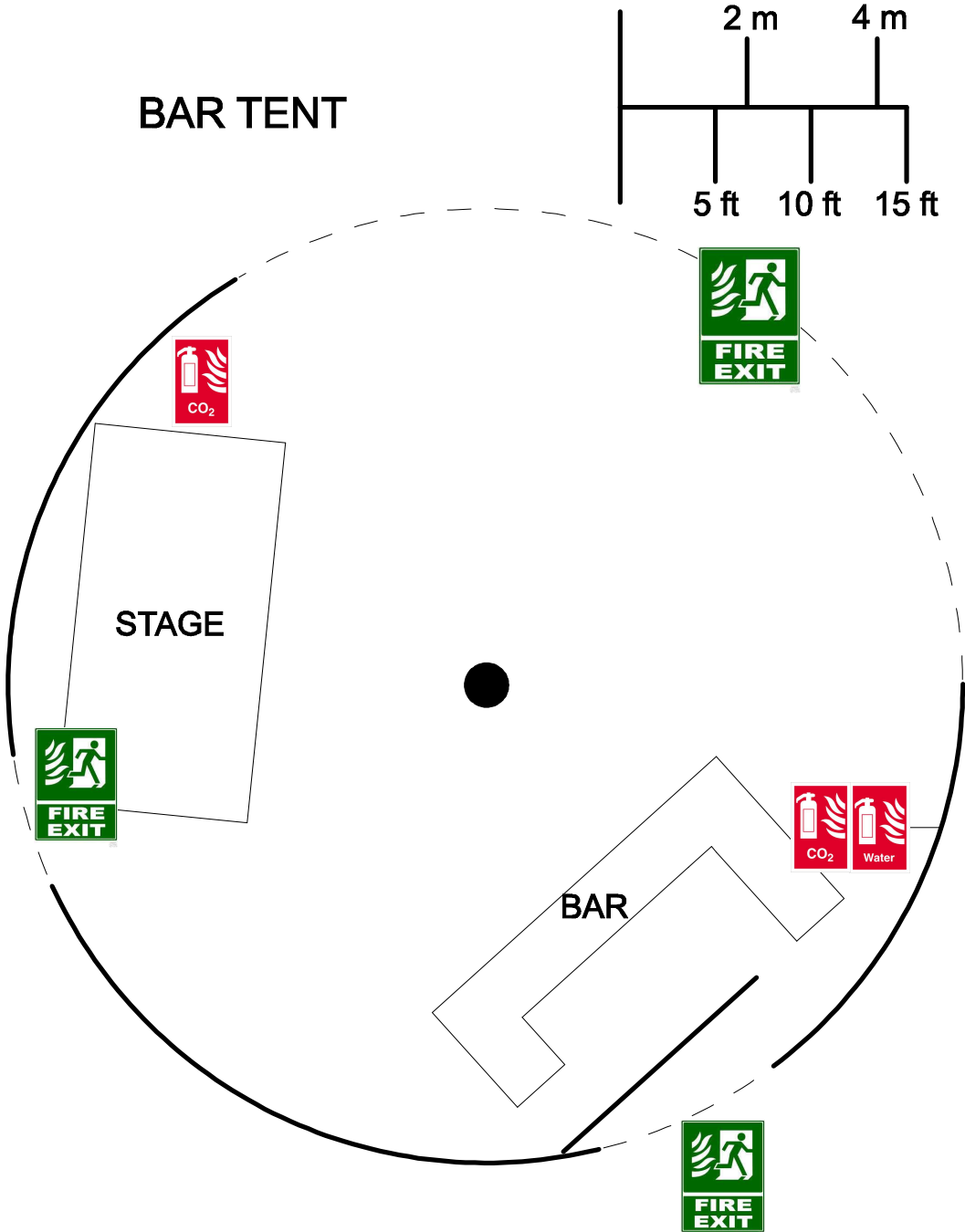
B. Appendix — Site Map 2018



C. Appendix — Main Stage Tent 2018

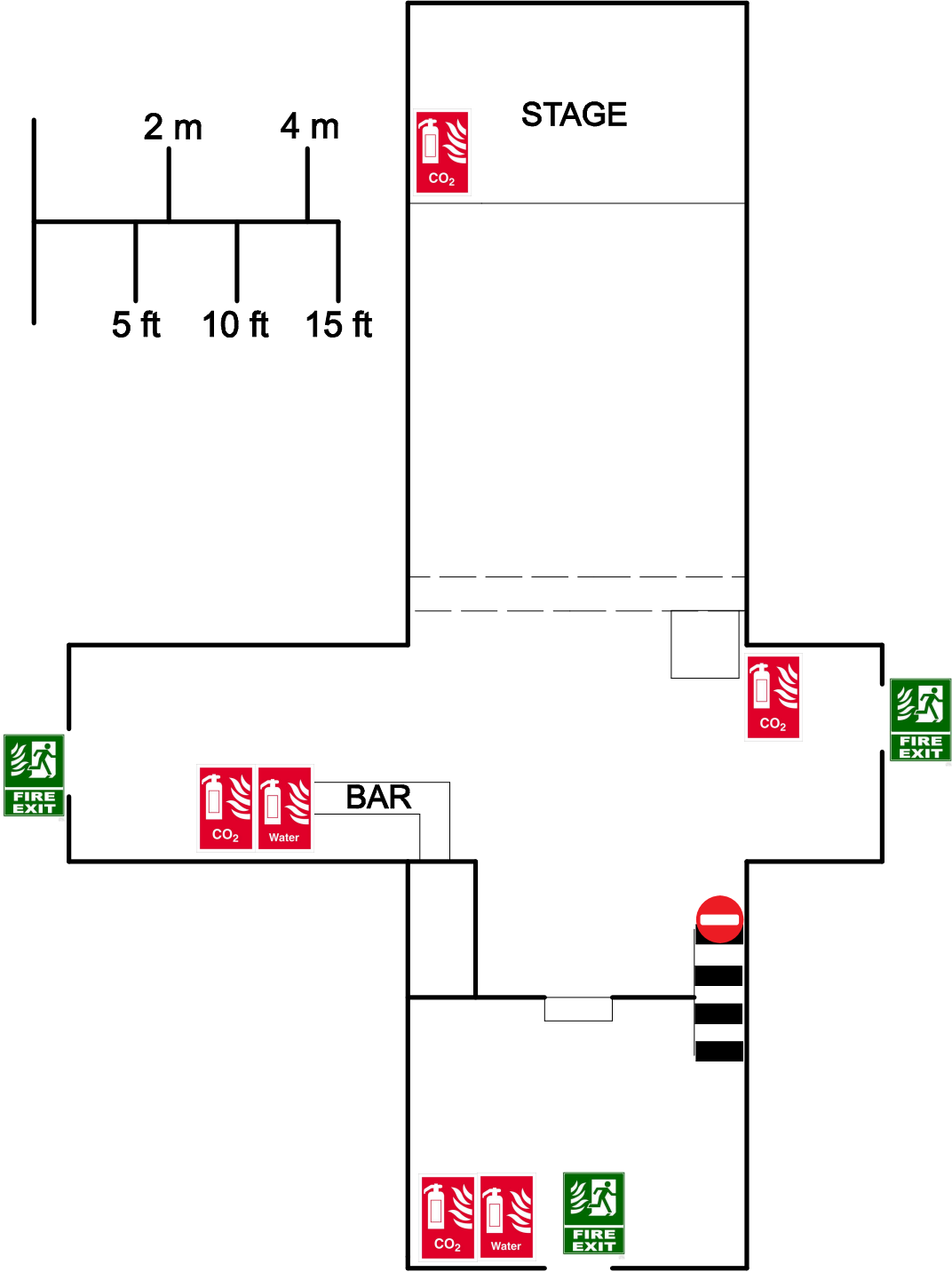


D. Appendix — Bar Tent 2018



E. Appendix — Barn 2018

STOWFORD MANOR FARM BARN

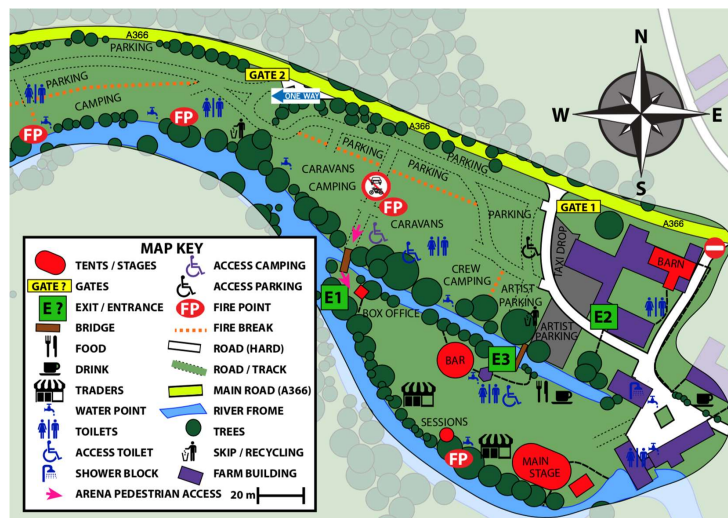


F. Appendix — Campers Information 2018

VERY IMPORTANT INFORMATION – PLEASE READ

<p>CAMPING Please set up tents and caravans ensuring they are 2m apart. Groups are permitted but a 2m space should be maintained around your group as a firebreak. Cars must NOT be parked next to tents due to fire risk Cars must be parked in the designated parking areas. NO parking on any roadway or in fire break</p> <p>FIRES NO OPEN FIRES are allowed due to the fire risk. Non- disposable BBQs are permitted as a controlled method of cooking but MUST be raised off the ground to prevent fire. Do not take BBQs into tents, awnings or caravans even if they appear to have been extinguished NO Chinese lanterns or Fireworks are allowed on site.</p> <p>FIRE POINTS Please familiarise yourself with the location of the closest fire point. If you use a barbeque, keep an open container filled with water by your tent.</p> <p>Noise on the Campsites No amplified music is allowed on the campsite. Please remember to keep any noise to a minimum when others are trying to sleep.</p> <p>Antisocial Behaviour We are all here to have a good time. Persistent antisocial behaviour is unacceptable and will lead to the causes being required to leave the site and banned from future events.</p> <p>ANIMALS No animals (except guide dogs) are allowed on the Festival Site</p>	<p>LOOKING AFTER CHILDREN We do not supervise your children at the festival. They are your responsibility at all times. Children separated from their parents will be cared for by security until they are reunited with their family. Please have your phone turned on so we can contact you on the number on the child's wristband</p> <p>GLASS For safety, glass and glass bottles are not allowed in the Arena area. Please decant your drink into a plastic container. Glass is allowed on the camp site but please dispose of it carefully.</p> <p>LOST PROPERTY DO not leave your valuables unattended in the open or in tents or unlocked caravans. Report lost or found items to a Steward.</p> <p>FIRST AID We have first aid professionals on site. If you need first aid, please ask a Steward. The tent is in the Arena Entrance.</p> <p>Main Road Do NOT walk down the main road, it is dangerous Please use the designated pathways within the Festival Site.</p> <p>River Do NOT swim in the river at the Festival Site, it is dangerous.</p> <p>Recycling We do not have separate recycling bins but our contractor advises us that 90% of the waste IS recycled. Please leave tied rubbish bags beside the skips provided.</p>
---	--

Welcome to the Trowbridge Festival 2018. You may camp in the marked areas from 12 noon on Thursday 19th July 2018. Please park and camp with due regard for other campers. Cars must be moved to the designated car parks after unloading. All tents, caravans and motorhomes must be removed from site by 12 noon on Monday 23rd July 2018. Any property left after this time will be removed and disposed of.



Your co-operation will ensure that we meet our licensing requirements.
HAVE A GREAT FESTIVAL

Disclaimer – Trowbridge Festival Ltd organisers do not accept liability for injury to persons or for loss or damage to property

G. Appendix — Roles and Responsibilities

G.1. Organisation Structure – Roles and responsibilities

G.1.1. Introduction

The names and details for the team leaders are listed in Appendix A

G.1.2. Event Team

The Event Team has responsibility for:

- Artistic direction and contracting
- Licensing
- Financial management
- Sales and marketing, ticketing
- Human resource management
- Liaising with the local community
- All purchasing of equipment and services

The Event Team appoints and communicates with the Team Leaders of:

- Health and safety Team
- Site Team
- Office Team
- Bar Team
- Training Team
- Stewards Team
- Ticketing Team
- Artists Team
- Stage Team
- Security Team
- Finance Team
- Family entertainment Team
- Concessions Team
- Clean-up Team, including litter disposal
- Utilities Team

G.1.3. Health and Safety Team

Responsibilities:

- Food safety is checked by the Health and Safety Team and the local Authorities. If any trader is not complying with safety regulations, they will be asked not to trade and required to leave the site, if possible.
- Complaints are taken seriously and dealt with by the trader involved and the Concessions Team during the Festival. If necessary, the Local Authorities will also be involved. All complaints are dealt with immediately and with the appropriate action.
- The Health and Safety Team has the responsibility for the Health and Safety of the site and everyone on-site. The Health and Safety Team monitors the site and works to ensure public safety.
- The Health and Safety Team carries out and documents appropriate checks to ensure public safety
- The Health and Safety team has responsibility for the overseeing of Health and Safety over the event. Working closely with all Teams, the Health and Safety team manages and implements health and safety practices and procedures. The Health and Safety team is also responsible for liaising with Security, liaising with medical support, fire safety and liaising with Local Authorities on health and safety issues.
- The Health and Safety Team has authority to sequester resources to deal with any required site improvement issue. Liaising with the Event Team, the Health and Safety team has the authority to safeguard the health and safety of the Public, employees and volunteers.

G.1.4. Site Team

The Site Team has responsibility for the setting up of the Festival Site, the operation of the site during the festival and the dismantling and clearing of the site after the event.

The Site Team has the authority to sequester resources to deal with any site safety issue. Liaising with the Health and Safety Team, they have the authority to implement any procedure to safeguard the Health and Safety of the public, contractors and volunteers, irrespective of which part of the festival is affected.

Site Team coordinates with the Toilet sub-contractor in locating their facilities and servicing them. Toilet numbers will be as specified. The service is regularly monitored to ensure a satisfactory, hygienic and safe service.

The Site Team is responsible for marking out the areas used for car parking and the signage for all parking areas. Car parks have restricted speed limits and are stewarded to ensure adherence

to speed limits.

The Site Team supervises safe parking with stewards, giving instruction to suit conditions. In wet weather, vehicles are not allowed to drive onto sloping slippery ground or sensitive areas. Stewards and Security patrol the car parks during the hours of the Festival. Open fires are forbidden and extinguished if found. Stewards cannot deal with unruly behaviour, they observe and relay information to the Security team and the authorities

G.1.5. Office Team

The Main Office shall be situated at entrance to the festival. The Steward Team Leader shall procure all Volunteers & Stewards and shall be responsible for drawing up rotas, for all task associated with the event. The Health and Safety Team shall liaise with the Office Team Leader regarding Volunteers and Stewards.

The Office Team Leader supervises a rota of office supervisors & liaises with all other Team Leaders during the event.

Parents of all younger Children under the age of 10 are to be instructed that the lost children point is in the Main Office

The Office Team Leader liaises with the Event Team and Finance Team on the secure removal of cash from all sales outlets on the day to a secure location.

G.1.6. Concessions Team

Responsibilities:

- Food concession contracts are produced by the Concessions Team and Health and Safety Team. The traders are required to provide the Festival with certain information as outlined in their contract in Appendix ???. The information is gathered and checked before the offer of a pitch is confirmed.
- The Concessions Manger oversees that the traders are in the correct places and working in line with the contract. The Health and Safety Team works with the Concessions Team to ensure safety requirements are complied with and in order.
- Concession contracts are produced by the Concessions Team. The Traders are required to provide the Festival with certain information as outlined in their contract Appendix ???. The information is gathered and checked before an offer of a pitch is confirmed.
- The Concessions Team oversees that the traders are in correct places and working in line with the contract. The Health and Safety Team also works with the Concessions Team and traders to ensure safety.

G.1.7. Bar Team

Responsibilities:

- Running of the bar over the Festival is performed by the Bar Manager
- Inventory management and stores management are the responsibility of the Bar Manager
- Breaking down the bar - dismantling and cleaning

G.1.8. Training and Development Team

The Festival Team Leaders are the key people at the Festival who are the eyes and ears of the Festival at all times and are authorised to implement any procedure where safeguarding the Health and Safety of the Public, employees and volunteers is required, irrespective of which part of the Festival is affected. The Festival Team leaders are advised to contact the Event Management first but to act assertively and promptly should they deem it necessary.

G.1.9. Security Team

Responsibilities:

- Maintaining public safety at all times
- Supporting all of the Teams in performing their duties
- Dealing with unruly behaviour

G.1.10. Stage Team

The Stage Team has responsibility for the setting up and dressing of all performance areas during the Festival, also their dismantling and clearing after the event. The Stage Team Leader has overall responsibility for PA & Lighting and their responsible use, meeting local authority by law on noise management. The Stage Team Leader has the routine authority to implement any procedure to respond to any incidents in the performance areas.

Prior to the Festival the Stage Team Leader and the Event Team plan stage and performance layouts for all entertainment including logistics, running orders and changeovers.

G.1.11. Concessions Team

The Concessions Team Leader liaises with all concession providers and Health and Safety Team during the year and uses standard contracts to contract with food and non-food traders. All con-

cessions areas are planned and marked out in advance. Concession providers are supervised on arrival to ensure that they comply with setting up their concessions in the designated spaces. These are planned to ensure sufficient distance between them.

All Food concessions are to be located in the food area of the Arena, to ensure the risk from gas bottles and cooking equipment are in one area that can be closely supervised. The Health and Safety Team, liaising with the Concessions Team, works closely with the Authorities to resolve any concerns relating to environmental health, health and safety and fire safety. The Event Team and Health and Safety Team carry out their own monitoring and audit which shall be made available to the local authorities and shall respond to any additional concerns raised by the authorities. Concessions are closed by the Festival as required, rather than wait for enforcement agencies to gain the necessary permission for closure. The Festival shall encourage the offering of a range of different food concessions from different nations, nutritional preferences for ethnic groups, religions and healthy eaters.

Any items sold that are deemed to be unsafe are to be removed from sale or the concession is removed from the site. The Festival will not allow fireworks, tattoos (Other than henna/airbrush tattoos) body piercing or items of an adult nature to be sold on-site.

G.1.12. Site Clearance Team

The Clean-up Team has responsibility for litter collection and disposal.

Environmentally sound disposal is encouraged through a number of initiatives, recycling bins are provided. The entire site is cleaned to restore it after the event.

G.1.13. Utilities Team

The Utilities Team provides all electricity required across the site and supervises the supply. To sign off to Standard Number: BS 7909:2011 Code of practice for temporary electrical systems for entertainment and related purposes.

G.1.14. Training and Development Team

All Team Leaders, team members and Security are required to be trained on emergency evacuation procedures, dealing with incidents, communication, calling of Security, calling for health and safety support, using fire extinguishers, crowd management and being the vigilant eyes and ears of the Festival, supporting the Festival objectives. Training of Stewards is carried out by the Training Team Leader in conjunction with the Health and Safety Team.

All policies and business processes are designed and implemented to promote and support the objectives of prevention of crime and disorder, public safety, prevention of public nuisance and protection of children from harm. The following sections summarise and signal which policies and business processes promote and support each structure.

G.1.15. Traders (Non-food)

Areas are marked out and they are allocated a space. Non-food traders are located away from the food areas.

G.1.16. Responsibilities of the Main Office

The office and associated activities are the responsibility of the Office Team Leader

- Cash is cleared from the site to the Main office secure facility frequently
- Cash is cleared from the Bar Frequently a number of times a day
- Security escort cash movements with the Finance Team

G.1.17. Finance Management

Finance is handled by the Finance Team Leader. Security escorts any cash movements.

G.1.18. Volunteer Stewards

Stewards are volunteers who help to run the Festival over the weekend.

Roles of Stewards

General Stewards

- Escorting vehicles
- Being Vigilant, being the eyes and ears of the Festival
- Answering any questions and assisting the public.
- Helping ensure safety on-site

Car Park Stewards

- Direct traffic
- Keep roadways clear

- Receive complaints
- Being vigilant
- Answering any questions
- Assist in Emergencies

Litter Stewards

- Collect litter and clear the site as required
- Being vigilant
- Answer any questions
- Assist in emergencies

G.1.19. Sourcing Volunteers

Stewards are recruited by the Steward Team Leader

G.1.20. Rotas/shifts

Rotas and shifts are managed by the Office Team Leader

Supervising Stewards

Stewards are supervised by the Office Team Leader and supported by the Health and Safety Team and Security.

H. Appendix — Risk Assessment



Risk Assessment 2018

Trowbridge Festival

authors: Health and Safety Team - if in doubt, ASK

Version: 25 June 2018

Contents

- 1 Important information**

- 2 Festival 2018 Risk Assessment** **i**
 - 2.1 Introduction **i**
 - 2.2 Identification of risks **i**
 - 2.3 People likely to be affected **ii**
 - 2.4 The site **ii**

- 3 Risk: Food Safety** **iv**

- 4 Risk: Crowd Safety** **v**

- 5 Risk: Fire Safety** **vii**

- 6 Risk: Camping and Cars** **x**

- 7 Risk: Personal Injury** **xii**

- 8 Risk: Information, Welfare and Medical** **xiv**

- 9 Risk: Child Safety** **xv**

- 10 Risk: Open Water - River** **xvi**

- 11 Risk: Bad Weather** **xvii**

- 12 Risk: Fire Safety in in very hot weather** **xviii**

- 13 Risk: Sanitary, Waste and Litter** **xx**

- 14 Risk: Public Order** **xxi**

- 15 Risk: Electrical hazards** **xxii**

- 16 Risk: Noise Nuisance** **xxiii**

- 17 Risk: Major Incident** **xxiv**

- 18 Risk: Barn** **xxv**

- 19 Risk: Build and Knockdown phases** **xxvi**

1 Important information

The site address is **Stowford Manor Farm, Wingfield, Trowbridge. BA14 9LH**

Co-ordinates: 51.317743, -2.273875

Grid Ref: 810577

Health and Safety Team	Contact Details

Contacts	Contact Details
Environmental Health	0300 456 0107
Highways Wiltshire	0300 456 0105
Wiltshire Council (Emergency only)	0300 456 0100
Wiltshire Fire (non-emergency)	0306 799 0019

Notes:

The site is located next to a A366 main road with access to emergency vehicles. Local hospitals are located Trowbridge and the main A&E hospital located in Bath. There are large areas of open space that are suitable for an air ambulance to land.

2 Festival 2018 Risk Assessment

2.1 Introduction

This Risk Assessment relates to the Trowbridge Festival 2018. It concerns visitors, guests and ticket holding members of the public (festival-goers), event organisers, crew, stewards, contractors, artistes and entertainers at the event.

This Risk Assessment is based upon information and experience gained from other previous similar events. Please note that this is a working document and may be subject to change.

An assessment of risks has been carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) as modified and complies with the Management of Health Safety at Work Regulations (1999) as modified including all subsequent modifications under statute.

Everyone attending the event shall observe the Health and Safety Regulations currently in place at the site as made known to them by the Health and Safety team.

Terms of reference are the HSE Guidance 'The Event Safety Guide' (HSG 195), second edition published in 1999 and as modified by any future HSE Guidance thereafter including HSE Fire Safety Guidance and HM Gov Fire Safety Risk Assessment for Open Air Events and Venues.

The following definitions are used:

Hazard: the potential for something to cause harm.

Risk: is the likelihood that harm will actually be done.

2.2 Identification of risks

A standard pattern is used here for all risks in order to bring out each of the key aspects of each risk.

We have identified the potential risk or hazard related to the different activities associated with the event as 'Area of risk or hazard' and identified the threat and those who could be harmed under 'Threat'. 'What could go wrong?' are the risks within each area, 'Required actions' are the steps to mitigate or prevent the risks from occurring and 'Key success indicators' are the means of checking whether things are working well or whether further actions may be required now or in the future.

Each risk has a brief note of the likelihood and level of potential damage. Likelihood will change as the required actions are put in place and the key success indicators demonstrate whether the measures taken are working or not.

Risks and Hazards can be categorised as Low, Medium or High in terms of likelihood and impact.

2.3 People likely to be affected

Groups of people that may be affected include:

- Festival Team (see Appendix A).
- Members of the public – invited guests and ticket holding festival goers
- Artists
- Traders
- Contractors and their staff including those employed by the land owner.
- Others in the immediate vicinity

Although the event itself does not present any specific problem and the expected audience profile, participants in folk festivals, has no history of crowd disorder, there are potential hazards that need to be identified. There have been a number of successful festivals at this site and no serious incident has occurred and all minor incidents have been dealt with correctly and in the appropriate manner.

The overall control of the Festival be managed by the Event Team.

The Event Team empower the Health and Safety Team to make any decision required by a contravention of this risk assessment.

2.4 The site

The site for the festival is Stowford Manor Farm, Wingfield BA14 9LH. It is a working farm. None of the farm operations will be accessible from the site. The festival will primarily be held in two fields, which are currently used by the land owners as a campsite. Other events are held at this site, including Weddings and a small festival in August.

The Festival site has been specifically designed to ensure that there is limited conflict between different activities happening immediately prior to the event in setting it up, over the weekend, and in clear up operations thereafter.

Careful consideration has been given to the layout of the festival site, which has been mapped. See Appendix B for the Site Plan. Sufficient space has been allowed for each of the defined activities, eg. access, parking, camping, existing buildings, family and play areas, stages, marquees, concessionary outlets, etc.

3 Risk: Food Safety

Threat: Public Health, food poisoning, sickness

What could go wrong?

- Outbreak of food poisoning.
- Cross contamination between food preparation, food storage, waste and toilet facilities.
- Inadequate food storage facilities.

Required Actions:

- Ensure that all food and drink outlets are aware of their responsibilities, that they are acting on behalf of the festival and to guard its reputation. They have all received details of the Health and Safety requirements as part of the tendering process.
- Ensure that all outlets have confirmed that their own staff have been properly trained.
- Only use competent and accredited caterers that conform to legislation in regards to food hygiene, preparation, storage, handling, waste management, cleaning of cutlery and equipment and general hygiene. Food safety and hazard spot checks will be completed.
- Ensure that competent sanitation and waste management is provided with appropriate toilet and washing facilities and to manage the waste based on the site. Have toilet blocks positioned away from food and water supplies used for drinking and in catering.
- Ensure that on-site first aiders are aware of the need to provide assistance if required in the event of illness or minor accidents in the bars or kitchens.
- Environmental Health to be advised in the event of potential or actual food poisoning case.
- Any trader acting in a manner identified as likely to result in harm will be asked to leave the site with immediate effect.

Key success indicators:

- The outlet appears satisfactory and on inspection meets the necessary criteria.
- No word of mouth opinions or complaints.
- Acceptability to Health and Safety Team and Environmental Health Officers.
- No significant problems occur during the festival.

Likelihood: Low to Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival

4 Risk: Crowd Safety

Threat: Injury to persons including structures and barriers and back stage areas

What could go wrong?

- Overcrowding of site.
- Inadequate facilities to protect crew and festival goers including areas of cover or shade.
- Injury caused by lack of sufficient barriers.
- Poorly installed structures.

Required Actions:

- Ensure that we do not exceed the occupant capacity for the site and there are sufficient lighting, fencing, stewards and security staff to deter unauthorised entry. Number checks on ticket sales will be carried out to ensure that the numbers attending are within the prescribed limits.
- Use a competent stage and pit crew to prevent crowd surge or collapse. We will ensure all stage barricades are free-standing and competently constructed. Members of the public will be prevented from climbing temporary structures. All Teams within the site will keep watch for issues of this nature.
- Only stage crew and performers and their own crew will be permitted in back stage areas.
- Have a 'temporary show stop' procedure in place in the event of any crowd problems.
- Be aware that there could be injury from the collapse of temporary structures such as marquees, fencing, staging, sound or lighting towers. To reduce the risk of structural collapse, reputable contractors will have been engaged to provide and erect temporary structures, which will conform to current regulations regarding loading and structural integrity. All structures are to be erected by competent persons.
- All Teams and Security Staff will be on-site to ensure that such structures are not tampered with.
- Non-food traders will have received details of the Health and Safety requirements as part of the tendering process.
- All Teams will have received training and will have an effective means of communication and effective crowd control plans will be in place.
- Areas of High Risk will be clearly signed and specific hazards will be made known to contractors and all Teams operating in those areas. Moving trucks should have adequate visual and audible warnings operating when moving near members of the public and will be 'walked through the site' by Team members.
- The site has been designed to ensure bar and food areas will be strategically placed around the site.

- We will ensure suitable and sufficient numbers of competent security and stewards are on duty at the main gate to deal with early and late arrivals together with a peak time surge of arrivals. We will provide sufficient fencing at the entrance to the arena to form a queuing system to prevent queue jumping and ensure queue control.
- It is inevitable that there will be movement around the site during times of darkness. Sufficient temporary lighting will be installed at the main site, at the site entrance and main camping field, near trip hazards, toilets and late-night facilities.
- Bottles of water will be provided to all Team members throughout the Festival.
- Communication will be via mobile phones and mobile radio devices during the event.
- Ensure that on site first aiders are aware of the need to provide assistance, if required.
- Those working backstage should wear appropriate clothing and safety equipment

Key success indicators:

- The necessary mitigation measures have been put in place and on inspection meet the necessary criteria
- No word of mouth opinions or complaints.
- Acceptability to Health and Safety Team and Environmental Health Officers.
- No significant problems occur during the festival.

Likelihood: Medium**Impact:** Medium to High**Ownership:** Health and Safety Team**Review:** During the Festival

5 Risk: Fire Safety

Area of risk or hazard: Fire Safety

Threat: Injury to person/s

What could go wrong?

- Outbreak of Fire
- Electrical fire, gas canister explosion and general fire

Potential Sources of Fire Risk

Car Park areas

Sources of ignition	Sources of fuel	Sources of oxygen
Smoking	Gas cylinders	Natural air
Arson	Bins, diesel, vehicles	
Matches or lighters	Petrol	
Naked flame	Hedges trees and grass	

Main Marquee

Sources of Ignition	Sources of fuel	Sources of oxygen
Electrical	Marquees	Natural Air
Smoking	Electrical	
Arson	Rubbish bins	
Matches	Generators	
lighters	Vehicles	
Naked flame		

Required Actions:

- Ensure that all fire risks are identified in advance.
- All tanks containing fuel or other toxic fluids should be sealed and tamper proof to ensure that there is no leak of any substance that could cause discomfort or harm to the public or Teams working close to the vehicle. Appropriate precautions should be in place to reduce the risk of fire.
- All electrical installations and power supplies will be correctly installed by competent persons and sufficiently protected or fenced. Teams should be made aware by appropriate signage of High-Risk area. Ensure powder-based extinguishers positioned near all electrical equipment. Do not overload any plug-banks or generators beyond rated capacity. Ensure all sub-contractors bringing in electrical equipment have valid electrical certificates.
- Enforce a no smoking policy inside all structures reducing the risk of fire
- Open fires are forbidden and will be extinguished immediately by Security or Stewards
- Bins are located away from structures. Skips are metal in construction to reduce the risk of fire spreading. Waste Bins are small and emptied regularly to reduce the risk of fire
- Vehicles are not allowed to park near hazards, reducing the risk of fire. All vehicles have a designated parking area.
- Ensure that all contractors adhere to Local Authority regulations regarding combusting materials, litter and other flammable equipment.
- Have suitable and sufficient firefighting equipment strategically situated on-site and make staff aware of its location.
- Areas of High Risk will be clearly signed and specific hazards will be made known to Teams operating in those areas.

Fire Assembly Points, Evacuation and Training

- Ensure that there are adequate fire points and that these are easily identifiable and located on the campsite and within the main arena area.
- Assembly areas are marked as FP on all site maps and signs will be used to mark assembly points on-site.
- Non-food traders will have received details of the Health and Safety requirements as part of the tendering process.
- All Teams will have received training and a record of this training is made.
- Implement a system for raising the alarm and keep fire exits clear from obstructions.
- Have sufficient fire exits and exit routes to ensure calm, steady evacuation of public.
- Take guidance from Wiltshire Fire Authority regarding fire safety, evacuation procedures and a place of safety.

- Including evacuation of vulnerable people such as children, those less ambulant and disabled persons.
- Ensure that on-site first aiders are aware of the need to provide assistance, if required.

Key success indicators:

- The fire risk is kept to a minimum and there are no outbreaks of fire.
- No bad word of mouth opinion or complaints.
- Acceptability to Health and Safety Team and Environmental Health Officers.

Likelihood: Medium

Impact: Medium to High

Ownership Health and Safety Team

Review: During the event and following the festival

6 Risk: Camping and Cars

Area of Risk or Hazard

Camping, Car Parking, vehicle movements within the site, into and out of the site

Threat

Hazards relating to parked vehicles. Injury to persons and damage to their possessions. Traffic incidents related to main road.

What could go wrong?

- Injury to pedestrians walking along main road (A366)
- Traffic incidents on main road, near to the site entrance and exit
- Overcrowding of site and congestion caused by poorly parked vehicles and badly located tents, caravans and motor caravans.
- Injury to pedestrians caused by movement of vehicles within the site, camping and parking areas.
- Injury caused by delivery vehicles and contractors vehicles colliding with structures and pedestrians.
- Spread of fire between vehicles and tents.
- Emergency Access routes within site blocked by vehicles.

Required Action:

- Institute a one-way system, so that vehicles leave via the exit from site with best view of main road.
- There is a walkway through site, away from the road, with signs instructing attendees not to walk along main road.
- Roadways around entrance and exit to site will be kept clear to prevent congestion and to allow constant access to site by emergency vehicles.
- Camping will be provided in a designated area for those with special needs, such as people with disabilities, wheelchair users, etc. There will be disabled toilet facilities contained within this area.
- Parking will also be provided in a designated area.
- Parking and Camping Areas will be clearly defined and the parking will be in the first field on entering the site.
- Ensure that there are sufficient lighting, fencing, stewards and security staff to ensure that all camping (including motor homes & caravans) and cars are in the designated areas.
- Ensure that no tents are positioned in vicinity of vehicles, in case of hand-brake failure or fire.

- All campers will be issued with specific instructions about distances between tents, the need for fire-breaks and that camp fires and barbecues are not allowed.
- Ensure that signs are provided for fire points within the campsite and that these are visible from all directions, by positioning them above surrounding obstructions.
- Ensure that all vehicles are parked facing in same direction with sufficient turning space between.
- Ensure that there are sufficient stewards available to assist vehicle flow in the case of difficulty with entry and exit traffic.
- Ensure that an emergency route is not blocked by parked vehicles
- Ensure that there is a piped water supply provided to the campsite with stand pipes.
- No unnecessary deliveries will be made to the site. We will ensure that all sales outlets have sufficient supplies to reduce the number of deliveries and ban deliveries during hours when concerts are in progress. Only traders, stall-holders, artists and emergency services will have vehicular access to the arena area. No festival-goer's vehicles will be allowed beyond the campsite and parking area.
- Ensure that there is a transport procedure in place and that the existing 10mph speed limit on the main access route is maintained and that within the site vehicles move at no more than 5mph.
- No vehicle will be allowed to move on arena site without being escorted by stewards in a high visibility jacket walking alongside.
- Provide sufficient road signs on the main road to inform drivers of the way in.
- Warn other drivers of the possibility of slow traffic turning into the site.

Key Success Indicators

No vehicular incidents occur on the main road, at the entrance or exit, or within the site. No issues arise on the camp site regarding vehicles or access.

Likelihood: Medium

Impact: Medium to High

Ownership Health and Safety Team

Review: During the event and following the festival

7 Risk: Personal Injury

Threat:

Injury to person/s

What could go wrong?

- Injury to individuals from falls, trips, cuts and abrasions, collisions, etc.
- Injury to Teams and traders from lifting, manual handling and cash handling.
- Swarming bees, insect bites and stings, sunburn, sun-stroke, dehydration.

Required Actions:

- Potential for minor accidents is common anywhere and can be dealt with on an individual basis with assessment by on-site first aiders.
- Ensure that on-site first aiders are aware of the need to provide assistance, if required.
- Regular checks of all on-site installations to ensure that the likelihood of any potential trip hazards or injury from unstable fixtures or fittings is minimised.
- Ensure non-slip surfaces on all ramps, guard rails and hand rails are fitted to minimize the risk of slips, trips, falls on ramps and steps.
- Provide signs indicating the use of suitable footwear (i.e. shoes with covered toes) in back-stage areas.
- Provide lighting across the site to make walk ways and obstacles visible.
- Ensure that heavy lifting procedures are in place and that Teams are aware of the risks.
- Ensure All Teams are aware of the dangers of long exposure to the sun. Supplies of bottled water and sun block will be freely available.
- Ensure regular breaks for all Team members while working.
- Provide a suitable area in reserve for people who might have heat stroke.
- A wholesome water supply will be made available on the campsite and rehydrating drinks will be on sale in the arena.
- Ensure bottled water is freely available in the Office.

Key Success Indicators

- All measures have been put in place and on inspection, meet the necessary criteria
- Incidents are minor in nature and dealt with speedily and effectively
- There are no negative word of mouth opinion or complaints
- Acceptability to Health and Safety Team and the Environmental Health Officers.

Likelihood: Medium

Impact: Medium to High

Ownership Health and Safety Team

Review: During the event and following the festival

8 Risk: Information, Welfare and Medical

Area of risk or hazard

Information regarding welfare and medical

Threat:

Confusion affecting crowd safety illness or injury.

What could go wrong?

- Lack of information and knowledge leads to confusion and error.
- Accidents and injuries. See also 7 above.

Required actions

- Ensure that all festival attendees receive an information sheet with a site map indicating the location of the First Aiders and Main Office.
- Additional information will be included in the programme with details of what is happening, where and when, with times and locations of performances easily identified.
- Provide clear signage within the site, which is representative of the site map.
- Use of competent Teams of volunteers to manage the site.
- Teams are aware of all necessary information or able to access it easily.
- On-site first aiders are aware of the need to provide assistance if required.
- The Artist Team has been appointed to look after the specific needs of artists and performers.
- Environmental Health and/or Emergency Services to be advised in the event of a serious incident.

Key Success Indicators

- The festival goers are aware of the site layout.
- Response time to incidents is minimised due to a clear site layout.

Likelihood: Low to Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the event and following the festival

9 Risk: Child Safety

Threat: Harm to children, children becoming lost

What could go wrong?

- Children injured whilst playing or being entertained
- Children becoming lost
- Parents or children becoming distressed

Required action:

- All Teams to be properly trained to understand child safety issues.
- All entertainers dealing directly with children are DBS checked.
- Parents with children to be advised that they are responsible for their own children – i.e. children shall be under parental control.
- There will be measures in place to look after lost children.
- We will assist parents in finding children in the event of them getting lost and reuniting them as speedily as possible.

Key success indicators

No major incident and all lost children are safely reunited with parents as speedily as possible.

Likelihood: Medium

Impact: Low to Medium

Ownership Health and Safety Team

10 Risk: Open Water - River

Area of risk or hazard

Open Water - River

Threat:

Drowning and injury to persons

What could go wrong?

Potential for people to ignore warning signs and swim.

People accidentally fall into the water. **It should be noted that a swimming club operates along this stretch of the river Frome close to the festival site.**

Required Action

- All Team members, security staff, performers, guests and ticket holders to be advised that there is a 'No Swimming rule'.
- The festival does not advertise the swimming club and is not responsible for anyone that uses the swimming club area of the river during the festival.
- Tickets holders are informed that swimming in the river within the festival site is prohibited.
- Signage warning of the danger the river poses will be placed along the river bank.
- In most areas of the main arena, foliage lines the banks of the river creating natural obstructions to the river edge.
- In areas where the foliage does not provide a sufficient barrier, the river edge will be blocked off by fencing, taping or the placing of festival infrastructure.
- In particular, the ford next to the farm Mill building will have clear signage stating 'Do not use the Ford'.
- Surveillance of the river will be provided by all Team and security staff while doing their jobs.
- Provide lighting of the festival arena and camping areas to show site boundaries.

Key success indicators

There are no incidents in the river.

Likelihood: Low

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the event and following the festival

11 Risk: Bad Weather

Threat: Wet and stormy weather, high winds, excessive temperature.

What could go wrong?

- Damage to temporary and permanent structures.
- Flooding or water-logging to parts of site.
- Mud causing injury due to slipping.
- Marques, tents and other structures may become unstable after heavy rain or high winds
- Vehicles entering and leaving the site could become stuck.
- Injury to persons.

Required Actions

- Get installers to inspect festival structures after any weather events for any movement and secure as required.
- Inspect condition in the parking areas, camping site and access routes for mud and standing water.
- All festival structures will be inspected every day.
- Continuously check the weather forecast and have policies and procedures ready.
- Shut down electrical equipment where there is a risk.
- Move people away from structures that are likely to fail.
- Avoid using areas of the site prone to becoming water logged
- Be aware of river swelling in the event of heavy rain.
- Ensure vehicles leaving the site do not have muddy wheels.

Key success indicators:

- Any weather events are managed smoothly and in safety.
- That there is no injuries.

Likelihood: Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

12 Risk: Fire Safety in in very hot weather

Threat: Injury to persons and damage to property

What could go wrong?

- The dry ground conditions created by a 'Heat Wave' present a greater potential risk of an outbreak of fire.
- There is a greater risk of grass fire and scrub/hedge fire in these dry conditions
- Such fires could be started by hot vehicle exhaust pipes, discarded cigarette ends, discarded matches reflection from wing mirrors, sparks from barbeques, flammable liquids and explosion of camping gas containers.
- Heat from fermentation of damp grass cuttings and hedge clippings could self-combust.
- The spread of flame in dry conditions will be more rapid.
- Fires could spread rapidly along the ground, between tents and cars creating further hazards.

Required Actions

- We will ensure that there are no areas where grass cuttings and other cut vegetation are stored within the festival site.
- We will provide water and sand buckets at all fire points within the camp and festival site.
- Shouting 'FIRE' should be the method used for raising the alarm within the camp and festival site.
- In the event of a minor fire festival Teams will take immediate action to put the fire out using the sand and water buckets but only if they feel able to do so safely. Otherwise Emergency Services will be called on 999 immediately.
- In the event of a larger fire, the area will be evacuated immediately and Emergency Services called on 999.
- In either case, All Teams will assist in managing the incident and keeping the public safe.
- Emergency Services will be appraised of the incident on arrival and control handed over to them.
- Any and all assistance will be given.

Key success indicators:

- There are no fires at the festival.
- The fire risk is kept to a minimum and that any outbreaks of fire are minimised.
- Word of mouth opinion/complaint.
- Acceptability to Health and Safety Team, Wiltshire Fire Brigade and Environmental Health Officers.

Likelihood: Medium to High

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

13 Risk: Sanitary, Waste and Litter

Threat: Health risk from human and other hazardous waste

What could go wrong?

- Overflowing toilet facilities.
- Inadequate disposal of waste and litter.
- Injuries from broken glass on site.

Required Actions:

- The Clean-up Team manage the litter waste on-site.
- The toilet company deals with effluent and hazardous waste.
- The toilet cleaning within the arena area will be carried out safely, monitored by stewards.
- Ensure the provision of adequate numbers of litter bins around the site.
- Flexible corn-starch 'glasses' to be used within the arena by the food and bar traders.
- Ensure facilities for waste disposal are well sign posted.
- Ensure litter picking teams keep the whole site clear.
- Ensure that Environmental Health is informed of any major incident relating to disposal of waste.

Key success indicators:

- Waste and litter facilities are maintained in good working order and without spillage.
- There are no injuries from broken glass.

Likelihood: Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

14 Risk: Public Order

Threat:

- Problems due to excess consumption of alcohol or drugs on-site.
- Verbal or physical assault.
- Outbreak of violence.

What could go wrong? Disruption and injury to persons.

Required Actions:

- Use competent security and stewarding staff.
- When an incident occurs, act quickly to dissipate any tension.
- Let the site security deal with any physical conflict.
- Call the Police, if the incident is serious.
- Provide adequate and suitable lighting in the festival and camping areas
- Create a friendly environment.
- Ensure that the bars do not serve anyone under age.
- Ensure that the bars do not serve anyone who appears to have consumed too much alcohol.
- The License's own bar staff to be briefed on their roles according to the Licensing Act (2003) and as modified by any subsequent legislation.

Key success indicators: There are no public order incidents. Everyone enjoys the festival.

Likelihood: Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

15 Risk: Electrical hazards

Threat: Injuries resulting from poorly installed electrical equipment and wiring including trip hazards.

Required Actions:

- All electrical installations and power supplies will be correctly installed by competent persons and sufficiently protected and fenced.
- All Teams will be made aware by appropriate signage of any High-Risk areas.
- Powder-based extinguishers will be positioned near all electrical equipment.
- Any plug-banks or generators will not be overloaded beyond rated capacity.
- All sub-contractors and traders bringing in electrical equipment will have valid electrical certificates.
- Cable runs will be dug in or flown overhead safely and any surface cable runs will be properly protected.
- All cables shall be designed for external use and protected from moisture ingress.
- Cable and other event equipment will be installed in such a way as to avoid public walkways and other areas where they may cause a hazard.
- All work is signed off by the electrical contractor in the festival log book.

Key success indicators: There are no electrical incidents.

Likelihood: Low

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the festival and following the festival

16 Risk: Noise Nuisance

Threat: Nuisance and harm to peoples hearing, discomfort through excessive vibration

What could go wrong?

- Complaints from neighbouring residents.
- Complaints from Environmental Health.
- Harm to hearing of those working back stage and those in close proximity.
- Environmental Health take steps to close the event.

Required Actions

- We will ensure that Environmental Health is aware in advance of the proposed amplified music programme.
- Any nearby neighbours will be notified that the festival is taking place and given the duty Team leader's phone number and that of Environmental Health.
- It is anticipated that there will be minimal sound leakage between the different musical events taking place at the festival and that disturbance to local residents will be kept to a minimum.
- There will be no amplified music played after 1.00am on any night.
- The stage PA systems will be run by professional sound engineers and are experts in dealing with sound.
- The sound engineers will be continuously monitor the levels and carry out sound assessments.
- There will be no fireworks or special effects.
- Hearing protection will be provided to those working back stage and in artists' areas.
- The front of stage barrier will be 3ft tall and will be no less than 1 metre from the front of stage speakers and distances will be checked.

Key success indicators: No complaints regarding noise

Likelihood: Low

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

17 Risk: Major Incident

Threat: Panic, injury to persons, destruction of property

What could go wrong?

- A hazard off-site that may affect the event.
- A hazard on-site that requires evacuation of the site.
- Terror attack.
- Bomb threat.
- Serious road collision

Required Actions

- We need to ensure that we have evacuation plans in place.
- We need to ensure all Team members understand the plans.
- Ensure that a report any suspicious packages or activity is acted upon promptly.
- Emergency Services must be informed immediately on any verified threat being found.

Key success indicators: No major incidents

Likelihood: Low

Impact: High

Ownership: Health and Safety Team

Review: Following the Festival

18 Risk: Barn

Threat: Unfamiliar building

What could go wrong?

- A fire.
- A structural failure.

Required Actions

- We need to ensure sufficient Stewards are available to manage the building.
- Close off the balcony area
- Check all emergency exits, the fire alarm and fire extinguishers.

Key success indicators: No incidents

Likelihood: Low

Impact: High

Ownership: Health and Safety Team

Review: Following the Festival

19 Risk: Build and Knockdown phases

Threat: Injury to persons, damage to property

What could go wrong?

- A collapse
- Serious road collision

Required Actions

- We need to ensure that all contractors are briefed on the site risks before working on site.
- That all deliveries are brought onto site with minimal road disruption.
- Ensure that any contractors, Team members or members of the public are kept away from works.

Key success indicators: No build or knockdown incidents

Likelihood: Low

Impact: Low

Ownership: Health and Safety Team

Review: Following the Festival

I. Appendix — Evacuation process

I.1. Risks Possibly Requiring Evacuation

- Fire
- Bomb threat
- Terrorist threat
- Explosion
- Equipment failure causing danger
- Structure failure causing danger
- Crush (crowd)
- Public disorder
- Robbery
- Medical reasons
- Environmental influences - Flood
- Authorities request

I.2. Areas Requiring Evacuation

- Main Stage Tent
- Barn
- Bar Tent
- Arena area
- Campervan Site
- Camp Site
- Whole Site

I.3. Evacuation Process Scenarios

- In all cases, if it is serious, 999 will be called by the immediately.
- Emergency services will be met at Gate 1 and directed where to go.
- The Blue Route is designed to be 4m wide to accomodate a fire engine.

I.3.1. Main Stage Evacuation

- Stage crew to radio and alert Security and all Teams.
- Stage crew to stop the show and announce that people should leave the tent.
- Stage Crew to help artists away from Back Stage.
- Stewards and security to help people away from the tent.
- Stewards should look out for less able people and help.
- Bar staff to close the Bar.
- If necessary, the Arena should be cleared.

I.3.2. Barn Evacuation

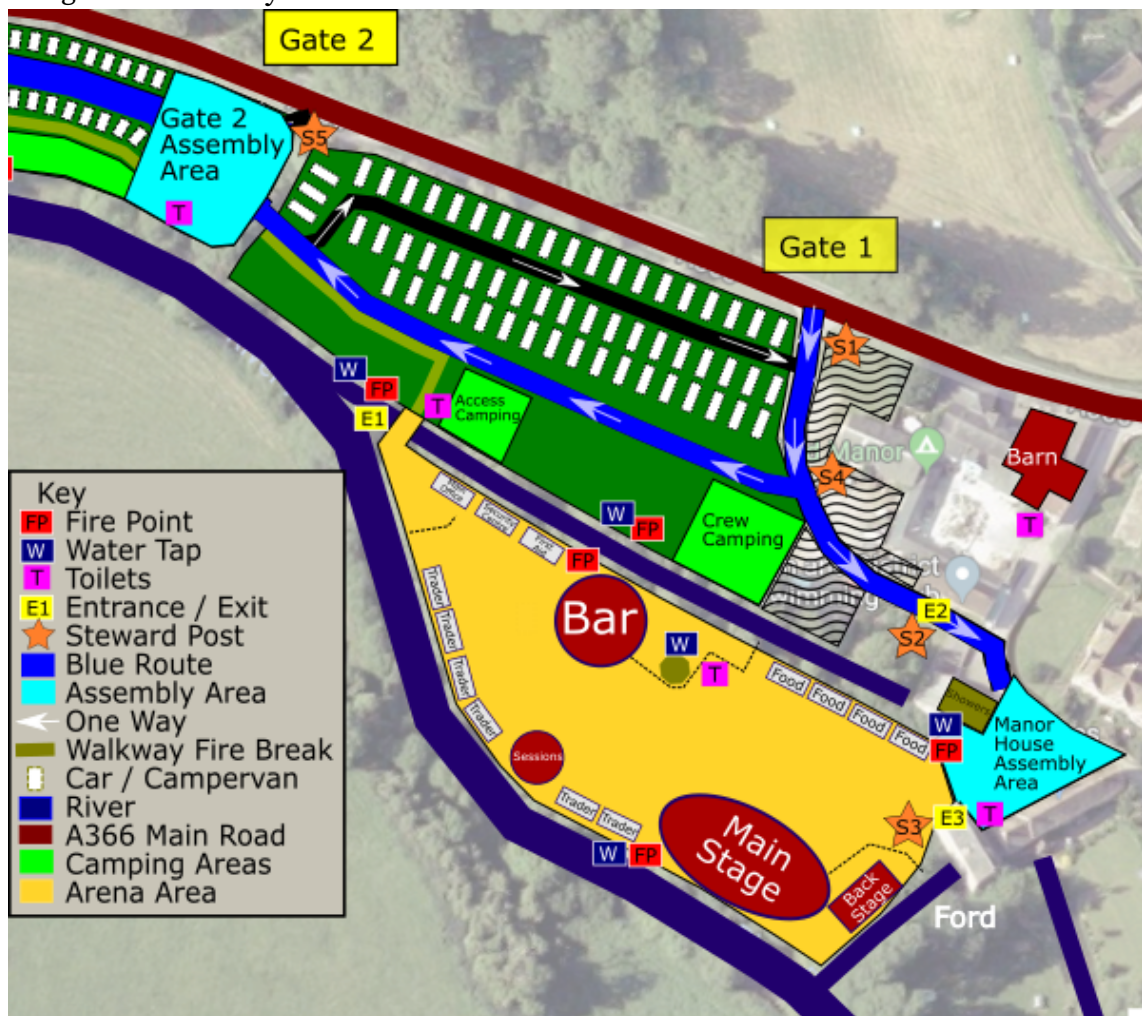
- Stage crew to radio and alert Security and all Teams.
- Stage crew to stop the show and announce that people should leave the barn by the 2 emergency exits.
- Stage Crew to help artists away from the barn.
- Stewards and security to help people away from the barn.
- Stewards should look out for less able people and help.

I.3.3. Bar Evacuation

- Bar staff to close the bar and alert Security and all Teams.
- Bar staff to announce that people should leave the bar tent.
- Stewards and Security to help people away from the tent.
- Stewards should look out for less able people and help.
- Stage Crew might stop the show and evacuate the Main Stage.
- If necessary, the Arena should be cleared.

I.3.4. Arena Area Evacuation

- Security and all Teams are alerted.
- Stage crew to stop the show and announce that people should leave the arena.
- Bar staff to close the Bar and announce that people should leave the arena.
- Stewards and Security to help people towards E1 or E3 depending which is best.
- People leaving by E1 should assemble at the Gate 2 Assembly point
- People leaving by E3 should assemble at the Manor House Assembly Point.
- If either of these assembly points are compromised, people should be lead to the Swimming Field Assembly Point.

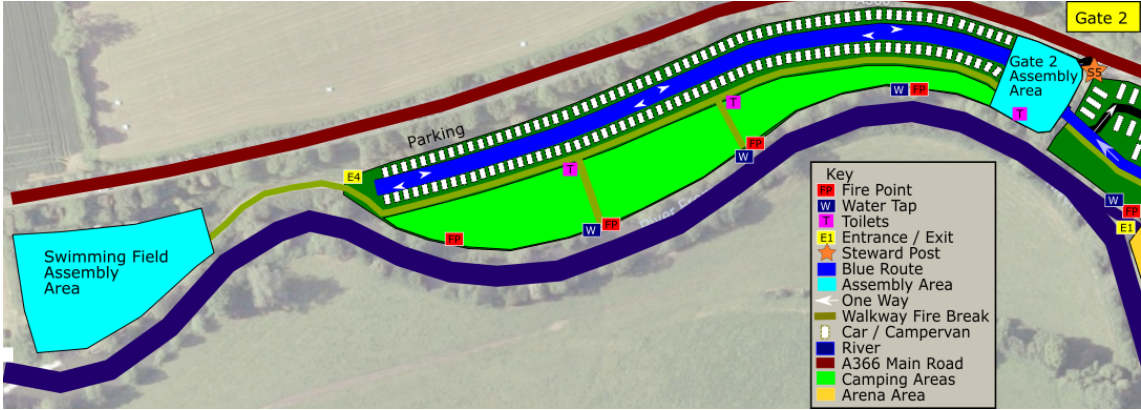


I.3.5. Campervan Site Evacuation

- Security and all Teams are alerted.
- Stewards and Security to knock up and help people towards the Gate 2 Assembly point or the Manor House Assembly Point, depending which is best.
- Stewards and Security to discourage people to drive through the site.
- Access Camping and Crew camping might also need to be evacuated.
- Entrance E1 might need to be stopped.
- Consider a show stop and a bar closure.

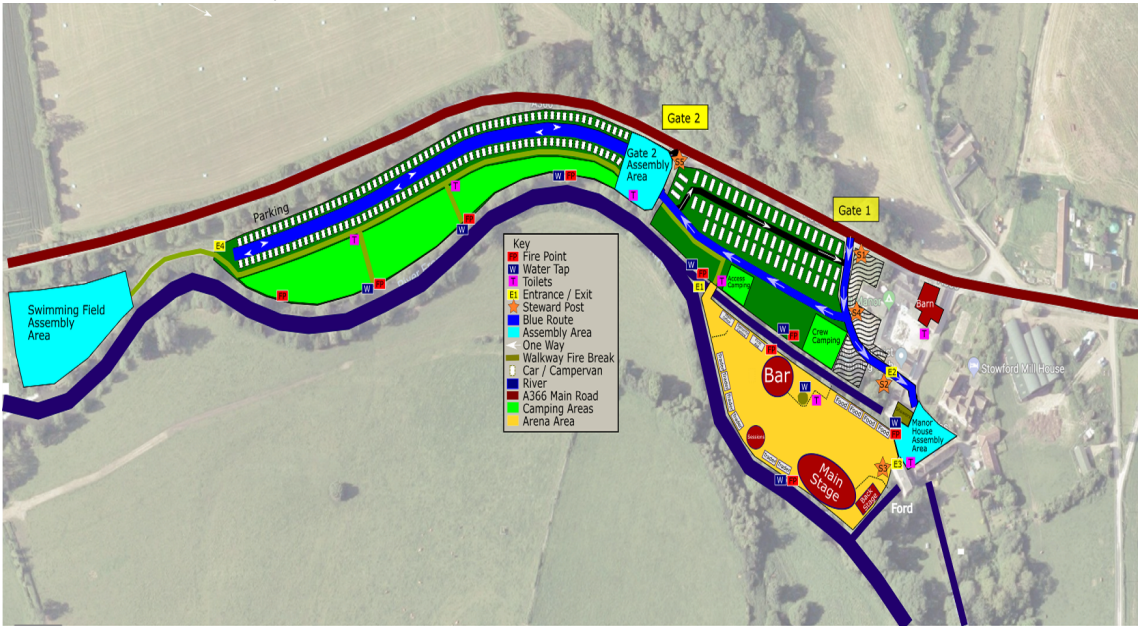
I.3.6. Campsite Evacuation

- Security and all Teams are alerted.
- Stewards and Security to knock up and help people towards the Gate 2 Assembly point or the Swimming Field Assembly Point, depending which is best.
- Stewards and Security to discourage people to drive through the site.



I.3.7. Whole Site Evacuation

- Security and all Teams are alerted.
- Stage crew to stop the show and announce that people should leave the arena.
- Bar staff to close the Bar and announce that people should leave the arena.
- Stewards and Security to help people towards the Swimming Field Assembly Point.
- Stewards and Security to discourage people to drive through the site.



J. Appendix — Noise Management Plan 2018



Noise Management Plan 2018

Contents

Description of Site and Noise Sources Section 1

 Introduction Section 1.1

 Site Setting Section 1.2

 Noise Sensitive Receptors Section 1.3

 Site Layout & Description Section 1.3

 Discussion Section 1.5

Description of Site Operations Section 2

 Operational hours for licensable activities. Section 2.1

 Music operations and timings Section 2.2

 Maximum Music Noise Levels Section 2.3

Monitoring Section 3

Being a good neighbour Section 4

Managing Complaints Section 5

1. Description of Site and Noise Sources

1.1 Introduction

This Noise Management Plan (NMP) is intended to be used as a reference working document for all teams. It outlines the main noise sources identified on site, the mitigation measures implemented to reduce the risk of noise nuisance and the monitoring, maintenance and recording methods to be used during the festival. The NMP has a dual function of showing how to control noise and identifying where improvements can be made.

This Noise Management Plan is to be updated annually and will be provided to the Licensing Authority no later than 3 months prior to the commencement of the festival for approval in writing.

1.1 Site Setting

- The festival site at Stowford Manor Farm is situated in the valley of the river Frome.
- It is situated about 700m from Farleigh Hungerford Village.
- The site has hosted many successful, well attended festivals since 1979.
- Location Map



1.2 Noise Sensitive Receptors.

For the purpose of this assessment, a radius of 800 metres (pink line) has been adopted for all other potentially sensitive receptors. The sensitive receptors are detailed in the table below.

Map ref	Name	Direction	Distance
NR1	4? Properties sheltered by hill	SE	400m
NR2	3? Properties sheltered by farm buildings	E	100m
NR3	8? properties	W	700m
NR4	1 property sheltered by hill	WNW	700m

1.3 Noise Sources

Map ref	Name	Speaker Direction	
NS1	Main Stage in a marquee	WNW	
NS2	Bar Stage in a tent	NE	
NS3	Barn Stage in a stone building	W	

1.4 Discussion

NS1 is the main stage and this will have the largest sound system. The stage will be managed by HLAudio, a professional outfit based in Frome. They will be consulted during the site build to ensure the sound system is setup to ensure that the minimum nuisance is generated. Speakers will be positioned and directed to ensure that the least direct noise travels towards the noise receptors. During the setup sound checks, noise levels will be taken at the noise receptors to create a base level.

NS2 is the bar stage and this will have a simpler, less powerful sound system. This will be overseen by a qualified volunteer, who will manage this simpler stage. Acts on this stage will largely be single instrument and voice arrangements. The timings of the bar stage are designed to overlap with the main stage, meaning there will be continuous sound, albeit quieter at times.

NS3 is the barn stage and this, again will have a less powerful sound system. During the day time, this will be our folk stage and it will be organised and run by an experienced team. In the evenings, this stage will host a quieter stage, as an alternative to the other two. This will be overseen by a qualified volunteer. As the barn is an enclosed, stone build building, sound leakage is expected to be very low. This needs to be tested at setup time and during initial performances.

2 Description of Site Operations

- The 2018 Festival will take place from 12:00 hrs Thursday 19th July up to 14:00 hrs Monday 23rd July.
- Facilities at the festival consist of:
 - Camping facilities
 - The Arena (referred to as 'The Island')
 - The Barn
 - Parking area
- Expected maximum audience is 500 people, consisting of mainly adults and families with children.
- Attendance at the event is by ticket only.
- Tickets are purchased through advanced sales and tickets sold on the day.
- Festival Build will commence at 09:00hrs Tuesday 17th July
- Festival Knock-down will end at 12:00hrs Tuesday 24th July
- The Festival will be run by Teams of volunteers.

2.1 Operational hours for licensable activities.

	Thursday/Friday	Friday/Saturday	Saturday/Sunday	Sunday/Monday
Sale of alcohol	18:00 – 02:00hrs	12:00 – 02:00hrs	11:00 – 02:00hrs	11:00 – 02:00hrs
Live music -NS1, NS2, NS3	18:00 – 00:00hrs	11:00 – 01:00hrs	11:00 – 01:00hrs	11:00 – 00:00hrs
Late Night Refreshment	23:00 – 01:00hrs	23:00 – 01:00hrs	23:00 – 01:00hrs	23:00 – 01:00hrs

2.2 Music operations and timings, NS1, NS2, NS3

	Thursday	Friday	Saturday	Sunday	Monday
00:00 – 01:00	No music	No music	NS2 music	NS2 music	No music
01:00 – 09:00	No music	No music	No music	No music	No music
09:00 – 11:00	No music	Acoustic music	Acoustic music	Acoustic music	No music
11:00 – 18:00	No music	Acoustic music	Amplified music	Amplified music	No music
18:00 – 23:59	Amplified music	Amplified music	Amplified music	Amplified music	No music

The timing of the end of each evening session will be the responsibility of the stage crew.

Any band running over will have the sound cut at the time limit, to prevent nuisance

2.3 Maximum Music Noise Levels at NR3 – Farleigh Hungerford Village measured over 5 minutes

	Thursday	Friday	Saturday	Sunday	Monday
00:00 – 01:00	No music	No music	45 db(A)	45 db(A)	No music
01:00 – 09:00	No music	No music	No music	No music	No music
09:00 – 23:00	55 db(A)	55 db(A)	55 db(A)	55 db(A)	No music
23:00 – 23:59	45 db(A)	45 db(A)	45 db(A)	45 db(A)	No music

These figures are based on the previous festivals that have successfully been run without complaint.

3. Monitoring

While the festival is in operation, music noise level measurements will be taken to ensure that they are within the music noise levels stated. If they are above the limits set, the stage crew will be informed, and the sound level will be reduced until it is acceptable. When no music is being played, the site security and stewards will ensure noise is kept a minimum on the site. The table below will be completed by the Event Team during the festival and sent to Wiltshire Council Environmental Health afterwards.

Music Noise Levels at NR3 – Farleigh Hungerford Village measured over 5 minutes

	Thursday	Friday	Saturday	Sunday	Monday
00:00 – 01:00	No music	No music	_____ db(A)	_____ db(A)	No music
01:00 – 09:00	No music	No music	No music	No music	No music
12:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music
16:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music
20:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music
23:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music

4. Being a good neighbour

This is the first festival back at Stowford since 2010 and, as such, we need to start out as we mean to go on. There is bound to be some initial concern about what will happen. We plan to alleviate these fears through interaction with the residents concerned. We hope to establish a long-term relationship with the area and be a good neighbour.

Prior to the festival, we will distribute leaflets to all of the noise receptors, NR1, NR2, NR3 & NR4, and meet as many of the local residents as possible. We will encourage them to come along and participate in the festival.

The leaflet will contain the festival details, the timings for the musical activity and the complaints procedure including phone number of the Event Team, to lodge any complaints. Wiltshire Council Environmental Health details will also be displayed.

The leaflet will also be forwarded to Wiltshire Council Environmental Health prior to the event.

5. Managing Complaints

Any noise complaint received at the site or via phone will be handled by the Event Team.

They will record the complaint on the Festival App using the online forms.

After details of the complaint have been recorded, the cause(s) will be investigated, and immediate action will be taken to remedy the situation, where possible.

The likely reasons for the complaint will be added to the form and the complainant will be contacted, if contact details are provided and feedback has been requested.

Where any changes are made, the Noise Management Plan will be updated accordingly.

Wiltshire Council Environmental Health will be informed about all complaints after the festival finishes.