

Somerset West and Taunton Council Safety Advisory Group

Constitution and information

Part 1: Introduction

In his report into the Hillsborough Stadium Disaster, Lord Justice Taylor recommended that local authorities (local councils) should set up Safety Advisory Groups (SAGs), to assist them in exercising their functions under the Safety of Sports Grounds legislation.

Whilst there have been no similar major disasters at musical events within the UK, there have been notable crowd-related incidents and SAGs, although not recognised in legislation, have become widely accepted as being a best practice approach to improving safety at events and gatherings of large crowds, across the board.

It is for the above reason that Somerset West and Taunton Council (SWT) has established its own SAG (here in referred to as 'the SAG'). This document has been written and developed in order to provide a single point of reference to SAG members and event organisers alike.

The SAG is made up of core members from both the district council and county council, the police, the fire and rescue service and the ambulance service. Its primary role is to promote and encourage high standards of public safety and wellbeing at events held in the area and does this by providing event organisers with appropriate advice, sign-posting and guidance at regular meetings.

This document has been written and developed having had regard to 'The UK Good Practice Guide to Working in Safety Advisory Groups' published by the Emergency Planning College, January 2015.

Part 2: Terms of reference

Aims/objectives

The SAG has been established in order to achieve the following aims:

- To promote the clarity of roles and responsibilities relevant to the event(s) within the SAG's remit;
- To advise the local authority (district council) and/or event organiser in order to ensure high standards of health and safety;
- To promote the principals of sensible risk management and good practice in safety and welfare planning;
- To promote a consistent, coordinated, multi-agency approach to event planning and management;
- To advise the local authority and/or event organiser in respect of the formulation of appropriate contingency and emergency arrangements;
- To provide the local authority and/or event organiser with appropriate advice, sign-posting and guidance in order to assist with the delivery of a safe event;
- To encourage arrangements to be made to minimise disruption to local communities;
- To consider the implications of significant incidents and events relevant to their venue(s) and events;
- To consider the implications of significant incidents and events relevant to the surrounding areas and facilities;
- To receive and consider reports relevant to debriefs, visits and/or inspections of the venue or event.

The SAG will operate in the following ways:

- Offer advice in order to ensure the highest possible standards of public safety at events and to encourage the wellbeing of those who could be affected by such events. In this context, the 'public' includes not only those attending the event, but also those in the surrounding areas who may be affected by it;
- The SAG is not responsible for reviewing safe systems of work of the event organisation or crew. However, it will be relevant to consider the consequences of work-related incidents during periods of public access;
- The SAG does not make any decisions on behalf of the local authority or other agencies as its role is advisory and as such it has no authority to either approve or ban events;

- The decision-making authority is typically the local authority, which may be the chair of the SAG. Where other agencies may exercise their own statutory decision-making authority it is stressed that this is the determination of that authority and not the SAG;
- The overall responsibility for the safety of persons at an event will lie with the event organiser, venue owner or operator and management team;
- Members of the SAG must declare any material conflict of interest in relation to any matters put before the group before any discussion on that matter. Should this conflict of interest be considered prejudicial, that person should consider withdrawing, to be replaced by an appropriate party agreed with the group;
- The SAG will have arrangements to ensure that appropriate records of procedures and meetings are maintained;
- The lessons learned via the SAG processes and procedures will be applied for the benefit of all events within its area of responsibility.

Chair

Chair of the SAG, and therefore any SAG meetings, is the SWT Licensing Manager, John Rendell.

Vice chairs are Matthew Hill and Emily Vining; Specialists for Environmental Health at SWT. Matthew and Emily will lead the functions of the SAG in John's absence.

A SAG meeting may also be chaired by a recognised chair from another Somerset local authority SAG, if there are any conflicts of interest preventing the above person acting as the chair at a meeting.

The SAG meetings will be chaired in such a way as to:

- Ensure that the group discharges its responsibilities fairly, effectively, efficiently and proportionately;
- Ensure that, where practicable, appropriate representation on the group;
- Ensuring that all members have the opportunity to participate;
- Ensuring that an audit trail of group processes is maintained.

Members

The following authorities/organisations are members of the SAG (in no particular order):

Authority/ organisation:	Has responsibility for:	Contact details:
SWT Licensing Authority	Regulation of alcohol, entertainment, late night refreshment, street trading, charitable collections, adult entertainment, skin piercing, taxis and private hire vehicles.	https://www.somersetwestandtaunton.gov.uk/contact-us/general-enquiries/ enquiries@somersetwestandtaunton.gov.uk

		0300 304 8000
SWT Environmental Health	Health & safety, food safety, private water supplies and preventing public nuisance (inc. noise, odour, light).	https://www.somersetwestandtaunton.gov.uk/environmental-health/enquiries@somersetwestandtaunton.gov.uk 0300 304 8000
Somerset Building Control Partnership	Building Regulation applications, dangerous structures and demolition works.	Paul.grummett@sedgemoor.gov.uk
Avon and Somerset Constabulary	Public order, incident and emergency response, crime investigation and reduction, community policing.	OPSPLANSOMERSET@avonandsomerset.police.uk or liquorlicensing@avonandsomerset.police.uk for licensing specific enquiries
Devon and Somerset Fire and Rescue	Incident and emergency response and enforcement of fire safety legislation.	somersetwestprotection@dsfire.gov.uk and admintaunton@dsfire.gov.uk
South Western Ambulance Service NHS Foundation Trust (SWAST)	Incident and emergency response.	epr.somerset@swast.nhs.uk
Devon & Somerset Trading Standards	Weights and measures, age restricted products, community safety and animal movement.	tradingstandards-mailbox@devon.gov.uk
Somerset County Council Highways Authority	Maintain the highway network, ensuring it is safe and can be used by the public without obstruction. Secure and facilitate the movement of traffic along the road network of the authority and that of other traffic authorities. Contribute to securing the more efficient use of the road network and/or avoidance, elimination or reduction of road congestion or other disruption to the movement of traffic.	trafficmanagement@somerset.gov.uk

Each of the above named authorities/organisations will supply a competent (based on knowledge, experience and training) representative for SAG meetings or where they are unable to attend, a suitably experienced or briefed deputy.

Members will aim to avoid sending multiple representatives to meetings, except where there are legitimate needs e.g. a training opportunity.

The SAG may agree to invite other authorities/organisations to attend a meeting or comment on a particular matter that is being considered, as appropriate.

Format of meetings

Other than the SAG members and guests, as described above, attendance at meetings by event organisers will be by request or invitation.

The meeting will principally comprise of two elements; a discussion between members only followed by a discussion with invited event organisers.

Formal minutes will be taken by a SWT member of staff and be circulated amongst members. Any recommendations and/or advice resulting from a meeting will be sent to event organisers separately, by email. Because they are not made available immediately, it is strongly recommended that event organisers make their own notes of key points during the meeting e.g. recommendations/advice given. It should be noted that there may be times when certain member organisations of the SAG are not represented at a meeting and therefore organisers cannot treat the presentation of advice or recommendations as a complete review of their event management documentation.

Frequency of meetings

The SAG will generally meet on a monthly basis, with meetings generally being held on the first Tuesday of each month, using Microsoft TEAMS. The SAG may hold additionally meetings if and when necessary and be flexible with the location, as and when necessary.

Referring events to the SAG

In deciding whether an event or activity needs to be referred to the SAG, the following factors will be considered:

- The nature of the event;
- Levels of risk within the event and in particular, whether it is held on or impacts significantly on the highway network;
- Numbers of attendees at any one time (generally, events with 500 or more people will be referred).

An event or activity may be referred to a full SAG meeting or it may be documents are circulated via email or secure file transfer sites so that members can review the information and individually feedback any concerns, advice etc. via the SAG chair or direct to the organiser.

To assist the SAG in making this judgement, an event organiser should complete the event notification form attached at **Appendix A** and send it to j.rendell@somersetwestandtaunton.gov.uk CC m.hill@somersetwestandtaunton.gov.uk and e.vining@somersetwestandtaunton.gov.uk having had particular regard to the proceeding section of this document.

Timescales for submission of documents

In order for the SAG to be able to fully consider an event and/or EMP, an event organiser must contact the SAG well in advance of the event and any documentation must be sent no later than 2 weeks before a SAG meeting.

It is recommended that organisers aim to give the SAG 3 months' notice for small events (up to 500 people and/or those of lower risk) and six to nine months' notice for larger events (over 500 people and those of higher risk).

Additional notice periods need also be considered where an organiser may need to apply for a licence, road closure etc.

Event organisers are strongly recommended to avoid making licence applications in accordance with the Licensing Act 2003 until guidance from the SAG has been sought.

Review of terms of reference

The terms of reference will be reviewed by the SAG annually, normally in January.

Part 3: Guidance and information for event organisers

Event organiser responsibilities

Acting as an event organiser is a huge responsibility. A person who occupies or is in control of a premises; be that a building or open space; has a legal duty to take reasonable steps to ensure that people that enter are kept reasonably safe. Employers and the self-employed also have a legal duty to keep workers safe, as well as a duty to keep volunteers and spectators safe from work activities.

As an event organiser, you must appoint someone competent to help you meet your health and safety duties, including writing the event management plan and health and safety risk assessments, for which there is further advice below. A competent person is someone with the necessary skills, knowledge and experience to manage health and safety. You could appoint (one or a combination of):

- yourself;
- one or more of your workers;
- an external person e.g. a consultant.

Whoever you choose will need to have a knowledge and understanding of your proposed event, the health and safety hazards involved and have the ability to adopt and develop safe systems of working.

Event Management Plan

Every event should have a written event management plan (EMP), which contains full organisational and safety arrangements, including a description of the event full details of all plans, policies, risk assessments and copies of insurance certificates.

The size of an EMP can depend on the numbers of people attending, site being used and nature of the entertainment or activities being provided.

It is important that those involved with the event are familiar with and understand the areas of the EMP that are relevant to their individual role and responsibilities and this may mean they should have read and understood the whole document.

Where accidents and emergencies occur, particularly causing people to be hurt or worse still, lose their lives, event organisers will be expected to provide documented plans and risk assessments to

show that they did all the reasonably could to keep people safe. If something is not documented, it cannot necessarily be evidenced.

It is important that an EMP is clear, concise and presented in an organised and logical structure/format. The SAG strongly recommends that organisers use the chapter headings from the Purple Guide (see below for further details), in the order they appear, to structure the EMP.

EMPs should be 'version controlled', meaning they are properly dated/labelled so it is easy to distinguish any changes from the original. It is also strongly recommended that, when a change is made, amendments are prominently highlighted in a different colour and/or a summary of amendments included at the beginning of the document.

Risk assessment

A risk assessment is a documented thought process about what might cause harm to people and the identifying of reasonable steps to prevent that harm. It is not, as many believe, about creating huge amounts of paperwork, but rather about identifying sensible measures to control risks.

More helpful information about risk assessments in general, including a risk assessment template can be found on the Health & Safety Executive (HSE) website:

<http://www.hse.gov.uk/risk/controlling-risks.htm>

Specific event risk assessment guidance can be found in the 'Guide to Health, Safety and Welfare at Music and Other Events', also known as the 'Purple Guide', further details of which can be found below.

Applications to use Council-Owned Land

Certain Council owned parks and open spaces are available to be hired for events such as sponsored walks, concerts, shows, exhibitions, sports events or community days.

To find out more, visit <https://eventspaces.somersetwestandtaunton.gov.uk/>

Helpful guidance and resources

Title	Subject	Cost	Where to find
The Purple Guide'	This guide is endorsed by the SAG and is widely accepted as being the best place to find comprehensive guidance on various aspects of event safety. The guide evolves as certain areas are developed over time and is only available online.	£30 annual subscription fee	Click here
Guide to safety at Sports Grounds AKA the 'Green Guide'	This document provides guidance on the numbers of spectators that can be safely accommodated in sports grounds.	£95	Click here
Chartered Institute of Environmental Health (CIEH) National	These guidance notes aim to provide a basis for a commonly agreed and consistent national	Free	Click here

Guidance for Outdoor and Mobile Catering	standard in outdoor catering management. They seek to define acceptable food safety standards and health and safety requirements for catering at outdoor events.		
CIEH Code of Practice on Environmental Noise Control at Concerts	Guidance on reducing the risk of nuisance.	Free	Click here
HSE Guidance on running events safely	General guidance around safety at events, aimed at event organisers but with some helpful information for contractors, workers and volunteers.	Free	Click here
Organising Firework Displays	Guidance on firework displays.	Free	Click here
Organising-an event on or affecting the public highway	Guidance pack.	Free	Click here
Counter Terrorism good house keeping guide	Guidance on dealing with suspicious packages, safety checks, telephone threats etc.	Free	Appendix C of this document

Appendix A – SAG event notification form

SAG event notification form

Please complete and send this form to j.rendell@somersetwestandtaunton.gov.uk which will enable the members of the SAG to determine the appropriate format for giving you advice.

Name of event:	
Type of event:	

<i>e.g. music festival</i>			
Start date and time:		End date and finish time:	
Is this a new event? <i>Please tick</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Event organisers address:			
Event organisers phone number(s):			
Event organisers email address:			
Location/address of event (use grid ref. if necessary) and enclose plan/map if possible:			
Please explain, what (if any), publicity the event has had:			
Total number of anticipated attendees, inc. visitors, spectators, participants etc.			
Is this a free event?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Describe your target audience:			
Does the event involve any of the following 'licensable activities'?			

Sale/supply of alcohol:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Live or recorded music:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibition of a film/films:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Performance of a play:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Performances of dance:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Boxing or wrestling:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Late night refreshment (being the supply of hot food or drink between the hours of 23:00 and 05:00 the following morning:		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If the event involves any of the above licensable activities, have you applied for a premises licence or temporary event notice?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the event or any part of it take place on the highway?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If the event (or part of it) does take place on the highway, have you applied for a road closure?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the event likely to result in a significant increase in the volume of traffic from visitors to the event?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Will be car parking be provided?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If there will be car parking, please provide details: e.g. numbers/types of vehicles expected			
Will the event include any of the following?		Do you intend to undertake an appropriate risk assessment?	
Temporary grandstands or structures including marquees or tents:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Temporary electrical or gas supply:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Fairground equipment:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Use of pyrotechnics, fireworks or special effects:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Provision of food and/or refreshments:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Areas for camping and/or caravanning/live-in vehicles:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have arrangements been made for any of the following?			

First aid:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Communications e.g. two way radio:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Firefighting equipment:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signage for access routes/car parking:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Provision of stewards/marshals:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Provision of door supervisors/security:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Refuse and litter control:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Welfare facilities e.g. toilets, drinking water:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Dealing with lost children:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Access/egress for emergency vehicles	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has an event management plan been prepared? <i>For further guidance, refer to:</i> <ul style="list-style-type: none"> • <i>The event management plan writing guide at Appendix C of this document; and</i> • <i>The various guides and reference material mentioned on page 8 of this document, notably the 'Purple Guide'.</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Appendix B – Counter Terrorism good housekeeping guide

GOOD HOUSEKEEPING ADVICE;

Hostile Reconnaissance

Terrorists very often undertake some form of reconnaissance before carrying out an attack. They may do this in vehicles or on foot, recording and documenting locations.

In periods of heightened alert, it is vital to remain vigilant, trust your instincts and report possible reconnaissance to the police.

What to look for

- Significant interest being taken in the outside of your event site including parking areas, delivery gates, doors and entrances.

- Groups or individuals taking significant interest in the location of CCTV cameras and controlled areas.
- People taking pictures, filming, making notes or sketching of the security measures around events. Tourists should not necessarily be taken as such and should be treated sensitively, but with caution.
- Overt/covert photography, video cameras, possession of photographs, maps, blueprints etc, of critical infrastructures, electricity transformers, gas pipelines, telephone cables, etc.
- Possession of maps, global positioning systems (GPS), photographic equipment (cameras, zoom lenses, camcorders). GPS will assist in the positioning and correct guidance of weapons such as mortars and Rocket Propelled Grenades (RPGs). This should be considered a possibility up to one kilometre from any target.
- Vehicles parked outside buildings of other facilities, with one or more people remaining in the vehicle, for longer than would be considered usual.
- Parking, standing or loitering in the same area on numerous occasions with no apparent reasonable explanation.
- Prolonged static surveillance using operatives disguised as demonstrators, street sweepers, etc or stopping and pretending to have car trouble to test response time for emergency services, car recovery companies, (AA, RAC etc) or local staff.
- Simple observation such as staring or quickly looking away.
- Activity inconsistent with the nature of the building or event.
- Unusual questions - number and routine of staff/VIP's visiting the site or event.
- Individuals that look out of place for any reason.
- Individuals that appear to be loitering in public areas.
- Individuals asking questions regarding the identity or characteristics of individual visitors, groups of visitors, or the jobs or nationalities of visitors, that attend or may visit the event.
- Persons asking questions regarding security and evacuation measures.
- Persons asking questions regarding event staff hangouts.
- Persons asking questions regarding VIP visits.
- Delivery vehicle in front of the event.
- Vehicles, packages, luggage left unattended.
- Vehicles appearing over weight.
- Persons appearing to count pedestrians/vehicles.
- Strangers walking around perimeter of the event.
- People 'nursing' drinks and being over attentive to surroundings. Persons loitering around area for a prolonged amount of time.
- Persons attempting to access plant equipment or chemical areas.
- Delivery vehicles or other trucks attempting to access the main driveway to the event.
- Delivery vehicles arriving at the event at the wrong time or outside of normal hours.
- Vehicles emitting suspicious odours e.g. fuel or gas.
- Vehicle looking out of place.
- Erratic driving.
- Questions regarding the event structure.
- Noted pattern or series of false alarms indicating possible testing of security systems and observation of response behaviour and procedures, (bomb threats, leaving hoax devices or packages).
- The same vehicle and different individuals or the same individuals in a different vehicle returning to a location(s).

- The same or similar individuals returning to carry out the same activity to establish the optimum time to conduct the operation.
- Unusual activity by contractor's vehicles.
- Recent damage to perimeter security, breaches in fence lines or walls or the concealment in hides of mortar base plates or assault equipment, i.e. ropes, ladders, food etc. Regular perimeter patrols should be instigated months in advance of a high profile event to ensure this is not happening.
- Attempts to disguise identity - motorcycle helmets, hoodies, etc. or multiple sets of clothing to change appearance.
- Constant use of different paths, and/or access routes across a site. 'Learning the route' or foot surveillance involving a number of people who seem individual but are working together.
- Multiple identification documents - suspicious, counterfeit, altered documents etc.
- Non co-operation with police or security personnel.
- Those engaged in reconnaissance will often attempt to enter premises to assess the internal layout and in doing so will alter their appearance and provide cover stories.
- In the past reconnaissance operatives have drawn attention to themselves by asking peculiar and in depth questions of employees or others more familiar with the environment.
- Sightings of suspicious activity should be passed immediately to security management for CCTV monitoring, active response where possible and the event recorded for evidential purposes.
- Vehicles moving slowly near public buildings, structures or bridges, or parked in suspicious circumstances
- People using recording equipment, including camera phones or seen making notes or sketches for no apparent reason – especially of staff or security features
- Attention to specific access/egress areas, stairwells, hallways and fire escapes for no apparent reason
- Deliveries to venue - questions to ask could include, is the delivery from a known supplier and is it expected? Is there anything unusual about the packaging or item?
- Members of the public in offices and 'off limits' areas, plant rooms and similar locations
- Someone taking an interest in staff/vehicle movements
- Inappropriate approaches to any staff member
- Someone being followed
- Packages/bags being left unattended
- Anything you feel isn't right

Good Housekeeping

Good housekeeping improves the ambience of your event and reduces the opportunity for placing suspicious items or bags and helps to deal with false alarms and hoaxes. Consider the following;

- Avoid the use of litter bins around critical/vulnerable areas of the event i.e. do not place litter bins next to or near glazing, support structures, most sensitive or critical

areas (but if you do ensure that there is additional and prompt cleaning in these areas).

- The use of clear bags for waste disposal is a further alternative as it provides an easier opportunity for staff to conduct an initial examination for suspicious items.
- Review the use and security of compactors, wheelie bins and metal bins to store rubbish within service areas, goods entrances and near areas where crowds congregate.
- Keep public and communal areas - exits, entrances, queues, lavatories - clean and tidy, as well as service corridors and areas.
- Temporary information stands, concessionaires and kiosks should be searched before and after use and secured or moved when unattended.
- Place tamper proof plastic seals on maintenance hatches.
- All event sites should have in place an agreed procedure for the management of contractors, their vehicles and waste collection services. The vehicle registration mark (VRM) of each vehicle and its occupants, should be known to the event security or management in advance.
- If allowed, pruning vegetation and trees, especially near entrances, will assist in surveillance and prevent concealment of any packages.

Additionally consider the following points:

- Ensure that all staff are trained in bomb threat handling procedures or at least have ready access to instructions - and know where these are kept. (See bomb threat checklist)
- If your event has a CCTV, review your system to ensure it has sufficient coverage both internally and externally.
- Management should ensure that Fire Extinguishers are appropriately marked and authorised for the locations they will be kept. Regular checks should be made to ensure that they have not been interfered with or replaced.
- Event management should identify a secondary secure location for a control room (if they have one) as part of their normal contingency plans.
- All event systems should have an uninterrupted power supply (UPS) available which is regularly tested if it is identified that power loss would impact on the safety of the public.
- Security staff deployed externally should adopt a 'see and be seen' approach and where possible police any queuing outside the event. The queue should be orderly, monitored by CCTV operators if available and communication between visitors and staff established.
- There should be clear demarcation between public and private areas, with appropriate access control measures into and out of the private side. This relates to private areas within the event, not public entrances.

Encourage Staff to undertake the following;

- Extra vigilance to be displayed by all staff / volunteers
- Report any suspicious behaviour / incidents in the lead up to the event and on the day
- Challenge anyone not recognised in areas out of bounds to the public

- Keep a place for everything and everything in its place
- Areas should be kept clean and tidy especially those close to entrances
- Choose furniture and fittings that do not have spaces in which devices can be concealed
- Report any alarm activations at relevant buildings

Search

Staff should be briefed to look out for packages, bags or other items in odd places, carefully placed (rather than dropped) items in rubbish bins and unusual interest shown by strangers in less accessible places.

Consider dividing your event area into sectors. If the site is organised into areas and sections, these should be identified as separate search sectors. Each sector must be of manageable size.

Remember to include any stairs, fire escapes, corridors, toilets and lifts in the search plan, as well as car parks, service yards and other areas outside. If evacuation is considered or implemented, then a search of the assembly areas, the routes to them and the surrounding area should also be made prior to evacuation.

They also need to be able to search without unduly alarming any visitors. Dependent on the threat this search could be restricted to random bag searches or at times of a high security risk extend up to full body searches of every person entering the venue.

On the day of the event you should plan to;

- Search / check own areas before the start of the event
- Plan for discreet searches / checks during the event hours
- Cancel deliveries to your premises

Searches may be used as part of routine good housekeeping. Staff should be looking for anything;

- that should not be there
- that cannot be accounted for
- that is out of place

Your planning should incorporate the seven key instructions applicable to most incidents:

1. Do not touch suspicious items
2. Move everyone away to a safe distance
3. Prevent others from approaching
4. Communicate safely to staff, business visitors and the public
5. Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover

6. Notify the police
7. Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

Delivered items

Letters, parcels, packages and other items delivered by post or courier have been used on occasions to disguise harmful devices and substances. Delivered items may be explosive, incendiary, sharps or blades, or conceivably contain chemical, biological or radiological material. Other hazardous or offensive material such as faeces, have also been used in delivered items.

Anyone receiving a suspicious delivery is unlikely to know what type it is, so procedures and precautions should cater for every eventuality. A delivered item will probably have received fairly rough handling in the post, so is unlikely to detonate because it is moved. Any attempt to open such an item may well set it off. Threat items come in a wide range of shapes and sizes. A well-made device will look innocuous but may still have tell-tale signs.

- Unexpected item, especially if hand delivered.
- A padded envelope or other bulky package.
- An additional inner envelope or other contents that may be difficult to remove.
- Labelling or excessive sealing that encourages opening at a particular end or in a specific way.
- Oddly-shaped or lop-sided.
- Envelope flap completely stuck down.
- Marked 'To be opened by', 'Personal' or 'Confidential'.
- Item addressed to the organisation or a job title rather than a named person.
- Item addressed to a high profile individual.
- Unexpected or unusual origin (postmark and/or return address).
- Poorly or inaccurately addressed.
- Address printed unusually or unevenly e.g. using a lettering stencil.
- Unfamiliar style of writing.
- No return address or a return address that cannot be verified.
- Unusual postmarks or no postmarks.
- More stamps than needed for the size and weight of the package.
- Unusual smell.
- Greasy or oily stains emerging from within.
- Small hole(s) in the envelope or wrapping.
- Powders or liquids emanating from the package.
- Sudden onset of illness or irritation of skin, eyes or nose.

If in doubt call 999 and ask for the police. Clear the area immediately. Do not attempt to open the letter or package. Avoid unnecessary handling. Keep it separate so it is easily identifiable.

Telephone threats and anonymous calls

Anonymous calls and telephone threats are usually intended to lower your morale or cause fear, alarm and distress. These calls can be extremely distressing but, if it is bearable, keeping the caller talking can reveal important information. If the call is not too upsetting, consider the following actions:

- Note details about the caller: e.g. gender, accent, a speech impediment.
- Listen for any clues as to the intention of the caller or the specific threat.
- Listen for background noise, which may provide valuable information about the location or circumstances of the caller (traffic, trains, children etc.).
- Write down the details immediately; include date, time and exact words spoken, if possible.
- Keep a note pad and pen to hand.
- On termination of the call operate any trace facility, such as the BT 1471 service.
- Inform the police immediately if threats have been made.
- Consider making your home phone number ex-directory.

Information security

The loss of confidentiality, integrity and most importantly availability of information in paper or digital format can be a critical problem for organisations. Many rely on their information systems to carry out business or nationally critical functions and manage safety and engineering systems.

Your confidential information may be of interest to business competitors, criminals, foreign intelligence services or terrorists. They may attempt to access your information by breaking into your IT systems, by obtaining the data you have thrown away or by infiltrating your organisation. Such an attack could disrupt your business and damage your reputation.

When considering this type of attack you should look at facilities and processes at your event site and any other place you operate from. Many large event organisers will contract in security access control systems. Make sure it is clear who is responsible for management and security of data.

What can you do;

- Acquire your IT systems from reputable manufacturers and suppliers.
- Ensure that your software is regularly updated. Suppliers are continually fixing security vulnerabilities in their software. These fixes or patches are available from their websites - consider checking for patches and updates daily.

- Ensure that all internet-connected computers are equipped with anti-virus software and are protected by a firewall.
- Back up your information, preferably keeping a secure copy in another location.
- Assess the reliability of those who maintain, operate and guard your systems
- Consider encryption packages for material you want to protect, particularly if taken offsite - but seek expert advice first.
- Take basic security precautions to prevent software or other sensitive information falling into the wrong hands. Encourage security awareness among your staff, training them not to leave sensitive material lying around and to operate a clear desk policy (i.e. desks to be cleared of all work material at the end of each working session).
- Make sure your staff are aware that users can be tricked into revealing information which can be used to gain access to a system, such as user names and passwords.
- Invest in secure cabinets, fit locking doors and ensure the proper destruction of sensitive material
- Where possible, lock down or disable disk drives, USB ports and wireless connections.
- Ensure computer access is protected by securely controlled, individual passwords or by biometrics and passwords.
- Implement an acceptable use policy for staff concerning web browsing, email, use of chat rooms, social sites, trading, games and music download websites.



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