

# Appendix One

## External Management Plan

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## Purpose of the Document

The purpose of this document is to outline the external management of the ingress and egress plan and make reasonable suggestions to minimise impact on the community and aid the efficiency and safe arrival and departure of attendees. It our intention to outline the major ingress/egress routes, deployments, support public transport arrangements, residential protection and propose the roles and responsibilities to be undertaken.

## Roles and Responsibilities

SEP will be responsible for road closures and their implementation. The security and stewarding company will assist LN in the outset in terms of setting out the strategy for the stewarding of public spaces for the ingress / event / egress phases of the event in collaboration with Leicester City Council (LCC). It is the intention of the event organiser to engage a dedicated company to undertake this assignment. They will attend SAG and relevant sub group meetings and will report into the event security command structure

## Statement of Intent

Based on the information provided by the client and stakeholders, Event/Site Survey and the Risk Assessment the statement of intent can be drawn up as follows. This outlines the objectives of the Security & Stewarding Supplier to the event.

The role of the Company with reference to:	Objectives
<b>Ingress and Egress</b>	<ul style="list-style-type: none"> <li>• To provide the stewarding to the entire egress plan</li> <li>• To oversee the management of public away from the site and into the surrounding train station</li> <li>• To monitor and deter antisocial behaviour on the egress route and local area covered in the staffing plan.</li> </ul>
<b>Road Closures</b>	<ul style="list-style-type: none"> <li>• To assist where necessary and requested, to support traffic stewards at the agreed road closures</li> </ul>
<b>Crime Reduction</b>	<ul style="list-style-type: none"> <li>• With best endeavours reduce crime along the route</li> </ul>
<b>Contingency &amp; Emergency</b>	<ul style="list-style-type: none"> <li>• Where practicable to support the emergency services</li> </ul>

<b>Areas that the Company is NOT Responsible for:</b>
<ul style="list-style-type: none"> <li>• Crowd Management or Security of people outside the agreed remit of the ingress and egress route and its surroundings.</li> </ul>
<ul style="list-style-type: none"> <li>• Any co-ordination or responsibility of lost property or lost children. Staff will, however, direct lost property to the appropriate handling station and escort lost children or vulnerable persons to the designated welfare point.</li> </ul>

## Ingress Routes

Based on previous experience of Victoria Park events, and ultimately the postcode analysis of ticket purchases, it is anticipated that most attendees will arrive either on foot or on public transport. The main route into Victoria Park will be from the North and South via London Road, Regent Road and New Walk from the city. These routes will be monitored and managed with regards to attendee assistance and mitigating /discouraging antisocial behaviour by dedicated personnel during the ingress phase. Locations and remit to be agreed

## Egress Routes

The main egress route will be both North and Southbound on London Road, North on Regent Road and North on New Walk, with most of the pedestrian egress heading North towards the train station and the city centre. Stewards and SIA licensed Security will assist SEP with road closures as required and agreed. The route will allow the pedestrian traffic to flow freely away from the venue. To ease the pedestrian flow onto London Road we intend to divert public through New Walk which is a pedestrianised route to the city centre. Directional stewards will be positioned on Granville Road directing public in all directions towards London Road north/south, New Walk and Regent Road citybound. A significant amount of pedestrian egress traffic will head in the southern direction of London Road to the park and stride facility located at Leicester racecourse detailed below.

## Public Transport Hubs

The main public transport hubs will be Leicester train station, the city's bus stations and the park and stride at Leicester Racecourse. Signage should be in place alongside directional stewards who will aid customers to finding their destination along these routes.

## Train & Bus Station

To promote effective management of persons into the train station, engagement with the Station Management and British Transport Police will be essential, both in the planning phases and during the event day. Clearly, effective train scheduling is crucial to the success of meeting the additional demands of people flow. Ticketing strategies, station repair works and planned line maintenance are all key components of the plan to assist in maximising throughput of persons as planning and managing the crowds both internally and externally of the station footprint. Ongoing consultation needs to be undertaken to create a practical strategy of managing crowd flow into station with consideration given to journey destinations, current sales, comms and queuing strategy

It is recommended that the train and bus station have extra provisions put in place as the egress will have an impact on local transport. Buses and trains will be in high demand and will fill up quickly so more transport and extended times would help as the last bus/train time may be close to the egress time. In the attached deployment of SIA's it is proposed that they will be deployed to assist in Queue and platform crowd management at the train station. Cooperation from the station management and British Transport Police is anticipated to plan the exact supplement of resources and responsibilities

## Park and Stride

It is proposed that the park and stride will be located at Leicester Racecourse which is south of the site on London road. Patrons will be encouraged to park in this location and walk to and from the event site. They will be directed north on ingress and south on egress on London road. The Traffic Management company will direct the vehicle egress out of the park and stride to the egress vehicle route agreed on the traffic management plan. Vehicles

should be directed away from the event site onto alternative routes for Leicester city centre, M1 and A46.

## **Shuttle Bus**

Subject to planning and approval, a shuttle bus service will be implemented which can take patrons from the end of the road closures/car park to the local East Midlands towns and villages, this will help to alleviate some of the pressure of egress. This will also help stagger the egress into the alternate transport hubs, ensuring that patrons are not left isolated at the event locality.

## **Residential Protection**

An initial impact assessment has been carried out to regards to residential areas and the necessity to consider a security deployment in areas of high footfall.

SIA and Stewards will be deployed on London road, Victoria road and Granville road to assist with ingress and egress, but also to act as a visual deterrent for anti-social behaviour. They are to deter people from trespassing, defacing, causing damage and urinating on the residential and/or commercial properties in their remit. With dedicated personnel providing a security presence it will deter people from committing these offences thus protecting the properties from anti-social behaviour. A residential liaison team will interact with any concerned residents ensuring that these concerns are mitigated. This team will be in a vehicle allowing for a timely response to any concerns. Specific residences where historical issues are identified may be specifically staffed. Staff will be deployed to prevent trespass, protect property and general movement of patrons.

## **Deployment and Implementation**

Dedicated security personnel will be deployed along London Road to assist SEP with road closures and to provide directional assistance and report the flow of public. They will also act as a deterrent to antisocial behaviour. Deployment will also cover Victoria Park Road and Granville Road for directional purposes and for residential property protection within the residential areas of Clarendon park and south toward the Leicester Racecourse par and stride. Staff deployed on the externals will be tasked with directional responsibilities, assisting the public where necessary, advising people to keep off public off live roads and implementing diversions as directed by the Security Manager.

## **Antisocial Behaviour (Defined)**

It is the responsibility of all the contractors and staff working at the event to report, and where safe to do so, minimise antisocial behaviour.

Stewarding Staff positioned along the route are instructed to be mindful of, and deter anti-social behaviour wherever they locate it. Should a staff member identify anti-social behaviour they will notify their supervisor who will inform the control room immediately.

Staff may be deployed from other areas along the route or from within the site to assist in the prevention of this behaviour.

## **Community Liaison**

The event organisers will engage with the local community during the planning process. The security and stewarding operatives, working externally, will make every effort to continue this engagement through the event period with a positive approach to the community and any issues they raise. Any issues raised will be logged by the event control.

## **Recommendations**

Post code analysis should be undertaken to gain a greater understanding of intended routes to end destinations. This analysis will allow for a more tailored deployment and utilisation of available resources.

Public toilets in the form of porta-loos and urinals should be positioned in appropriate places on London road so people can use these facilities as required. This will reduce footfall into the train station and local business to use their facilities and thus reducing the impact on them. It will also discourage patrons from public urination

A multiagency approach will be essential to ensure the success of the external operation. It must be the aim of all engaged in this external operation to take every opportunity to mitigate any negative impact on local residents.

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