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# Bath & North East Somerset Council

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## Democratic Services

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Date: 11 April 2016

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**To: All Members of the Licensing Sub-Committee**

**Councillors:-** Paul Myers, Mark Shelford and Caroline Roberts

Chief Executive and other appropriate officers  
Press and Public

Dear Member

**Licensing Sub-Committee: Tuesday, 19th April, 2016**

You are invited to attend a meeting of the **Licensing Sub-Committee**, to be held on **Tuesday, 19th April, 2016** at **10.00 am** in the **Kaposvar Room - Guildhall, Bath**.

### **Briefing**

Members of the Sub-Committee are reminded that the meeting will be preceded by a briefing at 9.30am.

The agenda is set out overleaf.

Yours sincerely

Sean O'Neill  
for Chief Executive

**If you need to access this agenda or any of the supporting reports in an alternative accessible format please contact Democratic Services or the relevant report author whose details are listed at the end of each report.**

*This Agenda and all accompanying reports are printed on recycled paper*

## NOTES:

- 1. Inspection of Papers:** Any person wishing to inspect minutes, reports, or a list of the background papers relating to any item on this Agenda should contact Sean O'Neill who is available by telephoning Bath democratic\_services@bathnes.gov.uk or by calling at the Guildhall Bath (during normal office hours).
- 2. Details of Decisions taken at this meeting** can be found in the minutes which will be published as soon as possible after the meeting, and also circulated with the agenda for the next meeting. In the meantime details can be obtained by contacting Sean O'Neill as above.

Appendices to reports are available for inspection as follows:-

**Public Access points** - Reception: Civic Centre - Keynsham, Guildhall - Bath, Hollies - Midsomer Norton, and Bath Central, Keynsham and Midsomer Norton public libraries.

**For Councillors and Officers** papers may be inspected via Political Group Research Assistants and Group Rooms/Members' Rooms.

### **3. Recording at Meetings:-**

The Openness of Local Government Bodies Regulations 2014 now allows filming and recording by anyone attending a meeting. This is not within the Council's control.

Some of our meetings are webcast. At the start of the meeting, the Chair will confirm if all or part of the meeting is to be filmed. If you would prefer not to be filmed for the webcast, please make yourself known to the camera operators.

To comply with the Data Protection Act 1998, we require the consent of parents or guardians before filming children or young people. For more information, please speak to the camera operator

The Council will broadcast the images and sound live via the internet [www.bathnes.gov.uk/webcast](http://www.bathnes.gov.uk/webcast) An archived recording of the proceedings will also be available for viewing after the meeting. The Council may also use the images/sound recordings on its social media site or share with other organisations, such as broadcasters.

- 4. Attendance Register:** Members should sign the Register which will be circulated at the meeting.
- 5. THE APPENDED SUPPORTING DOCUMENTS ARE IDENTIFIED BY AGENDA ITEM NUMBER.**
- 6. Emergency Evacuation Procedure**

When the continuous alarm sounds, you must evacuate the building by one of the designated exits and proceed to the named assembly point. The designated exits are sign-posted.

Arrangements are in place for the safe evacuation of disabled people.

## **Protocol for Decision-making**

### **Guidance for Members when making decisions**

When making decisions, the Cabinet/Committee must ensure it has regard only to relevant considerations and disregards those that are not material.

The Cabinet/Committee must ensure that it bears in mind the following legal duties when making its decisions:

- Equalities considerations
- Risk Management considerations
- Crime and Disorder considerations
- Sustainability considerations
- Natural Environment considerations
- Planning Act 2008 considerations
- Human Rights Act 1998 considerations
- Children Act 2004 considerations
- Public Health & Inequalities considerations

Whilst it is the responsibility of the report author and the Council's Monitoring Officer and Chief Financial Officer to assess the applicability of the legal requirements, decision makers should ensure they are satisfied that the information presented to them is consistent with and takes due regard of them.

**Licensing Sub-Committee - Tuesday, 19th April, 2016**

**at 10.00 am in the Kaposvar Room - Guildhall, Bath**

**A G E N D A**

1. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out under Note 5 on the previous page.

2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

3. DECLARATIONS OF INTEREST

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

(a) The agenda item number in which they have an interest to declare.

(b) The nature of their interest.

(c) Whether their interest is **a disclosable pecuniary interest** *or* **an other interest**,  
(as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

4. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR

5. LICENSING PROCEDURE (Pages 7 - 10)

The Chair will, if required, explain the licensing procedure.

6. MINUTES: 15 MARCH 2016 (Pages 11 - 18)

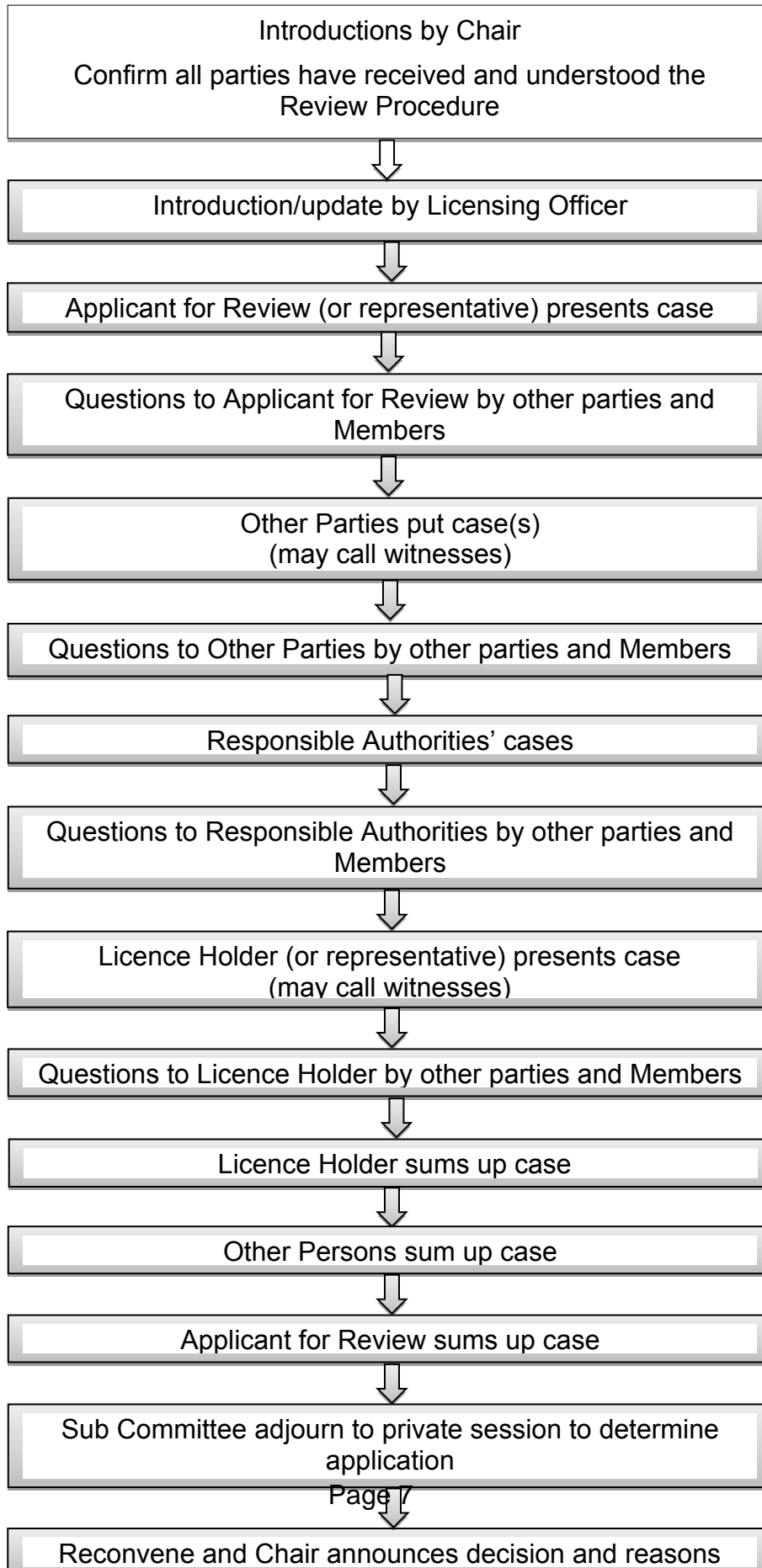
7. APPLICATION FOR A REVIEW OF A PREMISES LICENCE FOR BATH RUGBY CLUB, RECREATION GROUND, SPRING GARDENS, BATHWICK, BATH BA2 6PW (Pages 19 - 108)

The Committee Administrator for this meeting is Sean O'Neill who can be contacted on [democratic\\_services@bathnes.gov.uk](mailto:democratic_services@bathnes.gov.uk).



## LICENSING SUB-COMMITTEE PROCEDURE FOR PREMISES LICENCE REVIEWS

*The parties will be allowed an equal maximum period of time not normally exceeding **twenty minutes**. Where more than one party make representations the time should be split equally between them. Where several parties make similar representations one representative should be appointed avoiding duplication and making the best use of the available time*



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## LICENSING SUB COMMITTEE HEARING PROCEDURE REVIEW OF PREMISES LICENCE / CLUB PREMISES CERTIFICATE

*The Chair will allow the parties an equal maximum period of time in which to make representations that will not normally exceed **twenty minutes**. Where more than one party makes relevant representations this time will be split between the parties and where several parties make similar representations it is suggested one representative is appointed to avoid duplication.*

*The term “party” or “parties” will mean anyone to whom notice of this meeting has been given.*

- 1 The Chair will introduce Members of the Sub Committee, the Officers present and explain the procedure to be followed.
- 2 The Licensing Officer will outline the nature of the matter to be considered by the Sub Committee.
- 3 (i) The Applicant, or representative, addresses the Sub Committee who may be asked relevant questions to the matter before the Sub Committee by the Licence Holder, other parties and Members.  
(ii) Witnesses may be called in support of the application who may be asked relevant questions by the other parties, Licence Holder and Members
- 4 (i) Any other party making relevant representations, or their representative, will address the Sub Committee who may be asked relevant questions by the Applicant , Licence Holder, other parties and Members.  
(ii) Witnesses may be called in support of representations who may be asked relevant questions by the Applicant, Licence Holder, other parties and Members.
- 5 Responsible Authorities making representation will address the Sub Committee and may be asked relevant questions by the Applicant, Licence Holder, other parties and Members.
- 6 The Licence Holder (or their representative) will address the Sub Committee and may be asked relevant questions by the Applicant, other parties and Members.
- 7 The other parties will be invited in turn to summarise their representations.

Responsible Authorities will be invited to summarise their representations

The Licence Holder will be invited to summarise their representations

The Applicant will be invited to summarise the application.

- 9 *The Chair will invite the Committee to move into private session to enable the Members to deliberate in private. The Committee will reconvene publicly if clarification of evidence is required and/or legal advice is required. The Committee may retire to a private room, or alternatively require vacation of the meeting room by all other persons.*

Whilst in deliberation the Committee will be accompanied by Legal and Democratic Service Officers for the purpose of assisting them in drafting their reasoning for the decision.

The Committee will reconvene the meeting and the Chair will announce the Committee's decision with reasons and advise that the decision will be released in writing within the statutory time limits or advise that the decision will be released in writing with reasons within the statutory time limit, in this instance, 5 working days.

**PLEASE NOTE:**

- Where the Sub-Committee considers it necessary to do so, it may vary this procedure.
- In circumstances where a party fails to attend the Committee will consider whether to proceed in absence. Should a matter be deferred the deferral notice will state that the matter may proceed in a party's absence on the next occasion. In deciding whether to proceed all notices, communications and representations will be considered.
- Only in **exceptional circumstances** will the Committee take into account any additional late documentary or other information produced by an existing party in support of their application/representation. This will be at the discretion of the Chair and with the agreement of all the other parties. No new representations will be allowed at the hearing.
- The hearing will take the form of a discussion and parties will be able to ask questions as set out above. However, formal cross examination will be discouraged.
- The Authority will disregard any information or representation given by a party which is not relevant to the Application and the Licensing Act 2003.
- Where there is more than one party making relevant representations the time allocated will be split between those parties.
- Where several parties are making the same or similar representations it is suggested that one representative is appointed to avoid duplication and make efficient use of the allocated time.
- Where an objection is made by an association or residents group, a duly authorised person – as notified to the Licensing Authority – may speak on behalf of that association or group.
- The Chair may request that persons behaving in a disruptive manner should leave the hearing and their return refused, or allowed subject to conditions. An excluded person is however, entitled to submit the information they would have been entitled to present had they not been excluded.

Bath & North East Somerset Council is committed to taking decisions in an honest, accountable and transparent fashion. On occasion however, it may be necessary to exclude members of the press and public pursuant to the Local Government Act 1972 Schedule 12 (a). In those circumstances reasons for such decisions will be given.

**BATH AND NORTH EAST SOMERSET COUNCIL**

**LICENSING SUB-COMMITTEE**

Tuesday, 15th March, 2016, 10.00 am

**Councillors:** Paul Myers (Chair), Michael Norton and Caroline Roberts

**Officers in attendance:** Carrie-Ann Evans (Senior Legal Adviser), John Dowding (Senior Public Protection Officer) and Terrill Wolyn (Senior Public Protection Officer)

**141 EMERGENCY EVACUATION PROCEDURE**

The Democratic Services Officer read out the procedure.

**142 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies were received from Councillor Mark Shelford, for whom Councillor Michael Norton substituted.

**143 DECLARATIONS OF INTEREST**

There were none.

**144 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR**

There was none.

**145 MINUTES: 2 FEBRUARY 2016 AND 1ST MARCH 2016**

These were approved as a correct record and signed by the Chair.

**146 TAXI PROCEDURE**

The Chair explained the procedure to be followed for Agenda Item 8.

**147 EXCLUSION OF THE PUBLIC**

**RESOLVED** that, the Sub-Committee having been satisfied that the public interest would be better served by not disclosing relevant information, in accordance with the provisions of Section 100(A)(4) of the Local Government Act 1972, the public shall be excluded from the meeting for the following item of business and the reporting of the meeting be prevented under Section 100A(5A) because of the likely disclosure of exempt information as defined in paragraphs 1 and 2 of Part 1 of Schedule 12A of the Act, as amended.

**148 APPLICATION FOR A COMBINED HACKNEY CARRIAGE/PRIVATE HIRE DRIVER'S LICENCE - NMC**

Mr NMC confirmed that he understood the procedure to be followed for the hearing.

The Senior Public Protection Officer presented the report and circulated a DBS Certificate in respect of the applicant and a section 9 statement provided by him. The

meeting was adjourned to allow Members time to read these documents. Members noted that the two most recent convictions fell within paragraphs 5(b) and 5(e) of the Council's Policy relating to previous convictions.

After the meeting had reconvened, Mr NMC stated his case and was questioned by Members. He made a closing statement.

After an adjournment the Sub-Committee **RESOLVED** to refuse the application.

### Reasons

Members have had to determine an application for a combined Hackney Carriage/ Private Hire Driver's Licence. In doing so they took account of the Local Government (Miscellaneous Provisions) Act 1976, Human Rights Act 1998, case law and the Council's Policy.

In making a determination Members took account of the applicant's oral representations and his statement, and balanced these against the information provided by the Disclosure and Barring Service.

The applicant admitted his convictions and did not seek to go behind them, but offered explanations of the facts surrounding them. So far as his two most recent convictions were concerned, he described being compliant with ambulance and police services. He fully admitted his mistake in trying to move his vehicle whilst under the influence of alcohol, and said that he did well in fulfilling the terms of his sentence. In relation to his most recent conviction, he described suffering from bereavement at that time, but said he is not a violent person by nature; his head was simply in a bad place.

Members noted that the Policy sets out minimum periods that the Council will expect an applicant to remain free from conviction, which states that they will not have been convicted of a serious motoring offence during the previous five years and not have been convicted of an offence during the previous three years. In this case Mr N M C has two convictions to which these parts of the policy apply. He also has a number of other convictions which are relatively more historic. Members took into account the fact that they may depart from this policy having had regard to the full facts of the case and having taken account of any mitigating or other circumstances, however they are not satisfied, based on what they have heard and read, that there are reasons for departing from the policy here. Members formed the view that Mr N M C has shown a pattern of behaviour of offending, and reacts badly in emotionally challenging situations. For all of those reasons, members are not satisfied he is a fit and proper person and accordingly his application is refused.

## **149 LICENSING ACT PROCEDURE**

The Chair explained the procedure to be followed for the next two items of business.

## **150 APPLICATION FOR A PREMISES LICENCE FOR EDMUNDS NEWS, 2A ST JAMES'S STREET, LANSDOWN, BATH BA1 2TW**

Applicant: Star News Ltd, represented by Parminderjit Singh Heer (DPS) and John Milton (Knight Training)

Other Persons: David Attinger and Angelina Jenkins

Responsible Authority: Paul Kendall (Police Licensing Officer)

The parties confirmed that they understood the procedure to be followed for the hearing.

The Senior Public Protection Officer presented the report.

Mr Milton stated the case for the applicant. He said that Edmunds News was a tiny newsagents, which opened at 06:00 and delivered newspapers around the area. It would now also begin selling lottery tickets. As these were mostly purchased in the evening, it would be natural to seek an extension of trading hours for this purpose. There was a covenant on the building which prevented the premises opening beyond 22:00.

He said that it was proposed that the business would be further extended by adding the sale of alcohol. He submitted that the impact of sales of alcohol from the premises would be minute, because only small volumes could be stored there. The proposal was to sell beer, wines and spirits; the latter would be stored behind the counter, in accordance with the condition proposed by the Police and accepted by the applicant. There were already licensed premises nearby, which remain open after 22:00. The applicant had included in his operating schedule a condition preventing the sale of single cans of lager above 6.5% ABV, but he would be happy to extend that to all single cans of lager. They would be sold only in multiples of four to discourage anti-social drinkers.

He said that the applicant was already running a Post Office and newsagents in another area without any significant impact on local residents.

He said that all staff would be trained in the sale of alcohol.

He asked the Sub-Committee to grant the application.

Members put questions to the applicant. In reply Mr Milton stated:

- there are three primary schools in the area
- in general alcohol-related anti-social behaviour involved the purchase of single cans of super-strength alcohol

Mr Attinger and Ms Jenkins suggested that the condition about not selling single cans was irrelevant; why could not young people buy and share a 4-pack? Mr Milton suggested that it was more likely they would purchase 4-packs from a supermarket, where the price was lower. The applicant would not be buying in the volumes that supermarkets did, and so could not compete with them on price.

Mr Attinger stated his case. He said that he lived in St James's Square and was a director of St James's Square Ltd, which owns the garden and which effectively acts as the residents' association. He therefore considered that he represented the residents of St James's Square. He said that since notice had been given of the

application many residents had expressed concern. He submitted that the application could cause public nuisance, and potentially threaten children going to and from the primary school. The primary school was only 47 metres from the shop front. He believed that there was the potential for more noise from the shop being open longer hours and selling alcohol up to 22:00. This was a big change, because the newsagents had for a long time shut at 18:00.

When he said that there were already two outlets selling alcohol within 200 metres of the premises, the Senior Legal Adviser intervened to advise that question of whether or not another licensed premises selling alcohol was needed was not a relevant issue, and that the Sub-Committee could consider only issues relating to the licensing objectives.

Mr Attinger said that 26 of the 200 residents had objected to the application. The Senior Public Protection Officer intervened to advise that Mr Attinger had not said in his representation that he was representing the residents, and that no representation had been received from the residents' association. Mr Attinger accepted this.

Mr Attinger said that anti-social behaviour often took place on the green opposite the school, and that beer cans and wine bottles were discarded there. These could only come from the outlets currently selling alcohol in the vicinity.

Ms Jenkins said that St James's was a quiet residential area. Residents were pleased that tourists visited the area and did not want them to be deterred by anti-social behaviour.

Mr Kendall stated the case for the Police. He said that the Police had been satisfied with the measures proposed by the applicant to promote the licensing objectives, with one exception. Whilst the plan accompanying the application showed spirits located behind the counter, the Police believed this should be made a condition. The applicant had confirmed his acceptance of this additional condition in an email to the Police.

The parties summed up.

Mr Attinger summed up for the Other Persons. He said that residents' main concern was the potential for an increase in anti-social behaviour arising from the sale of alcohol during the proposed extended opening hours.

Summing up for the applicant Mr Milton said the premises was a small convenience store that wishes to be able sell a small quantity of alcohol. He understood the concerns relating to the school, but there was already a pub opposite the school. In the present economic climate, his client wished to expand the business as far as possible. His management of his other business demonstrated that he had fully complied with the licensing objectives. If the licence were granted, there was a review procedure should problems arise. He hoped that the Sub-Committee would grant the application, with the amended condition prohibiting the sale of single cans of drink.

The Sub-Committee adjourned and then reconvened to ask the applicant to clarify the condition offered about single cans of drink. Mr Milton said that this included beer, cider and lager.

Following a further adjournment, the Sub-Committee **RESOLVED** to grant the application for the reasons, and with the conditions, detailed below.

### Reasons

Members have today determined an application for a new premises licence for Edmunds News, 2a St James' Street, Lansdown, Bath. In doing so they have taken into consideration the Licensing Act 2003, Statutory Guidance, the Council's Policy and the Human Rights Act 1998.

Members are aware that the proper approach under the Licensing Act is to be reluctant to regulate in the absence of evidence and must only do what is appropriate and proportionate in the promotion of the licensing objectives based on the information put before them.

Members were careful to take account of the relevant written and oral representations made and were careful to balance their competing interests. Members were however careful to disregard irrelevant matters.

Members noted that there had been representations from the Avon and Somerset Constabulary as a Responsible Authority.

### **Applicant**

Mr Milton on behalf of the applicant indicated that the premises are a small newsagent and grocery store wishing to sell a small selection of wines, beers and spirits as an ancillary offering to the existing products. The application is for the sale of alcohol for consumption off the premises, Monday to Sunday inclusive from 06:00 -22:00.

In summing up the applicant's representative indicated that the applicant has a proven track record of running a successful licensed premises elsewhere and complying with all the licensing objectives and that the review procedure exists should any problems arise in the future. He also indicated that the applicant was agreeable to a condition not to sell any single cans of beer, lager or cider and not to sell in multipacks of less than four and that he agrees to the proposed police condition.

### **Interested Parties**

The Interested parties objected under the prevention of crime and disorder, prevention of public nuisance and protection of children from harm licensing objectives.

Interested Parties expressed concerns that this new premises licence would result in inebriated people causing disorder, carrying out alcohol fuelled crime and street drinking, all of which would have an impact on the quiet street. Concerns were also expressed about littering of discarded drinks cans, broken glass and packaging; as well as the proximity of the premises to a school and the fact that the alcohol purchased may be consumed within the vicinity of the school and could therefore, be witnessed by the children.

In summing up Mr Attinger expressed concerns that the increased opening hours for the sale of alcohol would result in an increase in anti-social behaviour.

### **Responsible Authorities**

Paul Kendall as Police Licensing Officer on behalf of the Avon and Somerset Constabulary said that the police were generally satisfied by the steps proposed to be taken by the applicant but made an objection to the application on the prevention of crime and disorder licensing objective and proposed a condition that "All spirits be displayed behind a counter" as appropriate in order to promote this objective. The applicant agreed to this proposed condition.

### **Members**

Members considered the premises were likely to have an effect on the licensing objectives of prevention of public nuisance, prevention of crime and disorder and protection of children from harm however they felt that conditions would be effective in the promotion of these licensing objectives.

Accordingly members resolved to approve the application with conditions consistent with the operating schedule subject to a minor amendment specified below; the condition proposed by the Avon & Somerset Constabulary and the mandatory conditions.

The amendment to a condition on the operating schedule and offered by the applicant is as follows:

Change from: *"No single cans of high strength lager or cider (over 6.5% ABV) will be sold"* to: *"No single cans of lager, beer or cider will be sold. Lager, beer and cider will be sold in a multipack with a minimum of 4 cans"*.

Members took the view that the additional conditions proposed by the Responsible Authority and agreed to by the applicant were appropriate and proportionate in promoting the prevention of public nuisance and prevention of crime and disorder licensing objectives.

Authority was delegated to the Senior Public Protection Officer to issue the licence accordingly.

## **151 APPLICATION FOR A PREMISES LICENCE FOR WIDCOMBE SOCIAL CLUB, WIDCOMBE HILL, WIDCOMBE BA2 6AA**

Applicant: Widcombe Social Club, represented by James Waterhouse

Responsible Authority: Paul Kendall, Police Licensing Officer

The parties confirmed that they understood the procedure to be followed for the hearing.

The Senior Public Protection Officer presented the report. She informed Members that the Police had proposed additional conditions, which had been accepted by the applicant.



Mr Waterhouse said that he did not wish to add anything to the information in the report.

Mr Kendall said that the Police had felt that the conditions originally offered by the applicant had been inadequate. A meeting had taken place at the premises at which he had proposed the additional conditions set out in paragraph 5.13 of the report. The applicant had accepted these additional conditions. Mr Kendall said that there was one minor amendment to the agreed condition relating to the provision of CCTV, to remove reference to the Licensing Authority.

Following an adjournment the Sub-Committee **RESOLVED** to grant the application for the reasons, and with the conditions, detailed below.

### Reasons

Members have determined an application for a new premises licence at Widcombe Social Club, Widcombe Hill, Widcombe. In doing so they have taken into consideration the Licensing Act 2003, Statutory Guidance, the Council's Policy and the Human Rights Act 1998.

Members are aware that the proper approach under the Licensing Act is to be reluctant to regulate in the absence of evidence and must only do what is appropriate and proportionate in the promotion of the licensing objectives based on the information put before them.

In reaching a decision Members took account of all the relevant oral and written representations, disregarding the irrelevant and were careful to balance the competing interests of the applicant and the Responsible Authority.

Members noted that there were no representations from Interested Parties.

### **Applicant**

The applicant indicated that he was content with the conditions proposed by the police and did not wish to add anything to his application documents and e-mail correspondence with the police.

### **Responsible Authorities**

Paul Kendall as Police Licensing Officer for the Avon and Somerset Constabulary made representations in respect of the prevention of crime and disorder and prevention of public nuisance licensing objectives. He put forward suggested conditions as set out in the written representations, subject to one minor amendment, in order to promote those licensing objectives. The applicant agreed to all of these suggestions conditions.

### **Members**

Members considered the premises were likely to have an effect on the licensing objectives of prevention of public nuisance and prevention of crime and disorder however they felt that conditions would be effective in the promotion of these licensing objectives.

Members resolved to grant the application with conditions consistent with the operating schedule, the mandatory conditions and the conditions as proposed by the Responsible Authority subject to one minor deletion specified below and agreed to by the applicant.

The deletion to a condition proposed by the police is as follows:

“A CCTV system to be installed to the satisfaction of the police ~~and the licensing authority.~~”

Members took the view that the conditions proposed by the Responsible Authority and agreed to by the applicant were appropriate and proportionate in promoting the prevention of public nuisance and prevention of crime and disorder licensing objectives.

Delegated authority to the Senior Public Protection Officer to issue the licence.

The meeting ended at 12.48 pm

Chair(person) .....

Date Confirmed and Signed .....

**Prepared by Democratic Services**

## Bath & North East Somerset Council

<b>MEETING:</b>	<b>Licensing Sub - Committee</b>	<b>AGENDA ITEM NUMBER</b>
<b>MEETING DATE:</b>	<b>Tuesday 19 April 2016</b>	
<b>TITLE:</b>	Application for a Review of a Premises Licence for Bath Rugby, Recreation Ground, Spring Gardens, Bathwick, Bath, BA2 6PW.	
<b>WARD:</b>	Abbey	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b>		
Annex A Application for the Review of a Premises Licence		
Annex B Copy of Current Premises Licence		
Annex C Plan of Club House		
Annex D Representation submitted on behalf of the premises licence holder		

### 1 THE ISSUE

- 1.1 An application has been received from Avon Fire & Rescue for the Review of a Premises Licence under Section 51 of the Licensing Act 2003, in respect of Bath Rugby, Recreation Ground, Spring Gardens, Bathwick, Bath, BA2 6PW.

### 2 RECOMMENDATION

- 2.1 That the Licensing Sub-Committee determines the application for the review of the premises licence.

### 3 RESOURCE IMPLICATIONS

- 3.1 The application for the review of the premises licence is free of charge under the Licensing Act 2003. The cost of processing this application is £1,500 and will be managed within the approved Licensing budget which contains an element that covers the cost of non-chargeable licensing reviews.

### 4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 An Equality Impact Assessment (Eq1A) has been completed. No adverse or other significant issues were found.
- 4.2 Consideration must be given to the Human Rights Act 1998 and the "convention rights".

- 4.3 The Licensing Sub Committee have been delegated authority to determine the application on behalf of the Licensing Authority in accordance with the Licensing Act 2003.
- 4.4 When reaching a decision, the Licensing Authority must carry out its functions with a view to promoting the four licensing objectives.

## 5 THE REPORT

5.1 An application has been received for the Review of the Premises Licence (Annex A).

5.2 The application relates to the following licensing objectives:

- the Prevention of Crime & Disorder; and
- Public Safety.

5.3 The alleged grounds for the Review are:

The licensing objectives relating to Public Safety and the Prevention of Crime and Disorder are being undermined due to poor management and the lack of information and training provided to stewards. Where protocols and procedures have been agreed, they are knowingly not implemented. It is felt that the emergency procedures would or could not have been implemented to ensure a safe, controlled evacuation should an incident have occurred on the evening of 5 February 2016.

It is also thought that the capacity stated on the current premises licence needs to be reviewed to ensure the promotion of the public safety objective. This capacity level should be set at a level to afford a safe and controlled evacuation of the premises without the need to initiate any management procedures.

The dangers of overcrowding an area should be recognised as it can cause serious crush injuries, trampling and even death.

Robust procedures discussed in 2015 have not been implemented and are not being adhered to and as such the safety of the public when using the premises cannot be guaranteed. Avon Fire and Rescue Service has tried to assist the premises, but have not been taken seriously and therefore propose the following recommendation:

The safe capacity for the Clubhouse Bar should be reduced to 100 persons, taking into consideration the two available emergency exits and the rigid application of the Better Regulations Delivery Officers Enforcement Guide.

5.4 The Licensing Authority may, having had regard to the application and any relevant representations, take any of the following steps (if any) as it considers necessary for the promotion of the licensing objectives:

- a) Modify the conditions of the Licence;
- b) Exclude a licensable activity from the scope of the Licence;
- c) Remove the Designated Premises Supervisor;
- d) Suspend the Licence for a period not exceeding three months;

e) Revoke the Licence

Where the Licensing Authority takes a step mentioned in 5.4 (a) or (b), it may provide that the modification or exclusion is to have effect for only such period (not exceeding three months) as it may specify.

**Any determination made by the Licensing Authority does not have effect until the end of the period given for appealing against the decision, or, if the decision is appealed against, until the appeal is disposed of.**

5.5 The Licensing Authority will also have regard to the Council's Licensing Policy, the Statutory Guidance issued under Section 182 of the Licensing Act 2003, the Licensing Act itself, and in particular to:

a) Sections 4, 9, 10, 13, 51, 52, 53, 182, and 183 of the Act.

b) Chapters 1- 3 and 8 - 12 of the Statutory Guidance (as revised March 2015)

c) Paragraphs 3, 4, 5, 6, 8, 20, and 33 - 43 inclusive, of the Policy.

5.6 An appeal may be made to the Magistrates Court within 21 days of the notification of the decision by the Council to the applicant for the review, the holder of the premises licence or any other person who made relevant representations in relation to the application.

On appeal the court may either dismiss the appeal, substitute the decision appealed against for any other decision which could have been made by the Licensing Authority, or remit the case to the Licensing Authority to dispose of it in accordance with the direction of the court. The court may make such Order for costs as it thinks fit.

5.7 The current Premises Licence (Annex B) permits the following licensable activity:

**Sale of Alcohol** (for consumption on and off the premises)

Every Day 10:00 to 01:30

**Performance of Dance**

Every Day 10:00 to 02:00

**Exhibition of Film**

Every Day 10:00 to 23:00

**Performance of Live Music**

Every Day 10:00 to 02:00

**Performance of Recorded Music**

Every Day 10:00 to 02:00

**Other Entertainment within the Act**

Every Day 10:00 to 02:00

## **Late Night Refreshment**

Every Day 23:00 to 02:00

- 5.8 The opening hours for the premises are 10:00 to 02:00 the following morning.
- 5.9 The Premises Licence is subject to the following conditions:
- Mandatory conditions (see Annex 1 of the premises licence).
  - Conditions consistent with the operating schedule (see Annex 2 of the premises licence).
  - Conditions attached after a hearing by the Licensing Authority (see Annex 3 of the premises licence).
- 5.10 A plan of the Club House is attached at Annex C.
- 5.11 In accordance with the requirements of the Act copies of the application have been served upon the Licence Holder, Police, Environmental Health, Development Control, Trading Standards, the Child Protection Agency and the Public Health Authority.
- 5.12 Notices were placed by the Licensing Officer outside the premises and in the public area of the Licensing Office at the One Stop Shop, Lewis House, Manvers Street, Bath BA1 1JG, for a period of 28 days, commencing the day after the application was served on the Licensing Authority.
- 5.13 A written representation and supporting documents have been submitted by Withy King Solicitors on behalf of the premises licence holder, Bath Rugby Limited (Annex D).
- 5.14 This report has not been sent to the Trades Union because they would have no involvement in this application.

## **6 RATIONALE**

- 6.1 As a review application has been received the Licensing Sub-Committee must determine the application in accordance with the Licensing Act 2003.

## **7 OTHER OPTIONS CONSIDERED**

- 7.1 None.

## **8 CONSULTATION**

- 8.1 In accordance with the Licensing Act 2003 (Premises Licence and Club Premises Certificate) Regulations 2005 a copy of the application has been given to the premises licence holder and to all the relevant Responsible Authorities. The application has also been advertised at the premises, and in the public area of the Council's One Stop Shop, Lewis House, Manvers Street, Bath.

## **9 RISK MANAGEMENT**

- 9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

## 10 ADVICE SOUGHT

10.1 The Council's Monitoring Officer (Head of Legal & Democratic Services and Council Solicitor), section 151 Officer (Divisional Director-Business Support) and the Group Manager (Public Protection & Health Improvement) have had the opportunity to input to this report and have cleared it for publication.

<b>Contact person</b>	Terrill Wolyn Senior Public Protection Officer 01225 396939
<b>Background papers</b>	The Licensing Act 2003 Guidance issued under S.182 of the Licensing Act 2003 Licensing Act 2003 (Premises Licence Regulations 2005) BANES Statement of Licensing Policy





*[Insert name and address of relevant licensing authority and its reference number (optional)]*

**Application for the review of a premises licence or club premises certificate under the  
Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.  
If you are completing this form by hand please write legibly in block capitals. In all cases ensure  
that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.  
You may wish to keep a copy of the completed form for your records.

**I Avon Fire & Rescue Service**

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 / apply for the review of a club  
premises certificate under section 87 of the Licensing Act 2003 for the premises described in  
Part 1 below (delete as applicable)**

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> The Clubhouse Bar Bath Rugby Ltd Farleigh House, Farleigh Hungerford.	
<b>Post town</b> Bath	<b>Post code (if known)</b> BA2 7RW
<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Bath Rugby Ltd	
<b>Number of premises licence or club premises certificate (if known)</b> 15/00184/LAPRE	

**Part 2 - Applicant details**

I am

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible  
authority (please read guidance note 1, and complete (A)  
or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates  
(please complete (A) below)

**(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)**

Please tick ✓ yes

Mr  Mrs  Miss  Ms  Other title  
(for example, Rev)

**Surname**

N/A

**First names**

N/A

**I am 18 years old or over**

Please tick ✓ yes

**Current postal address if different from premises address**

N/A

**Post town**

N/A

**Post Code**

N/A

**Daytime contact telephone number**

N/A

**E-mail address (optional)**

N/A

**(B) DETAILS OF OTHER APPLICANT**

**Name and address**

Avon Fire & Rescue Service  
Temple Back HQ  
Temple Back  
Bristol  
BS1 6EU

**Telephone number (if any)**

0117 9262061

**E-mail address (optional)**

N/A

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address Avon Fire & Rescue Service, Temple Back HQ, Temple Back, Bristol BS1 6EU
Telephone number (if any) 0117 9262061 EXT 464
E-mail address (optional) N/A

**This application to review relates to the following licensing objective(s)**

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**Please state the ground(s) for review** (please read guidance note 2)

Public Safety/ Prevention of Crime and Disorder

The application is brought by Avon Fire & Rescue Service and is to inform the Licensing Authority that the Public Safety objective and Prevention of Crime and Disorder is being undermined at Bath RFC. Due to poor management and the lack of information and training provided to the stewards and where protocols and procedures have been agreed they are knowingly not implemented. It is felt that the emergency procedures would or could not have been implemented to ensure a safe, controlled evacuation should an incident have occurred on the evening of 05<sup>th</sup> February 2016.

It is thought that as such the capacity stated on the current premises licence needs to be reviewed to ensure the promotion of this objective. This capacity should be set at level to afford a safe and controlled evacuation of the premises without the need to initiate any management procedures.

**Please provide as much information as possible to support the application (please read guidance note 3)**

On the 21st February 2015 Avon Fire & Rescue Service carried out an inspection at Bath RFC, The Recreation Ground, Springfield Gardens, Bath BA2 4DP. Present at that inspection were WM John Brown, WM Phillip Case, Mrs Julie Deshon (Bath Rugby Safety Officer and Mr S Vinney (Fire Risk Assessor)

Part of the inspection process was meeting with Mr Steve Viney, the clubs Fire Safety Consultant and Risk Assessor. As the fire risk assessor, Mr Viney was responsible for calculating the safe capacity figures for the Clubhouse Bar. This had been done and was specified as a condition on the clubs premises licence (*See Premises Licence Number 15/00184/LAPRE, Annex 2*).

On examining the deposited plans, there seemed to be insufficient exits for the stated safe capacity. This point was raised with Mr Viney, who explained that there were three exits available for emergency evacuation and using the theory that the largest of these emergency exits would be lost if an incident occurred the remaining two exits would support an evacuation of the maximum occupants as stated in the premises license.

Watch Manager J Brown and Watch Manager Phillip Case inspected the emergency exit routes that Mr Viney had highlighted but were both in agreement that the route that led past the kitchen and through the squad room could not be used. This was due to numerous obstructions and hazards that were present which would impede an emergency evacuation through the squad room. Mr Viney agreed that this route could not be maintained as a sterile area. This is an important factor when considering and designing emergency escape routes and the considerations and design of emergency escape routes can be referenced in the *"Guide to Safety at Sports Grounds"* (*See Sections 10.8, 10.10, and 10.11*).

I would like to explain that although Mr Viney describes this route as a fire escape route (*see letter to Julie Deshon*) and that it may be used as such. This route is an emergency escape route that could be used for any type of emergency such as bomb scare, white powder incident, terrorist incident and lighting failure, it therefore does not just fall under the Regulatory Reform (Fire Safety) Order 2005 but also under the Licensing Act 2004 (Public Safety) for enforcement purposes.

After discussions with Mr Viney and Julie Deshon it was agreed to allow the capacity to remain the same but with the addition of a of number of management factors and procedures which are highlighted in Mr Viney's letter to Julie Deshon. These would need to be implemented at any time the bar was to operate during a rugby match or function, to which Julie Deshon and Mr Viney agreed.

On 05th February 2016 Myself Watch Manager John Brown and Watch Manager Martyn Bolt carried out a During Performance Inspection at Bath RFC, The Recreation Ground, Springfield Gardens, Bath, BA2 4DP. This was a match against Gloucester RFC, a local derby and therefore a full capacity crowd was expected.

A greater part of the inspection process was to look at the grounds safety procedures and protocols. To that end, Watch Manager Bolt, myself and Alex Cohen (Operations Manager) went to the Clubhouse Bar, after inspecting the IPL Stand, this was around 18:30 hrs approximately an hour and fifteen minutes before kick-off. On arrival I observed a female steward located at the top of the steps next to the Riverside Entrance. I approached her, explained who I was and why I was there, I then questioned her on her role, the capacity of the bar and what the control measures in place were. The steward could not explain to me what the agreed capacity or control measures were and so Julie Deshon was called as this was against the protocols agreed in 2015.

On arrival Julie Deshon explained that the Club does not always put the management and control

measures in place that were agreed on the 21<sup>st</sup> February 2015, I explained that this was not within the spirit of that agreement for allowing to have the stated capacity in this area. As the club are not implementing these measures it cannot ensure that they are operating in full compliance of the capacity limits detailed in Annex 2 of the premises licence when no control measures are in place to monitor these capacities. Under the Licensing Act 2003 it is an offence under s.136 to carry on or attempt to carry on a licensable activity on or from any premises otherwise than under or in accordance with an authorisation i.e. the premises licence” Section 136 (b) also states that it is an offence to “knowingly allow a licensable activity to be so carried on” as Julie Deshon knows that control measures are not always in place I think the application could also be linked to the prevention of crime and disorder as a s.136 offence is a criminal offence.

I also pointed out that the ground was expected to reach full capacity and perhaps of all the occasions this was probably one of the most important times to ensure the protocols and procedures were in place and understood by all that were expected to implement them.

It should be recognised the dangers of overcrowding an area, this can cause serious crush injuries, trampling, or even death. Measures to ensure a safe evacuation need to be robust and applied with stringent guidelines. An incident such as a bomb scare, terrorist attack, lighting failure, gas explosion or something as simple as a member of the public setting of a flare can cause crowd panic or surge. If stewards and management are not either trained or informed of capacity limits and the control measures in place the implications can only be detrimental to public safety.

I explained to the stewards what the capacity for the Clubhouse Bar was and Julie Deshon then issued clicker devices to the two stewards that would be located at each exit/entrance so that they could cross reference the clicker readings to ensure the capacity was not exceeded.

I then told Watch Manager Bolt that we would return 30 minutes before kick-off to ensure that the procedures were working. We then proceeded with the inspection of the other parts of the ground.

On our return to the Clubhouse it was noted that the Bar was extremely busy, I spoke with the female steward and asked how many persons were in the bar area, she checked her clicker reading and said approximately 270 however she was having difficulty getting an accurate reading due to complications with communications between the other steward and that she was also trying to click people in and out at the same time.

I told her to try and keep as much of an accurate number as possible and I would speak with Alex Cohen about placing further stewards on the door to assist and asked if she could radio him to come to the Clubhouse Bar to speak with me which she attempted to do.

At this point there was a rapid increase of people coming through the Riverside Gate and a lot of these people tried to enter the Clubhouse Bar. The steward then realised that she was at capacity and instigated what she thought was the correct control measure to stop further persons entering the premises. Unfortunately the control point was not placed at the bottom of the steps as had been agreed, because the steward was also trying to control persons leaving the Riverside Suite. This allowed numbers of people to queue on the steps and in the melee that ensued people started to fall backwards. I and Watch Manager Bolt started to move people off the steps and told them that the Clubhouse Bar was at capacity and that they would need to go to one of the other outlets.

A few minutes later Alex Cohen was noticed approaching us and I called out to him that the steward was “having a nightmare” he asked what the problem was and I told him capacities, unfortunately Alex Cohen then went to the Riverside Gate entrance as the message sent to him had not been understood correctly.

Eventually the crowd started to disperse as it was getting close to kick-off time and at this stage I managed to speak with Alex Cohen. I explained that I was not happy with the way the capacity control measures were being implemented and managed and questioned whether they had ever been properly instigated due to the debacle that had ensued. He agreed that the procedures and protocols had not been implemented properly, he explained that further stewards would be placed at the bottom of the steps at half time and full time to assist in the control of the access/egress

points and that he would look at the procedures and ensure that a robust management plan would be put in place to ensure that this would not happen again.

On the 10th February I received an e-mail from Alex Cohen, attached to this e-mail was an action plan written by Kevin Instance (Safety Officer) the plan seemed to be reasonable and close to what was agreed in 2015 with a few minor tweaks. However on reading the last paragraph titled "**Emergency Evacuation**" (*See e-mail and action plan*) I noted that it was being suggested that the route through the squad room would be used following a dynamic risk assessment. This route has been deemed unacceptable by Avon Fire & Rescue Service and Mr Steve Viney the clubs risk assessor, as explained earlier in this document. It also takes no account of the consideration that a dynamic assessment has already been applied in the fact that it is considered that an exit would be lost in an incident. To apply another dynamic risk assessment to a procedure is dangerous especially when it suggests that an unacceptable route can be used to aid an escape putting relevant persons at further risk of death or serious injury in the event of an emergency. It is our considered judgement that a clear route through the squad room cannot be maintained rather than the application of dynamic risk assessments. Regardless of how dynamic it is, if the room is full of tables, chairs, cooking and heating equipment and crew members, it cannot be counted as a clear, unobstructed, sterile and safe way out.

It is considered that robust procedures discussed in 2015 have not been implemented and are not being adhered to; therefore the safety of the public using the premises cannot be guaranteed. Avon Fire & Rescue Service has tried to assist as much as they can in this matter, in accordance with the Better Regulations Delivery Officer Enforcers Guide. However, it has been shown that this assistance has not been taken seriously; therefore, we would like to make recommendation that the safe capacity for this bar be calculated by rigid application of the guidance provided and that the addition of control measures, management procedures and risk assessments are not considered.

If guidance is applied, and taking into consideration the two available emergency exits, a capacity of 100 persons should be applied to the Clubhouse Bar. This would ensure that the premises could be evacuated safely without the need for extensive management procedures.

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

**If you have made representations before relating to the premises please state what they were and when you made them**

N/A







**S. C. Viney**  
**Fire Consultant**  
01932 226097  
07784 891529  
Email: [steve.viney2029@btinternet.com](mailto:steve.viney2029@btinternet.com)

15 Arch Road  
Hersham  
Walton-on-Thames  
Surrey  
KT12 4QT

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**FIRE SAFETY INSPECTION 21<sup>st</sup> FEBRUARY 2015**

Julie Deshon – Operations Executive  
Bath Rugby Ltd  
The Recreation Ground  
Spring Gardens  
Bath BA2 4DS

A fire safety inspection was carried out by me and officers of Avon Fire and Rescue Service during the fixture Bath versus Northampton on Saturday 21<sup>st</sup> February 2015. The purpose was to observe activities throughout the overall venue and to make the following recommendations in order to satisfy current fire regulations and confirm capacities of licensed areas.

Clubhouse – it was evident during build-up and at peak times that the fire escape route through the squad room from the Club Suite could not be managed in order to maintain it as a viable option. It was agreed that by providing door stewards as static posts on the Riverview and middle stair there would be no requirement to discount a door and the existing capacity of 300 for Riverview and Club Suite combined is acceptable. This will be subject to the door stewards having no other role and implementing a system in order to ensure that the number of occupants remain within the agreed capacity.

It was also confirmed that previously outstanding work to provide fire rated doors from the cellar and changing rooms had been completed.

West Stand – previous management arrangements in order to provide early warning of a fire within the maintenance and storage areas under the stand were not considered to be a satisfactory solution. It was subsequently agreed that heat detection linked to the existing system and provided in accordance with BS 5839-1 will be provided in each side and complement the existing management strategy.

Swift Half Marquee – an additional exit should be provided towards the extended end and be of the same width but on the opposite elevation to the existing opening. All exits should be clearly identified as fire exits. It was confirmed that the marquee may be used outside of day light hours and will require the provision of emergency lighting. The means for raising the alarm via stewards with loud hailer is acceptable; however, it is recommended that where a sound system is in use, this may be adopted as a public address system subject to agreement with the artistes.

East Stand – it is understood that crowd densities within the bar areas and how they may affect the overall crowd flow has been a previous concern. It was pleasing to note that on a fixture that attracted a maximum crowd, the queue management systems worked well, this was greatly assisted by the provision of the Swift Half Marquee in reducing crowd density and would recommend that this remains a permanent feature.

South Stand – the corridors within this Stand are designed as protected routes, it was evident throughout that fire doors are being wedged in the open position. It is recommended for the higher risk areas (kitchens) that the fire doors are now provided with automatic hold-open devices linked

to the existing fire warning system. This will also require the provision of break-glass call points adjacent to these doors, where not already provided. Additionally the safety stewards appeared to be providing a static role at the ground floor entrance and would recommend a roaming role throughout the stand in order to identify issues and respond to any emergency without delay.

Training – it is acknowledged that a new staffing structure with regard to the catering and bar sales activities now exists and I was pleased to assist in briefing supervisors of their particular responsibilities with regard to dealing with fires and how they must impart relevant information to other casual staff during their briefings. Bath Rugby must also continue to ensure that appropriate information, instruction and training are provided.

General – it was agreed that whilst the issues identified in the above paragraphs will be implemented as soon as possible by Bath Rugby, it was accepted that this letter acts as an addendum to the existing fire risk assessments and all findings will be incorporated into next season's documents.

Following further discussion regarding next season it was agreed with Avon FRS that the levels of fire resistance adopted throughout the linings of the temporary stands will be the same as this season (provided or treated to perform to class 'O').

In addition it has been previously agreed that the FRS rendezvous point will be provided just inside the William Street gate and adjacent to the new hydrant position. It was evident during the inspection that this area will become obstructed by other vehicles. It is essential that an agreed area is designated and suitably managed to ensure permanent availability for the FRS during certificate activities.



S C Viney

**John Brown**

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**From:** Alex Cohen <Alex.Cohen@bathrugby.com>  
**Sent:** 10 February 2016 12:27 PM  
**To:** John Brown  
**Subject:** FW: Club House plan  
**Attachments:** Club House Bar.docx

Hi John

This is the amended version of our plan for the clubhouse which will now be put into action. It may not be in place throughout the event – as you will have seen, there is a big peak and trough market in the bar. It will however be fully in action for the hour or so before kick off, before and throughout half time and for the post-match period too.

Let me know what you think.

Cheers

Alex

**Alex Cohen**

Head of Operations

**Bath Rugby**, Farleigh House, Farleigh Hungerford, Bath, BA2 7RW  
**T** 01225 325200. **M** 07789 865362 **F** 01225 325201 **E** [Alex.Cohen@bathrugby.com](mailto:Alex.Cohen@bathrugby.com)  
[www.bathrugby.com](http://www.bathrugby.com)



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## Bath Rugby Club House Bar control measures

The purpose of this plan is to provide Bath Rugby and members of the Safety Advisory Group that arrangements for those attending the Club House Bar pre, during and post match are safe. It will ensure that the capacity of 300 is not breached and that access and egress arrangements do not compromise safety.

### Access

- During opening times, all access for customers to the bar will be via the Riverside Gate end.
- Customers will be 'clicked in' by a member of security staff.
- Once **270** have been clicked in, queue management will be put into place to ensure that queueing on the steps is restricted to those that will be allowed access and will not be turned away.

### Egress

- Egress of customers will be via the exit adjacent to the players tunnel and the Riverside entrance.
- Customers will be 'clicked out' by member of security staff at each location.
- A member of staff will be positioned at the bottom of the middle steps by the player's tunnel to direct people to the only entrance point at the Riverside end.

### Additional Control Measures

- The staff clicking in and out must communicate with each other. This will be done over the radio and supported by a supervisor's attendance when there are **270+** customers in the bar.
- Some simple signage needs to be displayed on the middle steps by the player's tunnel and exit to help direct customers to the entrance point.

### Emergency Evacuation

- In the event of an emergency evacuation all exits can be utilised using the principle of nearest and safest route. This will include the 3rd exit through the kitchen if deemed appropriate through the dynamic risk assessment in light of the location and nature of the cause of the evacuation.

Kevin Instance  
Independent Safety Officer

10/02/16



## 10: Circulation – egress and emergency evacuation

### 10.1 Safety issues

It is generally recognised that a period of great risk to crowd safety is at the time of leaving the sports ground. It is important, therefore, to provide exit systems capable of accommodating safely the passage of people within an acceptable period of time, and to avoid congestion and psychological stress.

Exit systems may comprise gangways, stairways, passageways, ramps and other means of passage.

Management should ensure that exit routes are planned and managed safely, to provide for spectators a smooth, unimpeded passage through an exit system until they reach the boundary of the ground, or, in an emergency, a place of safety.

In order to achieve this, management should ensure that:

- a. there are sufficient numbers of exits in suitable locations
- b. all parts of exit routes are of adequate width and height
- c. people do not have to travel excessive distances in order to exit from the spectator accommodation
- d. provision is made for the control of spectators entering an exit system
- e. all exits are identifiable in both normal and emergency conditions.

This chapter offers guidance on the design and management of exit systems both under normal conditions and for emergency evacuation. However, it is stressed that congestion and accidents can occur under normal conditions, and that people react and respond in diverse ways according to their perceptions of risk.

Furthermore, pressures that can arise during the time of exit must be contained and controlled by attention to the detailed design of elements which form part of the exit systems, such as stairways (see Chapter 8), barriers (see Chapter 11) and gangways (see Chapters 12 and 13).

### 10.2 Basic design principles

Smooth, unimpeded flow through an exit route is best achieved by ensuring that the exit system does not narrow along its length.

If, at any point along the route, there are elements narrower than those preceding, constriction can occur, causing people to converge in the narrower points.

In addition, controlling the crowd flow at the beginning of the route – that is, within the viewing accommodation – is vital to ensure that people enter the exit system at an acceptable rate.



***In order to achieve this, the first element of the exit route from the spectator accommodation should be no wider than any subsequent element.***

**For new construction:** exit routes in new construction should comply fully with the above principles.

**For existing construction:** narrowing in the exit routes may occur at existing constructions. However, this should be acceptable only when the narrowing is preceded by an open space or 'reservoir area', where the holding capacity is sufficient to contain those people held up because of the difference in the rate of passage into and out of the reservoir area.

Guidance on the calculation of capacities for reservoir areas follows in Section 10.4.

Management should conduct a risk assessment of any reservoir area to ensure that there are no potential hazards to people passing through.

Reservoir areas are not acceptable within, or in close proximity to, any combustible structure (for example, a timber stand).

If deviations from the recommendations in the *Guide* create potential dangers in any part of the exit route, that section of the route should be closed and the final capacity of that section of the ground reduced accordingly.

In areas of standing accommodation, the exit routes used for the purposes of calculating the exit capacity of a section should include only designated gangways. Notional gangways between staggered crush barriers cannot form part of the calculation.

### 10.3 Factors in design and management

When considering the design and safe management of exit systems and emergency evacuation systems, four factors have to be considered:

- a. the widths of each part of the exit, or emergency exit route (see Section 10.4)
- b. the rate of passage of people through the exit, or emergency exit system; this is a pre-determined figure (see Section 10.6)
- c. the egress time; this is normally a maximum of eight minutes for calculation purposes (see Section 10.7)
- d. the emergency evacuation time; this is a variable, maximum time, between two and a half minutes and eight minutes, based on a number of factors (see Section 10.9).

The above factors are used to help calculate the final capacity of a ground, or section of a ground (see Chapter 2).

### 10.4 Exit route widths and reservoir areas

The capacity of an exit system is limited by its most restrictive element. It makes no difference to the efficiency of the system where the most restrictive element is located; the capacity is always determined by it.

Exit route widths should meet the following requirements:

- a. **For new construction:**  
The recommended minimum width of an exit route is 1.2m.





b. **For existing construction:**

The minimum width of an exit route should be 1.1m.

Where reservoir areas are used as part of an exit system, their capacity should be calculated on the basis of the appropriate rate of passage (see Section 10.6) and the appropriate emergency evacuation time (see Section 10.9).

A density of 40 persons per 10 square metres of the area available for standing within the reservoir area is the maximum permitted for safety. It is the responsibility of management to ensure that this density is not exceeded.

Exit doors providing passage from executive boxes and some hospitality areas may form part of exit systems at sports grounds. The preferred effective exit door width in these areas should meet the following requirements:

c. **For new construction:**

Not less than 800mm.

d. **For existing construction:**

Not less than 750mm.

### 10.5 Rates of passage – method of calculation

The rate of passage is the number of people who can pass through a particular point in an exit system, or emergency evacuation system, in a given time.

The rate of passage therefore forms a fundamental part of the calculation of the capacity of both exit and emergency evacuation systems.

For calculating capacities for both normal egress and emergency evacuation, the Fourth (1997) Edition of the *Guide* recommended maximum rates of passage of 73 spectators per metre width per minute on all staircases and routes within seated accommodation and 109 spectators per metre width per minute in all other parts of the ground.

It was not always understood, however, that these rates should be regarded as maxima and are unlikely to be sustained for more than a limited period under ideal conditions. Management should therefore always observe and record the actual rates of passage. Where it is apparent that spectators cannot exit within the prescribed normal egress time (see Section 10.7) or emergency evacuation time (see Section 10.9), the capacity should be reduced accordingly (see Section 2.3).

Examples of how to apply rates of passage can be found in Annex A.

Factors affecting the rates of passage may include the following:

- a. audience profile, children, elderly people and disabled spectators, availability of alcohol
- b. the location and level of use of commercial, catering or other spectator facilities situated along the exit route
- c. the design and physical condition of the exit system; for example, the number of stairways, the existence of flank walls, the design and projection of handrails, the quality of directional signs, lighting levels and underfoot conditions.



### 10.6 Recommended rates of passage

The informative annex of BS EN 13200-1:2003 (see Bibliography) for flow capacity advises that, for a width of 1,2m:

- a. on a stepped surface 79 people can reasonably exit in 1 minute (equal to 66 spectators per metre width per minute)
- b. on a level surface 100 people can reasonably exit in 1 minute (equal to 82 spectators per metre width per minute)

**For new construction:** it is recommended that new sports grounds or sections of grounds should be designed in accordance with the rates of passage in the British Standard.

### 10.7 Egress time

It is emphasised that there is a difference between egress times and emergency evacuation times.

*The egress time is the total time in which all spectators can, in normal conditions, leave an area of viewing accommodation and enter into a free flowing exit system. It does not include the time taken to negotiate the entire exit route.*

(For a definition of emergency evacuation times, see Section 10.9.)

The normal maximum egress time for sports grounds is eight minutes.

If for any reason – for example, there are not enough exits – spectators cannot exit within eight minutes, a reduction of the final capacity may be required (see Chapter 2).

The limit of eight minutes has been set as a result of research and experience, which suggests that within this period spectators are less likely to become agitated, or experience frustration or stress, provided they enter an exit system at an acceptable rate, or are familiar with the sports ground and/or can identify their point of exit.

In certain circumstances it may be appropriate to apply a shorter egress time than eight minutes; for example, if the design or management of the viewing accommodation is such that regular observation shows that spectators become agitated or experience frustration or stress in periods of under eight minutes.

It should also be recognised that in many circumstances spectators will willingly take longer than eight minutes to leave; for example, in order to watch scoreboards, hear additional announcements or simply wait for the crowds to disperse. This practice must not be considered a factor in the determination of the egress time.

### 10.8 Design and management of exit systems

The design and management of exit systems should take into account the following:

- a. **Movement**  
Once spectators have passed into the exit system they should be able to keep moving throughout its length.
- b. **Alternative exits**  
In the event of an incident which renders the usual exit route unusable, spectators should be able to use an alternative exit route or routes.



c. **Direct exit routes**

Where there is a simple exit route, that is, a direct passage from the viewing area to the exit gate from the ground, every part of that route should be able to accommodate the flow from the terrace or stand exit.

d. **Complex exit routes or networks**

For a more complex exit system which combines a number of exit routes and/or offers a choice of alternative routes, the system should be analysed in the form of a network. This is in order to check that the capacity of the exit route from the viewing area is sufficient to ensure a free flow of spectators to the various exits from the ground. Where branching of routes gives spectators a choice of paths, the proportion of the crowd likely to use each path should be assessed; for example, the exit closest to a railway or bus station may be likely to attract a higher proportion of spectators.

Grounds which have complex exit systems should have clear, illustrative plans of the network system which serves each section, identifying the capacity of the routes within the system. These plans should be kept with the drawings of the section of the ground to which they relate. Any changes to the ground which affect the entry/exit routes should be identified on the network plan. (A network plan is illustrated in Worked Example 1 in Annex A.)

e. **Number and disposition of exits**

As stated in Section 10.1, in order to ensure a smooth, unimpeded passage for spectators through an exit system, there must be a sufficient number of exits in suitable locations (although no simple calculation of the number can be given which would apply to all situations). To avoid inconvenience and confusion, it is also important that the exits are easily accessible and not spaced too widely apart.

f. **Keeping exit routes clear**

Exit routes should be kept clear of obstructions. Catering, sales or toilet facilities should be located in such a way that neither they, nor any queue or waiting they attract, obstruct an exit route. Where exit routes pass through car parks or other areas affected by vehicular movements, consideration should be given to suitable methods of traffic control.

g. **Signposting**

All elements of the exit system should be clearly signposted in accordance with the requirements of the Health and Safety (Safety Signs and Signals) Regulations 1996 (see Sections 16.28 and 16.29). Directional signs should be provided to encourage crowds in any particular section to flow in one direction when leaving the ground and should, wherever practicable, provide information on the destination of the exit route (for example, 'Station', 'Town Centre' or 'Visitors' Coach Park') so as to provide confidence to people using them.

### 10.9 Emergency evacuation time

As stated in Section 10.7, there is a difference between egress times and emergency evacuation times.

*The emergency evacuation time is a calculation which, together with the rate of passage, is used to determine the capacity of the emergency exit system from the viewing accommodation to a place of safety or reasonable safety, in the event of an emergency (see Section 15.16).*

The maximum emergency evacuation time for sports grounds varies between two and half minutes and eight minutes.



The time set depends largely on the level of fire risk present. Spectator accommodation which has a high fire risk should have an emergency exit capacity based on an emergency evacuation time of not more than two and a half minutes. A longer emergency evacuation time, of between two and a half minutes and eight minutes, is acceptable for grounds or parts of grounds where the fire risk is reduced. For guidance on varying levels of fire risk, see Sections 15.5–15.7.

However, as stated in Section 15.2, rather than relying solely on a short emergency evacuation time, the aim should always be to introduce measures which will minimise the outbreak and spread of fire.

**For new construction:** while in practice spectators may evacuate onto the pitch or area of activity in an emergency, this should not form part of the calculation of the emergency evacuation time for newly constructed grounds or sections of grounds.

#### 10.10 Design of emergency evacuation routes

Evacuation routes for use in emergencies may need to be provided in addition to normal exits. In all cases, the following points should be considered:

- a. There should be more than one emergency evacuation route from a viewing area.
- b. The system should be designed in such a way that the loss of one emergency evacuation route does not prevent access to an alternative.
- c. Where a stairway or any other circulation route passes up, down or through any area used by spectators, unless it is in the open air, it should be in a fire-resistant enclosure separated from the remainder of the building by a structure having a fire resistance of not less than 30 minutes (see also Sections 9.3 and 15.11).
- d. Emergency evacuation routes should discharge into a place of safety, preferably in the open air.
- e. Where emergency evacuation is possible only by passing through an enclosed concourse (for example, from the upper tier of a stand), consideration should be given to the provision of fire separation to individual routes of escape (see also Section 9.3).

If the capacity of the exit route is considered insufficient for emergency evacuation purposes the final capacity of the section served may have to be reduced.

Where appropriate, the design of emergency evacuation routes should also take into account the needs of spectators with disabilities.

#### 10.11 Management of emergency evacuation routes

Management is responsible for ensuring that emergency evacuation routes are capable of being safely and effectively used at all times when the ground is occupied. This requires such routes to be maintained as sterile areas, free from any blockages, temporary fittings or stored equipment.

In addition, as stated in Sections 3.17 and 3.18, management should prepare contingency plans. These plans should provide for the evacuation of all people in the event of an emergency from all areas of the ground to a place of safety. Such plans will require the designation of exits and emergency evacuation routes.



CCTV is a useful means of monitoring the exit and emergency evacuation routes (see Section 16.16).

All such routes should also be clearly signposted (see Section 16.28).

### 10.12 Management of evacuation of spectators with disabilities

It is essential to consider practical measures for the emergency evacuation of disabled spectators.

Detailed guidance on this matter is provided in the Building Regulations, British Standard 5588 Part 8 – *Code of Practice for Means of Escape for Disabled People* and Sports Grounds, Stadia Guide No.1 – *Accessible Stadia and Fire Safety Risk Assessment Supplementary guide – Means of Escape for Disabled People* (see Bibliography) (see also Section 15.17).

Disabled spectators must be accommodated without prejudicing their safety or the safety of others. Safety measures should not be construed in such a way as to place undue restrictions on disabled spectators.

Management should pay particular regard to the following matters.

#### a. Information systems

Measures and information systems are required to help all spectators, in particular those with impaired vision, colour perception or hearing, find their way in an unfamiliar environment. Those with impaired mobility should have a choice of more than one means of ingress and egress.

#### b. Refuges

Designers and management should provide refuges of a suitable size to accommodate known numbers of wheelchair users and to plan for their subsequent evacuation by means of suitable lifts or management procedures.

#### c. Stairways

The preferred method of escape by most wheelchair users is horizontally to another fire compartment or to outside the building, or vertically by the use of an evacuation or fire-fighting lift. If those options are not available or not in operation, it may be necessary to carry a person up or down an escape stair. A width of 1.1m for existing (1.2m in new stands) is sufficient to accommodate a standard tubular steel wheelchair. (For further guidance on the design of stairways see Chapter 8).

Detailed guidance on carry down process, including training, is available from the Department for Communities and Local Government (DCLG) (see Bibliography).

#### d. Evacuation lifts

A lift provided for passenger use in the normal operation of the sports ground may only be used for emergency evacuation purposes if it meets the requirements of an evacuation lift, as specified in the relevant British Standards.

While there is no requirement to provide evacuation lifts in sports grounds, such lifts reduce the need to evacuate disabled spectators down staircases. Evacuation lifts should be able to continue to operate with a reasonable degree of safety when there is a fire in the building.

However a lift can still fail. It is crucial, therefore that, having reached a refuge at an evacuation lift, a disabled person can gain access to an adjacent suitable stairway should the conditions in the refuge become unacceptable. Contingency plans should



therefore also allow for the careful carrying of disabled spectators down stairs without their wheelchairs, should the wheelchair be too large or heavy.

The location of evacuation lifts should be clearly indicated with signs on every floor level.

**e. Fire-fighting lifts**

A fire-fighting lift is essentially an evacuation lift that is provided principally for the use of the fire service and which meets the requirements of the current, relevant British Standard. Such a lift may, however, be used for the evacuation of disabled people.

Liaison with the relevant fire authority to co-ordinate procedures for the use of a fire-fighting lift for evacuation purposes is essential.

**f. Wheelchair stairlifts**

Wheelchair stairlifts should not be used for emergency evacuation. Nor should any part of a stairlift or its mechanism reduce the width of any stairway or escape route below the required minimum.

**g. Ramps**

Where ramps are necessary for the emergency evacuation of spectators in wheelchairs they should be as gentle as possible, preferably no steeper than 1 in 20 (see Section 8.11) and have signs identifying the change of level.

**10.13 Use of the pitch or area of activity for emergency evacuation**

In certain cases, forward evacuation onto the pitch or area of activity may form part of the emergency evacuation route, provided that it leads directly to an exit which itself leads to a place of safety.

The following requirements should also be taken into account:

- a. Whether or not the emergency evacuation of spectators onto the pitch or area of activity forms part of the agreed emergency evacuation plan, wherever there is a pitch perimeter barrier or free-standing advertising material in front of spectator accommodation, other than in exceptional circumstances it must be fitted with a sufficient number of suitably designed gates or openings (see Section 10.14).
- b. Where the playing surface is made of synthetic materials, advice should be sought from the authority responsible for enforcing fire safety legislation to establish whether it can be properly considered as an emergency exit route in the event of a fire. This is because some forms of artificial turf might constitute a hazard in the event of fire.
- c. If the pitch or area of activity is wholly surrounded by covered accommodation, with no breaks in the roofing (see Section 15.11), it may not be a suitable route for emergency evacuation in the event of fire. In such cases advice should be sought from the authority responsible for enforcing fire safety legislation.

As stated in Section 10.9, for new construction, the use of the pitch or area of activity for emergency evacuation should not form part of the capacity calculation.



#### 10.14 Provision of gates or openings in a pitch perimeter barrier

As stated above, where a pitch perimeter barrier or free-standing advertising material is in place in front of spectator accommodation, other than in exceptional circumstances it must be fitted with gates or openings allowing access onto the pitch or area of activity (see also Section 5.10.m).

If a viewing area is divided by structural means, each division must have sufficient gates or openings to evacuate all the spectators in that division within the emergency evacuation time set for that part of the ground.

Such gates or openings should:

- be a minimum width of 1.1m (1.2m recommended for new construction)
- align with radial gangways (where provided) and measure not less than the width of those gangways
- be appropriately stewarded.

Where gates are fitted, they should:

- open away from spectators
- be kept unlocked
- only be fitted with bolts or latches that can be released from both sides
- be clearly marked and painted a different colour from the rest of the pitch perimeter barrier.

#### 10.15 Discounting an exit route for calculation purposes

There are no hard and fast rules as to whether or not an exit route should be discounted when calculating the emergency exit capacity of a sports ground or section of a ground. Each case needs to be determined in the light of local circumstances, taking into account the importance of a particular exit from an area of spectator accommodation and an assessment of the level of fire risk present.

If the fire risk assessment determines that there is a need to discount an exit, the exit to be discounted should be the widest one serving the area. If the fire risk is minimal and all elements of the exit system are suitably protected from the effects of fire, it may be unreasonable to discount an exit. (For guidance on fire risk assessment, see Sections 15.3–15.7).

#### 10.16 Exit doors and gates

Exit doors and gates should meet the following requirements:

- All final exit doors and gates, unless secured in an open position, should be staffed at all times while the ground is used by the public.
- No door or gate forming part of an exit route should be locked or fastened in such a way that it cannot easily and immediately be opened by those using that route in an emergency.
- All final exit doors on a normal exit route should be secured in the fully open position before the end of the event. When open, no exit door should obstruct any gangway, passage, stairway or landing.



- d. All exit doors and gates on an exit route should always be capable of opening outwards so that crowds can escape in an emergency without obstruction. In situations where the opening of the exit doors or gates would cause an obstruction on a public highway, they should be resited (that is, put further back) within the exit route they serve.
- e. Where practicable exit doors and gates should be sited adjacent to entrances. There should be no obstructions and no changes in level at exit doors.
- f. Sliding or roller-shutter gates should not be used because they are incapable of being opened when pressure is exerted in the direction of crowd flow, and they have mechanisms or runways which are vulnerable to jamming.
- g. Reversible turnstiles or, preferably, pass doors should be provided in order to allow anyone to leave the ground at any time (including those ejected for breaching ground regulations). Such openings should be limited to allow the passage of only one person at a time.
- h. Reversible turnstiles are not acceptable as a means of escape and should not form any part of the normal or emergency exit system.
- i. Each exit door and gate should be clearly marked on both the inside and the outside with its identifying number so that resources can be quickly directed to wherever they may be required.
- j. The safety officer should check or be informed when all the final exit doors and gates have been secured in an open position.
- k. All exit doors and gates should ideally be monitored by CCTV.

#### 10.17 Electronic securing systems

Where they are in place, electronic securing systems on exit doors and gates should meet the following requirements:

- a. As stated in Section 10.16, no exit door or gate forming part of an exit route should be locked or fastened in such a way that it cannot easily and immediately be opened by those using that route in an emergency. This applies equally to exit doors and gates that are electronically secured.
- b. All electronically secured exit doors and gates should be staffed by stewards at all times when spectators are in the ground.
- c. The exit doors or gates should be capable of being de-energised individually by the steward.
- d. The stewards should be specifically authorised to open their gates without further instructions in the event of a sudden local emergency.
- e. Emergency telephones should be provided for instant communication, directly between the stewards staffing the exit doors or gates and the operator of the control panel (see below). All such telephones should be instantly accessible to the stewards without the use of a key.
- f. The operation of each exit door or gate should be tested both electronically and manually immediately before each event and the result of each test recorded. The record should include all tests, any faults found, and any opening of any exit door or gate while spectators are present in the ground.





- g. The control panel for the system should be located in the ground's control point and should be staffed continuously by a suitably trained and authorised person, who should have no other duties.
- h. The base emergency telephone in the control point should be positioned so that the panel operator can answer it without having to leave his or her post.
- i. Each gate should be clearly marked on both the inside and the outside with its identifying number. This identification should correspond to the identification of the switch on the control which releases it.
- j. The exit doors or gates should be designed so that, in the event of a power failure, they are automatically de-energised and capable of being opened manually.

***Before approving an electronic securing system, ground management or, where a safety certificate in force, the local authority, should consider carefully and take full account of the hazards associated with such a system. In particular, it should consider carefully what would happen if there was a major emergency and spectators had to force the exit doors open themselves.***



**Schedule 12  
Part A**

**Regulation 33, 34**

**Premises Licence**

<b>Premises Licence Number</b>	15/00184/LAPRE
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**Part 1 – Premises Details**

<b>Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code</b>	
Bath Rugby Recreation Ground Spring Gardens Bathwick Bath BA2 6PW	
<b>Telephone number</b>	01225 469230

<b>Where the licence is time limited the dates</b>	Not applicable
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<b>Licensable activities authorised by the licence and the times the licence authorises the carrying out of licensable activities</b>	
<b>Sale of Alcohol</b>	
Every Day	10:00 - 01:30
<b>Performance of Dance (Indoors and Outdoors)</b>	
Every Day	10:00 - 02:00
<b>Exhibition of a Film (Indoors and Outdoors)</b>	
Every Day	10:00 - 23:00
<b>Performance of Live Music (Indoors and Outdoors)</b>	
Every Day	10:00 - 02:00
<b>Performance of Recorded Music (Indoors and Outdoors)</b>	
Every Day	10:00 - 02:00
<b>Other Entertainment within Act (Indoors only)</b>	
Every Day	10:00 - 02:00
<b>Late Night Refreshment (Indoors and Outdoors)</b>	
Every Day	23:00 - 02:00

**The opening hours of the premises**

Every Day 10:00 - 02:00

**Where the licence authorises supplies of alcohol whether these are on and/or off supplies**

Alcohol is supplied for consumption both on and off the premises

**Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Bath Rugby Ltd  
Farleigh House  
Farleigh Hungerford  
Bath BA2 7RW  
info@bathrugby.com

**Registered number of holder, for example company number, charity number (where applicable)**

Registered Business Number - 3170814

**Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol**

Mr Matthew Powell  
Lantern House  
Biddestone  
Chippenham SN14 7EF

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

LN/009474  
Wiltshire Council

This licence is issued by Bath & North East Somerset Council as licensing authority under Part 3 of the Licensing Act 2003 and regulations made thereunder.

Signed for and on behalf of

Bath & North East Somerset Council: *Tevill Wolyn*.....

Dated 20 January 2015

## Annex 1 – Mandatory conditions

Any individual employed to carry out a security activity must be licensed by the Security Industry Authority.

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Mandatory conditions in respect of premises supplying alcohol for consumption on the premises only, or both on and off the premises:

No supply of alcohol may be made under the premises licence:

- a) at a time when there is no designated premises supervisor in respect of the premises licence, or
- b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

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### From 28 May 2014:

The Licensing Act 2003 (Mandatory Licensing Conditions) Order 2014

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1:

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(a)\*;

(b) "permitted price" is the price found by applying the formula:

$$P = D + (D \times V)$$

where:

(i) P is the permitted price,

(ii) D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence:

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "valued added tax" means value added tax charged in accordance with the Value Added Tax Act 1994(b)\*.

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

(a)\* 1979 c. 4. Section 1 was amended by regulation 2 of the Excise Duty (Amendment of the Alcoholic Liquor Duties Act 1979 and the Hydrocarbon Oil Duties Act 1979) Regulations 1992 (S.I. 1992/3158), section 162 of and Part 1 of Schedule 29 to the Finance Act 1995 (c. 4), section 7 of and paragraph 2(a) of Schedule 2 to the Finance Act 1991(c. 31), section 3 of the Finance Act 1993 (c. 34), section 227 of and paragraph 51 of Schedule 39 to the Finance Act 2012 (c. 14), section 1 of the Finance Act 1995, section 1 of and Part 2 of Schedule 1 to the Finance Act 1988 (c. 39), section 5 of the Finance Act 1997 (c. 16) and Article 2 of the Alcoholic Liquor Duties (Definition of Cider) Order 2010 (S.I. 2010/1914). Section 2 was amended by article 6 of the Alcoholic Liquors (Amendment of Enactments Relating to Strength and to Units of Measurement) Order 1979 (S.I. 1979/241), regulation 2 of S.I. 1992/3158, section 11 of and Part 2 of Schedule 8 to the Finance Act 1981 (c. 35), section 7 of and paragraph 3 of Schedule 2 to the Finance Act 1991 and section 5 of the Finance Act 1997. Section 3 was amended by article 7 of S.I. 1979/241. Section 4 was amended by article 8 of S.I. 1979/241, section 15 of and paragraphs 2 and 3 of Schedule 1 to the Finance Act 2011 (c. 11) and section 227 of and paragraphs 51 of Schedule 39 to the Finance Act 2012 (c. 14). Section 5 was amended by section 1 of the Finance Act 1982 (c. 39) and section 180 of the Finance Act 2013. Section 36 was amended by section 7 of the Finance Act 1991, section 4 of and paragraph 1 of Schedule 1 to the Finance Act 2002 (c. 23), sections 14 and 15 of paragraphs 2 and 4 of Schedule 1 to the Finance Act 2011, section 180 of the Finance Act 2013 and section 1 of and paragraph 9 of Schedule 1 to the Finance Act (No. 2) Act 1992 (c. 48). Section 37 was amended by section 15 of and paragraph 1 of Schedule 1 to the Finance Act 2011 and section 180 of the Finance Act 2013. Section 54 was amended by section 1 of and paragraph 12 of Schedule 1 to the Finance (No. 2) Act 1992 and section 5 of the Finance Act

1985 (c. 54). Section 55 was amended by section 1 of the Finance Act 1984 (c. 43) and section 1 of and paragraph 13 of Schedule 1 to the Finance (No. 2) Act 1992. Section 62 was amended by section 3 of the Finance Act 1996 (c. 8), section 10 of the Finance (No.2) Act 1997 (c. 58), section 180 of the Finance Act 2013, section 4 of the Finance Act 1998 (c. 36) and section 3 of the Finance Act 1997. There are other amendments which are not relevant to this Order.

(b)\* 1994 c. 23. Section 2 was amended by section 3 of the Finance (No.2) Act 2010 (c.31). Section 7 was amended by section 76 of and Part 1 of Schedule 36 to the Finance Act 2009 (c. 10) and section 203 of and paragraphs 2 and 3 of Schedule 28 to the Finance Act 2012 (c. 14). Section 24 was amended by section 19 of and paragraph 1 of Schedule 8 to the Finance (No.3) Act 2010 (c.33). There are other amendments which are not relevant to this Order.

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### **From 1 October 2014:**

#### The Licensing Act 2003 (Mandatory Licensing Conditions) (Amendment) Order 2014

1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises. (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises: (a) games or other activities which require or encourage, or are designed to require or encourage individuals to i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol) or, ii) drink as much alcohol as possible (whether within a time limit or otherwise); (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective; (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective; (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner; (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
3. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified under the policy) to

produce on request, before being served alcohol, identification bearing their photograph, date of birth and either - a) a holographic mark, or b) an ultraviolet feature.

4. The responsible person must ensure that: a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures - i) beer or cider: ½ pint; ii) gin, rum, vodka or whiskey: 25ml or 35ml; and iii) still wine in a glass: 125ml; b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

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Admission of children is restricted in accordance with the recommendation by the British Board of Film Classification.

If the film has not been classified the restriction of children must be approved by the Licensing Authority.

("Children" means any person under 18 years).

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**Annex 2 – Conditions consistent with the Operating Schedule**

## Capacity Limits:

300 persons in the main bar.

200 persons in the Premier Lounge

200 persons in the Illustrious Suite

35 persons in the Presidents' Lounge

766 persons in the South Stand boxes 1st and 2nd floors (formerly known as the Hampton Stand)

The total capacity of the ground on match days shall be 13,353

A Personal Licence Holder will be on site all times the sale of alcohol is taking place.

The sale of alcohol outdoors on match days will only take place between 10:00 and 23:00.

No glass will be in use at any of the outside bars.

At least one first aider will be on duty when the premises is open to the public.

The Exhibition of Film is to be limited to sporting events and will not be used for any public, open-air screening of feature films.

The Exhibition of Film will not be subject to the condition restricting regulated entertainment taking place outdoors to being in a marquee, on no more than 6 occasions in any 12 month period.

The premises shall operate a Challenge 21 policy.

There shall be no adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children.

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**Annex 3 – Conditions attached after a hearing by the licensing authority**

During matches there will be a steward on duty at every entrance to each bar area.

Thirty minutes prior to the commencement of entertainment or at the opening of bars on match days, until the cessation of the function and persons have left the premises, a steward will be in attendance at the entrance/exits of the premises.

In relation to non match day functions, a risk assessment shall be carried out with regards to the requirement for SIA Door Staff to be on duty.

Seats will be available to accommodate 50% of the maximum capacity of the premises, and specifically 50% in the Main Club Bar, 60% in the Premier Lounge, 50% in the South Stand and 50% in the Illustrious Suite.

On days when the sale/supply of alcohol extends beyond 23.00 hours, toughened or plastic glasses shall be used instead of drinks from glass bottles.

On match days and for such period when the public are in attendance for match, all alcoholic and non-alcoholic will be served in toughened or plastic glasses.

Customers carrying open or sealed bottles or glasses will not be permitted onto the premises at any time.

Customers will not be permitted to take open containers of alcoholic or non-alcoholic drinks from the premises.

In the absence of adequate daylight suitable and sufficient lighting will be provided to maintain in any area safe access to the public.

Except for access and egress, doors and windows will be kept closed after 23.00 hours to reduce the breakout of noise, and during periods when regulated entertainment is taking place.

The outside area will be kept closed to the public after 23.00 hours, exception when special events are taking place in the marquee.

Prominent, clear and legible notices will be displayed at all exits in respect of noise nuisance.

The placing of bottles into receptacles outside the premises will be permitted only between the hours of 09.00 hours and 17.00 hours.

The Marquee or any other moveable structure shall only be used in association with any authorised use of the site as a playing field. However, if the Marquee or any such moveable structure is not associated with the authorised use of the site it cannot be erected for more than 28 days in total in any calendar year unless planning permission is first granted.

The personal licence holder/Designated Premises Supervisor/nominated deputy, shall effect full control over all sources of amplified music and shall, where necessary, arrange for the volume to be reduced if in the opinion of the Licensing Authority a noise nuisance is likely to be caused or is occurring.

Amplified music shall not be played at a level that will cause unreasonable disturbance to the occupants of any properties in the vicinity.

Electronic noise limiters will be installed in every part of the premises where there is to be regulated entertainment.

**The Marquee** - Regulated entertainment (not including Exhibition of Films) will be permitted in the marquee on no more than six occasions in any 12 month period; from 10.00 hours to 23.00 hours on Sunday, Monday, Tuesday, Wednesday and Thursday, and from 10.00 hours to 23:59 hours on Friday and Saturday. The Sale of Alcohol and the provision of Late Night Refreshment will cease 30 minutes before closure.

**The Premier Lounge and South Stand** - Regulated entertainment will only be permitted in the Premier Lounge and South Stand between 10.00 hours and 23.00 hours on Sunday, Monday, Tuesday, Wednesday and Thursday, and between 10.00 hours and 23.59 hours on Friday and Saturday. The Sale of Alcohol and the provision of Late Night Refreshment will cease 30 minutes before closure.

**The Main Club Bar** - Regulated entertainment will only be permitted in the Main Club Bar between 10.00 hours and 23.30 hours on Sunday, Monday, Tuesday, Wednesday and Thursday, and between 10.00 hours and 01.00 hours on Friday and Saturday. The Sale of Alcohol and the provision of Late Night Refreshment will cease 30 minutes before closure.

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**Annex 4 – Plans**

As submitted with application.



## Part B

## Premises Licence Summary

Premises Licence Number

15/00184/LAPRE

## Premises Details

**Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code**

Bath Rugby  
Recreation Ground  
Spring Gardens  
Bathwick  
Bath  
BA2 6PW

**Telephone number** 01225 469230

**Where the licence is time limited the dates** Not applicable

**Licensable activities authorised by the licence and the times the licence authorises the carrying out of licensable activities**

**Sale of Alcohol**

Every Day 10:00 - 01:30

**Performance of Dance (Indoors and Outdoors)**

Every Day 10:00 - 02:00

**Exhibition of a Film (Indoors and Outdoors)**

Every Day 10:00 - 23:00

**Performance of Live Music (Indoors and Outdoors)**

Every Day 10:00 - 02:00

**Performance of Recorded Music (Indoors and Outdoors)**

Every Day 10:00 - 02:00

**Other Entertainment within Act (Indoors only)**

Every Day 10:00 - 02:00

**Late Night Refreshment (Indoors and Outdoors)**

Every Day 23:00 - 02:00

**The opening hours of the premises**

Every Day 10:00 - 02:00

**Where the licence authorises supplies of alcohol whether these are on and/or off supplies**

Alcohol is supplied for consumption both on and off the premises

**Name, (registered) address of holder of premises licence**

Bath Rugby Ltd  
Farleigh House  
Farleigh Hungerford  
Bath  
BA2 7RW

**Registered number of holder, for example company number, charity number (where applicable)**

Registered Business Number - 3170814

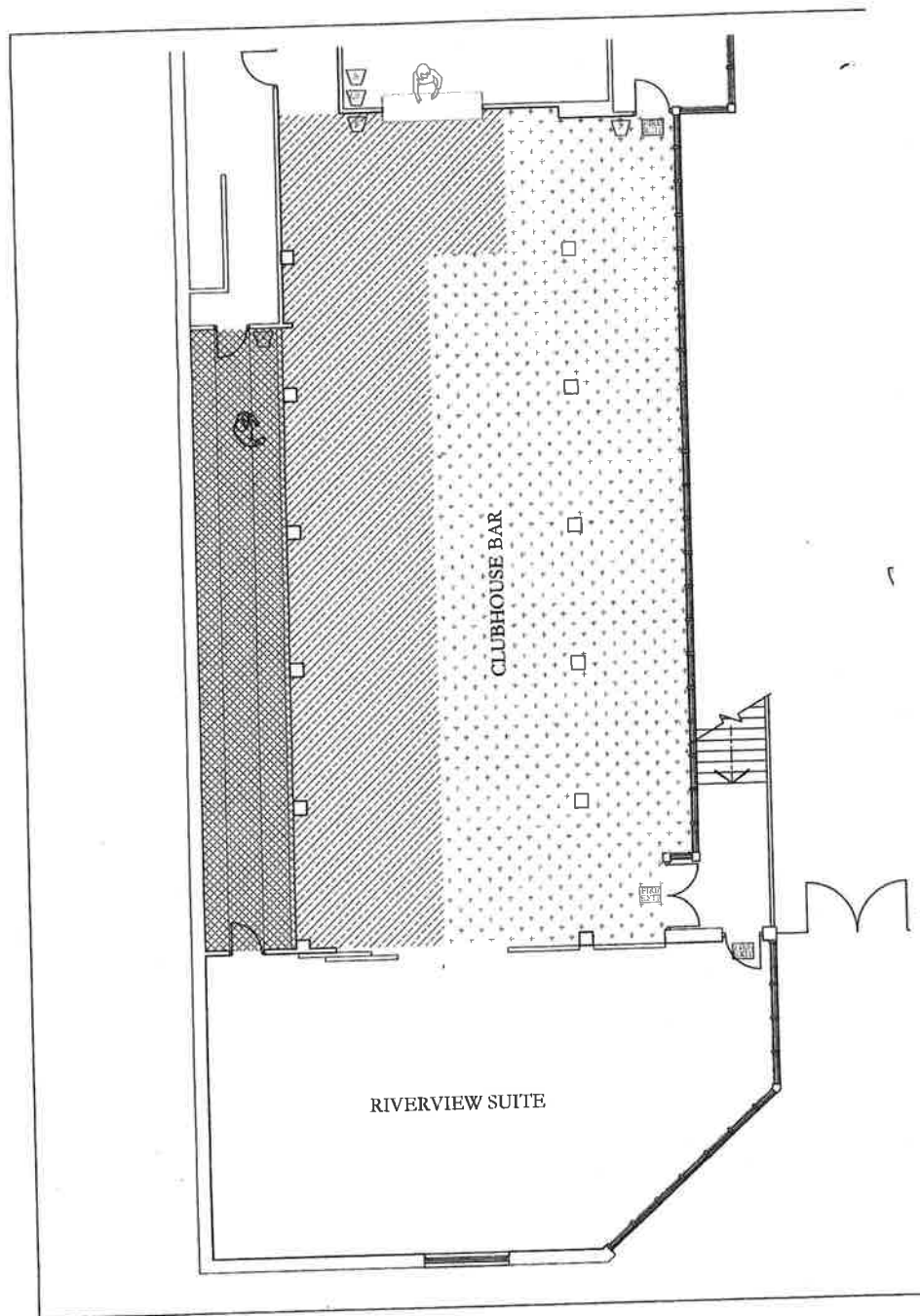
**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol**

Mr Matthew Powell

**State whether access to the premises by children is restricted or prohibited**

As per Operating Schedule at Annex 2.







Licensing Team  
Public Protection and Health Improvement Service  
Lewis House  
Manvers Street  
Bath BA1 1JG

Contact  
paul.daniels@withyking.co.uk

Direct line  
01225 730141

Your ref  
15/00184/LAPRE

Our ref  
PD/210542/23

24 March 2016

Bath And North East  
Somerset Council

29 MAR 2016

Dear Sir/Madam

Received


**Bath Rugby Limited**  
**Application to review Premises Licence No. 15/00184/LAPRE**

Please find enclosed representations made on behalf of our above named client, Bath Rugby Limited, in response to the above application.

At this stage, we have not completed the form in so far as to relates to the proposed hearing. Our client will be attending the hearing but further meetings have been scheduled and reports are awaited prior to the proposed hearing which may influence which witnessed will be attending and what further evidence they will be presenting.

Kindly acknowledge safe receipt.

Yours faithfully



Withy King



**LICENSING ACT 2003**

**INTERESTED PARTY REPRESENTATION**

**Please read the notes at the back of this form prior to completing it.**

**I/We object to the following application:**

Application number:	
Applicant's name:	<b>Avon Fire &amp; Rescue Service</b>
Premises name and address:	<b>Bath Rugby Recreation Ground Spring Gardens Bathwick Bath BA2 6PW</b>
Application for a:	<b>review of a premises licence</b>

**Objector Details:**

Objector's Name:	<b>Bath Rugby Limited</b>
Objector's Address:	<b>Farleigh House Farleigh Hungerford Bath BA2 7RW</b>
Organisation name if applicable:	<b>Bath Rugby Limited</b>

**Objection Details:**

My/our representation is relevant to the following licensing objective(s):

Prevention of crime and disorder

Prevention of public nuisance

Protection of children from harm

Public safety

Please detail your objection(s) as fully as possible in the box below. If you do not then the Committee may not understand why you have objected.

Please attach supporting documents/further pages as necessary and number all extra pages.

Try to be as specific as possible and give examples e.g. *On 1 February I could hear loud music from the premises between 10pm and 1 am. I am concerned that if the premises open until 2 am this will cause a nuisance to me and other residents of the street.*

I/We have already made a written representation and have no further comments

In response to the application to review the Premises Licence No. 15/00184/LAPRE in so far as it relates to the "main bar" within the Clubhouse at Bath Rugby's Recreation Ground facilities, the following representations are made for and on behalf of Bath Rugby Limited:

1. As a point of detail, the correct address of the premises in the application should be Bath Rugby Recreation Ground Spring Gardens Bathwick Bath BA2 6PW and not, as stated, Farleigh House Farleigh Hungerford Bath BA2 7RW.
2. Bath Rugby Limited ("the Club") considers public safety at The Recreation Ground to be of paramount importance. The Club's Independent Safety Officer (Kevin Instance) has vast and impeccable crowd safety credentials and is one of the most experienced Public Safety Tactical and Operational Police Commanders in the country. We attach a copy of Mr Instance's CV and those CVs for the Club's other current safety officers and Head of Operations by way of evidence of the commitment the Club has made to public safety at The Recreation Ground (Appendix 1).
3. The Club does acknowledge that during the Fire Officer's visit to the premises on 5<sup>th</sup> February 2016 the stewards controlling the numbers within the main bar had not been adequately briefed as to the new procedures which were being implemented to control capacities in the main bar. The revised robust arrangements are now embedded within the Club's safety procedures and a copy of this in so far as it relates to the Clubhouse bar is attached (see Appendix 2). This revised procedure has been tested thoroughly during each subsequent home match and in every case the procedure has enabled the numbers in the main bar to be accurately recorded and the issue regarding further entry when the capacity of 300 was approaching has been addressed. The comments of the Applicant regarding the third emergency exit are noted and independent advice is being sought in respect of this before further consulting with the Applicant to find a suitable solution.

This procedure is the adopted method by which the Club manages the numbers within the main bar area and is regularly assessed and reviewed by the Safety Officer on a matchday. This is recorded by the duty Safety Officer in the Event Logs for each matchday or any relevant event. Attached at Appendix 3 are copies of the Event Logs for each home match from and including 5th February 2016. We also attach a copy of Event Log from the game on Saturday 15 November 2015 against Newcastle Falcons and your attention is drawn to the highlighted comments on page 3 referring to the monitoring and management of capacities within the main bar. This Event Log obviously pre-dates the Fire Officer's inspection on 5 February 2016 and seeks to demonstrate that the Club were implementing the new procedures during 2015. These Event Logs are shared with the local authority after every match. The Club has invested in electronic crowd counters to facilitate this improved

process and now has the accurate number of people in that part of the clubhouse are instantly available as a result.

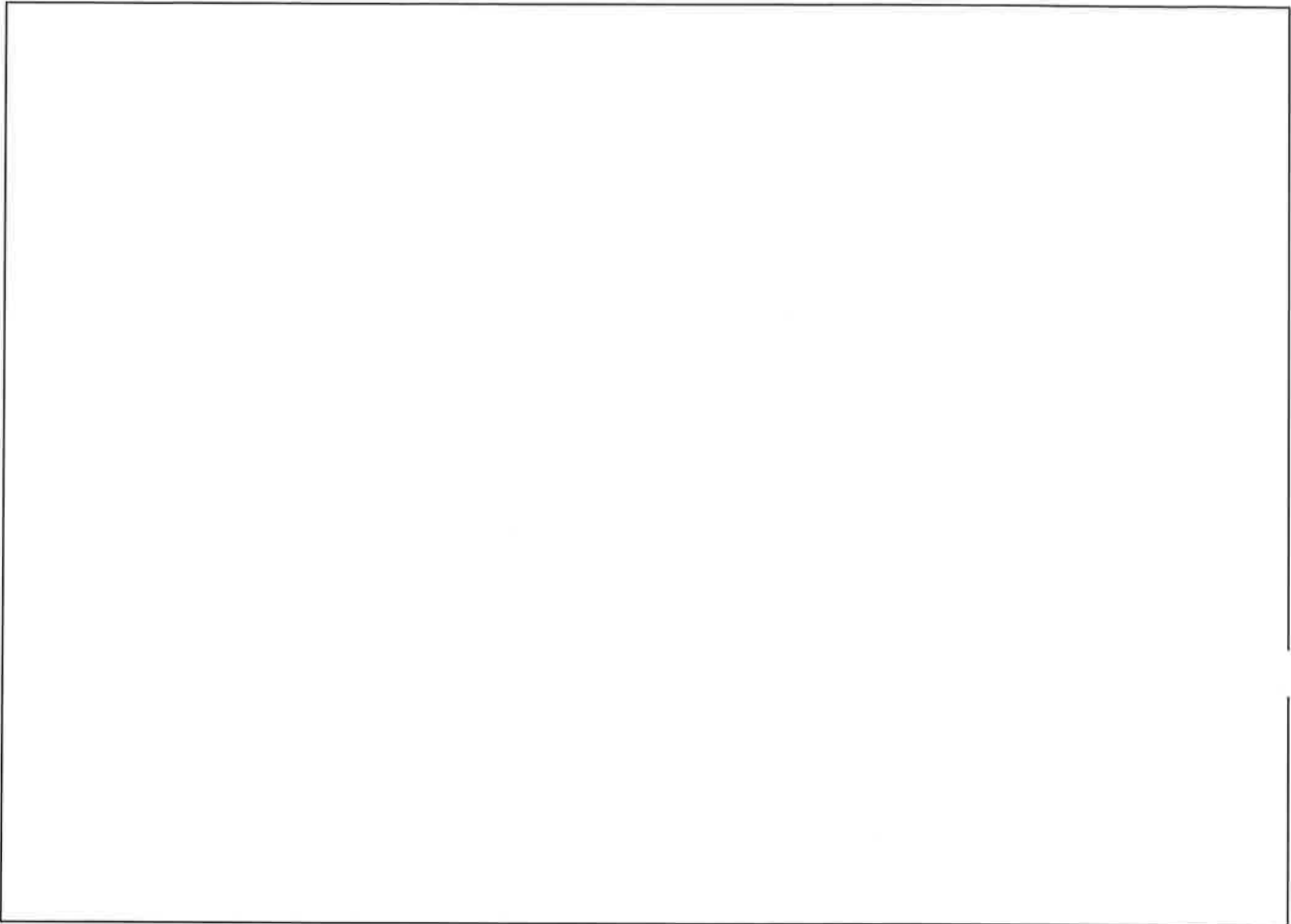
The Club outsources its other safety steward and security needs to a specialist security contractor, RS Security and Training Limited ("RSST"). Following the Fire Officer's visit on 5 February 2016, the Club has reiterated the Club's fire and safety procedures to RSST to ensure adequate training and briefing is in place. RSST have reviewed its staff briefing sheet and attach (see Appendix 4) a copy of this briefing sheet. The Club and RSST have taken robust steps to ensure all staff are provided with a copy of this briefing sheet at the start of their duty and are monitored for compliance by the RSST supervisor and the Club's Safety Officer.

4. The Club notes the assertion by the Applicant that the Premises Licence should be reviewed on the grounds of prevention of crime and disorder. For the record, the Club does not accept that any criminal offence has been committed by the Club or its officers/employees as, without limitation, there is no evidence that the capacity numbers have been exceeded in breach of the capacity limits. The Club does, however, acknowledge the point being made by the Applicant regarding the active control and monitoring of these capacity limits and the actions taken by the Club and as evidenced by this document will mean that this is never brought into question again.

5. Despite having a retained fire consultant, Steve Viney, the Club has engaged a independent fire consultant (Steve Allen FdA MIFireE FIIRSM of The Events Safety Shop) to identify whether there are any steps which could be taken to use a third fire escape route from the Clubhouse and whether any further improvements could feasibly be made to fire and public safety. An inspection of the Clubhouse took place on 24<sup>th</sup> March 2016 and the Club anticipates being in a position to report on these findings at the proposed Review Hearing on 19 April 2016.

6. With a view to enter into constructive communication with the interested parties, the Club requested a meeting to be held on 18th March 2016 with the Fire Officer (John Brown) and the Safety Advisory Group. The purpose of this meeting was to enable the Club, the Fire Officer and the Safety Advisory Group to seek agreement as to what (if any) further steps needed to be taken by the Club to provide sufficient assurance to the Fire Officer and the Safety Advisory Group that robust procedures had been implemented so as to find an acceptable solution to the current Premises Licence Review application. Unfortunately, this meeting was postponed due to illness and the meeting has been rescheduled for 30 March 2016. The outcome of this meeting will be reported at the hearing of the Licensing Sub-Committee to be held on 19 April 2016.

7. The Club wishes to reiterate its absolute commitment to public safety and the prevention of crime and disorder at The Recreation Ground. In the light of the robust steps already taken and the actions detailed above the Club respectfully requests that the recommendation to reduce the capacity of the main bar at the Clubhouse from 300 to 100 is not upheld.



**I am aware that a full copy of my representation (including my name and address) will be sent to the applicant and will form part of a public document prior to any hearing on this matter.**

Signed Withy King

Withy King Solicitors for an on behalf of  
Bath Rugby Limited

Date 24<sup>TH</sup> MARCH 2016

24th March 2016

Contact telephone number(s)  
(This is essential as we may need to contact you at short notice)

Withy King (Ref: PD) - 01225 730141

There will be a hearing to determine this application. We will send you details of the time, date and location at least 10 working days before the hearing.

This section of the form must be returned to us a minimum of 5 working days before the hearing. If you wish, you may complete this now. Alternatively, you can keep this page and return it to us once you have received details of the hearing.

Name \_\_\_\_\_

I will be attending the hearing  I will not be attending the hearing



## Kevin Instance

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www.gullrockevents.co.uk

+44 (0) 7772 132871

kevininstance@gmail.com

### Overview

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A former Senior Police Officer with extensive experience in: crowd safety management, major incidents and large public events and a successful record in implementing change, performance management and leadership within challenging political and operational environments.

Versatile with high level analytical, communication, relationship building skills, critical decision making and problem solving.

Available to provide a range of services that support and promote safety at festivals and events.

### Areas of Expertise

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**People Development and Training** committed to developing and assessing staff, with an in-depth understanding of workplace assessment and training

- o Assess senior Police officers in Firearms and Public Order Command as operationally competent to perform the role against vocational criteria
- o Two invaluable years' experience as a Police Recruit trainer at Hendon Police College, delivering law and procedure training to police recruits. Assessing their ability to perform the role before being deployed operationally
- o Developed multi agency working arrangements, training and assessment with voluntary organisations, fire and ambulance services

**Operational** - ability to see things from all perspectives and levels of the organisation.

- o Engaged in high profile roles at local national and International incidents, Glastonbury Festival, aftermath of the SE Asia Tsunami, NATO summit, G8 Summit, Pilot Badger Cull, International Cricket and Football, Olympic Torch Relay, Olympic Games, incidents of significant public disorder
- o Experience and command responsibility for Mounted Police, Police Dogs, Firearms Policing Underwater and Specialist Search, Surveillance, Undercover policing, Public Order and Event Planning
- o Politically savvy with the ability to deal effectively with the Press, managing the Media, Pro-test groups and Governmental Departments
- o England Football commander deploying overseas to liaise with FA, UEFA and local police to moderate behaviour of travelling England supporters
- o Presented and talks given at National Conferences

**Risk Management** - experienced commander and leader with the Avon and Somerset Police Specialist Operations Department with a reputation for taking on the most complicated and risky operational tasks;

- o Strategic (Gold), Tactical (Silver) and Operational (Bronze) Command experience in firearms operations, public order incidents and counter terrorism response
- o Led operational planning and decision making on resource levels for all large scale operations and events within Avon and Somerset area over the last decade
- o Experienced at determining level of threat and risk for the most dangerous armed offenders and decides the appropriate and proportionate level of mitigation to keep the public safe from them

**Strategic Management** - ability to assess and analyse business environment, identify future strategy and implement change that improves efficiency, makes things easier for staff and better for the public;

17/02/16

- o remodelled department to maintain service delivery as a result of Comprehensive Spending Review
- o designed plan for local delivery of the Olympic Torch Relay and 'sold' these plans that were adopted across the country
- o Extensive experience in Stakeholder Management, Contingency Planning and Protective Security operations including extensive engagement through Safety Advisory Groups.

**Budgets and Resources management – skilled in maximising the effective use of resources**

- o Managed £1 million+ policing budget for Glastonbury Festival
- o Achieved cost recovery of £1 million+ covering policing for the Pilot Badger cull in Somerset over 3 years
- o Made best use of resources to achieve the best effect by allocating the right people to the right roles to deliver safe events
- o Recruited, developed and retained the a highly skilled and professional workforce

**Career Summary**

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**Gull Rock Events Ltd** 2015  
Director

**Exeter City FC**  
Safety Officer 2016

**Bath Rugby**  
Safety Officer 2015

**Rugby World Cup 2015**  
Area Leader - Spectator Services 2015  
Brighton and Exeter venues

**Avon and Somerset Constabulary;**  
Superintendent - Specialist Operations 2012 – 2015  
Public Order and Firearms, Operational Planning, Covert Operations

Chief Inspector - Operations Department 2006 – 2012  
Head of Operational and Contingency Planning

Inspector 2002 – 2006  
Frontline Operational Policing, Specialist Search, Public Order and events

**Metropolitan Police** 1985 - 2002  
Joined the Metropolitan Police in 1985. First posting was to Wembley where I had the experience of policing many large events at Wembley Stadium including FA Cup Finals and concerts such as Michael Jackson, Madonna, Queen and the Nelson Mandela 70th Birthday concert.  
Other operations including Trooping of the Colour, Queen Mother's Funeral, Notting Hill Carnivals, significant disorder in Brixton, Poll Tax and May Days.  
As an Inspector working in the West End, I was commended for the actions I took at the Astoria Night Club when two people were shot, including one of the band at a So Solid Crew concert.

**Academic Qualifications:**

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NVQ Level 4 Spectator Safety Management  
NEBOSH General Certificate in Occupational Health and Safety  
SIA Door Supervisor  
Level 3 Award in Education and Training  
Post Graduate Certificate in Disaster Victim Identification - Dundee University  
NVQ D32/33 assessor – now upgraded to the TAQA standards

### **Continuous Professional Development:**

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Emergency Planning College courses - Public Safety at Festivals and Mass Gatherings; Working in Safety Advisory Groups; Licensing at Events; Crowd Dynamics

Police Command - Firearms (Gold/Silver), Public Order (Silver/Bronze), CBRN (Silver/Bronze)

Police Search Adviser (PolSA) and Counter Terrorism Security Co-ordinator (CT SecCo)

Qualified Structured De-briefer

### **Some Career Highlights**

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#### **Olympic Torch Relay**

I was selected to be the South West Commander. I devised the operational plan and created an Operations Room for command and control across the SW of England for the route for the convoy around the region. This involved a table top planning sessions with a multi -agency team of representatives from Local Authorities, the Military, Health, Security Services, Emergency Services and LOCOG. This broke new ground in that crowd safety was paramount but with no real feel for numbers and that there was always a potential terrorist threat in the background. Its successful implementation with over a million spectators, led to my plan being adopted across the UK regions. Assistant Chief Constable Adrian Whiting wrote "Under immense scrutiny from across Government and other partners, Kevin was absolutely in the spotlight. He performed his duties with tremendous ability, showing strategic forethought, operational soundness, humour and tact with a decent measure of firmness to meld all our forces and local partners to work cohesively"

#### **Tsunami**

I deployed to Phuket, Thailand in January 2005 in the aftermath of the Boxing Day Tsunami. I led a team of police, medics and forensic experts as part of a 14 country International delegation. Working from a makeshift mortuary, I was responsible for ensuring the Interpol protocols of Disaster Victim Identification were adhered to in the recovery, identification and repatriation of the deceased. Deputy Assistant Commissioner John Yates wrote "Kevin's leadership and the commitment of his team were outstanding in what were unimaginable working conditions." Returned to Thailand in May 2005 and performed the role of repatriation manager, overseeing the return of loved ones to their families.

Awarded a Chief Constable's Commendation for Leadership as a result of this deployment.

#### **Pre Election Leaders Debate**

I led the security arrangements for the very first live televised pre election leaders debate in the country. This involved a very complex layered security operation to protect the 3 party leaders who all received armed protection, the vetting of the studio audience and the protection and integrity of the venue and surrounding area including a Harbourside marine element. Screened live on Sky, the event attracted a large protest and resulted in some disorder which further complicated the security operation.

#### **Glastonbury Festival**

I have performed roles at Glastonbury Festival for 10 years. As Lead 'Silver Commander' and Lead Police Planner I have overseen a £1 million+ budget for policing. Through my careful assessment of risks and working closely with partners, a 20% reduction of resources and costs have been achieved, releasing resources to police other communities. The Dalai Lam visited the festival in 2015 and I arranged arranged a threat assessment and allocated resources accordingly. I received a letter of thanks from his staff which said 'This was an unusual and unique event for His Holiness to attend, and he thoroughly enjoyed the experience... the efforts of Superintendent Instance and his staff made it highly successful indeed. The attention to detail from Kevin is to be highly commended. At no times was the safety of His Holiness compromised and we found Superintendent Instance to be extremely efficient and effective and the consummate police professional'

#### **M5 Crash**

17/02/16

**On 5th November 2011 34 vehicles collided on the M5 motorway near Taunton. A large percentage of these vehicles then caught on fire. Sadly 7 people lost their lives and 51 were injured. I was commended for overseeing the forensic recovery of the deceased and vehicles in what was described as the worst traffic collision ever. There was substantial media intrusion and Ministerial pressure to get the recovery completed and the motorway open.**

17/02/16

# Julie Deshon

Event Manager



## Contact

Klondike House  
Claverton Down Road  
Bath  
BA2 7AB  
[deshon2@mac.com](mailto:deshon2@mac.com)  
07880834250

## Profile

Experienced Event Manager over a wide range of events, venues and sports. Currently working in a freelance capacity as Operations Manager at Bath Rugby and also assisting the Bath Half Marathon with their crowd management.

## Experience

### Operations Manager, Bath Rugby - 2013 to current (Freelance)

Operations Manager; planning, preparation and overseeing all functional areas on a match day and liaising with all external contributors including SAGE. Role has included production of a comprehensive Operations Manual for safe and efficient management of the ground on a match day.

### Operations Manager, Bike Bath; Bath - 2012 to 2015 (Freelance)

Annual event in Bath - a weekend of cycling activities. Various cycling related events, including a trade show and dinner. Planning and management of all the different elements. Also involved in Marketing and PR, raising awareness of this new event.

### Event Services Venue Manager, Archery, Olympic Games; London - 2012

Front of house operations. Link with Police and Emergency Services. Accountable for the 'Spectator Experience'. Managed and trained 250 staff, a blended team of volunteers and contract stewards.

### Logistics / Operations, Wild at Heart Florist; London - 2002 to 2004

Operations for busy Nationwide delivery service, also coordinating weddings and photo shoots.

### Operations Manager, Commonwealth Baton Relay; Manchester - 2001 to 2002

Preparation: Route planning, co-ordination of all Baton Runners, uniforms etc.  
Leg timings/transitions. Recruited and managed the hosts/drivers and road crew. Culminating in 50 day Games Relay around Great Britain.

### Event Services Venue Manager, Olympic Games; Sydney - 1999 to 2000

Cluster role, initially involved in planning for Tennis, Hockey, Swimming and Stadium and worked Test Events at those venues. Games time, managed the Tennis Venue within the Olympic Park.

### Olympic Account Manager, Carlson Marketing Group; Sydney - 1998 to 1999

Specifically helping Air New Zealand maximize their Olympic Sponsorship.

### Operations Manager, Asian PGA Golf Tour; Hong Kong - 1995 to 1998

The Tour consisted of 25 events throughout Asia. Role involved operations on the ground and moving the whole infrastructure from country to country.

## Education/Qualifications

NVQ level 4 in Spectator Safety Management - 2015

Loughborough University, Sports Science/Recreation Management Degree - 1991 to 1994



## CV – Adrian COOMBS

### SUMMARY

#### **Director of Major Events Boss Limited:**

- \* Available to act on a consultancy basis for interesting and challenging work in the event industry
- \* Passion for licensing, planning, command / control / communication / coordination and safe operational delivery of major events
- \* Work undertaken at home and abroad, usually in the music and sporting sectors.

#### **Security Director for the Glastonbury Festival - Strategic Role:**

- \* Safe operational delivery of the festival with other Directors / Management Teams
- \* Planning, operations and event plans for all security, stewards, marshals and volunteers
- \* Crowd management; including site flow / access / egress
- \* Festival command / control / communication / coordination; including Multi Agency working
- \* Police liaison, police costs, crime reduction, CCTV, eviction, confiscation and covert operations.

#### **Safety Officer for Bath Rugby:**

- \* Safety Officer on match days and principle advisor on all spectator safety related issues
- \* Rugby Union Safety Association and Safety Advisory Group for Events member.

#### **Senior Police Officer (Superintendent):**

- \* Strategic licensing, planning and operations for the Glastonbury Festival; 2002 to 2010 inclusive
- \* Major events; including International Balloon Fiesta and numerous pop / classical concerts
- \* Football and cricket matches; including several England Cricket One Day Internationals in Bristol
- \* Major operations; including riots, protests and demonstrations with challenging community tensions
- \* Significant command experience; including major events / incidents, public order and firearms
- \* Overall Tactical Commander for the Olympic Games 2012; Weymouth and Portland venue in Dorset
- \* Advisory role to the Association of Chief Police Officers on event licensing, planning and police costs; including national presentations
- \* Royal, VIP and Civic Ceremonies security operations; national security clearance
- \* High threat / risk emergency and contingency planning experience; including Multi Agency exercises.

### ROLES

#### **Director**

Major Events Boss Limited

August 2012 – Present (3 years 8 months) United Kingdom

#### **Security Director**

Glastonbury Festival

September 2012 – Present (3 years 7 months) Pilton, Somerset

**Safety Officer**

Bath Rugby

August 2013 – Present (2 years 8 months) The Rec, Bath

**Deputy Safety Officer and Crowd Safety Manager**

PGA European Tour

April 2014 – Present (2 years) Gleneagles, Scotland

**Safety Officer - England One Day Internationals**

England & Wales Cricket Board (ECB)

June 2014 – Present (1 year 10 months) Gloucestershire County Cricket Club, Bristol

**Associate Lecturer**

Buckinghamshire New University

January 2015 – Present (1 year 3 months)

**Senior Police Officer (Superintendent)**

Avon and Somerset Constabulary

1982 – 2012 (30 years)

## **COURSES & QUALIFICATIONS**

**Major Events Boss Limited**

- Safety at Festivals and Mass Gatherings - Cabinet Office / Emergency Planning College
- Crowd and Public Safety Management - Cabinet Office / Emergency Planning College
- Crowd Dynamics - Cabinet Office / Emergency Planning College
- Advanced Crowd Dynamics - Cabinet Office / Emergency Planning College
- Teaching - Preparing to Teach in the Lifelong Learning Sector (PTLLS) / edexcel
- Project Management - PRINCE2
- Door Supervision - Security Industry Authority / Highfield
- CCTV - Security Industry Authority / Highfield
- Spectator Safety Management - NVQ4 Diploma
- Applied Crowd Science - Buckinghamshire New University

**Avon and Somerset Constabulary**

- Major Sporting Events Commander
- Major Policing Events Commander
- Advanced Public Order Commander
- Critical Incident Commander (Strategic and Tactical)
- Firearms Commander (Tactical, Mobile Armed Surveillance and Marauding Terrorist Attacks)
- Chemical, Biological, Radiological and Nuclear Commander (CBRN)
- Siege Management Commander
- Serious Incidents in Prison Establishments Commander
- TV and Radio Techniques Masterclass



## Personal Profile

A senior police leader in Avon and Somerset Constabulary. Currently the Area Commander in North Somerset with overall responsibility for the standards, performance, staffing and delivery of an excellent service to the public. A wealth of experience in planning some of the biggest events and operations outside London and a national reputation for quality and best practice. A highly experienced police negotiator, having worked across the organisation to develop a breadth of knowledge.

Significant experience of strategic leadership; change management; partnership working; operations planning, management and command; negotiation and influencing; and a significant track record of performance improvement. A dynamic leader taking people on a continuous journey of improvement, achieving the best possible results, enhancing and protecting organisational reputation.

## Employment

**1997 – Current Avon and Somerset Constabulary**

**June 2013 – Current North Somerset Area Commander (Chief Inspector)**

Leader of 250 staff across a range of disciplines, delivering all policing services to the public. Budget and resource control. Maintaining the professional standards of staff and ensuring the reputation of the organisation is enhanced through effective media management and community engagement. Understanding and analysing performance, motivating and focussing staff to deliver the priorities of the organisation. Building strong and productive relationships at the highest strategic level with partner organisations.

**Dec 2011 – June 2013 Head of Operational Planning (Chief Inspector)**

Led the organisation in planning and delivering the highest quality operations during a time of unprecedented demand; including student protest, 2011 national disorder, Hinkley Point nuclear development, English Defence League march, Glastonbury Festival, Olympic Games, 3-party leader political debate, royal and VIP protection and sporting fixtures. Contract negotiations with Glastonbury Festival, Bristol City, Bristol Rovers and Yeovil Town football clubs. Lead police liaison for Bristol City's new stadium security and design. Regional expert in cost recovery, generating over £10m for the organisation.

**May 2009 – Current Public Order Commander (Secondary role)**

One of the region's most experienced public order commanders at both Tactical (Silver) and Operational (Bronze) level. Involved in commanding almost every significant force operation in the past 5 years; including EDL marches, 2012 national disorder, Glastonbury Festival, Hinkley Point and high risk football fixtures. One of the go-to commanders as a result of the strength and style of leadership and motivation of staff to go the extra mile.

### Skills & Competencies

Leadership Development  
Public Order Silver Commander  
Public Order Bronze Commander  
Tactical Firearms Commander  
Hostage & Crisis Negotiator  
Counter-Terrorism Security Coordinator  
Active Listening  
Transforming Business Practices

### Academic Qualifications

**Cardiff University**  
Batchelor of Music (Honours) degree in  
Music (maths additional subject)

**Bishop Wordsworth's Grammar School**  
A Levels – Maths (A), Physics (A),  
Music (B)

### Professional Qualifications

#### **Cabinet Office Emergency Planning College:**

- Public Safety at Sports Grounds
- Crowd Management, Modelling and Movement
- Public Safety at Festivals and Mass Gatherings
- Business Continuity Management
- Working on Safety Advisory Groups

Operational Planning

Advanced First Aid

### Miscellaneous

Date of Birth: 21<sup>st</sup> August 1974

Full Clean UK Driving Licence  
No Criminal or Motoring Convictions

### References

Available on Request

### Bath Rugby Club House Bar control measures

The purpose of this plan is to provide Bath Rugby and members of the Safety Advisory Group that arrangements for those attending the Club House Bar pre, during and post match are safe. It will ensure that the capacity of 300 is not breached and that access and egress arrangements do not compromise safety.

#### Access

- During opening times, all access for customers to the bar will be via the Riverside Gate end.
- Customers will be 'clicked in' by a member of security staff.
- Once 270 have been clicked in, queue management will be put into place to ensure that queuing on the steps is restricted to those that will be allowed access and will not be turned away.

#### Egress

- Egress of customers will be via the exit adjacent to the players tunnel and the Riverside entrance.
- Customers will be 'clicked out' by member of security staff at each location.
- A member of staff will be positioned at the bottom of the middle steps by the player's tunnel to direct people to the only entrance point at the Riverside end.

#### Additional Control Measures

- The staff clicking in and out must communicate with each other. This will be done over the radio and supported by a supervisor's attendance when there are 270+ customers in the bar.
- Some simple signage needs to be displayed on the middle steps by the player's tunnel and exit to help direct customers to the entrance point.

#### Emergency Evacuation

- In the event of an emergency evacuation all exits can be utilised using the principle of nearest and safest route. This will include the 3rd exit through the kitchen if deemed appropriate through the dynamic risk assessment in light of the location and nature of the cause of the evacuation.

Kevin Instance  
Independent Safety Officer

10/02/16





# EVENT LOG

## Bath Rugby vs Newcastle

Date: 18<sup>th</sup> March 2016

### Key Staff Attendance:

Role	Name
Head of Operations	Alex Cohen
Safety Officer	Kevin Instance
Matchday Operations Manager	Julie Deshon
Matchday Operations Assistant Manager	Karen Gill
Stewarding & Security Manager	Andy Haynes
Loggist	Claire Ruck

Time	Situation / Incident (Information from)	Action / Result (allocated to)
0730	Pre match Stewarding Plan Implemented by RS Security.	
1430	Safety Officer (SO) on duty in Event Control (EC).	
1600	SO conducts inspection of the venue on foot.	<ul style="list-style-type: none"> <li>North Stand – 1 blue seat to be changed</li> <li>Concrete debris in seating area cleared away in North Stand</li> <li>Under East stand – several spongy boards, 3 particularly bad, but not in danger of someone falling through. Marked for rectification post match.</li> <li>West Stand – during last week's storm the upper stand hoarding has fallen down, all checked and any loose material removed.</li> </ul>
1700	Loggist In EC.	
1530	Maintenance reports that all fire alarms are set to match day mode.	

1535	<p>Scanners tested and all working correctly.</p> <p>SO summary of today:-</p> <ul style="list-style-type: none"> <li>- Stadium secure 1700</li> <li>- Stadium open 1745</li> <li>- Kick off 1945 approx.</li> <li>- Half time 2025 approx.</li> <li>- Second half 2045 approx.</li> <li>- Final whistle due 2130 approx.</li> <li>- Weather – Dry</li> <li>- RS will provide body cam footage at Pulteney Bridge and North Parade to monitor crowd density and movement.</li> <li>- New queuing system being trialled this evening at Dark Side Bar and Riverside Gate.</li> <li>- Ticketmaster have been in and overhauled the scanners this week.</li> <li>- Call will be made to EC for an Osprey, EC will contact Black1 to organise.</li> <li>- Bars open at 1745 until required</li> <li>- Match is live on TV – BT Sport</li> <li>- Crowd Doctor – Dr Simon Church 0775804111</li> <li>- Outfield Village – as per plan</li> <li>- Hospitality areas sold out</li> <li>- Attendance – sold out</li> <li>- Tunnel of noise 1845</li> <li>- Bars closing by East Stand 10 mins prior to kick-off</li> <li>- East Stand track way all looking good and has improved safety</li> </ul>	
1741	Black1. – all Golf Call signs. Check to see if gates ready to open	
1745	Black 1 – SO. Open gates	
1755	Telephone check. Internal phone 12 to Medic – all in order.	
1815	East 1 – MOPS 2. Peeling paint under seats on the East Stand.	1818 - Venue 1 advises that it is cosmetic, he has peeled some pieces off, but Arena will need to rectify prior to Saracens match on 1/4/16.
1831	Clubhouse – SO. There are 31 spectators in the clubhouse	
1845	VCC – SO. There are 902 spectators in the stadium. No scanning issues.	
1847	Clubhouse – SO. There are 88 spectators in the clubhouse	
1848	Pulteney Bridge and North Parade. Both clear at the moment. No issues.	
1900	Clubhouse – SO. There are 135 spectators in the clubhouse.	
1900	VCC – SO. There are 1560 spectators in the stadium.	
1915	Clubhouse – SO. There are 199 spectators in the clubhouse	

<b>Time</b>	<b>Situation / Incident</b> (information from)	<b>Action / Result</b> (allocated to)
1920	SO leaves EC to check the queuing at Riverside and Dark Side.	1930 – SO returned to EC
1930	Clubhouse – SO. There are 254 spectators in the clubhouse	
1933	SO – VCC. Request numbers in stadium	1933 – numbers in the stadium are 6056
1942	Black 1 – Team Leaders. Stewards to encourage spectators to take their seats.	
1944	Clubhouse – SO. Maximum numbers in 189.	
1945	Match commences on time.	
1947	VCC – SO. At kick off there are 9,025 spectators in the stadium.	
2000	VCC – SO. There are 9,262 spectators in the stadium	
2003	Response2 - SO. Carrying out the Ospreys	
2027	Black 1 – SO. East Stand block A, puffs of smoke can be seen. Unsure if cigarette or E-Cig. Venue 1 to check out.	2029 - Venue 1 – SO. Spectator with E-Cig. Venue 1 will go and speak to spectator and advise ground rules. 2032 – Venue 1 advises that the spectator apologises. If he does it again he will be removed from the ground.
2029	Half Time – Bath Rugby 12 Newcastle 7	
2033	Clubhouse – SO. There are 170 spectators in clubhouse	
2044	Clubhouse – SO. There are 188 spectators in clubhouse	
2045	Second half commences	
2100	Clubhouse – SO. There are 23 in the clubhouse	
2122	Black1 – All Golf call signs – open gates	
2130	Clubhouse – SO. There are 24 spectators in the clubhouse.	
2136	Match concludes. Bath Rugby 21 Newcastle 19	
2146	Clubhouse – SO. There are 78 spectators in the clubhouse	
2200	Clubhouse – SO. There are 101 people in clubhouse.	

<b>Time</b>	<b>Situation / Incident (information from)</b>	<b>Action / Result (allocated to)</b>
2230	<p><b>SUMMARY</b>  Date –18<sup>th</sup> March 2016  Kick-off –1945  Match concluded – 2136  Capacity – 13,516  Declared Attendance – 12,811  Actual Attendance – 11,055  Stewarding Levels –  Medical Incidents – 0  Ejections – 0  Score – Bath Rugby 21 v Newcastle 19  Weather – Dry  EC closing, Venue 1 and MOPS 1 in agreement.</p>	Announcement made on Channel 1.





# EVENT LOG

## Bath Rugby vs London Irish

Date: 5<sup>th</sup> March 2016

### Key Staff Attendance:

Role	Name
Head of Operations	Alex Cohen
Safety Officer	Kevin Instance
Matchday Operations Manager	Julie Deshon
Matchday Operations Assistant Manager	Karen Gill
Stewarding & Security Manager	Andy Haynes
Loggist	Claire Ruck

Time	Situation / Incident (Information from)	Action / Result (allocated to)
0730	Pre match Stewarding Plan implemented by RS Security.	
0930	Safety Officer (SO) on duty in Event Control (EC).	
1000	SO conducts inspection of the venue on foot.	<ul style="list-style-type: none"> <li>Thatcher's Terrace – a number of sharp exposed nosings identified and rectified. All nosings identified to Arena have been satisfactory rectified.</li> <li>Inspection of the South Stand identified some loose concrete on the stand facings. Loose concrete removed but will require continued attention.</li> <li>Drains at Pulteney Steps have been repaired by the LA.</li> </ul>
1130	Loggist in EC.	
	Maintenance reports that all fire alarms are set to match day mode.	
	Telephone check. Internal phone 12 to Medic – all in order.	

<b>Time</b>	<b>Situation / Incident (information from)</b>	<b>Action / Result (allocated to)</b>
	SO summary of today:- <ul style="list-style-type: none"> <li>- Stadium secure 1215</li> <li>- Stadium open 1315</li> <li>- Kick off 1515 approx.</li> <li>- Half time 1600 approx.</li> <li>- Second half 1620 approx.</li> <li>- Final whistle due 1700 approx.</li> <li>- Weather – Cold/windy and possible winter showers</li> <li>- RS will provide body cam footage at Pulteney Bridge and North Parade to monitor crowd density and movement.</li> <li>- Call will be made to EC for an Osprey, EC will contact Black1 to organise.</li> <li>- Bars open at 1315 until required</li> <li>- Match is not live on TV</li> <li>- Crowd Doctor – Dr Simon Church 07775804111</li> <li>- Outfield Village – as per plan</li> <li>- Hospitality areas sold out</li> <li>- Attendance – sold out</li> <li>- Tunnel of noise 1415</li> <li>- Bars closing by East Stand 10 mins prior to kick-off</li> </ul>	
1215	Black 1 – All Golf call signs – secure the grounds. Black 1 – SO. Ground secure.	
1306	Black1 – All call signs.   Confirm Gates ready for opening	
1313	Black 1 – SO. Ground ready to open on time	
1315	SO – Black1 – open Gates	
1316	Issues with scanners – be prepared to click and tear	1321 – full system reboot of the ticketing system 1325 – all season tickets scanning, paper tickets not scanning 1326 – SO – Black 1 – All Golf Call Signs – Go to click and rip until the scanner issue is rectified. 1327 Venue 1 – Black 1 – All Golf Call Signs – try scanners 1329 – Black 1 – Venue 1 - Williams Street and Sports still have issues. All Golf call signs advised to click and rip. Black 1 – All call signs. Check scanners. 1400. Black 1 – All Call signs. Rip and click only on all gates except STH only gates.
1400	Clubhouse to SO – 90 spectators in.	

Time	Situation / Incident (information from)	Action / Result (allocated to)
1416	SO – Pulteney Bridge and North Parade. All in order. No issues.	
1417	Clubhouse – SO. 137 spectators in.	
1430	Clubhouse – SO. 186 spectators in.	
1442	North 2 – MOPs2. TV cabling needs to be moved as may present trip hazard.	
1444	SO – Golf call signs. Numbers requested	TV company instructed to remove which was done immediately.
1449	Clubhouse – SO. 210 spectators in	1446 – there are 2917 (less STH only gates) in the stadium.
1458	SO – Pulteney Bridge – Steps are getting crowded, slightly congested. Black1 to SO – North Parade - manageable	1505 Black 2 -- SO. All running smoothly
1500	Clubhouse – SO. 255 spectators in	
1525	Kick off on time.	
1516	Clubhouse – SO. 13 Spectators in. Total through 565, maximum number in at any time 260.	
1517	At kick off the number of spectators in the stadium, clicked in is 8659.	
1534	Clubhouse – SO. 15 spectators in	
1538	Final clicker numbers 8941	
1601	Disney – Dyson Stand, block J. 8 Years old, male called Harry. Looking for parents.	STH gates and hospitality areas to be added in for final numbers
1604	Half Time Bath Rugby 20 – London Irish 9	
1620	Second half commences	
1623	MOPs2 – Venue 1. Reoccurring fault on the South Stand Alarm. Report to PRW.	
1646	MOPs1 – Venue 1. In preparation for The Wurzels, after match show. Bar queuing arrangement amended and marquee sides removed to safely allow the anticipated spectator attendance at the venue.	
1656	Black2 –SO. Bars in North Terrace are closed.	
1701	Black 1 – all team leaders - stewards pitchside.	
1705	SO-Black1. Osprey from the Darkside	
1713	Full time. Bath Rugby 25 – London Irish 17	
1717	SO – Venue1. Venue 1 is stood on the corner of Williams Street. You cannot hear the Wurzels playing at all. Marketing advise that although the Swift Half is busy, there is still plenty of room for movement	

<b>Time</b>	<b>Situation / Incident</b> (information from)	<b>Action / Result</b> (allocated to)
1725	South stand 1 – SO – Disney. Male, 11 years old, blonde hair, grey trousers, Kingsbridge hoodie, name of Pip Reece.	1737 – Pip has been found with another friend and their parents. Will be reunited with parents shortly. 1738 – Walt reunited with Disney.
1733	Venue 1- SO. Group of youths trying to gain access to the Wurzels. Looks as though they will walk round to try and get in from another entrance	Other entrances forewarned.
1736	Marketing – SO. Contact Lee Graham as issue with the tills in the Swift Half.	
1800	Clubhouse – SO. 104 spectators in.	
	<b>SUMMARY</b> Date – 5 <sup>th</sup> March 2016 Kick-off – 1515 Match concluded – 1713 Capacity – 13,516 Declared Attendance – 13,503 Actual Attendance – 12,600 Stewarding Levels – 132 Medical Incidents – 0 Ejections – 0 Score – Bath Rugby 25 v London Irish 17 Weather – Overcast and Cold	
1800	EC closing, Venue 1 and MOPS 1 in agreement.	Announcement made on Channel 1.
1820	Wurzels complete. Crowds starting to leave.	
1830	S/H is slowly shutting down. Majority of crowd have left.	
1845	SO stood down.	



# EVENT LOG

## Bath Rugby vs Wasps

Date: 19th February 2016

### Key Staff Attendance:

Role	Name
Head of Operations	Alex Cohen
Safety Officer	Kevin Instance
Matchday Operations Manager	Julie Deshon
Matchday Operations Assistant Manager	Karen Gill
Stewarding & Security Manager	Andy Haynes
Loggist	Claire Ruck

Time	Situation / Incident (information from)	Action / Result (allocated to)
0730	Pre match Stewarding Plan implemented by RS Security.	
1000	Safety Officer (SO) on duty in Event Control (EC).	

<b>Time</b>	<b>Situation / Incident</b> (information from)	<b>Action / Result</b> (allocated to)
1030	SO conducts inspection of the venue on foot.	<ul style="list-style-type: none"> <li>• Following damage to a staff members footwear at the last match a check of the nosing's in all stands has been conducted some in East and North stands have an exposed sharp edge contractors, Arena have been contacted, BR have had this arrangement for the past three years, along with other stadiums that Arena supply. Only one other incident has been known to be recorded. BR to meet with Arena prior to the next match to seek a resolution. Today stewards in affected areas have been advised and will take extra care with customers in these areas. 1 incident today of a damaged shoe caused by exposed sharp nosing in the North Stand.</li> <li>• 3 broken seats found in South stand. Replaced by maintenance.</li> </ul>
1230	Loggist in EC.	
1231	Maintenance reports that all fire alarms are set to match day mode.	
1245	Telephone check. Internal phone 12 to Medic – all in order.	

Time	Situation / Incident (information from)	Action / Result (allocated to)
	<p>SO summary of today:-</p> <ul style="list-style-type: none"> <li>- Stadium secure 1215</li> <li>- Stadium open 1315</li> <li>- Kick off 1515 approx.</li> <li>- Half time 1600 approx.</li> <li>- Second half 1620 approx.</li> <li>- Final whistle due 1700 approx.</li> <li>- Weather – light rain SHOWERS</li> <li>- RS will provide from today (for the remainder of the season) body cam footage at Pulteney Bridge and North Parade to monitor crowd density and movement.</li> <li>- Revised access and egress plan for clubhouse bar will be put into place from today. This plan is documented in the manual and will help to prevent the likely hood of overcrowding in this location. Numbers in location will be advised to SO.</li> <li>- Call will be made to EC for an Osprey, EC will contact Black1 to organise.</li> <li>- Bars open at 1315 until required</li> <li>- Match is live on BT Sport</li> <li>- Additional lights from Musco</li> <li>- TV Hoist behind big screen</li> <li>- Crowd Doctor – Dr Julian Nesbitt 07824903433</li> <li>- Outfield Village – as per plan</li> <li>- Hospitality areas sold out</li> <li>- Attendance – sold out</li> <li>- Tunnel of noise 1415 – with Jamma de Samba starting at 1405</li> <li>- Bars closing by East Stand 10 mins prior to kick-off</li> <li>- East Stand track way all looking good and has improved safety</li> </ul>	
1252	Two large groups have asked for tickets to be reprinted. To be vigilant when scanning shows that a ticket has already been scanned. The tickets are for both Terrace East and West.	
1308	Black 1 – all stand team leaders – all stands ready for opening	
1309	Black 1 – SO . All stands ready and manned for opening	
1315	SO – Black 1. Open gates.	
1334	Pulteney Bridge – SO. Ticket Tout in the vicinity.	
1357	Maintenance called to Block A in the East Stand. There is a metal strip that has come away from the step which could cause an issue.	

<b>Time</b>	<b>Situation / Incident</b> (information from)	<b>Action / Result</b> (allocated to)
1400	Pulteny Bridge – SO. Traffic moving freely, no issues. North	
1402	Clubhouse1 – SO, 76 in the clubhouse	
1411	Home team leaving pavilion	
1416	VCC – SO. There are 1272 spectators in the stadium.	
1418	Clubhouse1 – SO. There are 119 in clubhouse.	
1428	MOPS1 – SO. Top wind speed 31mph in the West Stand	
1429	VCC – SO. There are 2445 spectators in the stadium.	
1430	Clubhouse 1 – SO. There are 190 spectators in the clubhouse.	
1450	VCC – SO. There are 4649 spectators in the stadium.	
1450	Clubhouse 1 – SO. 199 in clubhouse, only 15 have entered through the central doors	
1500	Pulteny Bridge – SO. Stairwell has increased spectators. North Parade – slow down the stairs.	
1502	VCC – SO. There are 7783 spectators in the stadium.	
1505	Black 1 – East stand. 10 minutes until kick off, close the bars	
1509	Venue 1 – MOPS1. Flag flown off the top of the stand. Need to consider removing the remainder.	1516 - Each flag will be assessed individually and if deemed dangerous it will be removed. The one nearest EC has been removed; otherwise the flags will stay up. 1543 – all flags checked and in order and secure, no issues.
1510	Black2 – Venue 1. Permission to remove the covers on the barriers due to the wind speed picking up. Permission granted.	
1515	Clubhouse1 – SO. Currently there are 33 spectators in the clubhouse. Through the main door from opening is 454, through the central door there have been 116 spectators.	
1516	Match commences	
1516	VCC – SO. Spectators in the stadium at kick off are 10,247.	
1524	Met office wind forecast is strongest at 3pm today, then getting lighter.	
1526	Black2 – Marketing. Band for the Swift Half have arrived at Williams Street gate instead of Sports Centre Gate where they were told to go to and want access this way.	MOPS1 advises ok to go up the track way from Williams Street. No access on the grass.



<b>Time</b>	<b>Situation / Incident</b> (Information from)	<b>Action / Result</b> (allocated to)
1547	West Stand – Black 1. Bin blown over, rubbish everywhere. Bin has been removed.	Churches in area to clear rubbish and secure the bins.
1606	Half time. Bath 6 Wasps 8	
1622	Second half commences	
1635	TEST	
1637	SO – All radio holders. All radio holders go to Amber standby. TEST SO – All radio holders. Prepare to evacuate the East Stand	1638 – Test concluded. 1639 – Venue1 – SO. Under test conditions Vomintary cleared and Venue 1 spoke to stewards who understood their new roles. Test worked.
1642	Venue1 – SO. Osprey requested from The Darkside.	
1656	Black 1 – SO. One way system in operation and bars closed ready for egress.	
1659	Black 1 – All Team Leaders. Stewards pitchside	
1705	East 2 – Black1. Medic requested to Jika Jika bar, lady collapsed.	Medic on route 1706 – Venue1 – SO. Lady breathing and conscience. Medic on scene and lady taken to Med centre.
1707	Match concluded. Bath 18 Wasps 24	
1712	SO – Clubhouse1. Numbers in the clubhouse are 91.	
	<ol style="list-style-type: none"> <li>1. Test went well</li> <li>2. Good visit from the Council. Do not have an issue with BR, feels that the Fire Brigade do not</li> <li>3. Wind and flags, flags will not go up if windy</li> <li>4. Sharp exposed nosing's – liaise with Arena</li> <li>5. Plan and communication with clubhouse bar worked well.</li> <li>6. Heavy gates with the wind, can gates have a bolt placed on them</li> <li>7. Stewards in Swift Half need torches</li> <li>8. North 3 doesn't have a folder – there is one he needs to use it.</li> <li>9. Need a better wheelchair</li> </ol>	

<b>Time</b>	<b>Situation / Incident</b> (Information from)	<b>Action / Result</b> (allocated to)
1800	<p><b>SUMMARY</b>  Date – 19th February 2016  Kick-off –1515  Match concluded – 1707  Capacity – 13,516  Declared Attendance – 13,322  Actual Attendance – 12,299  Stewarding Levels – 133  Medical Incidents -- 1  Ejections – 0  Score – Bath Rugby 18 v Wasps 24  Weather – light rain and wind.</p>	Announcement made on Channel 1.



# EVENT LOG

## Bath Rugby vs Gloucester

Date: 5<sup>th</sup> February 2016

### Key Staff Attendance:

Role	Name
Head of Operations	Alex Cohen
Safety Officer	Kevin Instance
Matchday Operations Manager	Julie Deshon
Matchday Operations Assistant Manager	Karen Gill
Stewarding & Security Manager	Andy Haynes
Loggist	Claire Ruck

Time	Situation / Incident (Information from)	Action / Result (allocated to)
0730	Pre match Stewarding Plan implemented by RS Security.	
1500	Safety Officer (SO) on duty in Event Control (EC).	
1600	SQ conducts inspection of the venue on foot.	
1645	Loggist in EC.	
1700	Maintenance reports that all fire alarms are set to match day mode.	
1715	Telephone check. Internal phone 12 to Medic – all in order.	
1718	Risk assessment updated by the Pyrotechnic company to include the mines.	

Time	Situation / Incident (information from)	Action / Result (allocated to)
	<p>SO summary of today:-</p> <ul style="list-style-type: none"> <li>- Stadium secure 1700</li> <li>- Stadium open 1745</li> <li>- Kick off 1945 approx.</li> <li>- Half time 2025 approx.</li> <li>- Second half 2040 approx.</li> <li>- Final whistle due 2130 approx.</li> <li>- Weather – thick cloud, possible rain</li> <li>- Call will be made to EC for an Osprey, EC will contact Black1 to organise.</li> <li>- Bars open at 1745 until required</li> <li>- Match is live on BT Sport</li> <li>- Additional lights from Musco</li> <li>- TV Hoist behind big screen</li> <li>- Crowd Doctor – Dr Julian Nesbitt 07824903433</li> <li>- Outfield Village – as per plan</li> <li>- Hospitality areas sold out</li> <li>- Attendance – sold out</li> <li>- Tunnel of noise 1830 - 1845</li> <li>- Bars closing by East Stand 10 mins prior to kick-off</li> <li>- Fire Officers John Brown and colleague conducting an operational visit</li> </ul>	
1720	Get battered mobile fish van is running late.	
1737	Black 1 – SO. All gates manned and ready to open on time.	
1742	Pulteney Bridge – SO. Gentleman fallen outside the club, medic requested.	1743 – Medic en-route to the club shop. 1748 – Medic walking gentleman home
1745	SO – Black 1. Gates to open. Black 1 – all call signs. Gates to open.	
1811	Jamie Oliver's have not turned up.	
1829	Gloucester squad arrive on site.	
1838	Tunnel of noise.	Team left pavillion early
1859	SO – Pulteney Bridge. Foot traffic steady and flowing freely SO – North Parade. Foot traffic very light and free flowing.	
1903	VCC – SO. There are 2120 spectators in the stadium.	
1926	Pulteney Bridge – SO. Foot traffic hardly moving and slow.	

Time	Situation / Incident (information from)	Action / Result (allocated to)
1927	Riverside – SO. Request assistance, Response 4 deployed.	1929 Venue 1 – SO. Long queue to get in, assistance required at end of queue to marshal/direct. 1942 – There are no queues
1934	VCC – SO. There are 7021 spectators in the stadium.	
1940	Venue 1 briefed the team via the Team Managers in relation to the pyros and mines.	
1943	Pulteney Bridge – SO. Footfall at a minimum, stair well clear.	
1946	Match kicks off.	
1953	VCC – SO. There are 10,021 spectators in the stadium.	
1958	Black 4 – SO - Osprey.	
1959	Venue1 – SO. Observation from Fire re queue management at riverside entrance to the bar.	Venue 1 and SO in discussion re half time and the end of the match management to resolve the issues identified.
2012	Final scanned in numbers 12442.	
2025	Black 2 – SO. Blue lights on the bridge, steward investigating to see if related to the ground.	2028. Steward reports that Ambulance crews are in a house opposite. Nothing to do with the match. 2.110. Emergency services left the area.
2025	Med 1 – EC. Medics are dealing with a casualty just outside the ground, it is not related to the blue lights on the bridge.	
2033	Half time. Bath Rugby 8 – Gloucester 3.	
2035	Rucksack left in the stand, Response to go to location in the stand.	2041 – rucksack is a supporters bag. The bag has been removed and with security.
2037	MOPs1 – Black 1. Response requested to Swift Half as urinating occurring at the rear.	
2048	Second half commences.	
2109	Observation from Fire re holding spectators in the vomitory of East Stand to await stoppage in play. Reasons explained, safety discussed. This practice to continue with an amended plan for evacuation of the most southerly 'dog-legged' vomitory to include attendance and support of Team Leader.	
2113	Clubhouse – SO. Medical situation in the clubhouse, female feeling faint, medics in attendance.	
2122	Black 2 – SO. Bars beneath Thatcher's are closed.	
2122	Black 1 – all Golf call signs – open for egress.	

<b>Time</b>	<b>Situation / Incident (Information from)</b>	<b>Action / Result (allocated to)</b>
2124	Venue 1 – SO. Call the Police, member of SIA staff assaulted. Female member of SIA staff, punch to face. Suspect detained.	2127 – Log 990. Police en-route to venue. 2131 – Member of staff needs to go to A&E, suspected broken nose. Transport to be arranged. 2148 - Police arrive on scene. Suspect arrested and taken from ground.
2129	Stewards to pitchside.	
2137	Full time. Bath Rugby 11, Gloucester 15.	
2140	West 2 - medics. Elderly gentleman feeling unwell. West Stand, Block E, Row B Gentleman appears to have gone into a diabetic coma. Taken to medical centre. Arrangements in hand to inform next of kin.	Updated – post match. The male recovered completely after being appropriately treated for his diabetic condition.
2151	Clubhouse – SO. Osprey requested for Legendary Bar.	Response 4 currently doing Ospreys, will add bar in.
	<b>Debrief Points</b> <ol style="list-style-type: none"> <li>1. Stewarding - Riverside Gate /Pulteney Steps and communication with those approaching this gate.</li> <li>2. Stewarding - in advance of half time behind Swift Half.</li> <li>3. Fire - queue management at riverside side of clubhouse bar. SO to write plan to manage capacities and dual entry points.</li> <li>4. Fire - holding spectators in vomitories of East Stand. Venue 1, SO, to add to the Instructions for Amber Standby.</li> <li>5. Fire - suggest extra steward on side fire exit of Hosp Marquee. Mops 1 to implement.</li> <li>6. Pulteney stairs - report to Council re drainage and lighting.</li> <li>7. Sharp nosing Thatcher's seating. Mops1 follow up with Arena</li> </ol>	

Time	Situation / Incident (information from)	Action / Result (allocated to)
2245	<p><b>SUMMARY</b>  Date – 5 February 2016  Kick-off – 1945  Match concluded – 2137  Capacity – 13,516  Declared Attendance – 13,104  Actual Attendance – 12,442  Stewarding Levels – 150  Medical Incidents – 4  Ejections – One arrest for assault  Score – Bath Rugby 11, Gloucester 15  Weather – wet, cold and windy  EC closing, Venue 1 and MOPS 1 in agreement.</p>	Announcement made on Channel 1.

**Bath Rugby v Newcastle Falcons  
EVENT LOG  
Saturday 15<sup>th</sup> November 2014**

<b>Time</b>	<b>Situation / Incident (information from)</b>	<b>Action /Result (allocated to)</b>
0730	Pre match Stewarding Plan implemented by RS Security.	
1200	Safety Officer (SO) on duty in Event Control (EC).	
1215	SO signs off Pre Event Inspection Sheets and match papers in Operations Manual.	
1230	SO conducts pre match meeting individually with MOPS1, MOPS2, Black 1 and Black 2. SO conducts venue inspection on foot. Bath Rugby (BR) and contracting staff completing last minute tasks. Venue layout as per plan, no major safety issues identified	
1300	Loggist Claire Ruck in EC.	



Time	Situation / Incident (information from)	Action / Result (allocated to)
	<p>SO summary of today's issues:-</p> <ul style="list-style-type: none"> <li>• Stadium opens 1400</li> <li>• Kick off 1700</li> <li>• Half time 1740 approx</li> <li>• Final whistle 1840 approx</li> <li>• Weather – dry, sunny and windy</li> <li>• Bars 1400 opening – England v South Africa</li> <li>• Not on live TV</li> <li>• No TV hoist or additional floodlights today</li> <li>• Crowd Doctor – Dr Kat Hampton 07771 536002</li> <li>• Usual concessions around the ground mainly in the Outfield Village, as per plan</li> <li>• Hospitality sold out</li> <li>• Swift Half is open 1400 onwards with band (1830 – 1930 Juke Box)</li> <li>• Attendance, not sold out, minimal tickets remaining</li> <li>• Smoking permitted 10 meters from rear of East Stand</li> <li>• Reminder given to staff that no smoking of e-cigarettes allowed in venue</li> <li>• Ringside 5 will have a crowd impromptu band performing during the match – any problems to be reported to MOPS1</li> <li>• Pyrotechnic equipment will be available via Black 1 and Black 2</li> <li>• The ground can expect the crowd to come earlier today to watch England V South Africa on TV in bars around the venue plus a potential later ingress for spectators watching this match outside of this venue (kick off 1430 , ending 1615 approx)</li> <li>• Wreath ceremony on pitch 1630 – 1700, as per plan</li> <li>• Stadium safe.</li> </ul>	
1400	<p>Gates open to the public on time.</p> <p>Telephone check. Internal phone 12 to Medic and external line. All in working order.</p>	<p>Black 1 and Black 2 to SO. Confirm that all other gates/scanners are working.</p>
1409	<p>MOPS1 – SO. Riverside Gate scanners are not working. Manual head count and once scanners are working MOPS1 will go into the club and Swift Half and scan</p>	<p>1415 – Scanners now working. 216 spectators manually counted into Riverside Gate.</p>
1417	<p>MOPS1 to confirm the predicted attendance for this match later.</p>	

Time	Situation / Incident (information from)	Action /Result (allocated to)
1420 - 1500	SO conducts additional venue inspection on foot. The Clubhouse Bar and Swift Half were both full, with additional spectators wishing to enter both venues just after the England v South Africa match kicked off. There were some disgruntled spectators who wanted to enter both venues. SO spoke to stewards at both venues who were managing these venues very effectively, ensuring the capacities were not exceeded. MOPS1 advised.	1445 MOPS1 authorised the picture only on the big screen to prevent congestion in these bar areas and enhance overall spectator safety/mood. Big screen sound switched on at 1500 Noted by SO that the vomitory barriers in the Thatchers Stands had been raised with renewed metalwork, as per the BR briefing.
1543	Pulteney Bridge to SO. Traffic is steady. No issues	
1555	Pulteney Bridge to SO. There is a steady flow.	
1600	SO – Black 1. Sit rep for Swift Half and clubhouse. Door staff in the Swift Half are manning it well, currently running at capacity.	
1612	SO-TO. 2500 spectators in the stadium at present	
1615	Pulteney Bridge to SO – steady flow at present.	
1627	Pulteney Bridge to SO – starting to experience congestion as the England match has finished.	
1630	Pulteney Bridge to SO – traffic is struggling to get along the road due to pedestrian congestion	
1636	North Parade and Pulteney Bridge both advising that the traffic is having difficulties passing due to pedestrian traffic.	
1638	SO-TO 5600 in stadium. Gates running smoothly	
1638	Med 1 reports that she has just treated a gentleman in a disabled wheelchair for a pulled muscle after he reports slipping on the wet floor of the disabled toilet in the West Stand.	1640 – SO requests West 2 to inspect this toilet 1643 – West 3 reports that the floor is clean and dry
1643	Thatchers2 –SO reports that the undercroft is very busy	
1650	Pulteney Bridge to SO – traffic not congested and back to a steady flow.	
1656	Players onto pitch early for the wreath laying ceremony	
1700	Wreath laying ceremony and minutes silence went as per the plan	
1700	SO – TO 9680 spectators in the stadium	
1700	Match kicks off on time	
1703	Steady ingress to the East Stand during player injury break, minimal spectator movement on the other stands	
1721	SO- Thatchers 1 – capacity Thatchers 2 – nearly full	
1749	Half time: Bath 10 v Newcastle Falcons 7	

Time	Situation / Incident (information from)	Action /Result (allocated to)
1804	Second half commences	
1840	Black 1 to Thatchers 1,2, and 3- checking bars ready for egress	1842 - All bars closed and gates ready for egress
1843	Black 1 to all team leaders - 5 minutes until the end of the match, stewards pitchside.	
1850	Match concludes. Bath 23 Newcastle Falcons 14	
1858	East Team Leader requests a Response unit to East Stand, Block G, Row Z, Seats 183 - 184.	See 1914 entry.
1908	All stands clear	
1910	Med1 reports incidents today - disabled man as reported at 1638, an allergic reaction, a minor staff member hand injury.	
1912	Black1 reports Swift Half ¾ full, all in order.	
1914	Black2 reports that the incident at 1858 was an altercation between two groups where beer was thrown, someone pushed and someone struck out. Details of people obtained, Incident Report submitted, BR to follow up in the week as appropriate.	MOPS1 to note re Incident Report and deal as appropriate.
1915	Pulteney Bridge and North Parade all clear, minor incursions onto road during egress, and no safety issues of concern.	
	Under age drinker identified by steward in Swift Half, response called	
1925	SUMMARY Date - 15 <sup>th</sup> November 2014 Kick-off - 1700 Match Concluded - 1850 Capacity - 13,353 Declared Attendance - 12,870 Actual Attendance - 12,596 Stewarding Levels - 120 Medical Incidents - 3 Ejections - 0 Score - Bath Rugby 23 v Newcastle Falcons 14 Weather - dry, sunny and slight wind.	
	EC closing, MOPS1 in agreement.	Announcement made on Channel 1.

# Clubhouse Bar Staff Briefing



## Access.

During opening times, customers' access to the bar will be via the two main entrances.

All Customers will be 'clicked in' and 'clicked out' by a member of security staff. (Electronic Tally Counters will be used for this purpose to make the numbers inside the bar quicker to calculate.) Regular communication between both entry points should be made via radios to ensure that the capacity is not exceeded.

Once 270 have been clicked in, queue management will be put into place.

Regular updates on numbers should be radioed to the safety officer and recorded on sheets provided. These updates should be made at 20 minute intervals

'Sierra Oscar from Clubhouse 1 numbers in clubhouse are .....

Please ensure that queuing on the steps is restricted

Those wishing to queue should be notified that capacity has been reached and that the clubhouse is now one in one out.

Customers not wishing to queue can be directed to other refreshment outlets. (North Stand Bars pre game, Swift Half pre and post Game)

## Egress

Egress of customers will be via both main entrances.

Customers will be 'clicked out' by member of security staff at each location. Re-entries will be managed by the member of staff at each location.

## Emergency Evacuation

In the event of an emergency evacuation all exits can be utilised using the principle of nearest and safest route. This will include the 3rd exit through the kitchen if deemed appropriate through the dynamic risk assessment in light of the location and nature of the cause of the evacuation.