

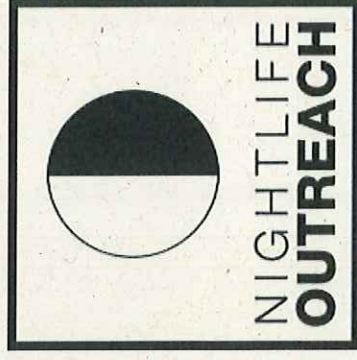
# SECURITY RISK ASSESSMENT & DEPLOYMENT PLAN

FOR

Quantum, 77A Upper Trinity Street, Digbeth, B9 4EG

DATE: 09/05/2019

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<p>Background &amp; Overview</p>	<p>The venue is at 77A Upper Trinity Street, Digbeth, Birmingham, B9 4EG</p> <p>Doors will open at 9pm with the event due to start at approximately 9pm and proceedings finishing at 3:00am and the venue closes at 3:30am allowing 30 minutes for attendees to drink up and arrange transport without causing a nuisance waiting outside the venue.</p> <p>This event is covered by the existing premises license with an additional TEN, however due to the nature of the event; a further risk assessment has been carried out.</p> <p>The Ten will only be for: The sale of alcohol will be from 12.30 - 03.00</p> <p>Regulated entertainment from 12.30 - 03.00</p> <p>Quantum is a multipurpose events venue in Digbeth, hosting a variety of sports, social events, community groups, live music, and festivals.</p> <p><i>Event : Private event (Invite/employee plus Guest only from the Danter Staff and Wilson family members) Fundraiser with Danter Attractions &amp; Nightlife Outreach,</i></p> <p><i>Estimated Attendance: 300-350</i></p> <p>Due diligence: Previously worked with Danter Attractions on the Big Wheel &amp; Ice Ring in partnership with Birmingham City Council, BCU, HS2 and Millennium point. Event is a yearly occurrence for Danter employees which has been previously held at Rainbow Venues, in 2018 held at Spotlight (lower Trinity Street)</p> <p><i>Public Nuisance: A cloud CX335 compressor sound limiter has been permanently installed to insure, 0% public nuisance at nearest noise sensitive properties. (closest property Digbeth High Street contact Details Pem:-</i></p>
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**Key Contacts and Information:**

Venue	Quantum, 77A Upper Trinity Street, Digbeth, Birmingham, B9 4EG
Organiser / DPS	Organizer: Danter Attractions / Dean Wilson – Emily Danter DPS: Olivia Rhoden C/O 77A Upper Trinity Street, Digbeth, Birmingham, B9 4EG
Security / Event Management	Dean Wilson – [REDACTED] Lyons Security - [REDACTED]
Acts / Artists	Local DJ
First Aid	Security Staff are First Aid trained – Contact on the day is Stacey (Head Doorman)
Event Details: Advertising, Tickets etc	This Not a public event;
Challenge 25	In operation throughout the night. DPS will supervise all bar staff.



Key

<u>Risk Number</u>	<u>Risk Rating</u>	<u>Risk Color</u>
1	Low – No Concern	
2 and 3	Medium – Some Concern; are there any other things that could be done?	
4 and 5	High – Major Concern; control measures need to be put in place to reduce risk.	

Security Risk Assessment:

AREA Where might this occur?	RISKS <i>What are the potential dangers?</i>	Current Risk Rating	CONTROL MEASURES <i>What steps need to be taken to eliminate or reduce the risk?</i>	New Risk Rating
<b>Venue Entrance and Foyer</b>	1) Uncontrolled Crowds.	4	SIA security personnel will monitor and manage customers queuing outside and entering the venue.  A steady flow of Guest expected to arrive between 9pm – 11.30pm  Last entry for late arrivals Midnight.	1



	2) Prohibited items entering event.	5	<p>SIA security personnel (including a female Door Supervisor) will be on duty at the venue entrance and a compulsory search policy will be in operation with hand held metal detectors utilised when necessary.</p> <p>Persons who leave the event and seek re-entry may be subject to a further search.</p> <p>Any prohibited items discovered will be logged accordingly and handed over to the venue duty manager.</p>	2
	3) Persons under the influence of drink / drugs entering event.	2	<p>SIA security personnel will be on duty at the venue entrance and anyone who is obviously drunk or under the influence of drugs will be refused entry to the event.</p> <p>Training will be provided to supplement Door Supervisors SIA Course qualification to make sure that all guests are treated in accordance with our wellness policy.</p>	1
	4) Noise and disruption from customers leaving the event.	2	<p>At the end of the event, security personnel from inside the venue will be redeployed to the foyer and externally to assist with the orderly exit and swift dispersal of customers.</p>	1



Security Risk Assessment (Continued):

AREA Where might this occur?	RISKS <i>What are the potential dangers?</i>	Current Risk Rating	CONTROL MEASURES <i>What steps need to be taken to eliminate or reduce the risk?</i>	New Risk Rating
<b>MAIN ROOM</b>	1) Overcrowding	3	<p>If venue reaches maximum occupancy 499 then it will be an one in and one out system, this will be managed by the head door supervisor who will have a counting clicker at all times, which will monitor both people leaving and entering.</p> <p>The door supervisor and venue management MUST monitor these figures to ensure the safety of occupancy levels.</p>	2
	2) Violent / Disorderly Behavior.	2	<p>Due to the nature of the event this will be a low risk night. However the following conditions will apply.</p> <p>After the majority of customers have entered the event an element of the security resource originally on duty at the venue entrance will be reassigned to the main hall, where this event is being held, in order to provide a "patrol &amp; response" capability.</p> <p>Persons at the event who become drunk and / or disorderly will not be served any more alcoholic drinks and will be ejected from the venue if uncooperative.</p> <p>(Females will be asked to wait in the First Aid room until transport home has been arranged)</p>	1



	3) Under Age Drinking.	3	No under-18s will be permitted access to this event. No entry will be allowed without verified ID.  A "Challenge 25" policy will be in operation so that anyone who looks under 25 will be required to produce official identification to prove that they are aged 18 or over.	1
	4) Persons Taking or Dealing Drugs.	4	SIA security personnel on duty will undertake regular toilet checks.  Anyone suspected of dealing or taking illegal substances will be ejected from the event / venue	2



Deployment Plan:

Number	Type	Radio	Location	Notes
1	SIA Head Doorman	Yes	<u>Outside Venue Entrance</u>	Head supervisor with clicker 8:30PM Start
2	SIA Door Supervisor	Yes	<u>Outside Venue Entrance</u>	8:30pm Start
3	SIA Door Supervisor	Yes	<u>Venue Entrance</u>	9pm Start
4	SIA Door Supervisor	Yes	<u>Inside</u>	9pm Start
5	SIA Door Supervisor	Yes	<u>Inside</u>	9pm Start
6	SIA Door Supervisor	No	<u>Smoking / Toilet Check</u>	9pm Start



**Temporary event:** Extension of licensable hours.

The Temporary licence will continue to be covered by **Public nuisance Conditions** on Licence 4986/1.

GENERAL Regulated entertainment shall take place indoors only.

CRIME The Premises Licence Holder/DPS must provide a list of events and risk assessments to West Midlands Police Birmingham Licensing and Birmingham City Council Environmental Health Department for all events with finishing times after midnight a minimum of 14 days before the event.

NUISANCE The DPS shall, prior to any licensed activity taking place, submit in writing a noise management plan to Environmental Protection Unit of Birmingham City Council. The noise management plan (NMP) shall include a risk assessment and outline the measures to be adopted to reduce the noise impact of activities associated with the premises including any music, deliveries, recycling and refuse collections, smoking areas, customers, parking and taxi pick up. The noise management plan shall be reviewed after each event and a revised noise management plan shall be submitted to Birmingham City Council Environmental Health Department for approval before any future event takes place where the review and risk assessment identifies that the noise impact or necessary operational controls for the event need to be revised from the approved noise management plan. All operational controls and management actions required by the approved noise management plan shall be instigated at all times and all staff shall be adequately trained in their role in implementing the plan.

NUISANCE All external doors and windows shall be kept closed during live music or amplified music, speech or sound except as necessary for safe and effective access and egress.

NUISANCE To avoid nuisance being caused to nearby noise sensitive premises the DPS, or other nominated person/staff, shall monitor the external areas of the premises including the smoking area, the frontage (onto Upper Trinity Street) and the corner of Upper Trinity Street and Adderley Street, whenever licensed activities are being undertaken and also until all patrons have been effectively dispersed. If necessary, they shall remind customers to be respectful of neighbours.

NUISANCE The DPS shall limit the number of customers going outside to use the smoking area and shall take appropriate steps to avoid customers leaving any doors open or using the frontage of the premises to congregate or smoke.

NUISANCE No alcoholic drinks shall be removed from the premises. Any non-alcoholic drinks taken into the smoking area shall be in open plastic containers.

NUISANCE No waste or recyclable material, including bottles, shall be moved, removed or placed in areas outside the premises building between the hours of 22.00 and 08.00.

NUISANCE There shall be no speakers used for amplified music, speech or sound outside the building at any time.

NUISANCE The Premises Licence Holder shall ensure notices are displayed at all entrances and exits of the premises advising customers to have respect for the nearby residents and keep noise levels to a minimum as they depart.



The premises shall have an approved documented dispersal policy (approval needed in writing from Birmingham City Council Environmental Health department and West Midlands Police Birmingham Licensing Department), which shall be implemented for dispersal at all times the premises are open for licensable activity. The policy shall include the dispersal of customers exiting the premises away from nearby residential properties. The dispersal policy shall be reviewed periodically or in the case of noise complaints relating to dispersal

**NUISANCE** activities and revised as necessary and the revised policy shall be submitted in writing to West Midlands Police Birmingham Licensing Department and Birmingham City Council Environmental Health Department for approval. All operational controls and management actions required by the approved dispersal policy shall be instigated at all times. All entrances shall be supervised by door staff who shall ensure that the dispersal policy is followed and people accessing and egressing the premises do not cause noise nuisance to nearby residential premises.



## Noise Management Policy

Our centre is a multipurpose community venue, running a range of classes, courses, sport clubs, live music events and workshops. Due to the hours of our licence application; we do not anticipate any noise issues; however due to occasional live music, plays, performances and re-enactments we have produced this noise management policy for our staff to follow.

### Assessment of Noise

*A cloud CX335 compressor sound limiter has been permanently installed to insure, 0% public nuisance at nearest noise sensitive properties.*

*Closest property: Digbeth High Street contact Details Pem:- [REDACTED]*

*Limiter Settings: 100db with reduction of 15db 20minutes before the end.*

*Location of speakers: On left of sports hall facing east up Upper Trinity Street,*

*Use of Sound Curtains: On Sports Hall shutters, to half main hall.*

These points as follows:

- o Meeting Room, Rehearsal Studio, Sports Hall
- o Outside Main Entrance
- o Corner of Upper Trinity Street and Adderley Street

### Specification, selection and operation of amplified music equipment

Actions to be taken to ensure noise and vibration from regulated entertainment shall be inaudible at the nearest noise sensitive property.

### Building Structure, Design and Layout

- Use of auto closers on lobby doors
- All windows will be kept closed.
- Acoustic curtains used internally on roller shutters.

### Other measures include:

- Reducing the bass content of the music
- The location, direction and number of speakers (face east up upper Trinity Street)
- Mounting speakers on rubber or similar material to reduce transmission into the main building structure.
- Performers made aware of any noise problems and associated controls and monitor their compliance
- Security Staff will be employed after the event ends to make sure dispersal takes place in an orderly and proper manner.
- Verbal announcements prior to dispersal will be made at the end of each night
- Notices will be displayed on external doors asking customers to leave the premises in a quiet and orderly fashion to show respect to local neighbours
- A colour CCTV system approved is fitted, maintained and in use at all times. Police and the local authorities will be given access to and copies of images for purposes in connection with the prevention and detection of crime and disorder.
- Trained staff used to patrol the surrounding area to help control noise from patrons.



- An agreement is made with local cab firms drivers use **TEXT BACK, OR APPS** service to collect their passengers, operate zero tolerance for use of car horns.
- Acoustic sound curtains to be placed in rooms in specific weak parts to dampen sound leakage ( i.e shutter doors)(used as partition to half Sport hall)
- 2 -3 SIA trained Marshalls will be deployed to help the loitering of customers to either get in a taxi or move.
- Up the road away from resident's and the exhibition centre (to minimise any noise to residents or business).
  - All Marshalls who are dealing with exit of customers shall receive training by Quantum to teach our customers the procedure for exiting the venue and also to respect our nearby residents and neighbours.
- Smoking area to be built to the right of the building
- Work closely with the EHO and the police to enforce a zero tolerance on any noise or public nuisance.
- CCTV to be installed in the smoking area and exit to safeguard the venue its staff and its customers.

#### **External**

- Refuse and empty bottle/barrel storage areas will be positioned away from front entrance
- Deliveries and collections scheduled during the day.

#### **Waste management**

The bins will be located within the premises; no bins will be filled externally to reduce noise. Additional wheelie glass bottle bins will deployed & filled at the bar locations,

#### **Standard Opening times**

Monday	10.00-00:30
Tuesday	10.00-00:30
Wednesday	10.00-00:30
Thursday	10.00-00:30
Friday	10.00-00:30
Saturday	10.00-00:30
Sunday	10.00-00:30

Typical day to day operating hours will be considerably shorter than this.

A nominated Duty Manager will be responsible for all licensable activity taking place and will be in constant communication with the West Midlands Police and Environment Health Agency.

**All managers will be fully aware and conversant with the Noise Management Policy.**

Staff will take a pro active approach to noise management including checking noise levels as set out.



**Liaison with Local Residents**

We endeavour to build and maintain a good working relationship with local people and are proactive about controlling noise from the premises.

**Complaints Procedure**

All complaints relating to the venue should be documented immediately. If the complaint relates to the venue, the Duty Manager will investigate the issue and take appropriate action to locate and remove the source and will then monitor the outcome. The Duty Manager will then advise Environmental health officers of actions taken.

**Staff Training**

Staff are provided with training on noise control measures and made aware of internal procedures for assessing and controlling noise and dealing with complaints.

**Entrance & Queuing system**

- The queuing system will be located up Upper Trinity Street, Facing South.
- SIA security staff will maintain : Queuing area, Smoking area walkway, control people numbers and maintain a sterile area
- **Last entry time Midnight**
- Access control barriers will be utilised to control the flow of queues and maintain a sterile area

**Smoking Area policy**

- Smoking area will be located outside of the building the left of the premises in a self contained space.
- The smoking area will be manned by SIA licensed security officers at all times.
- Smoking area capacity 30 persons.



### Event Strategy "Noise Management"

- Openings in the structure of the premises, such as windows, doors and vents that will allow the noise to escape easily must be kept closed during events; all doors are fitted with auto closers.
- Acoustic lobbies to doors Installed to provide good noise control. Care has be taken that any door to a lobby on a fire exit route is still capable of easy and rapid opening in the direction of exit in the case of emergency evacuation, and that the appropriate fire protection is provided after acoustic treatment.
- Ensure that doors are not opened unnecessarily during events.
- Playing calmer-types of music at a lower volume towards closing time encourage patrons to leave in a less rowdy manner, spread over a longer period so that the peak number leaving, and peak noise, is reduced.
- Sound reduced by 15 db last 20 minutes of event
- Allowances for drinking up time of 30 minutes to spread the egress of patrons
- Notices are at exits requesting the co-operation of patrons help to reduce noise. Door supervisors are to manage the coming and going of patrons.
- All staff will be made aware of the noise management strategy and the reasons behind the control; measure put in place in the pre-event training.
- Prior to the end of the event, the pedestrian barriers at the front of the venue and the smoking area will be reconfigured to funnel customers away from the venue towards Adderley Street, north from Upper Trinity Street
- Security personnel from inside the venue will be reassigned to external positions to assist with the managed dispersal of crowds and to discourage loitering and / or anti social behaviour.
- Management will use **Decibel X Pro** app to monitor sound levels in Smoking areas, queue and during dispersal.



## **Fire Emergency Evacuation Procedures**

### **Emergency plan**

This plan includes:

- the action to be taken by staff in the event of fire
- the evacuation procedure
- the arrangements for calling the fire brigade
- the location of assembly points

The plan is posted in prominent positions where staff can become familiar with it. More detailed plans are available in areas identified as being at higher risk from fire.

### **Raising the alarm**

On discovering a fire, raise the alarm activating the nearest push-glass fire alarm call-point (small red box, close to major exits and staff only areas).

If safe to do so, use an appropriate fire extinguisher to tackle the fire, but only if your exit is clear.

Leave the building by the nearest exit.

Call the Fire & Rescue Service on 999 and state location as the Quantum Exhibition Centre: 77A Upper Trinity Street, Digbeth, B9 4EG

If the site requires evacuation for any other reason, the designated supervisor or building manager will authorise the activation of the alarm via a fire panel.

### **Evacuation procedure:**

#### **Staff**

If you hear a continuous siren leave the building immediately by the nearest exit. Escort any visitors/contractors from the building.

If an intermittent alarm is heard, there is a fire alert that requires investigation. Be prepared to leave if this becomes a continuous siren.

### **Appropriate Assembly Points:**

**Assembly Point One – Underneath Bridge on Adderley Street**

**Assembly Point Two – Pirate Studios Car Park**

Report missing persons or those in difficulty to the Fire Safety Manager, or assembly point. Fire Marshal will relay information to the Fire and Rescue Service on arrival.

#### **Fire Marshals**

If alarm is sounded, the Fire Safety Manager or deputy will attend the fire system panel. Identifying the location of the alert.



**Main Entrance:** Prevent public access to the site, and direct any attending emergency services.

**Upper Trinity Street:** keep evacuating personnel moving towards assembly points. Direct emergency services if required until evacuation is completed.

**Upper Trinity Street, Adderley St junction:** Keep evacuated personnel stationed at assembly points. Direct emergency services if required.

**Adderley Street:** keep evacuating personnel moving towards assembly points. Direct emergency services and assist Marshal if required.

Fire Marshals (two in number) will attend the assembly point directly.

Any remaining Fire Marshals to be deployed as necessary to ensure buildings and roadways are clear before the arrival of emergency services and to prevent entry or re-entry to buildings before an official 'all clear' by the emergency services or Fire Safety Manager.

#### **Fire Wardens**

Quantum Exhibition Centre uses Fire Wardens to assist in the evacuation during an emergency. Fire Wardens are familiar with the area they are responsible for clearing, including all escape routes.

#### **Fire precautions**

Quantum Exhibition Centre will ensure that adequate fire precautions are in place throughout areas under its control.

This will be achieved by:

- assessing the fire risks in the workplace
- ensuring that a fire can be detected in a reasonable time and that people can be warned
- ensuring that people who may be in the venue can get out safely
- providing appropriate fire-fighting equipment
- ensuring that staff in the venue know what to do if there is a fire
- ensuring that fire safety equipment is checked and maintained

#### **Risk assessment**

Fire Wardens will use a Fire Safety Checklist for the risk assessment of areas under their control.

#### **Responsibilities**

Staff will ensure materials are not stored in gangways, corridors or stairways or where they may obstruct exit doors.

#### **Smoking**

Smoking is not permitted in Quantum Exhibition Centre (or in close proximity to external entrances and exits) except in designated smoking areas.



**Training and instruction**

Staff and visitors must be aware of the risks of fire associated with their work. All staff will be told during their induction process:

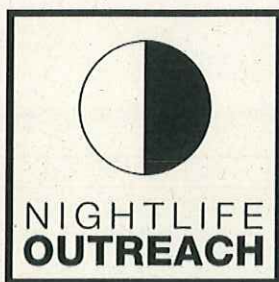
- how to warn others of the fire including the operation of the fire-warning system
- the location and use of escape routes
- to assist or direct visitors or members of the public from the workplace
- the location of assembly points
- how to summon the fire service
- the location and use of fire safety equipment (where appropriate)
- the arrangements for calling the fire brigade
- All staff will undergo periodic fire safety training, including an annual evacuation procedure.

**Maintenance and testing of fire safety equipment**

The Fire Safety Manager will ensure that fire safety equipment, including fire-fighting equipment, detection and warning systems, means of escape and emergency lighting, are regularly checked and maintained.



## Noise Risk Assessment



### Temporary event Manual

77a Upper Trinity Street  
Digbeth  
B9 4EG

**Temporary event:** Extension of licensable hours.

**Date:** 7<sup>th</sup> April 2019  
**Ten Times** 00.30 – 03.00 (*Regulated Entertainment only*)  
**Event Times:** 21.00 – 03.00  
**Type of event:** Recorded Music  
**Food** No  
**Event closure time:** 03.30

### Summary

**Persons:** Attendance numbers: 300 - 350  
Age range 25 -35  
**Music policy:** House Music

### Key assessment areas:

- Smoking area, sound levels & security

### Ten operational hours

The operational hours are in place to establish accurate noise assessment readings for the duration of 5 hours.

### Observation schedule

- Regular location noise levels
- Installation noise levels
- Entrance & queuing noise levels
- Regulated entertainment noise levels
- Smoking area noise levels
- Dispersal noise levels
- Dispersal duration
- Post activity noise levels



## Noise Risk Assessment

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**NUISANCE** Environmental Health Department for approval before any future event takes place where the review and risk assessment identifies that the noise impact or necessary operational controls for the event need to be revised from the approved noise management plan. All operational controls and management actions required by the approved noise management plan shall be instigated at all times and all staff shall be adequately trained in their role in implementing the plan.

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### External

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Staff will take a pro active approach to noise management including checking noise levels as set out.



## Noise Risk Assessment

### **Liaison with Local Residents**

We endeavour to build and maintain a good working relationship with local people and are proactive about controlling noise from the premises.

### **Complaints Procedure**

All complaints relating to the venue should be documented immediately. If the complaint relates to the venue, the Duty Manager will investigate the issue and take appropriate action to locate and remove the source and will then monitor the outcome. The Duty Manager will then advise Environmental health officers of actions taken.

### **Staff Training**

Staff are provided with training on noise control measures and made aware of internal procedures for assessing and controlling noise and dealing with complaints.

### **Entrance & Queuing system**

- The queuing system will be located up Upper Trinity Street, Facing South.
- SIA security staff will maintain : Queuing area, Smoking area walkway, control people numbers and maintain a sterile area
- **Last entry time Midnight**
- Access control barriers will be utilised to control the flow of queues and maintain a sterile area

### **Smoking Area policy**

- Smoking area will be located outside of the building the left of the premises in a self contained space.
- The smoking area will be manned by SIA licensed security officers at all times.
- Smoking area capacity 30 persons.



### Event Strategy "Noise Management"

- Openings in the structure of the premises, such as windows, doors and vents that will allow the noise to escape easily must be kept closed during events; all doors are fitted with auto closers.
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- Sound reduced by 15 db last 20 minutes of event
- Allowances for drinking up time of 30 minutes to spread the egress of patrons
- Notices are at exits requesting the co-operation of patrons help to reduce noise. Door supervisors are to manage the coming and going of patrons.
- All staff will be made aware of the noise management strategy and the reasons behind the control; measure put in place in the pre-event training.
- Prior to the end of the event, the pedestrian barriers at the front of the venue and the smoking area will be reconfigured to funnel customers away from the venue towards Adderley Street, north from Upper Trinity Street
- Security personnel from inside the venue will be reassigned to external positions to assist with the managed dispersal of crowds and to discourage loitering and / or anti social behaviour.
- Management will use **Decibel X Pro** app to monitor sound levels in Smoking areas, queue and during dispersal.



## Fire Emergency Evacuation Procedures

### Emergency plan

This plan includes:

- the action to be taken by staff in the event of fire
- the evacuation procedure
- the arrangements for calling the fire brigade
- the location of assembly points

The plan is posted in prominent positions where staff can become familiar with it. More detailed plans are available in areas identified as being at higher risk from fire.

### Raising the alarm

On discovering a fire, raise the alarm activating the nearest push-glass fire alarm call-point (small red box, close to major exits and staff only areas).

If safe to do so, use an appropriate fire extinguisher to tackle the fire, but only if your exit is clear.

Leave the building by the nearest exit.

Call the Fire & Rescue Service on 999 and state location as the Quantum Exhibition Centre: 77A Upper Trinity Street, Digbeth, B9 4EG

If the site requires evacuation for any other reason, the designated supervisor or building manager will authorise the activation of the alarm via a fire panel.

### Evacuation procedure:

#### Staff

If you hear a continuous siren leave the building immediately by the nearest exit. Escort any visitors/contractors from the building.

If an intermittent alarm is heard, there is a fire alert that requires investigation. Be prepared to leave if this becomes a continuous siren.

### Appropriate Assembly Points:

**Assembly Point One – Underneath Bridge on Adderley Street**

**Assembly Point Two – Pirate Studios Car Park**

Report missing persons or those in difficulty to the Fire Safety Manager, or assembly point. Fire Marshal will relay information to the Fire and Rescue Service on arrival.

### Fire Marshals

If alarm is sounded, the Fire Safety Manager or deputy will attend the fire system panel identifying the location of the alert.

**Main Entrance:** Prevent public access to the site, and direct any attending emergency services.



## Noise Risk Assessment

**Upper Trinity Street:** keep evacuating personnel moving towards assembly points. Direct emergency services if required until evacuation is completed.

**Upper Trinity Street, Adderley St junction:** Keep evacuated personnel stationed at assembly points. Direct emergency services if required.

**Adderley Street:** keep evacuating personnel moving towards assembly points. Direct emergency services and assist Marshal if required.

Fire Marshals (two in number) will attend the assembly point directly.

Any remaining Fire Marshals to be deployed as necessary to ensure buildings and roadways are clear before the arrival of emergency services and to prevent entry or re-entry to buildings before an official 'all clear' by the emergency services or Fire Safety Manager.

### Fire Wardens

Quantum Exhibition Centre uses Fire Wardens to assist in the evacuation during an emergency. Fire Wardens are familiar with the area they are responsible for clearing, including all escape routes.

### Fire precautions

Quantum Exhibition Centre will ensure that adequate fire precautions are in place throughout areas under its control.

This will be achieved by:

- assessing the fire risks in the workplace
- ensuring that a fire can be detected in a reasonable time and that people can be warned
- ensuring that people who may be in the venue can get out safely
- providing appropriate fire-fighting equipment
- ensuring that staff in the venue know what to do if there is a fire
- ensuring that fire safety equipment is checked and maintained

### Risk assessment

Fire Wardens will use a Fire Safety Checklist for the risk assessment of areas under their control.

### Responsibilities

Staff will ensure materials are not stored in gangways, corridors or stairways or where they may obstruct exit doors.

### Smoking

Smoking is not permitted in Quantum Exhibition Centre (or in close proximity to external entrances and exits) except in designated smoking areas.

### Training and instruction

Staff and visitors must be aware of the risks of fire associated with their work. All staff will be told during their induction process:

- how to warn others of the fire including the operation of the fire-warning system
- the location and use of escape routes
- to assist or direct visitors or members of the public from the workplace
- the location of assembly points
- how to summon the fire service



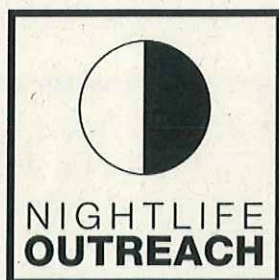
## Noise Risk Assessment

- the location and use of fire safety equipment (where appropriate)
- the arrangements for calling the fire brigade
- All staff will undergo periodic fire safety training, including an annual evacuation procedure.

### **Maintenance and testing of fire safety equipment**

The Fire Safety Manager will ensure that fire safety equipment, including fire-fighting equipment, detection and warning systems, means of escape and emergency lighting, are regularly checked and maintained.





#### Temporary event Manual

77a Upper Trinity Street  
Digbeth  
B9 4EG

**Temporary event:** Extension of licensable hours.

**Date:** 21<sup>th</sup> April 2019  
**Ten Times** 00.30 – 03.00 (*Regulated entertainment only*)  
**Event Times:** 21.00 – 03.00  
**Type of event:** Recorded Music  
**Food** Vegan  
**Event closure time:** 03.15

#### Summary

**Persons:** Attendance numbers 70 – 200  
Age range 35 -60  
**Music policy:** Selection of music from various cultural backgrounds including local arts

#### Key assessment areas:

- Smoking area, sound levels & security

#### Ten operational hours

The operational hours are in place to establish accurate noise assessment readings for the duration of 5 hours.

#### Observation schedule

- Regular location noise levels
- Installation noise levels
- Entrance & queuing noise levels
- Regulated entertainment noise levels
- Smoking area noise levels
- Dispersal noise levels
- Dispersal duration
- Post activity noise levels



## Noise Risk Assessment

**Temporary event:** Extension of licensable hours.

The Temporary licence will continue to be covered by **Public nuisance Conditions** on Licence **4986/1**.

**GENERAL** Regulated entertainment shall take place indoors only.

**CRIME** The Premises Licence Holder/DPS must provide a list of events and risk assessments to West Midlands Police Birmingham Licensing and Birmingham City Council Environmental Health Department for all events with finishing times after midnight a minimum of 14 days before the event.

The DPS shall, prior to any licensed activity taking place, submit in writing a noise management plan to Environmental Protection Unit of Birmingham City Council. The noise management plan (NMP) shall include a risk assessment and outline the measures to be adopted to reduce the noise impact of activities associated with the premises including any music, deliveries, recycling and refuse collections, smoking areas, customers, parking and taxi pick up. The noise management plan shall be reviewed after each event and a revised noise

**NUISANCE** management plan shall be submitted to Birmingham City Council Environmental Health Department for approval before any future event takes place where the review and risk assessment identifies that the noise impact or necessary operational controls for the event need to be revised from the approved noise management plan. All operational controls and management actions required by the approved noise management plan shall be instigated at all times and all staff shall be adequately trained in their role in implementing the plan.

**NUISANCE** All external doors and windows shall be kept closed during live music or amplified music, speech or sound except as necessary for safe and effective access and egress.

**NUISANCE** To avoid nuisance being caused to nearby noise sensitive premises the DPS, or other nominated person/staff, shall monitor the external areas of the premises including the smoking area, the frontage (onto Upper Trinity Street) and the corner of Upper Trinity Street and Adderley Street, whenever licensed activities are being undertaken and also until all patrons have been effectively dispersed. If necessary, they shall remind customers to be respectful of neighbours.

**NUISANCE** The DPS shall limit the number of customers going outside to use the smoking area and shall take appropriate steps to avoid customers leaving any doors open or using the frontage of the premises to congregate or smoke.

**NUISANCE** No alcoholic drinks shall be removed from the premises. Any non-alcoholic drinks taken into the smoking area shall be in open plastic containers.

**NUISANCE** No waste or recyclable material, including bottles, shall be moved, removed or placed in areas outside the premises building between the hours of 22.00 and 08.00.

**NUISANCE** There shall be no speakers used for amplified music, speech or sound outside the building at any time.

**NUISANCE** The Premises Licence Holder shall ensure notices are displayed at all entrances and exits of the premises advising customers to have respect for the nearby residents and keep noise levels to a minimum as they depart.

**NUISANCE** The premises shall have an approved documented dispersal policy (approval needed in writing from Birmingham City Council Environmental Health



department and West Midlands Police Birmingham Licensing Department), which shall be implemented for dispersal at all times the premises are open for licensable activity. The policy shall include the dispersal of customers exiting the premises away from nearby residential properties. The dispersal policy shall be reviewed periodically or in the case of noise complaints relating to dispersal activities and revised as necessary and the revised policy shall be submitted in writing to West Midlands Police Birmingham Licensing Department and Birmingham City Council Environmental Health Department for approval. All operational controls and management actions required by the approved dispersal policy shall be instigated at all times. All entrances shall be supervised by door staff who shall ensure that the dispersal policy is followed and people accessing and egressing the premises do not cause noise nuisance to nearby residential premises.



### Noise Management Policy

Our centre is a multipurpose community venue, running a range of classes, courses, sport clubs, live music events and workshops. Due to the hours of our licence application; we do not anticipate any noise issues; however due to occasional live music, plays, performances and re-enactments we have produced this noise management policy for our staff to follow.

#### Assessment of Noise

**A cloud CX335 compressor sound limiter has been permanently installed to insure, 0% public nuisance at nearest noise sensitive properties.**

**Closest property: Digbeth High Street contact Details Pem:- ( [REDACTED] )**

**Limiter Settings: 100db with reduction of 15db 20minutes before the end.**

**Location of speakers: On left of sports hall facing east up Upper Trinity Street,**

**Use of Sound Curtains: On Sports Hall shutters, to half main hall.**

These points as follows:

- o Meeting Room, Rehearsal Studio, Sports Hall
- o Outside Main Entrance
- o Corner of Upper Trinity Street and Adderley Street

#### Specification, selection and operation of amplified music equipment

Actions to be taken to ensure noise and vibration from regulated entertainment shall be inaudible at the nearest noise sensitive property.

#### Building Structure, Design and Layout

- Use of auto closers on lobby doors
- All windows will be kept closed.
- Acoustic curtains used internally on roller shutters.

#### Other measures include:

- Reducing the bass content of the music
- The location, direction and number of speakers (face east up upper Trinity Street)
- Mounting speakers on rubber or similar material to reduce transmission into the main building structure.
- Performers made aware of any noise problems and associated controls and monitor their compliance
- Security Staff will be employed after the event ends to make sure dispersal takes place in an orderly and proper manner.
- Verbal announcements prior to dispersal will be made at the end of each night
- Notices will be displayed on external doors asking customers to leave the premises in a quiet and orderly fashion to show respect to local neighbours
- A colour CCTV system approved is fitted, maintained and in use at all times. Police and the local authorities will be given access to and copies of images for purposes in connection with the prevention and detection of crime and disorder.



## Noise Risk Assessment

- Trained staff used to patrol the surrounding area to help control noise from patrons.
- An agreement is made with local cab firms drivers use **TEXT BACK, OR APPS** service to collect their passengers, operate zero tolerance for use of car horns.
- Acoustic sound curtains to be placed in rooms in specific weak parts to dampen sound leakage ( i.e shutter doors)(used as partition to half Sport hall)
- 2 -3 SIA trained Marshalls will be deployed to help the loitering of customers to either get in a taxi or move.
- Up the road away from resident's and the exhibition centre (to minimise any noise to residents or business).
  - All Marshalls who are dealing with exit of customers shall receive training by Quantum to teach our customers the procedure for exiting the venue and also to respect our nearby residents and neighbours.
- Smoking area to be built to the right of the building
- Work closely with the EHO and the police to enforce a zero tolerance on any noise or public nuisance.
- CCTV to be installed in the smoking area and exit to safeguard the venue its staff and its customers.

### External

- Refuse and empty bottle/barrel storage areas will be positioned away from front entrance
- Deliveries and collections scheduled during the day.

### Waste management

The bins will be located within the premises; no bins will be filled externally to reduce noise. Additional wheelie glass bottle bins will deployed & filled at the bar locations,

### Standard Opening times

Monday	10.00-00:30
Tuesday	10.00-00:30
Wednesday	10.00-00:30
Thursday	10.00-00:30
Friday	10.00-00:30
Saturday	10.00-00:30
Sunday	10.00-00:30

Typical day to day operating hours will be considerably shorter than this.

A nominated Duty Manager will be responsible for all licensable activity taking place and will be in constant communication with the West Midlands Police and Environment Health Agency.

**All managers will be fully aware and conversant with the Noise Management Policy.**

Staff will take a pro active approach to noise management including checking noise levels as set out.



## Noise Risk Assessment

### **Liaison with Local Residents**

We endeavour to build and maintain a good working relationship with local people and are proactive about controlling noise from the premises.

### **Complaints Procedure**

All complaints relating to the venue should be documented immediately. If the complaint relates to the venue, the Duty Manager will investigate the issue and take appropriate action to locate and remove the source and will then monitor the outcome. The Duty Manager will then advise Environmental health officers of actions taken.

### **Staff Training**

Staff are provided with training on noise control measures and made aware of internal procedures for assessing and controlling noise and dealing with complaints.

### **Entrance & Queuing system**

- The queuing system will be located up Upper Trinity Street, Facing South.
- SIA security staff will maintain : Queuing area, Smoking area walkway, control people numbers and maintain a sterile area
- **Last entry time Midnight**
- Access control barriers will be utilised to control the flow of queues and maintain a sterile area

### **Smoking Area policy**

- Smoking area will be located outside of the building the left of the premises in a self contained space.
- The smoking area will be manned by SIA licensed security officers at all times.
- Smoking area capacity 30 persons.



### Event Strategy "Noise Management"

- Openings in the structure of the premises, such as windows, doors and vents that will allow the noise to escape easily must be kept closed during events; all doors are fitted with auto closers.
- Acoustic lobbies to doors Installed to provide good noise control. Care has be taken that any door to a lobby on a fire exit route is still capable of easy and rapid opening in the direction of exit in the case of emergency evacuation, and that the appropriate fire protection is provided after acoustic treatment.
- Ensure that doors are not opened unnecessarily during events.
- Playing calmer-types of music at a lower volume towards closing time encourage patrons to leave in a less rowdy manner, spread over a longer period so that the peak number leaving, and peak noise, is reduced.
- Sound reduced by 15 db last 20 minutes of event
- Allowances for drinking up time of 30 minutes to spread the egress of patrons
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