**Crisis Communications Plan**

**A Duckie Summer Tea Party**

**Saturday 29 July 2016 in Queens Victoria Square, Hull**

**Presented by**

**Hull UK City of Culture 2017 in association with Duckie and Yorkshire Dance**

**Limited Circulation - Strictly Private and Confidential**

**KEY CONTACTS**

|  |  |  |
| --- | --- | --- |
| Chris Clay | Hull 2017 Event Manager  | 07771 788 221 |
| Niccy Halifax | Hull 2017 Executive Producer | 07971 819 860 |
| Cian Smyth | Hull 2017 Producer | 07787 988 411 |
| Dicky Eton | Duckie Producer (Tea Party) | 07801 491 074 |
| Simon Casson  | Duckie producer | 07930 395 188 |
| Kirsty Redhead | Yorkshire Dance Producer (Into the Light) | 0113 243 9867 |
| Alix Johnson | Hull 2017 Head of Media & PR | 07718 100784  |
| Matt Walton | Hull 2017 PR Manager | 07711 439326 |
| Beth Watson | Hull 2017 Digital | 07720 095 748 |
| Nicola Taylor | Hull 2017 Digital  | 07787 554 212 |

**INTRODUCTION**

This crisis communications plan has been produced to complement the event management plan for a Duckie Summer Tea Party, which takes place above Queen Victoria Square on Saturday 29 July.

A Duckie Summer Tea Party is a multi-agency event. It is presented by Hull 2017 in association with Duckie and Yorkshire Dance.

Other organisations with an interest in the event include Hull City Council, the police, fire and other emergency services.

This crisis communications plan provides a protocol to ensure an effective and timely response to emergency situations and emerging issues that may occur on the night. Examples include an incident in the vicinity of the display, situations where there is a public safety risk due to overcrowding, or a situation or an incident that delays or prevents the event taking place as originally planned.

The primary objective is to enable the media relations team, key staff and stakeholders to support overall event communications and, where appropriate, the management of particular situations, in the event of a crisis or serious event. The aim is to ensure clarity about responsibilities, channels of communication and protocols for approving and delivering messages are transparent to all involved agencies.

**GENERAL PROTOCOL**

* Cian is the primary contact for Alix.
* Public and media understanding of who is responsible for the success or failure of A Duckie Summer Tea Party is primarily with Hull 2017, which will lead on media management, proactive messaging and reactive responses on the day.
* Alix will oversee this process, supported by Matt.
* Alix will liaise with Martin to keep him updated or agree messages, as appropriate.
* Alix and Matt will liaise with Cian for updates on the event and any emerging issues.
* Alix and Matt will liaise closely with Nicola and Beth in digital to ensure consistency of messaging.
* Alix will update Jacqui Gay, Hull City Council Head of Communications.
* Martin or Alix will update Rosie Millard as appropriate.
* Information relating to serious incidents, public order, crime, etc, will be directed to and responded to by the police, who will have responsibility for deciding the strategic response and considering the longer-term implications of the crisis. Depending on the nature and seriousness of an incident, Hull 2017 may comment after the facts have been verified with a statement discussed with the police.

# ISSUES & CRISES – SCENARIOS, OUTLINE PROMPTS AND CUES

**MEDIA MANAGEMENT**

In the event of an emergency, major incident or evacuation a coordinated response by the relevant bodies on site will take care of the media on site.

**PUBLIC ADDRESS SYSTEM**

In the event of an emergency, major incident or evacuation the PA system will be used to provide emergency directions / instructions to help manage or disperse crowds.

**STEWARDS**

In the event of an emergency, major incident or evacuation stewards will support any police operation, by providing emergency directions / instructions to help crowd management in the event of an emergency, major incident or evacuation.

**HULL 2017 WEBSITE & SOCIAL MEDIA**

In the event of an emergency, major incident, evacuation, cancellation or other situation David Watson’s team will organise updates on the website and via social media. Such updates will be done following consultation with Ben McKnight and relevant agencies, such as the police.

**SCENARIOS**

**Media responses are for guidance only**

**Bomb threat**

If any suspect package is found, it will not be touched and Police informed via Forward Control immediately. All spectators and staff in the immediate vicinity of the package will be moved. The nature of response is dependent upon the circumstances at the time and involves a wide range of factors which will be assessed by the staff at the forward control point. Media response to be led by the police

**LINE:** We are keeping in close contact with the police, as well as the event organiser and event security. We will continue to monitor the situation and urge the public to remain vigilant.

## Serious crowd disorder

Stewards will inform the supervisor who will assess the risk. Minor incidents will be dealt with by the SIA Door Staff badged security guards, if a major incident occurs the supervisor will contact the Safety Officer who will assess the risk. The police will be called and given the nature of the disorder and the location. Stewards will be alerted and will guide the police to the incident. Further action could be taken to reduce the disorder i.e. cancel the event or quieten the entertainment. A log will be made of the incident

**LINE - CHECK WITH/REFER TO POLICE:** We are aware of a there being a [an incident/ fight/ assault] and are liaising with the police. This kind of behaviour is totally unacceptable and we would urge anyone who has any information to come forward.

## Inclement weather

The Event Manager and Safety Officer will assess the weather conditions with regard to crowd safety, the safety of aerial performers, site structures and electricity. In the event of inclement weather appropriate action will be taken to ensure crowd and staff safety up to and including a full evacuation of the site. Inclement weather will also be a factor during the build, this will be monitored by the Safety Officer and special arrangements could be implemented to minimise the risk. See risk assessments and method statements.

**LINE (if cancellation required):** The Event Manager and Safety Officer have assessed the weather conditions with regard to crowd safety, the safety of aerial performers, site structures and electricity. It is with regret that due to extreme weather conditions the event has had to be cancelled. Every effort is being made to inform the public and the media about the cancellation, which was beyond our control.

**Overcrowding**

Careful consideration has been taken to assess the event space in relation to expected audience numbers and a maximum safe occupancy has been established. The crowd will be monitored by the Safety Officer during the build-up, event and egress. If crowd numbers become too dense for the site the safety team will assess the situation and take action as necessary. This will include making announcements, placing cordons on the egress routes, altering aspects of the show, partial cancellation or cutting short the performance.

**LINE - CHECK WITH/REFER TO POLICE:** The Event Manager and Safety Officer are assessing the situation and we are in close contact with the police. More information will be released in due course and we would urge the public to cooperate with the stewards (and police).

## Evacuation

It may be necessary to evacuate part or the entire site. The Event Manager and Safety Officer, in consultation with the management team and emergency services, will make this decision. In an extreme situation emergency services may take supremacy.

**LINE - CHECK WITH/REFER TO POLICE:** The Event Manager and Safety Officer are assessing the situation and we are in close contact with the police. The event organiser and event security are investigating what has taken place and we await a full report.

## Injury or death of performer

Should there be an accident involving one or more of the performers and resulting in their injury or death, it may be necessary to make a statement. This will happen initial reporting from the Event Manager and Safety Officer and consultation with the management team and emergency services. Depending on the nature of the incident it might be necessary to involve the Health and Safety Executive.

**LINE:** A full investigation will take place into what happened. We will update when more information about the circumstances of what happened is known.

[In the event of death] Our thoughts are with the family, friends and colleague of [performer]. A full investigation will take place into what happened. We will update when more information about the circumstances of what happened is known

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# ADDITIONAL INFORMATION

# information and welfare

Stewards and staff will be fully briefed. This will detail what to do in the event of an emergency or if the audience needs information in relation to lost children or first aid. All stewards and staff will be briefed and be used as points to offer information.

# Lost children / Safeguarding

All lost children/missing persons will be reported to Forward Control. Lost children will be taken to a designated room in the college. They will be met by two members of staff including a Designated Safeguarding Officer. Activity packs will be provided for the children to keep them occupied whilst we wait for them to be collected.

**ROAD CLOSURES**

The following roads will be closed to non-event traffic at the times listed below:

06:00 Friday 28th July to 09:00 Sunday 30th July

* Carr Lane (between Chariot Street and Queens Dock Avenue)
* Paragon Street.

These closures are in place to allow outside broadcast and production vehicles to set up for the ‘I Feel Love’ concert and for public safety during the Tea Party.