

Introduction to Crowd & Public Safety Management

17th - 18th April, 2007 – Gipsy Hotel, Exeter
29th - 30th August, 2007 – Holiday Inn, Swindon



Are you responsible for crowd safety at large events, such as sporting events, festivals and other types of mass gathering?

This two day course brings together event organisers, venue operators, safety and security professionals, the emergency services, local authorities and voluntary and commercial organisations who have a role to play in planning for and managing crowd safety at events.

With an emphasis of risk management, planning, communication, crowd dynamics and crowd behaviour, this foundation course will give you the opportunity to learn from previous incidents and enable you to evaluate your own organisation and others involved in crowd safety.

Event Details

Aim

To provide a foundation in planning for and managing crowd safety situations and events.

Objectives

By the end of the course you will be able to:

- Explain the concept of Integrated Emergency Management
- Identify the most relevant legislation, including the Civil Contingencies Act, and key guidance documents.
- Describe the roles of your own, and other organisations, involved in planning for and managing crowd safety and events.
- Explain the importance of key inter-agency planning and contingency planning.
- Describe the key planning considerations with specific emphasis on Risk Management, Planning, Communication, Crowd Dynamics and Crowd Behaviour.
- Identify examples of good practice and lessons learnt from previous events and incidents.

Who Should Attend?

All those with a role associated with planning for and/or managing crowd situations and events. Typically this brings together event organisers, venue operators, safety and security professionals, emergency services, local authorities, voluntary and commercial organisations.

Attendance on this course will enable you to progress onto other Public Safety courses at the Emergency Planning College, such as; '[Public Safety at Sports & Entertainment Venues](#)', '[Crowd Dynamics](#)', '[Public Safety at Festivals and Mass Gatherings](#)' and '[Public Safety in Complex and Built Environments](#)'.

For more details of these, and other crowd-related courses, please visit the College [website](#).

Fees & How to Book

(Please note: accommodation is not included in the following prices.

If you require an overnight stay please contact the hotel direct.)

Date:	17-18 April 2007 – Exeter (Ref No: 16A) 29-30 August 2007 – Swindon (Ref No: 35A)									
Venue:	17-18 April – Best Western Gipsy Hotel, Exeter. (Gipsy Hill Lane, Monkton, Exeter, EX1 3RN). Tel: 01392 465252. www.gipsyhillhotel.co.uk 29-30 August – Holiday Inn Hotel, Swindon. (Marlborough Rd, Coate, Swindon, Wiltshire SN3 6AQ). Tel: 0870 4009068. www.holidayinn.co.uk									
Cost:	<table><tr><td>Rate 1</td><td>£495</td><td>Category 2 Responders (as defined in the Civil Contingencies Act 2004), Private Sector and Government Departments/Agencies, all other organisations not listed as Category 1 Responders in the Act and delegates from overseas.</td></tr><tr><td>Rate 2</td><td>£440</td><td>Category 1 Responders (as defined in the Civil Contingencies Act 2004).</td></tr><tr><td>Rate 3</td><td>£225</td><td>(Volunteer organisations who have provided documentary evidence from a professional Emergency Planning body (e.g. Local authority emergency planning department) supporting their claim of an active role in a civil emergency.)</td></tr></table>	Rate 1	£495	Category 2 Responders (as defined in the Civil Contingencies Act 2004), Private Sector and Government Departments/Agencies, all other organisations not listed as Category 1 Responders in the Act and delegates from overseas.	Rate 2	£440	Category 1 Responders (as defined in the Civil Contingencies Act 2004).	Rate 3	£225	(Volunteer organisations who have provided documentary evidence from a professional Emergency Planning body (e.g. Local authority emergency planning department) supporting their claim of an active role in a civil emergency.)
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This fee includes all meals, refreshments and tuition and course materials. Overnight accommodation is not included. You can book a place on this event using the attached booking form or online via our website at www.epcollege.gov.uk. Alternatively contact our Reservations Team by telephone on (01347) 822877 or email epc.reservations@cabinet-office.x.gsi.gov.uk.

Emergency Planning College BOOKING FORM

Please write in **BLOCK CAPITALS**. This form can be photocopied for multiple applications.
NB: Please telephone to confirm a vacancy exists before returning your booking form.

Please reserve a place(s) on the following:

Code	Course Title	Course Date	✓
16A	Introduction to Crowd & Public Safety Management – Exeter	17/18 Apr 07	
35A	Introduction to Crowd & Public Safety Management – Swindon	29/30 Aug 07	

Your Details

Title: Mr Mrs Ms Other

Surname:

Forename:

Job Title/Rank:

Organisation or Company:

Address:

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County:

Postcode:

Telephone Number:

Fax Number:

Email:

Do you have access to the internet? Yes No

Data Protection

The Emergency Planning College will retain information from this booking form in accordance with the Data Protection Act 1998. If you want your details to be excluded please tick the box.

On completion please return to:

**Reservations, Emergency Planning College,
The Hawkhills, Easingwold, York, YO61 3EG.**

Fax: 01347 822575

Email: epc.reservations@cabinet-office.x.gsi.gov.uk

Enquiries

Tel: +44 (0)1347 822877 (24 hrs)

Payment Authorisation

To be completed by the budget holder.

Title: Mr Mrs Ms Other

Surname:

Forename:

Signature:

Date:

Job Title/Rank:

Organisation or Company:

Address:

.....

County:

Postcode:

Telephone Number:

Fax Number:

Email:

Name and address for invoice

(If same as above please tick box)

Contact Name:

Organisation/Company:

Address:

.....

County:

Telephone Number:

Fax Number:

Email:

Purchase Order Reference (this will be quoted in your invoice)

.....

Fee Enclosed: Yes No

I have read and agree to the terms and conditions of booking (overleaf) and I confirm that payment for this booking has been fully authorised by someone within a position to do so:

Signed: Date:

Please tick to confirm that you have read and complied with our Attendance Policy:

An electronic version of this booking form is available from our website: www.epcollege.gov.uk

Terms & Conditions of Booking

Definitions

1. Firm booking' means the firm agreement between the Emergency Planning College (EPC) and client for attendance at a core event on specified dates.
2. 'Provisional booking' means a booking that must be changed to a firm booking. Provisional bookings will remain on the system for up to 10 working days whilst course places remain available.
3. 'Waiting list' means a provisional booking for which no place is available.

Booking Form

4. Booking forms will not be accepted unless they have been authorised for payment.
5. Once a booking is accepted by EPC, the organisation making the booking becomes liable for the relevant course fee administration or cancellation charge.
6. We will confirm your booking once we accept your completed booking form.
7. EPC reserves the right to run courses at a different venue to the one specified, when necessary. If this is the case we will inform you as soon as possible and provide you with information about accommodation, travel directions and any other relevant details.

Fees and Payment

8. Fees are payable within 30 calendar days of the invoice being received, or before the start of the course. EPC reserve the right to refuse admission to a course if these conditions are not met.
9. Volunteer rates are available to individual who are being sponsored by a UK organisation approved by the College. Further details can be found at the College website (www.epcollege.gov.uk) or by contacting the Reservations Team on 01347 822877.
10. EPC reserve the right to alter prices from those published.
11. Invoices can be issued on request for advanced payment purposes if required.
12. Payment may be enclosed with the booking form.
13. Cheques/BACS should be made payable to EPC. Receipts will be issued on request only.

Cancellation Charges

14. The College reserves the right to cancel, postpone or otherwise alter the content or date of a core event without notice. In such circumstances, the College may, at its own discretion, return any payment received without penalty of cancellation charge.

15. Cancellation charges apply when a suitable substitution is not made at the time of cancellation. Current charges are:

<i>Notice of Cancellation</i>	<i>Percentage of Event Fee Charged</i>
29 days or more	25%
14-28 days	50%
Less than 14 days	100%

(Weekends are included in the above calculations).

Substitutions

16. Transfers and substitutions made less than 21 days prior to the original course date will incur a charge of £50 per delegate.
17. If a delegate is unable to attend an event, one substitution and/or transfer to another event is acceptable within the terms and conditions described above.
18. Organisations wishing to make a substitution must provide the name of the substitute delegate at the time of the substitution request.
19. The EPC may, at its own discretion, waive the cancellation charge if a substitution is made in the following circumstances:
 - by the client from one delegate to another on the same core event
 - by the client from one date to another of the same core event
 - by the client from one date to another for a different core event (subject to price variations and availability).

Independent Equal Access

20. If you have any additional requirements due to a disability or any other reason you will be contacted to discuss your residential and course specific requirements.

Terms and Conditions for non UK bookings

21. Please be aware that terms and conditions for overseas bookings vary from UK terms and conditions. Details can be found at the College website.

Data Protection

22. EPC does not sell, trade or rent your personal information to others. Your details will be added to the EPC database in order to process your booking, and so that you can be kept up to date with relevant details of our services.
23. If you do not wish to receive any further information from us either by post, telephone or email, please contact our marketing team at:

The Emergency Planning College

The Hawkhill

Easingwold

York YO61 3EG

Email: epc.marketing@cabinet-office.x.gsi.gov.uk

Telephone: 01347 825009