

ATG LONDON LIMITED

APPLICATION FOR GRANT OF PREMISES LICENCE

LONDON BOROUGH OF CAMDEN

Reference APP\PREMISES-NEW\114604

ATTACHMENT TO THE STATEMENT OF ANDREW RAWLINSON

AR 11 – Access and Egress Plan

Phoenix Theatre

Theatre Management Plan – Draft

Associated Live Documents:

Business Continuity Plan

Access & Egress Management Plan

- 1.1. As per the Capacity Control plan, the total capacity of ticketed attendees shall not exceed 1072 per performance.
- 1.2. Staff responsibilities
 - 1.2.1. Ushers play a vital role in managing access and egress within the theatre. They are responsible for greeting patrons, checking, and scanning tickets, and guiding them to their seats. Ushers are trained to handle different types of tickets, verify their authenticity, and provide accurate directions to various sections of the theatre. Ushers are designated a level within the theatre that they should head to in the event of an evacuation, so that they can assist with the clear guidance and signposting of which way to exit the building.
 - 1.2.2. Security personnel are stationed at entry points to the theatre to maintain a safe and secure environment. Their responsibilities include conducting bag inspections and ensuring compliance with security protocols. They are also responsible for monitoring the premises for any suspicious activities and promptly reporting any concerns to the Duty Manager.
 - 1.2.3. Box office staff members are responsible for managing the ticketing process and providing accurate information to patrons. They ensure that ticket sales are conducted efficiently, tickets are distributed correctly, and any seating requirements are accommodated and communicated with the ushers via the Duty Manager. Box office staff are knowledgeable about the theatre's seating plan, accessible seating options, and any specific entry or exit instructions.
 - 1.2.4. The Duty Manager's role is to ensure that the capacity limit is not exceeded and that the safe passage of audience members through the building is always facilitated. Their role is also to manage any emergency situations that require egress of the building, and to ensure that this egress prioritises safety for the patrons.
 - 1.2.5. Access Hosts are ushers who are designated to offering further guidance and support to any patrons who may need assistance in accessing the venue. This may include helping patrons with a hearing-loop, helping them through our step-free entrance, or directing them to their seat.
- 1.3. Communication systems
 - 1.3.1. In-venue radio communication
 - 1.3.1.1. A two-way radio system is in place at all times while the venue is open, and it must be tested regularly.
 - 1.3.1.2. Sufficient radios must be provided so that staff across the building can be easily contacted directly or indirectly.
 - 1.3.2. London-wide radio communication
 - 1.3.2.1. A London-wide radio shall be in operation at stage door at all times for emergency contact between London theatres, as support by the Society of London Theatre.
 - 1.3.3. Pull-cord systems

- 1.3.3.1. In the accessible toilets, where a pull-cord alarm system is in operation, this shall be tested on a monthly basis and must be connected with the stage door so that any alarms can be notified to the Duty Manager promptly.
- 1.3.4. Refuge point communication system
 - 1.3.4.1. Where an area has been designated as a refuge location in the event of a fire, the associated communication system shall be checked on a weekly basis with any faults or errors being logged.
- 1.4. Entry points
 - 1.4.1. All entry points are checked by the Duty Manager prior to opening the venue to the public to ensure that they are in a safe condition.
 - 1.4.2. Primary entry points for members of the public are:
 - 1.4.2.1. Charing Cross Road foyer via a set of double doors.
 - 1.4.2.2. Phoenix St foyer entrance via 3 sets of double doors.
 - 1.4.2.3. Phoenix St grand circle entrance via a set of double doors.
 - 1.4.3. Entry points are supervised at all times when the public are in the building.
- 1.5. Thoroughfare areas
 - 1.5.1. Foyers, corridors, and other thoroughfare areas are checked before the venue is open to the public by the Duty Manager to ensure that there are no obstructions that would inhibit free movement of patrons through these areas.
 - 1.5.1.1. Areas of significance are tighter corridor spaces and staircases.
 - 1.5.2. Access to toilets
 - 1.5.2.1. All toilets are accessed via corridors outside of the auditorium. During busy periods, such as the interval, these corridors are monitored by staff to ensure that queues are managed that areas of significance are not blocked.
 - 1.5.2.2. Where toilets are out of use due to repair, appropriate signage is put in place and directions and guidance to alternative toilets is offered by staff.
- 1.6. Signage and wayfinding
 - 1.6.1. Throughout the building there is appropriate signage and wayfinding to identify each location of the building. This aims to help patrons easily find their way
 - 1.6.2. Emergency Exit signage is in place, in accordance with the venue's annual updated Fire Risk Assessment. This signage is reviewed each day before the venue is open to the public by the building's technical staff.
 - 1.6.3. All signage is regularly cleaned to ensure that it is easily readable.
- 1.7. Access to seats
 - 1.7.1. At no later than 15 minutes before the start of a performance, the doors to the auditorium will be opened for patrons to have suitable time to find their seats.
 - 1.7.2. Regular calls are given to the audience over the speaker system when the show is about to start, to ensure that they have adequate time to find their seats.
- 1.8. Accessibility considerations
 - 1.8.1. Patrons with access requirements are noted on a daily briefing sheet with information provided by the box office staff.
 - 1.8.2. An appropriate number of staff members are designated as Access Hosts to meet the needs of patrons with access requirements.
- 1.9. Smoking area
 - 1.9.1. The pavement opposite the Phoenix St foyer entrance is designated as the smoking area for patrons during the interval of a performance.
 - 1.9.2. They are guided to this location from any of the entry points by ushers and security staff.

- 1.10. Exit points, egress & dispersal
 - 1.10.1. All entry points are used as exit points.
 - 1.10.2. Additionally to the entry points, there are fire exits from the grand circle, dress circle and stalls levels of the auditorium that can be used as exits in the event of an emergency.
 - 1.10.3. All these exits are checked for any obstructions by the Duty Manager prior to the opening of the building.
 - 1.10.4. Signs will be clear by the exits asking customers to leave quietly and be considerate of neighbours.
 - 1.10.5. On the outgoing, while customers are dispersing, staff will be positioned accordingly:
 - 1.10.5.1. Ushers will be positioned on each level of the auditorium and foyers, directing people towards the nearest and safest exit.
 - 1.10.5.2. Ushers will be positioned at each exit, ensuring that exits remain free of obstructions and that the dispersing customers do not congregate or smoke directly outside the front doors or cause nuisance.
 - 1.10.5.3. Security staff will be positioned at each exit, ensuring that exits remain free of obstructions and that the dispersing customers do not congregate or smoke directly outside the front doors or cause nuisance.
 - 1.10.5.4. Duty Manager will be available to deal with any instances of nuisance caused, with the support of appropriate security staffing, to ensure that safe and easy egress of all customers from the theatre.
- 1.11. Emergency procedures
 - 1.11.1. During any emergency procedure, the Duty Manager shall coordinate staff and follow the Business Continuity Plan.
 - 1.11.2. Ushers are equipped with appropriate torches and have easy access to high-visibility jackets.
 - 1.11.3. Evacuation of the premises:
 - 1.11.3.1. In the event of a partial, or full evacuation of the premises, the Duty Manager will assess the emergency and identify the safest route for the audience to exit the building via.
 - 1.11.3.2. The Duty Manager will ask ushers to move to their designated levels to offer clear guidance and signposting as to the emergency exits that should be used.
 - 1.11.3.3. Staff will communicate with the Duty Manager to confirm once each level of the theatre is clear of patrons.
 - 1.11.3.4. Once patrons are clear of the building, the staff will then themselves exit and meet at the designated meeting point, which is dependent upon the emergency, and a roll call of staff will take place.

