



25<sup>th</sup> February 2012

Wembley Arena London

## **Event Time Table and Health and Safety Guidelines**

Please ensure that all teachers, adults and chaperones are aware of the following health and safety guidelines for your visit to The WEMBLEY ARENA. In addition to those Teachers and Chaperones arriving with their groups there are also members of the Voice in a Million production team that are licensed chaperones; and all are CRB checked. For your guidance, all production staff wearing **C** Laminates are the production chaperones and all those wearing **AAA** are production crew.

### **Arriving at WEMBLEY ARENA and Registration:**

Registration will commence at **1.30pm** and continue until **2.30pm** in the Main Entrance to the venue. We intend to stagger the arrival times of each group to avoid congestion within the registration area and your groups appointed arrival time will be notified to each school or group taking part.

In the event that you arrive earlier than expected we request that your group remains safely in their coach until your appointed registration time. There are designated coach drop off points outside the arena and allocated times for dropping off will be notified. Particular care should be taken to assist the children exiting the coach to the Arena Entrance.

The Teacher in charge or Chaperone of each group should report to the desk indicated on the Arrivals Board in the Registration Area. We also request that the group leader ensures they present a **final register** of their group as a list which will include details of any children sick/not attending for whatever reason plus a list of the names of their participants with any conditions that the chaperones should be aware of however minor.

Each group will be directed to collect their T Shirts and glowsticks. T-Shirts should only be worn for the evening performance, not the rehearsal.

Once that person's group is registered, they will be directed to that groups' allocated seats within the choir seating of the arena. Once seated we request that the children remain in their seats and **do not** move around the arena. As we have several thousand children to register we strongly urge that your group arrives at the appointed time.

**1.30pm - 2.30pm pm Arrive and Registration:** Upon arrival all participants along with their chaperones will be escorted into the theatre to their stage and gallery seats. Prior to the rehearsal there will be a designated area within the choir area of the auditorium where participants can purchase VIAM' merchandise, programmes, etc.

**3:00pm Rehearsals:** Our Musical Director Neil Shrimpton, Creative Director Jo Garofalo and Assistant Creative Director Julie Sampson, will rehearse the choir through the entire show. There will be a 20 minute break between rehearsing the two one- hour parts. We also recommend that each child has the mobile telephone number of their teacher or chaperone, as well as a contact number for a parent on their person.

**5.20pm Refreshment break:** This is a one hour break and children will need to bring a packed tea. Children stay in the arena during this period. We also suggest each participant brings a refillable water bottle. Please ensure you have sufficient food and drink for the entire day.

**6:30pm Doors open to the public:** Participants are requested, following refreshments to be back in their seats by 6.30pm. There will be a warm up with the choir and they will be given opportunity to make their seated positions known to the audience arriving. This finishes at 7.20pm, when the choir and stage goes dark; we request that children remain silent from this point until the show starts.

**7.30pm Show starts:** Audience are seated and the show begins!

**8.30pm – 9pm = 30 minute interval**

**10.00pm Show ends:**

All participants must remain in their seats until the audience has dispersed. All children arriving in coaches will leave with their teachers/chaperones and return to the coach in the coach park. Any child being collected by their parents will need to arrange a meeting point with their child's group leader and must be supervised by a teacher or chaperone from their group until collected by their parent/guardian. Children will not be allowed to roam without supervision from a teacher or chaperone. Should for any reason, any child become separated from their group or chaperone, they should go directly to one of the VIAM, or a chaperone clearly indicated with a 'C' on their identity pass.

### **What to wear on the day**

All participants in the choir and Teachers/Chaperones on stage, should wear **black** trousers, jeans or leggings. All children should wear a light coloured vest or T Shirt, which will allow for the VIAM T Shirt to go over the top, which will allow for easy changing into the show T Shirt. VIAM T Shirts will only be worn for the performance, not for the rehearsal. If possible **black** or dark shoes or trainers should also be worn.

## **Supervision and Behaviour**

Teachers and Chaperones are responsible for the behaviour and ultimately responsible for the general health and safety of their group. Any child, whose behaviour adversely affects the safety or enjoyment of other visitors or whose actions cause deliberate damage, will be asked to leave, accompanied by their teacher. Teachers and accompanying adults must remain with their groups at all times for their own safety. For this event we require a 1:12 ratio of teachers or licenced chaperones to children; and with those children with special needs we require a ratio of 1:4. No member of the choir is allowed near any of the technical equipment areas and these areas will be clearly indicated and marshaled.

## **Refreshments**

We request that each participant brings a packed 'lunch box' which is to be kept under each participant's seat along with coats and personal belongings etc. There is a Refreshment break following the rehearsals at 5.20pm until 6.20pm. We request that every participant is in their seat at 6.15pm wearing their T-Shirt. Doors open to the audience at 6.30pm prompt and we require that the entire choir is seated at this point as they will be on display to the audience until the show starts. We also request that each participant brings a **REFILLABLE water bottle**.

## **Toilet Breaks.**

Toilet breaks, unless an absolute emergency, are prior to the rehearsals starting at 3pm, during the rehearsal break at 4pm until 4.20pm, during the refreshment break from 5.15pm until 6.15pm and during the show interval between 8.30pm and 8.50pm. We would request that the choir do adhere to these allotted times; if children are moving around the walkways during the performance it will be an unwelcome distraction for the audience's experience of the event. No child or group of children is to be allowed to the toilets without an accompanying Teacher or Chaperone.

## **Movement of choir around venue**

Once the choir has been registered and is in the venue, the access to and from the audience and public areas is restricted and closed off as an exclusion zone (except in the case of an emergency) For their own safety, all children will remain in the venue from the time of arrival until they depart at the end of the evening. We are aware it is going to be a 'long day' for each of the participants; but we will endeavour to ensure they enjoy the entire experience.

## **Performance Part One**

A programme and running order of the show will be forwarded to each group leader before the event. Performance will commence promptly at **7.30pm**. We require absolute silence from the entire choir for the opening of the show. The effect would be greatly reduced if the choir was talking or moving around at this point. In the songs which don't involve the choir and during each of the presenter's narration, the choir will be in a low light and they should all remain seated and still. We cannot put enough emphasis on the importance of this. Unlike similar mass choir shows and due to the nature and theme of our content, we want this to be a moving experience for the audience. The MD and assistants on stage will direct the choir when to stand for each song they are involved in. At the end of the song they will be directed to be seated again. There will be points during the performance when the choir will be directed to applaud or cheer, but this will be kept to a minimum.

The choir should be aware that at all times during the performance they are being recorded, therefore any unnecessary noise will be picked up on the microphones, which may render the recording unsuitable for the Voice in a Million Album. There will also be Voice in a Million photographers taking photos throughout the entire performance. Details of how each participant can obtain a recording of the evening's performance and copies of the photographs will be included in the souvenir programme available for all participants and audience members to purchase.

### **Interval**

At 8.30pm, there will be a 30 minute interval. We request that all choir are back in their seats by 8.50pm.

### **Performance Part Two**

The second half of the show goes up at **9pm**.

The final speech and thanks will be at 9.55pm, the event will be closed just prior to a prompt **10pm** finish. We request that at the end of the performance, the choir remain seated until the audience has left the venue.

### **Choir Departure from Venue**

WEMBLEY ARENA do not have meeting points as such. Coaches will collect at designated times at the coach drop off / pick up points. Under no circumstances should the parents head to the choir's seats to collect their children as this could become incredibly chaotic. It is suggested groups arrange meeting at an agreed car park or maybe at a specific point in the foyer/main entrance. Group leaders / teachers must remain in charge of their entire group until they leave the Arena and either take them back to their schools for collection by parents or oversee their collection in mutually agreed place with the relevant parents. An announcement will be made following the egress of the audience, to the choir and departures of each group will be directed.

### **VIP**

There are a number of VIPs attending the performance, including some parents that have purchased VIP hospitality seats. Those children with parents attending the VIP hospitality area are noted and recorded and will be directed from their seated positions by a Voice in a Million Chaperone, prior to their group leaving. They will be escorted in one group, to meet their parents in the Hospitality area.

### **Fire or Evacuation Alert**

An announcement over the public address system is used to alert all staff and visitors to an evacuation. All staff are trained in the evacuation process and will be on hand to direct visitors to the nearest fire exit and assembly point. Lifts must not be used during an evacuation. The WEMBLEY ARENA site is fully compliant with fire safety legislation and has robust systems in place to ensure it remains so.

### **First aid**

During public opening hours trained first-aiders and paramedics are available in all areas. The WEMBLEY ARENA site has fully equipped accessible first aid rooms within close proximity. Any first aider attending an incident will complete an Accident and First Aid Report on your behalf, detailing the circumstances and any injuries sustained. A copy will be provided if required. It is important that any injuries are

reported and investigated and we ask that you report any incidents involving you or a pupil. If an ambulance is required, this will be summoned by our Operations Control Room and all those on site are aware of the procedure. The nearest Accident & Emergency Department is at Norwick Park Hospital, Watford Road, Harrow, Middlesex HA1 3UJ (Tel. 020 88693088).

### **Risk assessments and hazard identification**

WEMBLEY ARENA's public areas have been designed and are maintained as safe places for all of our visiting public. Exhibitions and events are designed with full consideration of risk control measures. Assessments are completed for all new works and activities. Hazards are identified in a daily monitoring programme and are isolated or rectified as soon as is practicable. For any specific health and safety issues, the Health and Safety Department may be contacted for advice and information.

### **Insurance Cover**

The Producers of Voice in a Million, Operators of the WEMBLEY ARENA, and all sub contractors involved in the event have in place and maintain cover in respect of Public and Products Liability Insurance.

### **Health and Safety**

WEMBLEY ARENA has a documented health and safety policy. Staff attend health and safety induction training as well as any further health and safety related training in line with their responsibilities and job function. WEMBLEY ARENA has a Health and Safety Team to provide advice and assistance across all areas of the site.

### **Security**

WEMBLEY ARENA has a robust security infrastructure including CCTV, and a site wide sophisticated intruder detection system. Security provision is controlled from a centralised Operations Control Room 24/7. CCTV footage will be constantly monitored and digitally recorded in accordance with the Data Protection Act.

### **Missing Child Procedure**

The children / participants, will be secure in the arena / choir exclusion zone, from the time they arrive until the time they leave; and no child is allowed to access the additional part of the WEMBLEY ARENA complex. They will all be accompanied by Teachers or Chaperones at all times. In the event that a child does get lost, they should immediately make themselves known to a member of the WEMBLEY ARENA staff, or any person wearing a Voice in a Million C pass. If a child is noticed by a Teacher or Chaperone to be missing, the WEMBLEY ARENA have a detailed, comprehensive procedure in place for missing children and all staff are fully trained in this process. If a member of staff is approached they will contact Event Control using a specific code word and then a description of the child can be disseminated to all supervisors and security via radio. The stewards are also alerted to the incident via their individual pagers so all staff then become involved in a co-ordinated building search for the lost child.

### **Smoking**

There is no smoking allowed anywhere within WEMBLEY ARENA or its associated buildings.

### **Disability Discrimination Act**

All of WEMBLEY ARENA's activities are planned and delivered in compliance with the Disability Discrimination Act (DDA). All buildings are built in compliance with DDA regulations.

### **Child Protection Policy**

Everyone who participates in Voice in a Million is entitled to do so in an enjoyable and safe environment. Voice in a Million have a moral and legal obligation to ensure that, when given responsibility for young people, coaches and volunteers provide them with the highest possible standard of care. Voice in a Million is committed to devising and implementing policies so that everyone involved in the production accepts their responsibilities to safeguard children from harm and abuse. This means to follow procedures to protect children and report any concerns about their welfare to appropriate authorities.

The aim of the policy is to promote good practice, providing children and young people with appropriate safety/protection whilst in the care of Voice in a Million and to allow staff and volunteers to make informed and confident responses to specific child protection issues.

A copy of our Child Protection Policy is available on request or visit our website to download a copy.

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