

**Imperial College Union**

**Health and Safety Committee**

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| **AGENDA ITEM NO.** |  |
| **TITLE** | Welcome Week 2018 Debrief |
| **AUTHOR** | Jess Harrison |
| **EXECUTIVE SUMMARY** | Report will focus on key Health and Safety matters mentioned in the full Welcome Week debrief within the appendix.  |
| **PURPOSE** | Paper will highlight the strengths and failures within the Welcome Week planning process and execution of events. |
| **DECISION/ACTION REQUIRED** | For discussion |

Welcome Week 2018

1. **Introduction**

Welcome Week is an opportunity for the Union to engage new students from day one and shape their perceptions of what we can offer them service wise, throughout the rest of the year. In regards to our bars, catering and entertainment packages, we can showcase to students what we offer, hopefully creating a lasting relationship which means they will come back again and again to par-take. Health and safety is a key theme running through all our Welcome Week events and a priority in terms of planning and delivery. The full summary of Welcome Week can be found in the appendix, however, this paper will summarise the key health and safety themes highlighted during the debrief.

1. **Considerations for next year**

**Behaviour**

Club and society behaviour at big Welcome Week events, especially during the first CSP Wednesday of the year, can have a large impact on other students perception of the union, staff members who deal with incidents on the night and the standards of behaviour set throughout the rest of the year. It would be a recommendation for next year that we run a strong communications piece alongside Student Activities to highlight consequences to CSPs, re-enforcing that poor behaviour will not be tolerated at Union events and promote a good standard of behaviour on our premises from the start of term.

**Student Well Being**

Sun-Dry highlighted a current gap that there is a need for more non-alcoholic activities, as Beit Venues had a lot of emails during the run up to Welcome Week about events available which were non-alcoholic / under 18’s friendly. Promotion of non-alcoholic events will feature strongly in 2019/2020 Union events.

Education and Welfare ran the Welcome Week Safety Campaign during our three largest events, which were successful and we would like to expand on this service next year, focusing on students getting home safely.

**Hall Seniors**

Poor communication and management of hall seniors during Show Your Colours has led to the decision not to utilise them next year. Resources provided to ensure that this service took place last year, will be re-distributed towards expanding the Safety Campaign, which was more beneficial to students and staff running the events.

**Staff Well Being**

Beit Venues team switched to night shifts to oversee all evening events taking place during Welcome Week. This was a benefit to foresee health and safety near misses and for the team to lead and delegate on event plans, with risk assessments to hand of all possible hazards during the night. Rotas and well-being should be flexible, and continually modified, changing with the needs and requirements of the events, with regular staff check in’s to avoid exhaustion of staff and procedures in place for those who are at risk of this. Improvements into incident handling, reporting and incident mapping, alongside crowd management, is a working piece. All Beit Venues and Bar staff are trained in SALUS reporting and are strongly encouraged to report near misses.

**Metric**

Investigations into Metric’s air con have taken place since Welcome Week. It was noted by students and staff that the venue was too hot, and a well-being issue to the students using the venue. Discussions over the queuing system for students to enter Metric during busy events is still on going.

**First Impressions Count**

Students’ first experience of the Union during Show Your Colours was not ideal, with queues for the Welcome Week event going back to the Royal Albert Hall and the waiting time being over an hour. We issued members of staff to act as traffic wardens as the queue was substantial and students were wandering into the road. One of the reasons behind poor crowd management during this event was an information gap caused by turnover, i.e. incorrect placement of fencing, incorrect set up of systems, poor handovers and staff management. It is the intention to create a Welcome Week manual for protocol, physical set up and procedures, which can be replicated for all major events within the Union in the future. We believe that this first poor impression may have negatively impacted returning custom.