

Event & Operations Management Plan (EOMP)

Interfaith, Wellbeing and Cultural Hub with a Hindu place of worship

Purpose and Context

This Event & Operations Management Plan (EOMP) has been prepared by the organisation responsible for the long-term management and operation of the Temple and associated community facilities. Given the scale of the site, the nature of religious festivals, and the surrounding residential context of Northstowe, a structured and enforceable approach to event and operational management is essential.

The EOMP sets out clear controls for day-to-day use, peak events, noise management, stewarding, arrival and dispersal, resident liaison, and integration with the wider Transport Strategy. The approach reflects best practice adopted by comparable community centres, village halls, and faith facilities across South Cambridgeshire and the wider UK.

Professional Standards, Best Practice and Continuous Improvement

In managing events and operations, the organisation places strong emphasis on minimising impacts on local residents and ensuring that activities contribute positively to the wider Northstowe community. A proactive approach has therefore been taken to seeking external, professional guidance to inform the Event & Operations Management Plan and its ongoing implementation.

The organisation is in active dialogue with recognised sector bodies, including the **Association of Event Organisers**, to understand established best practice in community-centred event planning, and the **Noise Abatement Society** to inform approaches to noise awareness, mitigation, and respectful coexistence with neighbouring residential areas. Operational planning is further informed by nationally recognised guidance, including **The Purple Guide**, alongside early and ongoing engagement with local authority processes where appropriate. For larger or more complex events, the organisation is aware of and will engage with the local **Safety Advisory Group** where appropriate, in line with local authority expectations and proportionate to the scale and nature of the event.

This professional and evidence-led approach ensures that considerations such as traffic flow, sound management, crowd behaviour, stewarding, and communication with residents are designed into events from the outset, rather than addressed retrospectively. It reflects the organisation's commitment to continuous learning, adaptation, and the delivery of inclusive, well-managed events that are welcomed by the local community and appropriate to a residential new town context.

A. Types of Activities

Routine / Daily Activities

On a typical day, the site will operate primarily as a place of worship and community use, with low-intensity, predictable activity. Regular activities include daily puja held in the morning and

evening (typically lasting around 30 minutes), small informal gatherings of local residents, pre-booked and drop-in classes, youth drop-in sessions, and use of the café.

These activities are spread across the day, involve modest numbers of people, and generate limited noise and traffic, comparable to other local community facilities.

Weekly / Periodic Activities

Weekly and periodic programmes include youth clubs, music, dance, yoga, wellbeing sessions, satsang, rehearsals, and educational activities. These sessions typically last between 30 minutes and one hour and are scheduled in advance. Attendance is controlled through booking systems where appropriate, ensuring predictable usage patterns and avoiding congestion.

Large / Peak Events

A small number of larger events will take place each year, including major religious festivals and mixed community events. These may involve music, singing or chanting, short speeches, and café or food provision. Such events are infrequent, carefully planned, and subject to enhanced management controls as set out in this EOMP.

B. Noise and Sound Management

Noise management is a critical consideration given the residential setting. The organisation commits to a “quiet by default” operational approach.

Amplified sound will be used indoors only as standard. Outdoor amplified sound will not be permitted except in exceptional circumstances, subject to prior approval, appropriate risk assessment, and advance notification to residents, and only where fully compliant with SCDC requirements.

Outdoor activities, where they occur, will be limited to low-impact uses such as yoga, meditation, or wellbeing sessions and will be non-amplified and peaceful in nature. Neighbouring residents will be kept informed in advance of any activities with the potential to generate noticeable sound.

Typical operating hours will be:

- Weekdays: 10:00–19:00
- Weekends: 09:00–19:00

Limited evening use may occur where pre-booked and managed in accordance with council guidance, with only specific internal spaces in use.

On peak festival days, activity may take place between 09:00 and 21:00, remaining fully within council expectations and consistent with other Northstowe community venues and village halls. No disruptive late-night activity will be permitted.

C. Event Frequency and Scale Controls

The organisation confirms that no more than 5–6 large or peak events per calendar year will take place. All such events will be subject to mandatory pre-booking, attendance caps, and enhanced stewarding and traffic management measures.

D. Stewarding, Volunteers and Management

Each event will be overseen by a named Event Manager, supported by the Temple Management Committee.

On normal operating days, 1–2 volunteers or stewards will be present to support orderly use of the site. On peak event days, approximately 15–20 trained volunteers or stewards will be deployed, in line with best practice for events of this nature and scale.

All stewards will receive written instructions and pre-event briefings covering arrival management, crowd behaviour, noise sensitivity, safeguarding, and dispersal procedures.

E. Arrival, Dispersal and Crowd Behaviour

For larger events, priority booking will be offered to Northstowe residents, supporting local access and reducing travel distances and parking demand.

Staggered arrival slots will be used for peak events to avoid surges in footfall and traffic. This approach reflects established best practice used successfully at major UK temples and community venues.

Clear end-of-event announcements, signage, and steward guidance will be used to support calm and timely dispersal. Lingering outside the building after events will be actively discouraged, and stewards will promote respectful behaviour in surrounding residential areas.

F. Food, Waste and Cleanliness

Food may be prepared on site, brought in by approved caterers, or provided through community pot-luck arrangements, depending on the nature of the event.

For peak events, additional waste and recycling bins will be provided, and a full end-of-event clean-down will be undertaken by volunteers and staff to ensure the site and surrounding areas are left clean and tidy.

G. Community Liaison and Complaints Handling

A single named point of contact will be appointed for residents and local stakeholders. Contact details, including an email address and phone number, will be clearly publicised.

The organisation commits to maintaining good practice in community engagement, responding promptly to any concerns or complaints, and using feedback to inform future event planning and operational adjustments.

H. Safeguards and Commitments

The organisation confirms the following commitments:

- No events during school drop-off and pick-up times
- No late-night events that are disruptive in nature (including no activity after 22:00)
- Mandatory pre-booking for large events
- Attendance caps enforced at all times
- Stewarding in place for all peak events

I. Integration with Transport Strategy and Parking Controls

This EOMP operates alongside and in direct alignment with the site's Transport Strategy and parking controls. Event scheduling, attendance management, stewarding, and arrival/dispersal measures will be coordinated to minimise car use, promote walking and cycling, and ensure safe, considerate integration with the wider Northstowe movement network.