

SOUTHBANK CENTRE

Street Entertainers License Agreement and Code of Practice

February 2023

STREET ENTERTAINMENT CODE OF PRACTICE

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STREET ENTERTAINMENT CODE OF PRACTICE

INTRODUCTION and OWNERSHIP

- A. Street entertainment on the Queens Walk is an integral part of Southbank Centre and is still a part of Southbank Centre's unique atmosphere today.
- B. The Southbank Centre and the Queens Walk are two of the busiest places in London with up to 29 million people per year visiting the area. It is, therefore, essential that activities that take place in these areas are well managed and that all parties, including street performers, contribute to that process.
- C. This Code of Practice has been designed to ensure that buskers adhere to this practice regarding street performance at Southbank Centre are clear to all concerned, and that street performers adhere to an agreed set of guidelines. This Code of Practice will be reviewed at meetings, which will take place between the nominated Street Performer Representatives, Southbank Centre and updated as appropriate.
- D. The Queens Walk area between Waterloo Bridge and Hungerford Bridge and from Hungerford Bridge westward to the London Eye is privately owned by Southbank Centre. The area where busking is permitted by Southbank Centre on Queens Walk (subject to any and all rules or directions that may be determined by Southbank Centre from time to time, including in this License Agreement and Code of Conduct) is marked on the plan below. The plan may be altered by Southbank Centre from time to time. This Code of Practice (as updated from time to time) applies to all street entertainment and street performers in this area.
- E. There are several Street Entertainment Pitches available within the Southbank Centre area (see Appendix 1)

CODE OF PRACTICE

The objectives of this Code of Practice are to:

- Explain the day-to-day organisation and management of street entertainment at Southbank Centre;
- Identify the spaces that are available to Street Performers;
- Ensure that street entertainment continues to positively affect the businesses and occupiers in the area and neighbouring areas;
- Ensure that the Queen's Walk is maintained as a riverside promenade;
- Minimise complaints and issues that may normally arise from street entertainment;
- Provide key contact details of relevant parties; and
- Provide guidance around any health and safety measures which need to be considered by all street performers

DEFINITIONS

1. **'Street Entertainment Pitch'** means the designated location for Street Performers as determined by Southbank Centre from time to time. For the avoidance of doubt, Southbank Centre shall be free to change the location of a Street Performer's Street Entertainment Pitch at any time at its discretion. **'Street Performer'** refers to any person, group or organisation to which Southbank Centre has agreed can perform in accordance with this Code.
2. All Street Performers must fully accept the terms of this Code and may only perform on a Street Entertainment Pitch in accordance with the Code.
3. Prior to receiving permission to perform, all Street Performers must sign up to this Code of Practice. By signing this Code, all Street Performers agree that they have read all of this Code, understand all of the terms of this Code, have been given the opportunity to ask any questions they have in respect of this Code and will adhere to the Code's contents at all times.
4. By signing this Code you acknowledge and agree that Southbank Centre, as the legal owner and occupier of the land in which the permitted Street Entertainment Pitches are located, has the right at its sole discretion from time to time to permit or not permit any Street Performers from operating on its land and that you shall comply with all instructions issued by or on behalf of Southbank Centre from time to time.
5. You also acknowledge and agree that where permitted to act as a Street Performer you shall occupy the Street Entertainment Pitch as a licensee and that no relationship of landlord and tenant is, or is intended to be, created, exists or shall however otherwise be deemed to exist, between you and Southbank Centre. Southbank Centre retains control, possession and management of the Street Entertainment Pitches and you have no rights to

exclude Southbank Centre from the Street Entertainment Pitches or neighbouring land.

6. The licence granted by this Code is personal to the Street Performer, is not assignable, the rights given herein may only be exercised by the Street Performer and the licence and all rights granted herein may be revoked at any time by Southbank Centre for any reason or none at Southbank Centre's sole discretion.

How to perform

7. Any person, group or organisation, where all members must be over 18 years old, wishing to perform within a Street Entertainment Pitch at Southbank Centre must first meet with Southbank Centre's Street Entertainers Coordinator and other members of the busking community on Southbank Centre's Street Entertainer's auditions.
8. The documentation required to perform as a Street Performer includes:
 - a. A copy of this Code of Practice with a signed declaration
 - b. An up to date satisfactory risk assessment (including Covid-19 considerations)
 - c. Contact details
 - d. Photo ID
 - e. Public Liability Insurance of at least £5 million in aggregate and per claim. Such insurance must be in place at all times whilst the Street Performer is performing at the Southbank Centre estate and cover all liability of the Street Performer resulting from their performances at the Southbank Centre estate. For information, please note, £10 million Public Liability Insurance cover is included as part of both Musicians Union and Equity membership.
9. The following are not considered to be Street Performers and Southbank Centre would not agree to them joining the scheme or performing:
 - a. balloon modellers
 - b. tarot card and palm readers
 - c. fortune tellers
 - d. extreme stunts (e.g. knife throwers) or other dangerous or potentially dangerous activities
 - e. artists selling their work (e.g. caricatures)
 - f. masseurs
 - g. vendors of any kind
 - h. all face masks

10. The Southbank Centre does not provide performance licences to Street Performers under 18 years of age, as security officers cannot be guaranteed along the Queen's Walk at all times, and as young performers they would be more vulnerable regardless of whether a parent or guardian is with them or not.

Performance Slots and Booking Procedures

11. Irrespective of any other term in this Policy, any and all Street Performers require Southbank Centre's prior and ongoing written approval and permission to perform on the Southbank Centre estate.
12. The Queens Walk operation time for Street Performers is from 10am – 9pm 7 days a week. The Southbank Centre operating hours are Monday-Tuesday from 10am to 6pm, and Wednesday-Sunday from 10am to 10pm.

Musicians

13. The time slot for musician pitches is **60 minutes**, which includes 55 minutes of performance and 5 minutes for set up and changeover. There will be a queuing system in operation each day and the pitch will be booked by placing a piece of equipment next to the chosen pitch. Each Street Performer will change over at the agreed time, on the hour.
14. Please be aware of other Street Performers' vicinity and be respectful regarding volume. Sound levels will be regularly monitored and all Street Performers are required and hereby agree to reduce their volume upon request.
15. Musicians on the Queen's Walk are permitted to display their own CD recordings for sale during their performance slot. However, Southbank Centre are keen to retain the focus on the performance itself, and do not wish to commercialise the Queen's Walk, which is not licensed for street trading. Street Performers are therefore asked to abide by the following rules:
 - (a) A maximum of two CDs may be displayed at any time.
 - (b) CDs may be displayed only during the performance time slot of the artist(s) featured on the CD. Street Performers may not display CDs once another Street Performer has started their performance.
 - (c) No advertising: the CDs must be displayed without a sign indicating their price. There must be no verbal advertisement of the CD to the general public, nor should the CD be held up by the Street Performer.
 - (d) If members of the public can approach the artist to enquire about the CD, this inquiry should take place discreetly away from the microphone.
16. All Street Performers must abide by these rules at all times.

Solo and group acts

17. The time slot for the Oracle Street Entertainment Pitch used by solo acts is **40 minutes** and the time slot for the Carousel Street Entertainment Pitch used by group acts is **40 minutes**.
18. There will be a queuing system in operation each day for each Street Entertainment Pitch. Both Street Entertainment Pitches will be booked by placing a piece of equipment in a line next to the chosen pitch.
19. The beginning of a slot will start as soon as the Street Performer(s) leaving the Street Entertainment Pitch have removed the last piece of their equipment.
20. By placing a piece of equipment next to the chosen pitch, the 'next in line' Street Performer is obliged to begin their performance within 10 minutes of the next act arriving to queue, regardless of crowd conditions. If the 'next in line' performer decides not to start their performance within this time frame, they are required to handover the time slot to the next performer in the queue, relinquishing their place and instead taking the next available slot at the front of the queue. Pitches should not be left unoccupied whilst performers wait for an audience.
21. Circle acts will be allowed to perform on the Carousel Street Entertainment Pitch according to the terms of use.
22. During times when the Queen's Walk is less busy, it is requested that performers in the group pitch wait for the performer in the solo pitch to finish their act before beginning theirs, and vice versa.
23. If there are more than 4 solo acts queuing, then 1 solo act can perform in the group's pitch. No more than 2 solo acts can be performed in the group pitch per day.

Statues

24. The time slot for statues is **5 hours** (10am-3pm & 3pm-8pm) from May to October. From November to April, such Street Entertainment Pitches are booked for the whole day except weekends and bank holidays where the time slots are 10am-1.30pm & 1.30pm-4.30pm.
25. Statue performers will need to enter an online draw to secure their pitch. Pitches will be allocated on a monthly basis, on the 1st day of the month. Performers have until 10.30am on the 1st day of the month to express their interest in a pitch for the month ahead. They will do this by emailing 'Statue draw' in the title field to streetentertainers@southbankcentre.co.uk. The draw will take place at 10.30am on the first Monday of the month. If an artist is unable to send an email by this deadline, another performer can send one on

their behalf, however the name of the absentee will be drawn last. For the avoidance of doubt, Southbank Centre shall in its sole discretion determine the number of statue performers that may perform from time to time and any and all statue performers that are or may be selected and approved by Southbank Centre shall be required to comply at all times with Southbank Centre's Code of Practice for Buskers.

26. A booked Street Entertainment Pitch is lost if a Street Performer fails to be on the pitch within 30min from the start of the slot.
27. Costumes and quality of performance may be periodically reviewed.

Licence ID

28. Upon approval of the performance licence, the street entertainers will obtain a pink lanyard with their physical licence ID. This is to be showcased at all times when performing along the Queen's Walk as it further helps the security team identify unlicensed acts.
29. All licences are valid for one year from the day of approval and performers are welcome to apply for a 1-year renewal. This will consist of contacting the Street Entertainers coordinator at streetentertainers@southbankcentre.co.uk requesting the renewal and attaching an updated Risk assessment and PLI. Following, the performer will schedule a time when the street entertainer coordinator will see the act in person to confirm no changes have been made.
30. In the case a performer is interested in implementing substantial changes to their act, they are welcome to audition again for a licence for their new act.
31. It is completely forbidden to share the licence ID with another person. The licence is given to the act, and therefore the licence is untransferable.
32. For safety reasons, it is prohibited to share photos of the licence ID on social media or with other people. Individuals could duplicate the ID template and pose a risk to other buskers, visitors and staff.

Health and Safety

33. Street Performers must ensure that Southbank Centre have the Street Performer's up to date contact information and so provide Southbank Centre with updated contact details whenever they change.
34. A Street Performer is required to ensure that they have up to date Public Liability Insurance at the level required under this Code.
35. Street Performers are required to ensure that they are aware of their duties under health and safety legislation. Street Performers shall be solely responsible for ensuring their own safety and the safety of all members of the

public at all times. Thus allowing them to perform does not affect the duties of Street Performers as self-employed performers.

36. Street Performers are required in particular to ensure they are aware of, understand, and comply with relevant obligations under the Health and Safety at Work etc Act 1974 and associated Regulations. Further information on health and safety requirements and undertaking Risk Assessments is available, amongst other resources, at www.hse.gov.uk.
37. Performance(s) by Street Performers must not place or potentially place any person or property at risk of harm, injury or damage. In particular, no performance may include the use of:
 - any knives, blades or weapons replica or imitation.
 - real flame
 - burning torches
 - fire eating / breathing
 - flammable or combustible materials
 - Inappropriate behaviour likely to upset any members of the general public, such as racism or excessive use of taboo or inappropriate words
 - Drawing or painting on the street surfaces in any area.
38. If a Street Performer is found to be using prohibited items or placing any person or property at risk of harm or damage they may face a ban and their license could be revoked.
39. Audience participation / volunteers - the safety of audience must take precedent at all times during any street performance on Southbank Centre land, therefore the following restrictions apply when asking members of the public to engage with a performance:
 - Audience participation must be voluntary and clearly communicated what will happen and is expected from them
 - Street performers must not initiate any physical contact with members of public without their consent, except for lifting, carrying, pushing etc any member of the public including children which is excluded
 - Street performers must not humiliate or degrade members of the public/volunteers
 - Members of the public cannot be asked to lift, carry, support or hold any heavy item, including the weight of another person
 - Members of the public cannot be asked to climb, crawl, lay down, kneel, get on all fours, sit on the floor or be positioned below another person

For any of the above, if you have any queries please communicate with the street entertainers team to review and discuss
40. Street Performers must ensure that amplified sound does not travel beyond the confines of the performance space being used by the permit holder. Any sound

generated by a performance must not exceed 75dbA as measured 5m from the performer. Amplified sound is **not** allowed between 21:00 hours and 10:00 hours.

41. Prior to their first performance, Street Performers must attend a sound check with Southbank Centre's Street Entertainer Coordinator (or their designated nominee) to ensure that the specific sound levels for each act sit within acceptable levels limits. No performance shall be permitted without any such sound check having first taken place and approved by Southbank Centre's Street Entertainer Coordinator, or their designated nominee.
42. Sound will be regularly spot checked by the Street Entertainer Coordinator to ensure that the sound levels do not leave the confines of the locale.
43. Street Performers are liable for all of their acts and omissions whilst on Southbank Centre property and Southbank Centre, to the extent permitted by law, disclaims any and all liability for any loss, injury and/or damage caused to the Street Performer and/or any third party resulting from or related to the Street Performer's appearance at, use of and/or attendance at Southbank Centre's estate.
44. Street Performers should take responsibility for public safety at all times in the delivery of their performance. Delivery of performance in this context includes, without limitation:
 - a. Preparation for performance
 - b. Maintenance of all props and equipment
 - c. Performance, in particular where props / equipment are used, and
 - d. Following performance, whilst members of the public are present on the performance pitch.
45. Street Performers are required to undertake a documented Risk Assessment of their performance on an annual basis and submit a copy of the completed Risk Assessment to Southbank Centre. A draft Risk Assessment is appended to this Code at Appendix 2. Southbank Centre will retain copies of submitted Risk Assessments and will from time to time review those Risk Assessments.
46. Street Performers must comply at all times with Southbank Centre's fire, health and safety rules and/or regulations (as updated from time to time).
47. Street Performers agree to comply with any and all instructions, restrictions, requirements, directions, guidelines, policies or conditions which Southbank Centre or any of its authorised representatives notify or wish to impose in relation to the Street Performer's performance and/or the Street Entertainment Pitch.
48. Street Performers must ensure that any audience does not block the Queens Walk for other members of the public.

49. Street Performers must not fix or chain any props or other equipment to any street furniture on Southbank Centre land.
50. Street Performers may receive monetary appreciation from the audience. This should be collected in a manner which is friendly and professional at all times.
51. Street Performers are expected to act in a professional manner at all times and uphold the positive reputation and goodwill of Southbank Centre and Southbank Centre Street Performers. Street Performers agree not to do or omit to do anything that does or may adversely affect the good standing and reputation of Southbank Centre. Street Performers must not do anything or permit anything to be done that does or may become or cause a nuisance, annoyance, obstruction or damage to any person or property.
52. If a performance of a Street Performer changes significantly, the Street Performer agrees to and must:
 - (a) immediately inform Southbank Centre, and
 - (b) Undertake a review of the existing and provide a new Risk Assessment.
53. Where Southbank Centre considers a performance has changed significantly and the permit holder has failed to carry out either step identified at para 36 (a) or (b) above or Southbank Centre determines that it can no longer allow the performance to be permitted, the permit will be suspended pending Southbank Centre's written confirmation to the Street Performer that the permit has ceased to be suspended.
54. Southbank Centre has the right at its absolute discretion to withhold or suspend (whether temporarily or permanently) at any time a Street Performer's right to perform at any point by providing the Street Performer with notice of such suspension.
55. Street entertainers are prohibited from sharing their licence ID with others, including sharing them on any social media platform.
56. Nothing in this Code or any other document or agreement between a Street Performer and Southbank Centre shall be construed as creating a partnership or joint venture of any kind between them or as constituting either as the agent, worker, employee or representative of the other for any purpose whatsoever. Neither party shall have the authority or power to bind the other party or to contract in the name of or create a liability against the other party in any way or for any purpose.
57. As a self-employed individual, in business on their own account, the Street Performer acknowledges that they will not be entitled to any pension, sick pay, holiday, holiday pay, bonus or other benefits from Southbank Centre.

Enforcement of the Code of Practice

58. Street entertainment performances will be monitored by Southbank Centre Security and management teams, Southbank Centre Employers Group Security teams and The Metropolitan Police Safer Neighbourhoods team to ensure that performances are undertaken in accordance with this Code of Practice.
59. Behaviour that will be considered particularly serious will include threatening, violent or intimidating behaviour, offensive language, racist, discriminatory language or behaviour, drunk and disorderly conduct, any other conduct which may bring Southbank Centre into disrepute or act in a way that blocks the Queen's Walk or adversely affects its primary role as a riverside promenade for pedestrians.
60. A performer who breaches any part of this Code of Practice in the assessment of Southbank Centre and/or the other management teams or representatives may be asked to perform elsewhere and/or their permit and right to perform as a Street Performer withdraw (temporarily or permanently). To the extent permitted by law, the Street Performer agrees that Southbank Centre shall have no liability to the Street Performer or any third party in the event of any such withdrawal.
61. In case of a security issue or emergency please follow the procedure outlined in Appendix 3.

Complaints Procedures

62. The busking licence scheme at Southbank Centre aims to provide autonomy to all street performers. In the case of having a complaint or concern regarding another performer's behaviour or act whilst on the Queen's Walk, we request and recommend speaking respectfully and sensitively to the person(s) involved outside of allocated performance slots. If you would like to discuss this or raise a concern regarding noise levels, health and safety (not emergency), use of pitches, illegal sellers, etc., please communicate directly to streetentertainers@southbankcentre.co.uk.

Ambassadors Scheme

63. In order to continue with the expansion and improvement of the licence scheme at Southbank Centre, we have a group of busker ambassadors that contribute to the scheme with their time and expertise. This is a volunteer position to which any licensed busker can apply for in order to be involved in different activities, such as professional development workshops of fellow buskers, audition panels, and performance nights in one of our associated spaces.
64. If you are interested in applying for an ambassador role after obtaining your licence, please email streetentertainers@southbankcentre.co.uk

Health Measures

We would like for our street performers to adhere to the following guidelines:

- Performers must not come to our site if they are feeling unwell and experiencing any Covid symptoms - a new persistent cough, a temperature or have a loss of taste and / or smell. Please remain at home and follow Government advice especially around testing.
- If you experience symptoms, please do not come to site
- If a large crowd forms, performers must take a break to reduce the risk of virus transmission
- All performers should wash their hands before and after performing
- Where items change hands, sanitizer should be used in between uses
- Toilets in the Royal Festival Hall are available from 10am to 6pm, Monday to Tuesday, and 10am to 10pm during the rest of the week
- We ask all performers to use contactless payments where possible
- All performers must use hand sanitizer when handling merchandise and exchanging cash

Please note we may amend these rules at any time and can postpone performances based on changes to Health and Safety guidelines at any time. If a performer is seen to not be adhering to these rules they may risk their licence being revoked.

Acceptance of Terms and Conditions

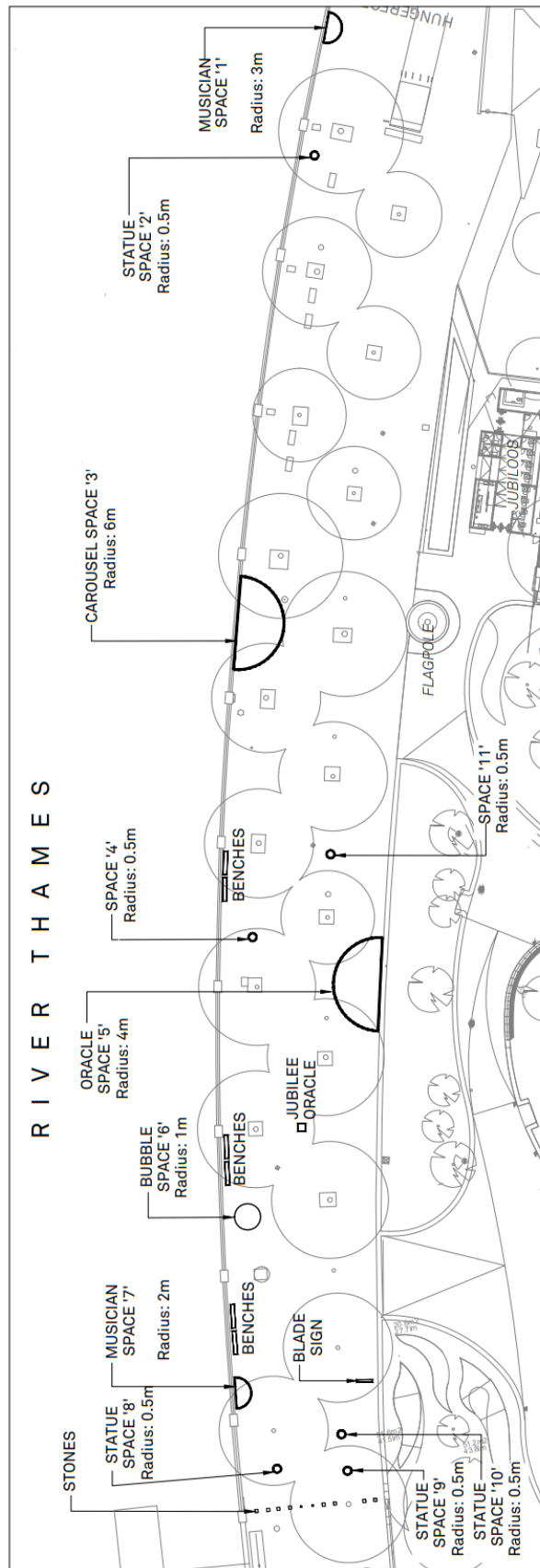
Read and agreed to:

Name

Signature

Date.....

APPENDIX 1 - Street Entertainers Pitches Allocation



APPENDIX 2 - Risk Assessment Guidance and Template

1. What is a risk assessment?

A risk assessment is simply a careful examination of what could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Members of the public and others have a right to be protected from harm caused by a failure to take reasonable control measures.

2. How to assess risk - the 5 steps to risk assessment

Before you start, here are some definitions relating to the key phrases used in risk assessment:

1. Hazard – anything which has the potential to cause harm.
2. Risk – the likelihood of the hazard resulting in harm.
3. Risk control – the measures to reduce the risk as far as is reasonably practicable.

STEP 1 – IDENTIFY THE HAZARDS

First you need to work out how people could be harmed.

STEP 2: DECIDE WHO MIGHT BE HARMED AND HOW

For each hazard you need to be clear about who might be harmed; it will help you identify the best way of managing the risk.

STEP 3: EVALUATE THE RISKS AND DECIDE ON PRECAUTIONS

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything 'reasonably practicable' to protect people from harm.

STEP 4: RECORD YOUR FINDINGS AND IMPLEMENT THEM

Putting the results of your risk assessment into practice will help protect members of the public.

STEP 5: REVIEW YOUR RISK ASSESSMENT AND UPDATE IF NECESSARY

Few performances stay the same. Sooner or later, you will bring in new equipment / props that could lead to new hazards. It makes sense therefore, to review what you are doing on an ongoing basis. Every year formally review where you are to make sure you are still improving, or at least not sliding back.

Risk Assessment Form for Creative Learning

RISK ASSESSMENT FOR:	Creative learning activities for reopening
ACTIVITY DATE/TIME:	
ACTIVITY/EVENT LOCATION:	
DESCRIPTION OF ACTIVITY/EVENT:	
RISK ASSESSMENT CARRIED OUT BY (print name):	
SIGNATURE:	
DATE:	
REVIEW DATE:	

ACTIVITY / ITEM	Explanation of activity	HAZARD (cause)	RISK (effect). To who? How?	REQUIRED CONTROLS	Probability 1-5	Severity 1-5	Risk Rating PxS	ADDITIONAL CONTROLS	BY WHO (initials)
Acrobats and other activities that involve interaction with the public		Large groups congregating to watch/ listen							

If any risk rating is 'Medium' or 'High', and cannot be reduced through existing control measures, a copy of this document must be sent to and reviewed by the Health and Safety Team before the activity start date to discuss any further controls to mitigate the risk. Activities should be listed from arrival to departure.

Key:

Probability (P)	Severity (S)
1 Occasional	
2 Unlikely	1 Minor injury
3 Likely	2 Injury requiring first aid
4 Very likely	3 Treatable injury
5 Inevitable	4 Major injury
	5 Fatality / multiple injuries

Calculation of Risk (R)							Action Level
Probability	1	1	2	3	4	5	HIGH – immediate action. Further controls needed.
	2	2	4	6	8	10	Further controls required to reduce level of risk
	3	3	6	9	12	15	MEDIUM – justify or review for each work day
	4	4	8	12	16	20	
	5	5	10	15	20	25	LOW – no further controls required but kept under review
	Severity	1	2	3	4	5	

Next Steps for Southbank Centre staff :

- Event Risk Assessments must be stored in the Google folder for each file.
- For events in Artifax, save a copy within the Documents section of the event / arrangement as applicable.
- The 'Risk Assessment completed' check box must be ticked (located under 'Requirements Note Pads for the Event').

Please add additional rows if required.

APPENDIX 3 - Security Procedure

If there is an incident where a Street Entertainer or someone else IS in immediate danger:

- 1 The Street Entertainer should call 999
- 2 The Street Entertainer should then immediately notify our security team via phone 020 7921 0999 (Emergency) or face to face if a Security Officer is close by. We suggest buskers put this number in their phone contacts
- 3 Our Security Team logs this on the day's Security Report (and follows up with any further action as required)
- 4 Our Security Team notifies Ellie Rosales (Creative Learning) - 07891 539099
- 5 Ellie logs incident and follows up with the Street Entertainer with any further actions as required

If there is an incident where a Street Entertainer or someone else is NOT in immediate danger but has any security concerns:

- 1 The Street Entertainer immediately notifies our security team via phone 020 7921 0666 (Non-emergency) or face to face
- 2 Our Security Team logs this on the day's Security Report (and follows up with any further action as required)
- 3 Our Security Team notifies Ellie Rosales (Creative Learning) - 07891 539099
- 4 Ellie logs incident and follows up with the Street Entertainer with any further actions as required

I hope this is all clear and will resolve any previous issues. As I mentioned at the meet up, we will raise all of your other security concerns with our teams here and hope to resolve these asap.

Please store the security numbers in your phone 020 7921 0999 (Emergency) and 020 7921 0666 (Non-emergency).