



NATIONAL CATHOLIC YOUTH CONGRESS

Saturday 11th March 2017
The SSE Arena, Wembley



Flame Event Guidance

**All the essential information
for you and your group to enjoy Flame**



**Welcome (and welcome back)
to Flame, a day full of inspiration
for young people from across England and Wales**

Thank you for your part in the Flame 2017 – whether as a participant, a guest, or a Group Leader. This is the third “Flame” event – originally inspired by the Papal Visit in 2010. Some of you have been on the journey since 2010, and others have joined in 2012 and 2015 as the Flame Congress has become ever more firmly part of the national youth ministry calendar. Thank you for coming again in 2017! For those who are coming to Flame for the first time, a particular welcome and thanks for your involvement.

There are some new elements in these pages – even if you have seen similar guidance before, please do read this booklet carefully, to get the very best experience for your group on March 11th.

In particular, Flame 2017 includes the **Flame App** – please do make sure that your group have loaded the App before they start to travel to the Arena, as there will be so much on the App to enhance their day – before, during and after.

Flame 2017 keeps the key inspiration that guided us in 2012 and 2015; that is, Flame is an event for every young person, wherever they are starting from, to help them deeply discover and rediscover Jesus Christ as their brother, friend and saviour, full of joy and mercy. It is an event for young people who are well connected to the Church, and for those who think the Church has nothing to say to them.

Flame is organised by CYMEvents, a Company formed by the Catholic Youth Ministry Federation of England and Wales (CYMFed). CYMFed supports the development and direction of youth ministry in England and Wales. Through project work, training and events, CYMFed gives youth ministry a voice in the Church and wider society. Find out more at **www.cymfed.org.uk**.

This booklet should be read in conjunction with the information available on the excellent and comprehensive venue website (**www.ssearena.co.uk**) which provides general information for all events there.

Thank you again ... and see you at Wembley!

Travel

The address is:

The SSE Arena, Wembley
Engineers Way,
Wembley,
London HA9 0AA

Directions and maps can be found at www.ssearena.co.uk/getting-here

Driving

The SSE Arena, Wembley is located just off the A406 North Circular Road.

Coach and minibus parking should be PRE BOOKED. You can do this via the website www.wembleyofficialparking.com.

Public Transport

Transport for London advise **some tube line partial closures** on 11th March, notably affecting the District, Circle, Metropolitan and Hammersmith and City lines in sections that may well mean you need to plan alternative tube routes if you are coming to London mainline stations. Do check carefully at www.tfl.gov.uk

The 79, 83, 92, 182 & 224 Bus lines all regularly run to The SSE Arena, Wembley area. Up to the minute information is available from the Transport for London website at www.tfl.gov.uk or by calling 0843 222 1234 to speak to a Transport for London Advisor.

If you are travelling by train, please book your tickets in advance and check the National Rail website www.nationalrail.co.uk or call 08457 48 49 50 for information about train times and any planned engineering works.

Participant Passes

For all **Flame Groups**, participant passes are issued to the Group Leader to distribute to the group. Please do this **on the day** – they cannot be reprinted if lost.

For all **Flame VIP Guests**, participant passes are exclusive to the recipients.

For all **Stage & Activity Participants**, participant passes are issued to the Activity Leader.

Please check your passes on receipt and contact the Flame Booking Co-ordinator, Fr Dominic Howarth on 07939 296292 immediately if there are any difficulties. Likewise Fr Dominic can be contacted at any time up to **midday on Thursday 10th March** to request more passes – these will be in a different part of the Arena from your original booking.

Arrival

- The SSE Arena, Wembley doors will open at 10.00am which will allow access to the Concourse. **Please note that this is really just for warmth and toilet facilities; it is best to time your arrival for about 10.45 – 11.20am.**
- The Hall doors will open at **11.00am**.
- **The Flame programme will begin promptly at 12.00 noon.**

The Flame App

The App works on iPhone and Android devices, is free, and is available now in the relevant App store for your phone – just search ‘CYMFed Flame.’ **Please let your group know about the App, please make sure they have loaded it, and – if you are travelling from any distance – a power pack to charge the phone during the day will be helpful.** For any young person who does not have a smartphone, there will be a service booklet (available at the CYMFed information point on the main concourse), and much information will be on the screens, but the App allows access to far more than we can print, as well as supporting the day’s content with further links and extra information continuing well after Flame.

Access

All young people attending (below 18 years old) must be accompanied by a responsible adult – their Group Leader.

Wheelchair Access

Anyone with mobility needs should have been advised to Flame before 15th February. If you have someone in the group with mobility needs and have not advised us, please contact Fr Dominic as a matter of urgency (07939 296292). For information regarding wheelchair access, please refer to the Arena website **www.ssearena.co.uk/getting-here**. The SSE Arena, Wembley will also provide information about disabled parking.

Special Needs

As noted above, in addition to the Flame App there will be a limited number of paper copies of the service booklet, including a **large print** version. Please email flame@cymfed.org.uk no later than 1st March if you would like a large print version.

There is a section of the Arena with clear sight to a **sign language communicator**; if someone in your group would benefit from this, this should already have been advised; if you have not yet told us, please email flame@cymfed.org.uk as soon as possible.

If your group includes young people with any additional special needs please contact Fr Dominic Howarth with any questions, after you have consulted the venue website for general access information.

Group Leader Responsibility

General Responsibility

It is assumed that the Group Leader will accept all responsibility for the people within the group, with a medical and consent form for each group member. If someone is separated from the group, there will be a Meeting Point on the Concourse to reconvene. The Meeting Point Supervisor will contact the Group Leader using the mobile number given on your booking form; **please email flame@cymfed.org.uk if your contact details need updating from the time of your original booking.**

Arena Evacuation

In the highly unlikely event of the Arena being evacuated, clear messages will be given by the staff of The SSE Arena, Wembley. They will advise if it is a temporary or permanent evacuation, as far as they are able to do so. Inevitably larger groups will leave the Arena by a variety of exits and will be separated from each other. We advise Group Leaders to have a “back up” meeting point some distance from the Arena – the most natural place will be where your transport drops you off (coach park or tube station).

Safeguarding

We expect that all groups will conform to CSAS guidelines in relation to safe working with children and young adults. CYMFed conforms to these guidelines. If you are in any doubt about safeguarding policies for bringing young people to an event such as Flame we strongly advise you to speak to your school, parish or Diocesan Safeguarding Officer at the earliest opportunity. On the day, there is a named Safeguarding lead for Flame, and they will be at the CYMFed Information point in the main concourse should you have any need to consult them, or any need for safeguarding support.

Risk Management

There are comprehensive Risk Assessments in place for all aspects of Flame. We strongly advise all groups to prepare their own Risk Assessments to cover travel to and from The SSE Arena, Wembley and group management within the Arena. We anticipate that this will be readily possible for school groups, who will have procedures in place; if parish or association groups are in any doubt about suitable policies then their Diocesan Youth Service should be able to offer advice and support.

We hope that Group Leaders can have a relaxed and enjoyable day at Flame, with content that will engage and inspire your group. Thank you for all you are doing to bring young people to Flame, and please do not hesitate to get in touch if any of this guidance leaves you with any questions.

Banners

Groups are welcome to bring fabric banners but are asked to ensure that these are folded by 12.00 noon. The banners must be non-rigid and without poles: there is nowhere to store poles in the concourse and poles cannot be brought into the Arena.

Information on the Day

The CYMFed Hospitality team and The SSE Arena, Wembley, Stewarding team will be on hand to assist with all matters relating to welfare including:

- First Aid
- Lost Property
- Lost People
- Enquiries

Dress Code

Due to the nature of this daylong event, we advise comfortable dress for everyone attending. In considering what to wear, do be mindful that elements of the programme include times of prayer.

Food and Drink

There will be a variety of Catering Units, providing food and drink to accommodate a range of tastes. These retail at a price commensurate with any large Arena hosting sports and events.

It is fine to bring packed lunches to The SSE Arena, Wembley, but no glass bottles or cans will be allowed.

Leaving the SSE Arena Premises

During the Lunch Break it will be possible to leave the Arena but Flame participant passes must be retained at all times by anyone leaving, and there will be a bag search on return. If you do not have a pass you will not be able to return to The SSE Arena, Wembley. Group Leaders are expected to know if any of their group are outside the Arena at any time.

Lunch Break Activities

There will be various interactive and exciting activities and exhibitions happening at various points within The SSE Arena, Wembley, and around the Concourse areas during the Lunch Break. These are offered by a wide variety of Movements and Organisations, and the activities will move around during lunchtime, so hopefully your group will catch a lot of them; encourage them to look out for them. The MCs will also give more information about this just before lunchtime, and there will be further information in the programme – lunch is a break, and it is also very much part of the Flame experience!

Caution and Care

- **Each individual is responsible for their own possessions**, which they are expected to keep with them at all times.
- **Please all keep an eye out for any unattended packages.** In case of concern please contact one of The SSE Arena, Wembley Stewards.
- **Please dispose of all litter with care.**
- **In the event of an emergency follow the direction of the Stewards.** The public announcement system will be used to communicate messages as necessary.
- **All are warned that special effects, smoke and strobe/flashing lighting will be used** during the event.
- **Sound pressure levels may exceed 96 dB**

Liturgies

- There will be an Opening Liturgy full of dance, movement and time for reflective prayer at the beginning of the day and Closing Liturgy with Adoration and simple Benediction towards the end of the day. Please join in with these. Further information will be available on Screen and on the App.
- **Mobile phones** and other similar devices must be **switched off** during the Liturgical elements of the program.
- Photography, tweeting and texting are not permitted during the Liturgies.
- All are invited to participate fully in the Liturgies but given space restrictions and the steepness of some of the seating banks it will not be practical for everyone to kneel, and for that reason we are asking everyone to sit for Adoration in order to achieve the greatest possible stillness in the Arena.

Social Media – Twitter, Instagram and Facebook

We really hope that young people and leaders will use Social Media actively throughout the day; from the very beginning share a group selfie as you are getting onto your coach or train, or from the motorway, or underneath the arch on Olympic Way. Use **#Flame2017** and begin a dialogue with others who are travelling!

At any point when you are inspired during the day, share it – use **#Flame2017**. Just not during the Liturgy, please!

Audience Participation

There will be some activities that involve audience participation. Please participate within your personal limitations.

Quick checklist for group leaders – 5 key things before you travel!

- 1. Participant passes have been counted and checked ✓**
- 2. Young people have been told about the Flame App ✓**
- 3. Transport routes checked – especially train routes on TFL ✓**
- 4. Risk Assessments written for your group ✓**
- 5. Any special needs within the group have been shared with the Flame admin team (flame@cymfed.org.uk) ✓**

Once again, to all our group leaders – THANK YOU!

**Without your dedication and hard work,
there would be no Flame Congress.**

**We hope you have a wonderful day yourselves,
and that you are uplifted and enriched by Flame.**

**Please do not hesitate to get in touch
if anything is troubling you, on or before 11th March.**



Core Legal Information

Your attendance at the Flame event implies agreement to The SSE Arena, Wembley Terms and Conditions which are available on The SSE Arena, Wembley Website.

Access to the event implies that you consent to you being recorded, published or broadcast in any media and for those recordings to be used in relation to the event, and for the purpose of crime prevention and public safety without any right to payment in perpetuity.

Use of professional photographic or recording equipment is prohibited. Please **do not bring** professional equipment to The SSE Arena, Wembley. (Personal cameras are allowed except during the Liturgy).

The safety and enjoyment of all is of great importance to us, and we aim to ensure that everyone is free to enjoy the event without interruptions.

In order to operate safely the organisers need to reserve the rights:

- To refuse admission.
- To eject people from the venue.
- To prohibit smoking and the consumption of alcohol.
- To remove unattended belongings from the venue.

And require:

- All those attending to comply with searches as deemed necessary.
- All those attending to comply with directions and instructions given on site by those responsible for safety.

The Flame Participant Pass is exclusively issued. Any transfer or sale will invalidate the Pass & entry will be refused. The Event Organisers reserve the right to require proof of a valid Pass for entry.

Misuse or careless handling of the Flame Participant Pass may compromise the security of all those attending the celebration. Any reproduction of the Flame Participant Pass may constitute a criminal offence.

All personal data is recorded in line with the provisions of the Data Protection Act.

In the event of cancellation or change, the event organisers cannot be responsible for any loss or liability for compensation. The organisers accept no liability for any loss or damage to property resulting from the event.

The programme is subject to change and we apologise in advance for any alterations but no refund or expense will be payable.

Lost property will be retained by The SSE Arena, Wembley. To trace lost property please contact customerservices@ssearena.co.uk and the venue team will do all that they can to help you.



THE  SSE ARENA
WEMBLEY

Contact Information (before and after 11th March).

Any queries about bookings or administration should be emailed to **flame@cymfed.org.uk**. Any emergency or urgent enquiries should be directed to **Fr Dominic Howarth**, Chair of the Flame Core Team, 07939 296292

Evaluation of the day will be via the App; we will seek feedback from group leaders and young people. Evaluation questions will also be sent by email for those cannot access the App. Your feedback about the day is vital for future Flame Congresses. Thank you.

Any queries about SSE Arena operations should be directed to **Mr Gerry Kehoe**, Flame Operations Director, **gerry.kehoe@cbcew.org.uk**

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It is a wholly owned subsidiary of the Catholic Youth Ministry Federation, CYMFed (Company Number 7970334, Registered Charity number 1158109).

The registered address for CYM Events Ltd is 39 Eccleston Square, London, SW1V 1BX.

CYMFed is separate from, but recognised and supported by, the Catholic Bishops' Conference of England & Wales.



A spare page for your notes, on or before the day ...