# EUROVISION 2023: EXPLORING LIVERPOOL'S MULTI-AGENCY APPROACH TO A LARGE-SCALE EVENT

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## INTRODUCTION

In May 2023, Liverpool hosted the Eurovision Song Contest on behalf of Ukraine, involving 37 competing nations.

With over 12,000 accredited staff involved in the planning and delivery of Eurovision, it is the largest and most complex multi-agency (MA) event that Liverpool has ever hosted.



*Figure 1.* Liverpool Eurovision 2023 events (images from visitliverpool.com; ogae.uk)

### AIM

In the preparation and delivery of a large-scale live event:
- To identify the key themes associated with a MA approach (i.e. relationship building, consistency, longevity, trust).
- To investigate the ways in which MA information sharing takes place (informing a UKRI Future Leaders Fellowship on international law enforcement information exchange).

## METHOD

Four methods of data collection are adopted:

i. Field observations: MA meetings, MA tabletop exercise, and live events (opening ceremony, semi-finals, final).



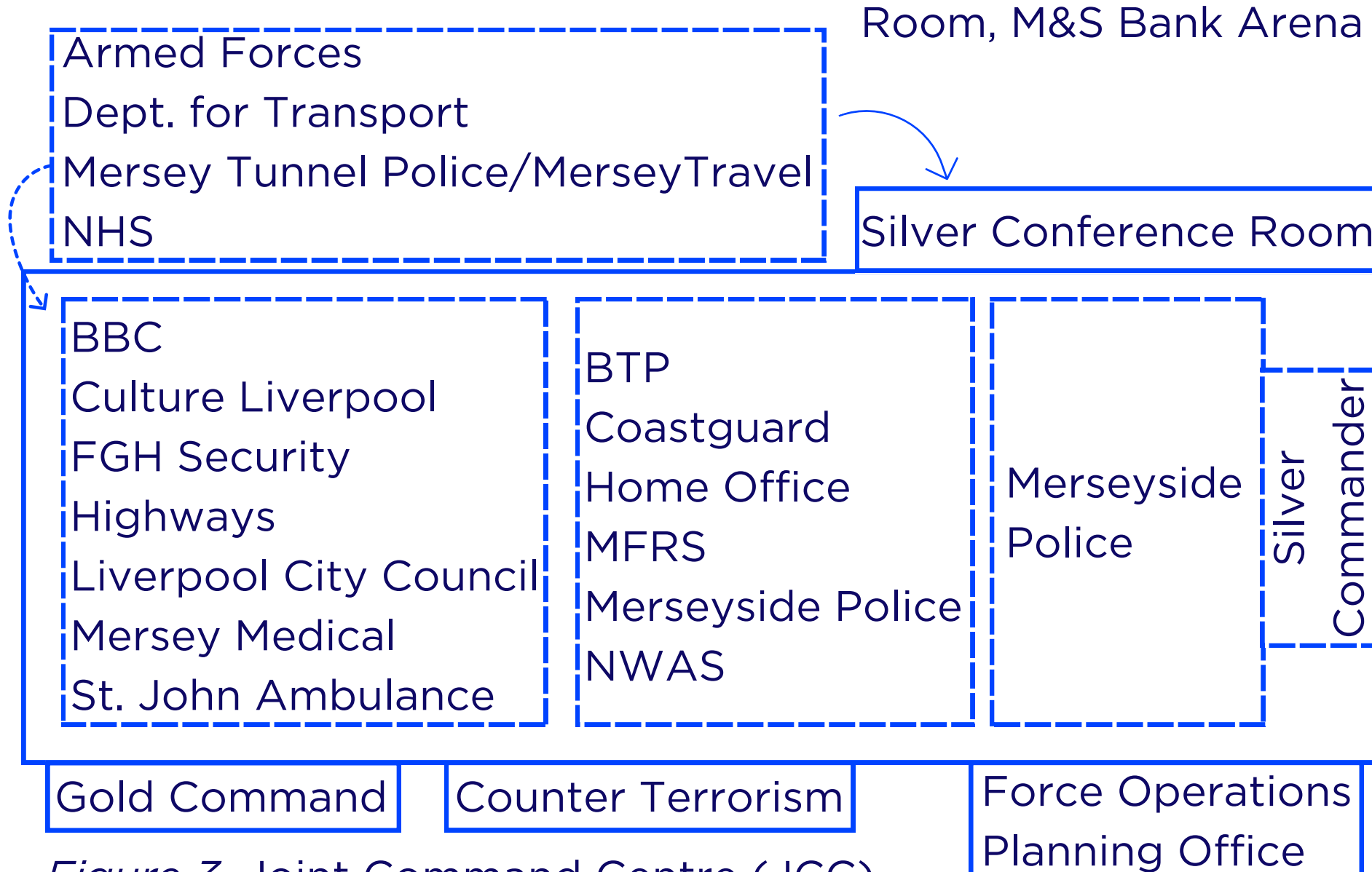*Figure 2.* Incident Management Room, M&S Bank Arena



*Figure 3.* Joint Command Centre (JCC)

ii. Online survey
iii. Policy documents  } *Ongoing*
iv. Interviews

Quantitative (descriptive) and qualitative (content, thematic) analyses will be conducted.

### ONLINE SURVEY: SAMPLE

23 participants completed the survey.

*Table 1.* Overview of survey sample (to 15/06/23)

| | |
|---|---|
| **Agency** | BBC, British Transport Police, Camp & Furnace, Culture Liverpool, Dept of Digital Culture Media & Sport, Home Office, Liverpool City Council, Maritime & Coastguard Agency, Mersey Tunnel Police, Merseyside Police, MI5, National Counter Terrorism, NHS, NW Regional Organised Crime Unit |
| **Role** | Area Commander, Chief Inspector, Detective Sergeant, Director, Event Manager, Head of City Assets, Head of City Events, Head of Corporate Security, Head of Events, Head of Finance & Governance, Head of ICT, Head of Protective Security Operations, Major Events Lead, National Vehicle Threat Mitigation Unit Sergeant, Physical Protective Security Advisor, Police Search Coordinator, Security Consultant, Sustainability Manager |
| **Time in role** | 6-12 months; 1-2 years; 2-3 years; 4-5 years; 5+ years |

## INITIAL FINDINGS

### FIELD OBSERVATIONS

In the many examples of MA working and information sharing observed, trust, communication and relationships were critical - and were facilitated by a dedicated time and space (i.e. MA meetings) and co-location (i.e. the JCC).

### ONLINE SURVEY

Participants identified the key agencies they worked with:
1. Merseyside Police (74%)
2. BBC (61%)
3. Culture Liverpool (44%)
4. ACC Liverpool (39%)
5. Liverpool City Council (30%)

- 61% worked 'very well' with partners.
- 100% attended MA meetings.
- MA meetings were 'very useful' for:
  - sharing information (74%).
  - developing & strengthening relationships (70%).
- 86% said relationships improved.

- 100% shared information with partners
  - 83% did not have security concerns.
  - 57% shared information urgently.

- 96% thought the MA approach to Eurovision was a **success**.

## CONCLUSION

Once data collection and analysis is complete, key learning will be shared, focusing on what works well and what could be improved when multiple agencies work together to plan and deliver a large-scale live event.