



NORWICH
City Council

Hire of open spaces

Guidance and information

Norwich City Council – Culture and events team
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Introduction

We welcome applications from the public and organisations who wish to organise public activities in our parks and open spaces. This pack provides information on how to make an application and guidance for organising your event. Please visit the council website www.norwich.gov.uk to see some of the open spaces that are available and look under 'parks and open spaces'.

When planning and organising an event we strongly recommend that you refer to The event safety guide (ISBN 9780717624539) produced by the Health and Safety Executive (HSE) t: 01787 881165. This will give you advice and guidance on best practice when organising your event.

For voluntary and community events there is a **"can do" guide** which will give you useful information on planning your event.

For any event the council can offer you some basic advice and we would recommend that you discuss your activity with us before you make your application.

Give yourself as much time as possible to organise the event. Some specialist advice may be required and special permission could take time. Do not forget the summer can be a busy time with hundreds of events taking place within your area.

For large and high risk events it is important that we meet with you to discuss your plans a minimum of six months in advance. For some events you will be required to present your plans to the Safety Advisory Group (SAG) and we will need detailed risk management information for this. Please email events@norwich.gov.uk or phone 01603 212138 to arrange a meeting.

Most open spaces are in residential areas and are protected environments with grassed areas, trees, play areas, sports pitches and flower beds. They are extensively used by the public and therefore all organised activity must be appropriate and respectful to the public and the environment.

Council charges

These prices are for guidance only and hire fees will depend on a variety of factors including size of location, complexity of event, commercial value and the amount of time it will take the council to process, monitor and review your application. The decision will be taken at the discretion of the culture and events manager.

Hire fees per day per site	commercial	not for profit
for attendance over		
8,000 people	from £4,000	from £2,000
4,000 to 8,000	from £2,000	from £1,000
2,000 to 4,000	from £1,000	from £500
1,000 to 2,000	from £750	from £250
500 to 1,000	from £500	from £125
Up to 499	from £250	from £30
Hire fees per 2hr session		
Fitness class	from £12	POA
Photography	from £12	POA

Other charges	Weekday	Saturday	Sunday/BH
Culture and event team per hour	£25	£30	£40
Parks duty person per hour	£28	£38	£50
Toilet cleaning per occasion	POA	£32	£40
Empty litter bins	£28	£40	£50
Health & Safety checks	£50	£100	£100

Making your application

- Contact events@norwich.gov.uk to discuss your activity.
- Complete an **application form**.
- We will aim to assess your application within five working days (this may take longer at peak event times).
- We may ring you to discuss your application further once we have received it.
- At this stage we should be able to advise you of any hire fees.
- We will let you know if your activity needs to be assessed by the Safety Advisory Group (SAG) and if this is the case we may need more detailed risk management information from you. You will be required to present your plans to the SAG members.
- When we are satisfied that we have received all the required information and have agreed to hire the open space to you, we will send you contracts.
- At this stage we will take payment.
- We may monitor your event.

Planning your event

Stage one: pre-planning

Where? Make sure the open space you have chosen is adequate and suitable for your event. Consider the impact on the community, how easy it will be for people to get to the venue and any transport requirements. Consider hazards on the site such as rivers, ponds, rough ground etc. Consider whether or not emergency routes and access will be adequate.

When? Consider the time of day, day of the week, time of year and likely weather conditions and what else may be going on in the area.

Who? Who are you putting the event on for? Young children, teenagers, elderly or disabled people, local people or visitors? The maximum number of people the event can safely hold must be established.

What? Decide on the type of activities to be held, space required for them and any risk considerations that you will need to address.

Special permission and licences: You may need a temporary event notice (TEN) or premises license if you have any of the following activities in your event:

- The sale of alcohol.
- A film.
- A performance of live music, a play or dance.
- Playing of recorded music.
- Late night refreshment (after 11pm).

A TEN is designed for events up to 499 people including all staff and performers and must be applied for at least ten working days beforehand, for a maximum period of 7 days.

A premises licence is for events with over 499 people and needs to be made a minimum of 58 working days before your event.

For application forms and further information please contact Norwich City Council's licensing department 01603 212760/212761.

Insurance: All organisers of events will require public liability insurance with a minimum indemnity limit of £5,000,000 per claim. All contractors and performers will also need their own public liability cover.

Event plan: Once you have decided what you are going to do and how you are going to do it record all your information in the event plan. This will be the document that you will keep all your information in for future reference and will need to keep it constantly updated as things change.

Stage two: risk assessment

A full risk assessment must be carried out for all events. This will be a legal requirement in many circumstances. The following guidance should aid you in carrying out your risk assessments. A form to record your findings has been provided at the end of this section.

More information regarding risk assessments can be obtained from HSE publications. HSE Books t: 01787 881165 www.hsebooks.co.uk or HSE info line 08701 545500.

Identifying the hazards

All hazards should be identified including those relating to the individual activities and any equipment. A hazard is something with the potential to cause harm. The following hazards should be taken into account:

- Type and profile of event.
- Potential major incidents.
- How the public get there.
- Profile of attendees such as children, elderly and disabled people.
- Crowd control, capacity, access, egress and stewarding.
- Provision for emergency and medical services.
- Fire, security and cash collection.
- Health and safety issues – high risk activity.
- Exhibitors and demonstrations, amusements and attractions.
- Structures and electricity.

This list is by no means exhaustive and care should be taken to identify any other hazards associated with the activities at the event.

Identifying those at risk

For each hazard identified, list all those who may be affected. Do not list individuals by name, just list groups of people. The following should be taken into account: event personnel, contractors, entertainers and the public.

Assess

The risk must be evaluated. Use the risk assessment matrix (at the end of this document) to score the risk classify risks into very high/high, medium and low. You should list any existing controls in place and assess whether or not further controls are required to ensure that the risk is at an acceptable level.

Examples of risks falling into these categories are as follows:

Very high/high – an inflatable structure

Consider:

- Is the structure sourced and managed by a professional company?
- Have they provided method statements and risk assessments?
- Who will be managing the structure on site?
- Who will be responsible for taking decisions to close the attraction if it is not safe?
- What checks will be in place to ensure the structure is safe?

Medium – a display of animals in a roped off arena

Consider:

- What type of animals and are they used to large crowds and noise?
- Who is managing the area and are they experienced?
- Who is responsible for the animals?
- Is there a potential for the animals to cause harm by physical contact with people?
- How long the animals will be there – what happens in different weather conditions?

Low – a mime artist performing amongst the crowd

Consider:

- Is the artist experienced with crowds?
- Has the artist completed a risk assessment for their performance?
- If the artist is working with children are they DBS checked?

Reducing the risk

Consider what measures you need to put in place to reduce any risk to an acceptable level.

Record the risk findings

Use the attached risk assessment form (at the end of this section) to record all significant hazards, the nature and extent of the risks, and the action required to control them. Keep this for future reference or use. You could also refer to other documents you may have, such as manuals, codes of practice etc.

Review and revise

If the nature of the risk changes during the planning of the event, the risk assessments need to be reviewed.

Information

Where the risk assessment has identified significant risks, you must provide information to all those affected, regarding the nature of the risk and the control measures to be implemented.

Risk assessment form

Click here to download the risk assessment form.

Stage three: organising the event

Budget: Ensure you have the resources in place to put on the event. You may need to apply for funding and you will need to do this in advance to allow you enough time to organise your event.

Contingency plans: Consider the implications on the event of extreme weather conditions. Could the event be moved to an alternative inside venue? There could also be other scenarios which should be planned for, such as dealing with a disappointed crowd if the main attraction has not turned up.

Establish a committee: Identify specific responsibilities such as who will be managing the budgets, marketing, safety, services, entertainment and stalls, staff and security

Event Management Plan: The council can provide you with a template for this. This document will give detail on what your event is, who is involved, how you are going to manage it and how you are going to put in measures to ensure it is safe. This document needs to be updated when changes are made. This is the document that you may be required to share with other agencies.

Liaison: Ensure you have one or two key personnel who liaise with the council.

Risk assessments: Keep your risk assessments updated as things can change.

Site plan: Draw out a site plan identifying the position of all the intended attractions and facilities. Plan out and designate the entrance and exit points, circulation routes, vehicle access and emergency evacuation paths, security and steward positions and where the services are.

Timeline: Establish a timeline for managing all aspects of your event. This will help you with your planning and identify when you need to do things by.

Stage four: provisions and services

You will need to calculate what provision and services will be required for the event. This should include all of your contractors, entertainment and welfare for your intended audience. Listed below are a few examples:

Bouncy Castle: If a bouncy castle is used at your event you must follow the HSE guidelines: <http://www.pipa.org.uk>. You will also be required to take out specific public liability insurance for bouncy castles.

Cars on site: In public parks no cars are permitted on site without special permission from the council. A fine of £50 for each unauthorised car on site will be charged.

Catering: The provision for catering will be granted at the council's discretion. All catering units must be registered with the local authority where the unit is kept and must have a minimum of a three star rating. Details of all catering units must be submitted to the council at least 14 days prior to the activity. The council reserves the right to inspect catering units for compliance with H&S and will charge the organisers for this service.

Clearing up: Arrangements may be required for waste disposal and rubbish clearance both during and after the event.

Communication: You will need to communicate to event personnel and you may need a radio communications system. Adequate PA systems should be in place to communicate to the public as well as an information point for public enquiries.

Contractors: You should ensure that your contractors are competent to undertake the tasks required of them. Ask contractors for a copy of their insurance, safety policy and risk assessments, and satisfy yourself that they will perform the task safely. Provide contractors with a copy of the event site rules and details of their responsibilities while on the site.

Crowd control: The type of event and the numbers attending will determine the measures needed. Consideration will need to be given to the design of the event, site layout, stewards, security and communication with the public.

Disabled provision: Specific arrangements should be made to ensure disabled visitors have adequate facilities, parking and specific viewing areas and can safely enjoy the event.

Electricity and gas: Where electricity and gas is used, you must provide us with information to prove that the use of these complies with current legislation. Any equipment must come with a valid inspection and test records. The Electricity at Work Regulations (1989) will apply. Gas systems should conform to the LP gas association's code of practice 24. Use of LPG cylinders Part 3:2000. Use of LPG in mobile catering vehicles and similar commercial units.

Funfairs: Funfairs may only operate at events with the council's permission. All fairground equipment must comply with the Fairground and amusement parks – A code of practice published by the HSE number HS(G)175. The council will require details of all equipment and units one month prior to the event and electrical and structural sign off certification once the funfair has been built.

Medical cover: You will need to arrange for adequate medical cover. For audiences of less than 5,000 St John's Ambulance or the Red Cross can provide first aid. For audiences of over 5,000, The East of England Ambulance Service NHS Trust must be consulted. Give them a brief and ask for a written assessment of provision from them.

Performers: All professional performers should have their own insurance and provide risk assessments. Where amateur performers are being used and they do not have insurance, discuss your detailed requirements with them and ensure they will comply with your health and safety procedures.

Security: Security may be required for overnight protection of the site, crowd management, parking, traffic management, cash collection and exclusion zones. Personnel carrying out traffic and guarding duties must have the relevant security industry qualifications.

Sound amplification: Most of our open spaces are set in residential areas and you will need to be sensitive to this. If you wish to amplify sound at your event you will need permission from the council. Not all areas are suitable for musical events and the culture and events team will be able to advise you accordingly.

Stewards: Stewards must be easily identified, fully briefed and trained on all aspects of the event including crowd control and emergency arrangements. Written instructions and site plans should be provided to them. They need to effectively communicate with each other, their supervisor and the event manager.

Temporary structures: Some events will require temporary structures such as staging, marquees, stalls etc. A competent person shall be engaged by the hirer to certify all structures in accordance with the Institute of Structural Engineers guidance note: Temporary demountable structures guidance and procurement design and use: March 1999. All marquees must be fire retardant to current British Standards.

Toilets: You will need to provide adequate facilities for toilet provision for the numbers attending. Toilets must be well lit at night and readily accessible. They must be kept in a clean and hygienic condition throughout the event and hand washing facilities must be provided.

Traffic: Consider where people can park. Contractors and/or performers vehicles and other traffic should be carefully managed to ensure segregation from pedestrians. Only permit vehicular access at specific times and not during the event itself. Ensure there is adequate emergency vehicle access. Adequate signs and directions should be provided in prominent positions on the approaches to the entrances.

Stage five: final preparations

Just prior to the event carry out a detailed safety check which should include the following:

Barriers: Check that all barriers and other protection against hazards are securely in place and there is no risk of falling from staging or other facilities.

Briefing: Check that all stewards and staff have been fully briefed and understand their responsibilities.

Communication: Ensure you have all the contact details of key personnel so you can easily communicate with them during and after the event. This should include site and safety managers, organisers, services and entertainers, the police, council, and press.

Inspections: A walk through inspection of the site should be carried out immediately prior to, during and after the event to identify any potential hazards and to check communications are working. All defects should be noted and remedial action taken.

Lighting: Check all lighting is working, including any emergency lighting.

Public information: Make sure the public address system is working.

Routes: Ensure clear access and exit routes and adequate circulation within the site. Pay particular attention to emergency routes.

Sign off certification: Ensure that you have the Health and Safety sign off certification for structures, electrics and the site before the site opens.

Signage: Ensure adequate signage is displayed where necessary. This should include Entry points and emergency exits, first aid, information, welfare, and entertainment schedules.

Siting: Make sure that all facilities and attractions are correctly positioned as per your site plan.

Stewards and security: Make sure that all event personnel have arrived and are in their correct location. Ensure they are wearing the correct clothing and easily identified.

Structures: Ensure all staging, seating, marquees and lighting structures have been erected safely and that certification has been obtained from the relevant contractors and that you have a record of this.

Vehicles: Check that all contractors, performers and exhibitors vehicles have been removed from the site or parked in the designated area before the public are permitted to enter.

Stage six: after the event

Site condition: Inspect the site to identify any damage which may have been caused during the event. If any structures are left overnight, it must be ensured they are left in a safe condition and are safe from vandalism etc. Specific security arrangements may be required.

Accidents: If an accident occurs, the names and addresses of witnesses should be obtained, photographs taken and a report made by the organisers. An accident form should be completed and a copy sent to the council. In addition to the statutory requirement to notify certain accidents under the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (1995); you will also need to advise your own insurance company.

Claims: Should any person declare an intention to make a claim following an alleged incident associated with the event, you should contact your insurers immediately. They may also require a copy of the completed accident form.

Debrief and report: After the event you should meet with/ask for comments from all the agencies involved in the event for an event debrief. You should write an evaluation report which will help you refine your future events. This should be submitted to the council.

Risk assessment

Scoring your risk assessment

Likelihood	Impact	Description
1= Very rare	1= Negligible	No risk of injury or very minor injury
2= Unlikely	2= Low	Potential for slight injury requiring first aid treatment
3= Possible	3= Medium	Potential for moderate injury – medical treatment required
4= Likely	4= High	Potential for serious injury/major illness
5= Very likely	5= Very high	Potential fatality/large scale major illness

Very high	5	10	15	20	25
High	4	8	12	16	20
Medium	3	6	9	12	15
Low	2	4	6	8	10
Negligible	1	2	3	4	5
IMPACT / LIKELIHOOD	Very rare	Unlikely	Possible	Likely	Very likely

Very high	Immediate action. Seek to avoid hazard if possible or eliminate at source. Otherwise introduce control measures to reduce risk to lowest reasonable acceptable level.
High	
Medium	Acceptable, although check if risks can be further reduced by simple additional control measures.
Low	No action required.

Risk assessment form

[Click here](#) to download the risk assessment form.

Useful contacts

Norwich City Council

Customer contact
Culture and events
Street works
City Hall
St Peters Street
Norwich NR2 1NH

0344 980 3333
01603 212138 events@norwich.gov.uk
0344 980 3333 streetworks@norwich.gov.uk

East of England Ambulance Service NHS Trust

EEAST
Norwich office
Hospital Lane
Hellesdon
Norwich NR6 5NA

01603 424255

St John's Ambulance

Carbrooke House
9 Meridian Way
Meridian Business Park
Norwich NR7 0TA

01603 431639

British Red Cross

Coronation Close
Norwich NR6 5HD

0844 871 8000

Norfolk Fire Service

Whitegates
Hethersett NR9 3DN

01603 810351

Police events planning

Jubilee House
Falconers Chase
Wymondham NR18 0WW

01953 423858



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