

Hertsmere Borough Council

Environmental Health and Licensing Unit

A guide to safe and successful events for 500 visitors and over

Advice from Hertsmere Borough Council and the
Emergency Services



Important:

This guide has been produced to provide general advice and a list of contacts for more detailed help. Hertsmere Borough Council will not accept any liability for any loss or damage resulting from reliance of the information provided in this guide.



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Introduction

Holding an event is a very rewarding exercise provided everything runs according to plan. However when things go wrong/awry the consequences to the event organiser can be very serious.

This guide has been produced in partnership with the emergency services and various organisations that you may need to consult with when organising and holding an event.

The Safety Advisory Group (SAG) in Hertsmere has been established to enable you to seek help and guidance through one central body. The SAG will not take responsibility for your event – this will always remain with the event organiser who has a duty of care, but this guide will help you to understand the law in relation to licensing, entertainment regulations, and holding events on the highway. Many event organisers will also require advice and support from the police, fire service and the ambulance service. This guide seeks to highlight that advice and support.

A major event will normally require a multi-agency approach in which the event organiser, security (if appropriate), police, ambulance service, fire service, local authorities and local emergency planning officers may play a part. It is therefore important that everyone knows what their role is and that responsibilities are agreed and understood at the event planning stage.

In any case, irrespective of the size and type of event, it is good practice to undertake a risk assessment of the construction, management and dismantling of the venue and (if appropriate) the effect that any part of it, or activity undertaken on it, may have on employees, contractors, participants and the general public.

If you obtain the services of a professional company to erect a marquee or create a fireworks display, for example, they will generally undertake their own risk assessment for the activity and either provide you with a copy or a certificate of compliance with the related safety regulations.

After completing the risk assessment phase, it may be necessary to develop an emergency plan for your event.

This document outlines the emergency response to a major incident occurring at the event and you will be advised by the Safety Advisory Group whether such a plan is required.

Event safety

You may need to write contingency plans for dealing with incidents such as bomb threats, fire and evacuation. They follow as a result of a **risk assessment** (a documented exercise necessary to identify any potential hazards and listing measures for their reduction or removal). Such matters need to be considered in conjunction with the emergency services at an early stage of your planning process.

Following the guidance is not compulsory and you are free to take other action. However, if you do follow the guide you will normally be doing enough to comply with the law.

Event organisers will be held responsible for matters arising from gaps in their planning process and subject to enforcement by the local authority, police, fire and rescue service and the Health and Safety Executive. They may also be the subject of private litigation.

This guide assists you to be a responsible event organiser

The Safety Advisory Group has been established to help you to avoid putting the public and yourselves at risk. We are pleased to provide advice through the information contained in this guide, and for larger events by supporting your event planning meetings.

From 1 July 2007 a smoking ban applies in England. It is illegal to smoke in a work or public premises which is either enclosed or 'substantial' enclosed. This ban also applies to temporary structures such as marquees, beer tents etc.

Further information is available from Smoke Free England, www.smokefreeengland.co.uk or the council's Environmental Health and Licensing Department, telephone 020 8207 2277.

The Safety Advisory Group is co-ordinated by the Chief Environmental Health Officer in Housing and Environmental Health, Civic Offices, Elstree Way, Borehamwood, Herts, WD6 1WA.

Getting help

If you propose to hold an event please complete the notification form on page xx and forward it to:

Chief Environmental Health Officer
Safety Advisory Group (SAG)
Hertsmere Borough Council
Elstree Way
Borehamwood
Herts WD6 1WA

The Safety Advisory Group partners will seek to provide you with guidance to help you produce a safe event.

Points of advice include:

HERTSMERE BOROUGH COUNCIL - ENVIRONMENTAL HEALTH AND LICENSING UNIT

- Your duty under legislation including carrying out risk assessments and emergency planning
- Food hygiene
- Environmental issues e.g. noise pollution
- Health and Safety at Work
- Regulated entertainment licenses where the entertainment includes e.g. music, dancing, karaoke, boxing. (page 22 licensing)
- Public liability insurance (Minimum indemnity £5 million)
- Contractors insurance
- Identifying sections of other public bodies for consultation
- Alcohol licensing

EAST OF ENGLAND AMBULANCE SERVICE AND PARAMEDIC SERVICE

- Provision of an emergency ambulance service for the area administered by Hertsmere Borough Council
- Guidance on notification requirements of the Health Authority for extra services that may be needed to deal with matters arising from your event
- Site access and parking requirements to ensure that large and heavy vehicles can safely service the event
- Numbers and type of first aid provisions that you should supply
- Emergency plans for major incidents either on site or nearby and associated with the event
- Contact point for NHS in general and voluntary aid societies e.g. St Johns' Ambulance or British Red Cross

HERTFORDSHIRE FIRE AND RESCUE SERVICE

- Means of escape
- Safety from fire
- Using fireworks
- Emergency lighting
- Fire alarms and extinguishers
- Site access (fire appliances need at least 3.1 metre wide access)
- Liaison with the fire crew
- Water supplies (fire appliances carry only a limited amount of water which may need topping up from a readily identifiable and accessible hydrant)
- Emergency plans for major incidents either on site or nearby and associated with the event

THE PASSENGER TRANSPORT UNIT

- Road closures and/or diversion routes
- Activities on public highways and/or footpaths
- Details of planned road works or other disruption

Note: Obtaining authority for activities in relation to highway use can generally take at least six weeks. Please allow sufficient time for your application to be processed.

HERTFORDSHIRE COUNTY COUNCIL

- Liaison with the Passenger Transport Unit regarding effect on public transport in the area where the event is to be held
- Emergency plans for major incidents either on site or off-site but associated with the event
- Co-ordination of off-site emergency plans in liaison with emergency services, local authorities and other appropriate agencies
- Trade descriptions, counterfeiting, food quality and product safety

HERTFORDSHIRE CONSTABULARY

- The police role in relation to events
- Agreement for provision of any services
- Legislation and arrangements in relation to traffic movement on the highway, public order and crime
- Emergency planning

Insurance

Public liability insurance

The organisers could be held legally liable for the costs or damages for any injuries, etc, which may occur during the event.

It is highly recommended that you insure this risk via a public liability insurance policy, and that this insurance be arranged with a minimum limit of indemnity of £5 million. In many instances a greater level of cover may be needed. If you do not have this cover any claim could be made against all the organisers and their private finances.

Council establishments can contact the Council's Insurance Section to check that they are adequately insured. Parents Teachers Associations and other voluntary groups will require their own separate insurance cover.

Where organisers are using specialist contractors, such as marquee erectors or fairground ride operators, they should check they have their own public liability insurance and that they comply with any policy terms and conditions. Ask to see a copy of their policy.

In the event of any injury or damage to property, full details of the incident must be written down, and the matter must be reported to your insurers without delay.

Checklist

Consultation

ORGANISATION CONSULTED	TELEPHONE NUMBER	DATE CONSULTED	PERSON CONSULTED

Insurance

	YES	NO
Have insurers been notified about this event?	<input type="checkbox"/>	<input type="checkbox"/>
Have I received confirmation that our insurance is satisfactory from Hertsmere Borough Council (if applicable)?	<input type="checkbox"/>	<input type="checkbox"/>
Has the insurance of contractors and performers been checked?	<input type="checkbox"/>	<input type="checkbox"/>

Get into planning

Here are some of the things that you should consider when planning your event. Some are referred to in more detail later in the document.

1. Date of event
2. Start and finish times
3. Type of event
4. Number of people expected
5. Who will be attending (age groups, family, singles, problematic etc)
6. Artist profile (some types of entertainment bring additional problems)
7. Method of admission
8. Site location and description
9. Provisional booking of the site and conditions of contract
10. Is there a planning team and how will it operate?
11. Site preparation and facilities
12. Is a risk assessment being prepared?
13. Is a noise assessment required, being prepared?
14. Is an event management plan being prepared based upon the risk assessment?
15. Does the event management plan include an evacuation plan?
16. Does the evacuation plan include a grid marked site plan?
17. What advice will you seek regarding highway use or impact?
18. Who do you need to contact regarding your plans?
19. Are there any traffic management issues requiring consideration by the Police or Hertfordshire Highways?
20. Do you need a licence or any other permission relating to the activity or venue?
21. How will you minimise disruption to the local community?
22. Do you need Public Liability Insurance?
23. What parking provisions or transport arrangements will be needed?
24. How will you communicate between your staff and/or to event participants?
25. Will there be any post event reinstatement issues?
26. Do we need a alcohol licence?
27. Provision for lost children/property

Basic example

HAZARDS	WHO MIGHT BE HARMED?	IS THE RISK CONTROLLED?	ANY FURTHER ACTION NEEDED TO CONTROL RISK
(List hazards in this column)	(List people at risk from the hazard in this column)	(List controls in this column)	(List further action needed in this column)
Example Erection of marquee	Tent contractors site crew Public onlookers	Use reputable contractor with experienced and trained personnel. Ensure safety boots and other safety equipment is worn by contractors crew when working on marquee. Security in place	Obtain written reassurance from contractor regarding training and experience of crew and that they have been briefed on activity and site safety

Some common hazards to consider:

- Alcohol consumption and its effects
- Building layout and construction
- Children (many of whom may be unsupervised)
- Drugs
- Emergency access and exits
- Fire
- Fireworks
- Lighting
- Noise
- Older people
- Opportunity for crime
- People with disabilities
- Structures, flags, banners etc.
- The effect of excitement arising from the activities
- Trips/falls due to ground condition, unprotected guy ropes, lack of barriers etc.
- Vehicle movement
- Volunteers
- Weather/temperature/season

- Prepare a sketch plan of the site, preferably to scale, showing the position of all the activities/attractions, circulation routes and exits. This drawing should be updated regularly. If your plans change copies of the final version must be available at the event
- Have enough exits for a mass orderly evacuation of the site
- Have entrances and exits identified for emergency vehicles. These should be agreed with the emergency services, bearing in mind the size and weight of their appliances

CONDITION OF OUTDOOR SITE

- All grassed areas should be kept to a maximum length of 10cm (4 inches) and kept clear of all grass cuttings
- The site will be suitable in all weathers and that any staging/structures will be safe in bad weather conditions
- There are no trip, slip or other similar hazards to the public
- Wet weather will not cause any other additional hazards
- Any traffic signs should comply with the requirements of relevant road safety legislation
- There are no obvious hazards on the site and surrounding areas such as overhead power lines, stored chemicals or machinery, unfenced holes, steep drops between different ground levels, ponds/water and unsafe or other structures (these may need barriers/fencing to keep the public away)
- There will be suitable lighting throughout the site, including emergency lighting, if the event will go on after dark
- Fields should be kept free of cattle, sheep, goats at least 30 days before the event

PREPARING THE SITE

- Make sure that construction work and vehicle movements that may take place during site preparation are supervised and/or protected by suitable barriers
- Ensure that preparation activities have been risk assessed
- Avoid evening/night noise pollution between the hours of 10pm and 8am during set up/take down periods

PUBLIC ENTRY AND EXIT

- Arrange separate vehicle and pedestrian entrances/exits to the site and arrange entrance queues that do not obstruct vehicle access or nearby road junctions
- When there is a limit on the number of people that can be accommodated at the event, make sure the entrance is well stewarded and that an accurate form of head counting is operated to prevent overcrowding on site and at exits
- It is important to ensure that overcrowding is not allowed to occur, particularly with indoor venues where the maximum number of people will be set either by

the area of available floor space or the size and number of exits. A simple calculation is to allow 0.5 m² per person floor area and an evacuation time of 2.5 minutes based upon 40 people passing through one exit within one minute. (Therefore a pair of doors 1050mm wide will allow 200 people to exit in the required time). It must always be the practice to use the lowest occupancy figure to ensure the safety of the people

NB: If an Entertainment Licence is required the number of sanitary facilities provided could limit the maximum numbers allowed.

- Outdoor, provide at least two pedestrian exits from the site. The number and size of the exits should be large enough to permit an orderly evacuation from the site in under 8 minutes. Exits should be not less than 1.2m in clear width (which will allow up to 1000 people to pass through in 8 minutes), spaced well apart around the site, clearly marked, kept free from obstructions and well lit

VEHICLES AND CAR PARKING

- Locate car parking well away from the pedestrian areas. Clearly signpost the parking area and do not allow cars to be parked anywhere else
- Design and steward car parking areas to eliminate hazards to pedestrians such as reversing vehicles
- Except for emergency purposes, vehicle movements in the public areas of the site during the event or as the public are leaving should not be permitted
- People under 18 years of age should not be used as parking attendants. Attendants should receive training for their role and wear high visibility and reflective clothing at all times
- Consider the provision of security staff to patrol car parking areas
- In the event of bad weather some form of towing for vehicles which may become stuck may be needed

EMERGENCY ACCESS

- Keep the emergency service entrances, exits and routes within the site clear of obstruction at all times

SAFETY BARRIERS

- Decide if you need to provide barriers around attractions, displays and equipment to protect the public and/or to prevent unauthorised interference, taking account of the presence of excited people, especially children
- Examples where barriers may be required include in front of stage, barbecues/spit-roasting, moving machinery, including displays/demonstrations involving steam engines, welding, wood turning etc, electrical equipment/switchgear
- Any barrier/fencing used must be capable of withstanding any reasonably foreseeable loading. The design must be suitable to contain and protect people, including small children. Single rope barriers may not be sufficient

STAGING OR STRUCTURES

- If seating/staging, lighting/sound towers, etc are to be erected this must be done by a competent person. Written certification should be obtained from them to say that the structures are safe
- The Hertfordshire Fire and Rescue Service Safety Officer will advise you on the safety aspects of marquees and tents, including their siting, construction, and the provision of exits, normal and emergency lighting, etc. Allow time for a site visit and remedial action
- Arrangements should be made to stop unauthorised people gaining access to/interfering with equipment, etc, when the event is open to the public
- All staging and/or structures should be positioned so as not to obstruct any entrances or exits from the site
- The open edges at the side and rear of any performance platform should have rails to prevent people falling off. Secure safe flights of steps should be provided to access the platform
- All staging and structures should be free from trip hazards and other physical hazards (ie, sharp edges/points/protruding support members)

ELECTRICAL SUPPLIES, INSTALLATIONS AND EQUIPMENT

A suitably competent and qualified electrician should provide the installation, including wiring, switchgear and any generator. They should provide a written certification of their competency and the work undertaken.

The safety standard of the installation should be at least that of the current Institute of Electrical Engineers Wiring Regulations.

All electrical equipment used at the event must be in a safe condition and suitable for that type of use, ie, in the open air where it may get wet.

A safe temporary electrical supply should at least include:

- Protection by suitable residual current devices
- The use of cables of the correct rating for the possible load. They must be undamaged and use the correct type of connectors for external use
- All supply cables being positioned so they are NOT liable to physical damage, e.g. not through door opening, across the surface of walkways/roadways
- All cables, including to sound equipment, being positioned so as not to cause trip/other hazard
- Any generator and/or electrical equipment, including switchgear, being satisfactorily protected to prevent unauthorised access and/or interference
- Any generator being supplied to have a certificate to show it is electrically safe

FIRE FIGHTING

- Provide equipment (e.g. fire extinguishers, fire blankets) for putting out small fires throughout the site
- Make sure that stewards know where the equipment is and how to use it. They should be told NOT to attempt to fight major fires
- The Fire and Rescue Service should be called at once to ANY fire, however slight
- Extinguishers should be provided on the following basis
 1. Carbonaceous materials - 1x9 litre water per 210m² floor area
 2. Electrical risks (minimum) - 1x2 kg carbon dioxide
 3. Vending units (minimum) - 1x2 kg dry powder and one fire blanket

FIRST AID

- The first aid provision needs to be suitable for the number of people expected to attend and for the type of event
- For higher risk events of young audience or large concerts, an NHS Ambulance and Officer may be required to attend in addition to the voluntary services
- In large crowd events a qualified medical practitioner may also be required to attend
- Make sure that the basic services for first aid are always available. At smaller events, i.e. indoor markets/jumble sales, etc, a qualified first-aider should be present and an area suitable for first aid treatment, including a supply of water, be available
- A voluntary first aid society can be asked to provide a first aid post, staffed by qualified first-aiders

The following gives a guide to the minimum provision:

Number of people attending	Number of first aiders	Number of first aid posts	Ambulances
500	2	1	-
3,000	6	1	1
5,000	8	1	1
10,000	113	12	12

Further advice can be found in The Event Safety Guide

- The first aid post should be clearly signposted and provided with easy access for spectators and an ambulance at all times. Where an ambulance is required, a parking area should be provided close to the first aid post with a clear exit from the site
- Make sure that all people helping at the display know where the first aid post is and, where appropriate, the identity of the first aider

STEWARDS

- Provide an appropriate number of adequately trained stewards for the security and control of the site and the attending public. They should be aware of emergency procedures which may include access/egress, fire, injury, difficult/unruly members of the public
- The number of stewards needed may be calculated by considering each of the separate tasks to be covered (i.e. staffing entrances and exits, controlling access to attractions/activities, general crowd control, patrolling public areas, securing unauthorised areas, securing hazards, car parking duties, etc). This calculation is related to your risk assessment
- If the event is to last several hours, extra stewards should be available to allow others to take meal breaks, etc.
- Stewards must not drink alcohol during the event
- Do they need to be licensed by the Security Industry Agency (SIA), (employed stewards will almost certainly need to be licensed by the SIA)?

CONTROL ROOM

For large events consider setting up a control room on the site to:

- Monitor the event, giving an early indication of any problems
- Control any incidents
- Direct resources to deal with any problems
- Act as a base for any communications systems
- Provide a focus point for any public concern

The control room should be constantly staffed during the event and provided with a telephone (preferably a fixed line).

COMMUNICATIONS

- Provide personal radio/telephone contact between the Event Safety Officer and senior stewards and any other people responsible for activating the contingency arrangements
- Locate the nearest telephone box, provide access to a telephone or provide a mobile phone
- Remember that in an emergency situation mobile telephone networks can become overloaded and ineffective

PUBLIC ADDRESS

- Consider providing a public address system for announcements and instructions to staff and the public
- For smaller events a portable loudhailer may be sufficient. Larger events may require a system with an emergency power backup

STAFF SAFETY

- Cash handling – there is always a risk of criminal attack when handling cash in any amount. Consider not using moneybags to store or move money, only keeping small amounts of cash on site and constantly change routines. Think about the routines and security arrangements for staff who are handling cash, many of whom may be unfamiliar with this role
- Late finish – if the event is to finish late, make sure that all staff can get home safely and that they do not have to wait alone at bus stops, stations and/or travel alone. Consider arranging taxis for staff where public transport will be a problem

Welfare facilities

PEOPLE WITH DISABILITIES

- Provide facilities wherever possible to enable people with disabilities to gain access, see and take part in the attractions and activities
- Make sure that the ground conditions in public areas and access pathways are suitable for people with disabilities, as well as families with toddlers and pushchairs
- Locate toilets accessible by disabled persons close to their place of activity or viewing platform. Make sure that facilities are clearly signposted, lit and protected from unwanted attention by stewards

TOILETS

- Provide an adequate number and type of toilets for the number of people expected, including provision for people with disabilities. Seek further advice from your local environmental health department
- It is best to use toilets that are connected to mains services, but temporary units may have to be provided
- Arrange for all the toilets to be serviced regularly to keep them fully operational clean and hygienic throughout the event
- Provide direction signs to indicate the location of the toilets and provide adequate lighting, where necessary, if the event continues into the evening
- Consider the need for additional washing facilities for certain activities eg. exhibits of livestock

INFORMATION POINT, LOST CHILDREN AND LOST PROPERTY ETC.

- Provide a location where enquiries can be made about lost children, lost property and for information about the event. This could be in the control room
- Are people assisting with lost children in possession of a Criminal Records Bureau Disclosure?
- Consult the police about protocols for dealing with these issues

- At larger events provide site maps at the entrance and around the site and signs indicating the other activities, attractions and facilities

BARBECUES AND HOT FOOD OUTLETS

- Where are they sited inside / outside?
- Barbecue hazards include the use and storage of fuel, (eg. gas bottles) naked flames and hot components. Safety barriers may be required
- Guidance notes and advice on all aspects of food hygiene at the event can be obtained from the appropriate local authority department
- Are the hot food outlets in possession of a Food Hygiene Certificate?

WATER

- Be aware of the risk of dehydration to event participants and staff. Consider making free drinking water available on site

RUBBISH

- One event can generate a lot of rubbish so provide an adequate number of recycling/rubbish bins around the site where they will be most required
- Make arrangements to regularly empty the bins, and to satisfactorily dispose of the rubbish at the end of the event
- If the event is in a public place then consult the council's waste services for advice on rubbish control. One person's rubbish can become another person's weapon!
- Consider on-site recycling

COMMUNITY SAFETY

- In promotional literature/event programmes, suggesting directions and travel routes with advice on planning journeys, travelling in groups and avoiding short-cuts, can be helpful, particularly if the event is to finish late

LIST THE AREAS AND ISSUES APPLICABLE TO YOUR EVENT SITE AND FACILITIES, AND WHAT YOU INTEND TO DO ABOUT THEM

Prepare your event management plan

An event management plan is a set of acceptable proposals and documents that, if implemented, would indicate that an event is likely to be effectively managed. It is designed to ensure effective communication and coordinated procedures between the organiser, Hertsmere Borough Council and the emergency services, Herts County Council or other relevant organisations both in relation to normal working conditions and in the event of a major incident.

WHAT SHOULD IT CONTAIN?

1. Management arrangements for the event
2. Gridded site plan, temporary structure plans, fixed structure plans
3. Risk assessment
4. Management and contingency arrangements (including evacuation plan)
5. Any other relevant documents/information

What do each of those contain?

MANAGEMENT ARRANGEMENTS

Details of the arrangements for dealing with the following areas (if applicable) and the identity and qualifications of those responsible for each.

- Communications
- Crowd management
- Electricity supply
- Emergency liaison
- Event control
- Fire safety
- Food safety
- Health and Safety (Event Safety Officer)
- Lighting
- Lost children
- Lost/found property
- Medical/First Aid
- Noise
- Organiser/Licensee
- Organiser/Licensee deputy/assistant
- On-site information
- On-site traffic management
- On-site welfare
- Public information
- Sanitation

GRIDDED SITE PLAN

Preparing a site plan is beneficial for ALL static events and should show the following details:

- Access and exit points for contractors, vehicles and pedestrians
- Any relevant additional information
- Car parking areas
- Emergency exits and exit routes
- Emergency services access and exit points and routes through the site
- Emergency services rendezvous point/holding area
- First aid/medical provision points/lost children
- Food and drink locations
- Information point
- Ticketing points
- Toilets
- Water points

For small community events a clearly readable, non-scale plan will suffice.

Site plans should be divided into grid squares, marked alphabetically, from the left on the horizontal and numerically from the bottom on the vertical.

The size of the squares should be relative to the site size and divide the site into equal areas that be easily identified in the event of incident.

Site plans will be drawn with the top marked as towards magnetic North i.e. in the event of an incident happening in the area containing the marquee it can be given as a map reference B2.

NORTH

3	PARKING			TOILETS
2		MARQUEE		
1	ENTRY			EXIT
	A	B	C	D

If making a scale plan, don't forget to write the scale on the drawing.

Note: Management Plans deal with 'normal' circumstances on site, while Contingency Plans (see following) cover any incident or set of circumstances that endanger or have the potential to endanger public safety and that are beyond the on-site resources' ability to manage.

CONTINGENCY PLANS

The following should be documented:

- Method of contacting Emergency Services

- Location/staffing of any Incident Control Room (including Event Safety Officer and Security/Stewards Liaison Officer)
- Communication system
- Public announcement and alerting procedures (important to avoid panic)
- Evacuation plan (covering part evacuation, total evacuation and abandonment of the event)
- Initial fire fighting response
- Initial medical response
- A clear statement of when and how during an incident, control is transferred between the Organiser and the Police
- Emergency Services Liaison Officer (to meet and brief Emergency Services at Emergency Services Rendezvous Point)
- Press Liaison Officer

USE THE SPACE BELOW TO RECORD YOUR NOTES ON EACH ASPECT

OTHER DOCUMENTATION

This would include copies of Food Hygiene Training Certificates from food vendors, Insurance Certificates from fairground attractions for example.

STATEMENT OF INTENT

The Statement of Intent, requested by the police, identifies the division of responsibilities and the command procedures necessary in the event of an emergency. One will generally be needed only for large events or for those that raise particular safety or planning issues.

The documents, signed by the Event Organiser and the police, may also contain agreements to be fulfilled in relation to the declared or anticipated Event Management Plan.

IS ALL THIS NECESSARY?

As a responsible member of the community and to fulfill requirements, YES.

Advice from your district council

Is alcohol to be sold?

If you intend to supply/sell alcohol at your event, you will need to obtain an alcohol licence.

To find out what you need to apply for, you should contact the local licensing section or the Police Licensing Officer at Borehamwood Police Station.

Some events unfortunately attract or result in disorderly conduct. Experience shows that this results, in the main, where alcohol is available for consumption. In general, it is not considered that events where children will attend are suitable for the consumption of alcohol. The possibility of disorder at your event is something that you must consider in your risk assessment and is your responsibility to address. The Licensing Section will be pleased to provide guidance on any identified problem so that it can be addressed in your Event Plan.

General Advice:

- Apply early for an alcohol licence – (minimum 2 months notice)
- Remember, you could be prosecuted if you do not have an appropriate licence for your event
- Event organisers need to recognise the importance of managing alcohol particularly in relation to young people. It is an offence to sell alcohol to anyone under 18
- Think about the control of your event. Consider who you will admit and exclude and whether the use of licensed/trained door staff might be appropriate
- Remember to ask for assistance if you need it, and check that your event is safe and legal before you go ahead

Other licensing requirements

Are you going to have regulated entertainment?

Regulated entertainment requires a licence and is a legal requirement to safeguard the public. You may be prosecuted if you do not have a licence or the event may even be prohibited. Your insurance may be invalid if you run an event without a licence.

Will there be...

- Indoor music and dancing (including karaoke) where the public are attending – either paying or not? (This includes events in a marquee or inflatable structure).
- Indoor sports with the public as spectators?
- Outdoor musical entertainment where the music is the main reason for the event?

- Performance of a play either indoors or outdoors, where the public is invited? (This includes ballet, mime, musical shows, pantomime, street theatre).
- A film or video for the public either indoors or outdoors?

If you say 'yes' to any of these questions, you must contact a Licensing Officer, at Hertsmere Borough Council, as a licence will probably be required.

Remember:

- A minimum of two months notice is required for a licensing application
- A 28 day period is a legal requirement for the receipt of objections. Therefore, any application must be made as soon as possible to allow sufficient time between the expiry of the notice and the start of the event to allow for the appeals procedure should any objections be received
- A licence will only be issued if your premises meet local safety conditions. A copy of these can be obtained from the Licensing Officer
- If you do not apply early enough and/or the premises do not meet the licensing conditions, for instance, means of escape, fire safety, emergency lighting, fire extinguishers, your application will be refused and the event will not be allowed to take place
- Door supervisors: if you intend to use door supervisors at your event you must tell the Licensing Officer. (A door supervisor is any person who is controlling admissions, keeping order inside or out, removing people causing disorder, or searching premises or people). Door supervisors must be licensed by the SIA and have a door supervisor badge in his/her possession. This may also apply to stewards.

Food safety

Events may be large so that even a very experienced caterer and event organiser may be dealing with something out of the ordinary. Events may take place over a number of days requiring the storage of considerable quantities of food for longer than usual.

So what about the food?

Food Safety: 4 Golden Rules

- Choose foods that can be cooked and served safely
- Use staff who know what they are doing and who can demonstrate good practices of personal hygiene
- Manage cleaning and disinfection to the highest standards
- Store perishable foods at 8°C or below

1. The Foods

- Keep it simple and only put on the menu what can be handled safely
- If foods cannot be stored, cooked and served safely – don't use them

- Do not serve any salad dressing, sauce or pudding made with uncooked egg
 - Serve foods that do not require refrigeration – for example apple pie, cheddar type cheeses, fruit salad to reduce storage problem
2. Storage and cooking – cold food, buffet dishes, cream dishes:
- Hire extra refrigeration equipment as necessary. High-risk foods should be refrigerated at ideally at 5°C or less until ready for service. Keeping food cold is a priority
 - Make a list of all the cold foods to be used – then work out if there is sufficient refrigerator space to store them properly
3. Storage and cooking of food that will be served hot
- Can you handle what you propose to do?
- Ensure that foods can be cooked safely, core temperatures must reach at least 75°C
 - Has the equipment to be used sufficient capacity?
 - If food is to be served hot is there suitable and sufficient equipment capable of keeping food above 63°C?
 - Ensure dishes made with minced meats, burgers, stuffed joints and rolled joints be cooked through to core temperature of 75°C (No pink bits)
 - Are there means for checking temperatures? Who will carry out the checks?
 - The preparation of raw and cooked food must be kept separate at all times to prevent cross contamination
 - Are there separate boards and knives?
4. Cooling hot food/cooking to serve cold or to reheat
- Food must be cold within one and a half hours of cooking so that it can be put in the refrigerator. Can this be achieved?
 - If food is to be reheated it must be kept refrigerated until this takes place. The food must then be reheated to 75°C or above, can this be achieved?
 - Are there means for checking this?
5. If you are intending to use contract caterers or mobile food units ensure that they are registered with their own Local Authority and can demonstrate that they are trained in Food Hygiene
6. If you intend to sell hot food or drink after 11pm you are required to obtain a 'Late Night Refreshment Licence'. For further guidance please contact the Licensing Officer at Hertsmere Borough Council, Environmental Health and Licensing
7. Contact Hertsmere Borough Council – Environmental Health and Licensing for further guidance as to how to check out caterers.

Noise prevention and being a good neighbour

EFFECT ON LOCAL COMMUNITY

Amplified music and other noise associated with events can cause significant problems and produce complaints to the police that tie up valuable resources.

FIREWORK DISPLAYS

Firework displays can cause considerable nuisance, distress and danger to those who have not been advised of, or considered in, the planning of an event. Displays should finish as early as possible and in most locations the use of 'mortar shells' and similar high noise fireworks is not generally considered appropriate. Insufficient expectation by the community regarding this can result in the police receiving well intentioned reports of incidents of explosion to which they must commit resources.

You should provide the Civil Aviation Authority with a minimum of 28 days notice of fireworks, the use of lasers or similar displays. They will advise on the related legislation based practices that must be followed to ensure public safety. The police may seek assurances from you regarding what steps have been taken to minimise the impact your event may have on the local environment. Also there is a curfew on firework use – between 11pm and 7am with exception of the following nights where the curfew will begin at different times.

5th November – Midnight

New Years Eve – 1am

Chinese New Year – 1am

Diwali – 1am

NEIGHBOURHOOD NOISE COURTESY CHECKLIST

Things to do:

- Make one person responsible for dealing with all noise issues. Consider who are you likely to disturb?
- Let neighbours know about your event and tell them what to expect
- Be considerate about how loudly music is played, particularly late at night
- Keep windows and doors closed
- Bass level noise is the most intrusive: lowering the volume of the bass will help to reduce how far it carries
- Some neighbours could be working or sleeping. Try to encourage guests leaving late to leave as quietly as possible
- How many people are you expecting?
- Be reasonable and try to negotiate through any problems
- Gate-crashers can spoil an event and cause rowdiness, so try to control tickets and the entrance to your event
- Consider the timing of your event

- Events may not be as well tolerated or acceptable if they run late or are particularly noisy. Please make every effort to talk to your neighbours as it will reduce complaints
- If a statutory noise nuisance is caused, Hertsmere Borough Council is obliged to serve an Abatement Notice on the organiser or person causing the nuisance. Failure to comply with the Notice could result in prosecution and a heavy fine and/or the seizure of the amplification equipment.

HEALTH AND SAFETY AT YOUR EVENT

Remember each event is unique, the place, the people and what you are doing. So you are in the best position to make decisions which ensure the safety as well as the success of the occasion.

Things to do:

- Form a group to help you plan the event and to identify potential hazards
- Seek volunteers to be in charge of specific tasks (examples are shown below)
- Carry out a risk assessment of each area, detailing the risks and the measures to minimise the possibility of harm. A competent person should do the risk assessment and the significant risks should be recorded in writing

Things to consider:

- Who is attending the event? Have they any special needs which will need consideration such as access to fire escapes?
- Crowd control: Set a realistic maximum number who can attend (this may be limited if the event requires a public entertainment licence). Be prepared for gatecrashers. If it is appropriate, issue numbered tickets to be sold or distributed through named contacts, but remember these can be easily forged. Supervise the event to prevent crushing. If you are using door supervisors you may need to discuss this with the Licensing Officer
- Emergency escape: Identify means of escape (if necessary contact the Fire and Rescue Service for advice). Ensure that fire escapes are well signposted and lit, and kept clear of obstructions, both inside and outside. Control any parking to ensure access for emergency vehicles.
- Emergency lighting: At small events torches may be sufficient, but large events will need standby or continuously operating generators. Ensure earthing rods are used where applicable
- Electrical safety: Consider the entire installation and seek expert advice. If the event is outside, consider whether it could be run off a lower voltage via a transformer. Use a residual current device (RCD) especially outside or in a damp or wet environment. This is particularly important for musical instruments, microphones, etc. (you cannot use an RCD where a sudden loss of power could be dangerous, for example, on lighting systems or moving machinery). Use proper electrical connectors and avoid insulation tape or other temporary measures. Locate electrical leads safely to prevent tripping hazards.

- First Aid: If possible, try to have trained first-aiders at your event and have a first aid kit available
- Manual handling (lifting and carrying): Assess the venue and the tasks involved in creating the event. What will need to be moved and how will you do it? Will there be awkward, heavy items such as beer barrels or marquees?

Think about...

The load – is it heavy, slippery, uneven in weight or shape? The task, where is it going? Up or downstairs/into a tight space? Who is doing the work? Are there enough people? Their age, sex, strength, fitness should all be considered. Whenever possible use aids and equipment such as sack barrows to help the job.

- A consideration often overlooked is the potential onset of adverse weather, resulting in poor ground conditions creating an instant danger to vehicle and pedestrian traffic. You should consider providing a four wheel drive vehicle or tractor to assist participants whose vehicles are affected and a wheel wash to prevent transfer of mud from the site to the highway. The employment of professional private contractors to undertake vehicle parking and on site management could relieve you of much work
- At the smaller events it may be sufficient to use your own Traffic Controllers provided that they receive appropriate and adequate training for their duties
- Traffic direction on private land within the site can be undertaken by anyone, but we recommend that people under 18 years of age should not be used for the purpose. All Traffic Controllers within a site should wear brightly coloured reflective jackets for their own safety. It should display their responsibility clearly in writing
- Be aware that an accident resulting from an act or omission (including lack of training) could result in a civil action being pursued against the organiser
- An effective means of communication is vital in order to co-ordinate the activities of the officials and inform the participants of safety related issues. An Event Control Point is recommended from where radio, telephone and public address systems can be monitored and controlled
- You should appoint a competent Event Safety Officer whose role is to oversee all aspects of Event Safety and to liaise with the Emergency Services. They should work closely with any police supervisor in attendance at the event
- This advice applies equally to static site situations and mobile ones such as carnival processions or parades
- Additional health and safety precautions may be required to deal with proposed events or entertainment that are unusual or potentially dangerous. For further advice refer to Hertsmere Borough Council, Environmental Health and Licensing Unit and Commercial Team.

Advice from ambulance and paramedic service

East of England Ambulance Service and Paramedic Service has responsibility for providing an emergency ambulance service for the geographical area covered by Hertsmere Borough Council.

They will expect to be a member of any inter-agency planning team and will also act as an initial point of contact for the NHS in general and Voluntary Aid Societies, eg. St Johns Ambulance or British Red Cross Society.

A senior officer nominated by the Ambulance Service will be able to offer advice and guidance to organisers and promoters on the first aid/ambulance/medical implications and consideration of their particular event. This advice will cover, for example, the number of first aiders, first aid posts and ambulances which should attend an event. Such guidance will be drawn from appropriate publications and/or national recommendations.

Ambulances are large vehicles which require a wide berth. Frequent access and egress to possible incidents occurring at an event is likely and therefore a firm access route and hard standing is required to facilitate the Ambulance Service in carrying out its duties. Organisers must therefore give careful consideration to these points prior to and during the event as part of the Event Plan.

The Ambulance Service will also expect to be party to any on-site emergency plan associated with the event.

Advice from Hertfordshire Fire and Rescue Service

Means of escape, safety from fire, emergency lighting, fire alarms and extinguishers are covered in the other sections of this guidance.

In the case of an incident at your event, the Fire Service will require the following:

- A clear concise and accurate call to Fire Service (via 999 or for mobiles 112) stating the circumstances of the incident and any additional information which may be helpful (ie. calor gas involved)
- A responsible person to meet the fire appliance and to liaise with the Officer-in-Charge (who sits in the front left-hand seat of the appliance)
- Good access: Fire appliances are large vehicles that require a wide berth. Access and egress needs careful consideration prior to and during the event as part of the event plan

- Water supplies: Fire appliances carry only a limited supply of water which may need topping up from a hydrant which must be accessible and readily identifiable by the organiser (ie. not covered by a vehicle or structure)

FIREWORKS AND BONFIRES

- Lighting fireworks and supervising bonfires: The person in charge, stewards and those lighting fireworks should be sober and not under the influence of drugs
- Buying fireworks: Buy from approved suppliers and only buy British branded fireworks. Severe injuries and fatalities have been caused by display fireworks which do not meet European safety legislation
- Organised displays are the safest
- Provide a safe area for fireworks and bonfire, provision of fire fighting equipment
- Keep entrances and exits clearly marked and free from obstruction
- Tell people not to bring their own fireworks
- Read manufacturers instructions and store in correct containers

BARBECUES

- Position: Position where it will be safe to use, in a sheltered area, away from other combustible items, and where children are not at risk
- Fuels: Use only BBQ lighters and lighter fuels - **Do not use petrol**
- Fire Fighting/First Aid: Have close a bucket of water, garden hose or fire extinguisher. A fire blanket and burns sheet would be useful if a person's clothes catch fire

Advice from Hertfordshire Highways

EVENTS ON ROADS

If you intend holding an event which may involve closing the road and may interfere with the normal passage of traffic or pedestrians on the road/footpath you must first contact Hertfordshire Highways. It may be necessary to obtain a road closure or other traffic regulation order for you to carry out any sort of event on public roads or footpaths.

These orders can possibly take up to six weeks to obtain and can incur substantial costs as there are legal formalities and statutory requirements to follow, so apply in plenty of time. Hertfordshire Highways will advise you of the necessary procedures.

Hertfordshire Highways works closely with the police on matters concerning public roads and you should read carefully the section in this guide dealing with the police advice on events associated with the highway.

NOTIFYING EVENTS ON THE PUBLIC HIGHWAY

As a matter of policy the police do not encourage events on the public highway as it is considered that the roads in Hertfordshire are unsuitable for such purposes. Although people participating in events do so voluntarily, a heavy responsibility for their safety is placed on the organiser, and thus the Safety Advisory Group is anxious that the dangers involved are made known to all concerned. Whilst the Safety Advisory Group wishes to support the community and charitable organisations in their activities it is hoped that organisers will consider adopting alternative safe means to achieve their objectives. If an event is held against this advice and a related accident or other emergency occurs the Safety Advisory Group will make it known that this advice has been given from the onset. The Safety Advisory Group may however, in the interest of public safety, continue to provide advice and possible assistance.

Where you seek to promote an event on a public highway you should, as a first step, notify such intention to Hertfordshire Constabulary.

They will identify whether your plans will clash with any others and give initial guidance on road related issues.

You must also contact Hertfordshire Highways who coordinate all activities on the highway network to ensure your event will not clash with planned roadworks or other on street events previously authorised.

If, on receipt of the responses from the police and Hertfordshire Highways, you intend to pursue the plan you must provide details to Hertsmere Borough Council who will share the information locally.

If the event requires a road closure or traffic diversions then authority must be obtained from Hertfordshire Highways who will consult with the police for opinion on the suitability of your plans. If the authority is granted an agreement must be reached between you and the police as to the responsibility for the acquiring, placement and collection of signs and equipment. It may be advisable for you to contract a private company to provide the approved signs. If the event enquires the placement of no waiting cones they can generally only be placed by the police. Authority to do so will be given by the police officer concerned with planning the event.

Remember if you are in any doubt at all, call Hertfordshire Highways for advice. It is against the law to do certain things on public roads and footpaths and the penalties can be severe, not only from criminal prosecution, but also the possibility of civil action, should someone suffer as a result of your failure to take the proper precautions.

Advice from Hertfordshire Constabulary

GENERAL ADVICE

- As a matter of policy the police do not encourage events on the public highway as it is considered that the roads in Hertfordshire are unsuitable for such purposes. Although people participating in events do so voluntarily, a heavy responsibility for their safety is placed on the organiser.
- If the above does not apply, the assessment for the need for police attendance will be principally based on the need to discharge only core police responsibilities and will be proportionate to the risks posed by the event. The core areas of responsibility are; the prevention and detection of crime, keeping the Queen's peace, traffic regulation in relation to statutory powers, activation of a contingency plan where there is an immediate threat to life.
- Police powers to regulate traffic for planned events are limited and the responsibility for creating temporary traffic orders or road closures lies with the local authority (Hertfordshire Highways).
- Police will not steward road closures unless there is a requirement to regulate traffic.
- The police will not assist with any event unless it has been referred through the Safety Advisory Group.
- It is normal for Hertfordshire Constabulary to charge for the services of police, however this will be dependant on nature and the scale of the event. It is not the intention of the Constabulary to prevent important or traditional local community events, and in certain cases events may be subject to no charge or reduced charge.

MARCHES AND PARADES

- It is your responsibility to risk assess the activity.
- A march or parade is extremely vulnerable when forming up. Pre-occupied participants tend to forget safety and wander into the road. If the event is to assemble/disperse on a road then you should contact Hertfordshire Highways about getting a road closure order and supporting signage to protect your participants from other vehicles.
- Consider the danger and disruption caused by coaches and cars delivering participants to the assembly area. It must be suitable for that purpose in both size and location. Off-road assembly areas are the safest and participants will benefit from access to refreshment and toilet facilities.
- Why hold your event on a road when off-road sites such as parks, schools, playing fields and sports arenas are much safer?

- Coaches and cars should travel in advance of the march/parade and by a different route, to collect at an off-road, suitably sized and safe dispersal point from where people can immediately depart in safety.
- Appoint responsible stewards who should wear high visibility and reflective tabards, or similar, that clearly identify their function.
- You must give stewards appropriate and adequate training in their role and fully brief them prior to the start of the event. Keep records of what you do and say – they may later help protect you from litigation.
- Where pedestrians take part, carnival routes should be restricted to a reasonable distance as toilet and refreshment facilities are few and far between.
- It is the organisers responsibility to make sure that all vehicles taking part are roadworthy and have the necessary insurance cover for the use to which it is being put.
- Will lorries, floats and other large vehicles in your procession, have problems because of their size or weight? This information can be obtained from Hertfordshire Highways.
- Overhanging trees, wires, decorative lights, banners and other structures are a danger to people exposed on the back of open vehicles. You must make arrangements for dangerous overhead structures to be removed. You may need to re-plan the route to avoid the danger.
- Using open backed lorries and trailers is dangerous. Some structure should be securely attached that gives people a measure of protection and something to hold onto. Vehicle platforms affected by rain, foam sprays or other liquids can cause passengers to slip and fall. Rain protection should be provided and participants discouraged from activities that could produce such risk.
- It is undesirable, dangerous and often illegal for people to be allowed to travel on open backed vehicles or trailers. It's great to keep up traditional community activities but we all must strive to maintain the highest standards of public safety. A safety steward should be appointed for each vehicle responsible for the safety of persons on that vehicle.
- Where a procession involves vehicles with pedestrians, entertainers or dancers in between, then special regard must be taken of personal safety. Mixing these elements is dangerous and should be avoided. If that is not possible, then allow sufficient space between the pedestrians and vehicles to ensure that no collision occurs. Stewards should separate the pedestrians and vehicles and have an effective means of communicating problems and directions to participants, other stewards and vehicle drivers. Remember that drivers are often operating in conditions of reduced visibility. If a mixed parade is stopped to allow a performance by participants between vehicles, they should be separated and protected from the vehicles by substantial metal barriers. Better still put all the pedestrians at the front of the parade where they are separated and also dictate the overall speed.

- Cash collectors should remain on the footpath, clear of all vehicles and not cross the line of the moving procession. They should also be clearly identifiable as official collectors. A permit will also be required from the council.
- Ensure that there is a substantial, highly visible vehicle at the head and rear of the procession. (At the head to advise the public of its presence and at the rear to afford some physical protection from collision).
- A communication link in the centre of the procession is useful to warn of large gap or vehicle breakdowns.
- Organisers must seek to ensure compliance with the law in relation to all activities within their influence, including the use of fireworks from vehicles and the possession of substances or weapons.
- Suitable stopping points should be located so that the carnival can regroup if this proves necessary.
- It is advisable to have an ambulance or at least some form of medical facility with the parade in case of emergency.
- The emergency services must have access to accident and emergency sites within the parade and the area that it effects.
- If the parade is to pass along narrow streets consideration should be given to suspending parking on at least one side.
- In restricted areas, where there may be reduced separation of the public and the parade, consideration should be given to creating a suitable and substantial dividing barrier. The minimum provision should be a barrier of breakable, high visibility, weatherproof tape.
- If the route is likely to interfere with local bus services the organiser must give sufficient notice to Hertfordshire County Council's Passenger Transport Unit.
- Bear in mind that any event on a public highway involves a significant amount of risk and that Hertfordshire Constabulary does not consider the roads in the county to be suitable for such use. This risk does not dissipate merely because the route is not on a main arterial road, is marshalled or accompanied by police. It is the responsibility of the organiser to continually consider and address the issue of participant and public safety.

CHARITY EVENTS / STUNTS

Any application to police for resources or advice relating to these types of activity will receive a response indicating disapproval and that such events should be held off the highway. If the organiser persists in pursuing their original course, then in the event of a related accident or other emergency the police will make it known that such advice was given from the outset.

ROAD RACES AND FUN RUNS

- It is your responsibility to risk assess the activity
- The overriding advice is that these events should be conducted off the highway

- Routes should be carefully examined and selected relative to the volume of participants
- Age and ability should form part of your assessment eg. runners of similar ability are likely to run in tight groups and thus increase the potential for pinch points
- Suitable authorised traffic diversions or road closures help avoid a potentially lethal mix of vehicles and runners/pedestrians. If this is not possible then suitable substantial barriers or at least a high visibility weatherproof tape cordon should be placed between participants and traffic. Any tape cordon should consist of two horizontally parallel tapes separated by a sufficient sterile area to remove any risk of crossover related accident. Road pins, metal stakes or wooden posts must not be driven into verges or footways as they may damage utility cables or pipes
- Where minor roads join major roads and those major roads form part of the route, the minor roads should be closed with the appropriate authority (see above) by means of substantial suitable barriers. It is not sufficient to merely control a junction by use of a steward with no back-up protection. Stewards are not permitted to stop or regulate traffic in anyway
- Account should be taken of commercial and other premises along the route. There is little point in taking protection measures by barriers and stewards along the route only to find that vehicles from car parks, hotels, businesses and houses can access the route without control during the event and create immediate danger to the occupants and event participants. Remember that what you are doing affects other peoples rights
- Organisers should establish whether any other events, eg. weddings, funerals, church services are taking place along the route and that planned road works do not coincide with the event date
- The timing of the event is crucial to safety. Peak traffic times and the hours of darkness must be avoided. In addition to safety and separation barriers organisers should ensure that supplementary information regarding the activity and its management is posted to warn approaching motorists. Information must be clear and afford sufficient notice to prevent drivers becoming confused and thereby creating another danger
- No unauthorised barriers, obstructions or signs can be placed on the highway
- Organisers should take advice on the provision of medical assistance for participants and include it in the risk assessment
- Marshals and runners should not at any time interfere with the free flow of traffic. Participants should use available footpaths

WALKS

- It is your responsibility to risk assess the activity
- Consider the physical limitations of participants. There is little point in selecting a route that few can complete

- Why use roads? In most cases this type of event can be conducted along footpaths, bridle ways, playing fields or sports arenas
- Remember to get a permit if you are making cash collections
- Plan toilet facilities, refreshment stations, medical facilities and collection of tired or injured persons
- Fancy dress can add to the fun element of the day. It can also result in fatigue, especially in hot weather. People should be encouraged to dress suitably and stewards briefed to recognise the signs of stress and dehydration
- Consider the environmental impact of the event. Plan to remove empty drinks containers and any other litter
- The start and finishing points generally result in a substantial number of people and vehicles congregating in one area and creating a hazard. These locations should be at a substantial, off-road place such as a school or park with provision to drop off or pick up participants in a safe and controlled environment. These areas themselves will need consideration in your risk assessment

CYCLING, TREASURE HUNTS AND MOTORING EVENTS

- The planning, execution and legalities of such events is complex. Specific advice can be obtained direct from Hertfordshire Constabulary Road Policing Unit

Events in general

- If your event is to be held on Hertsmere Borough Council owned land or other privately owned land you must obtain permission for its use. Permission to use the land is normally granted in written form and may stipulate particular conditions to which you must conform if the permission is to remain valid
- We suggest that if your event involves a fun fair, you consider using a fun fair operator whose activities and equipment have been subject to official scrutiny
- The locating and operation of attractions such as 'bouncy castles' and their ancillary equipment are subject to safety requirements and organisers should seek the advice of Hertsmere Borough Council's Environmental Health and Licensing Unit
- Consideration must be given to local residents as fun fairs for example can produce noise pollution
- Plan site access of any emergency service that may be required to attend
- Plan to safely evacuate all or part of the site

Concerts and similar music events

This document may not provide organisers with sufficient information to plan a safe event of this nature. You are strongly advised to refer to the contents of the Health and Safety Executive publication – The Event Safety Guide. Large events of this nature require considerable expertise.

The organiser must make a realistic assessment of the nature of the event particularly in relation to the anticipated audience size and profile. As part of the overall risk assessment this will help guide you through the planning process.

The organiser should provide the anticipated audience with the correct information regarding the entertainment they expect to see. There is no merit in raising the expectations of the audience beyond the organisers’ ability to deliver the package. In short, do not make promises that cannot be fulfilled.

Organising outdoor concerts (includes those under canvass or temporary structures) is a completely different operation from those contained within a pub, club or hall. Take into account your own limitations in terms of organisational ability, experience and financial considerations.

It is vital when seeking to promote such an activity that the organiser engages in the planning process at the earliest opportunity. If they fail to do so they will face immediate objection by police to any application for a Public Entertainment Licence until such information indicates that the planning is sufficient to address public safety issues.

SITE CHECK AIDE MEMOIRE FOR EVENT SAFETY OFFICER

ITEM	CONSIDER	YES	NO
CROWD SAFETY	Are premises (or site) free from hazards?		
	Have all hazards already been considered in your risk assessment?		
ACTIVITIES	Are all activities/attractions/structures complete and adequately staffed?		
STRUCTURES	Are structures/seating sound and secure?		
	Are stairways, platforms and equipment sound and secure?		
	Are protective barriers or fences adequate and secure?		
ENTRY/EXIT	Do you have sufficient entry / exit points to deal with normal flow?		
	Do you have sufficient to deal with emergency evacuation?		
	Are all points sufficiently staffed?		

ITEM	CONSIDER	YES	NO
OBSTRUCTIONS	Are all circulation areas, stairways, escape routes and exits free from obstruction? and		
CROWD MANAGEMENT	Is your management system operational and communication systems all in place?		
STEWARDS	Are the required numbers of stewards at their allocated places?		
	Have all the stewards been trained?		
	Have all the stewards been briefed?		
	Are they wearing their reflective jackets?		
ELECTRICS	Is installation complete/certified?		
	Are installations secure/protected?		
	Are the public separated from electrics?		
LIGHTING	Is normal and emergency lighting provided, in working order and lit (where necessary)?		
MEDICAL FACILITIES	Are there adequate facilities and trained medical staff on site?		
	Is there safe water drinking water?		
FIRE SAFETY	Is the fire fighting equipment in place and in working order?		
	Is combustible material/rubbish being stored away from tents/structures?		
RUBBISH	Are there sufficient bins and arrangements for emptying?		
TOILETS	Are toilets clearly marked (including disabled)		
	Are servicing arrangements sufficient?		
ROAD	Have they been approved, arranged and put in?		
EMERGENCY ACCESS	Are the emergency services able to get to where they can help you?		

If you have answered NO to any questions then you must address the problem.

STEWARDS

All people working on behalf of the organiser should wear high visibility and reflective clothing throughout the event. It should denote their individual roles and bear individual identification.

The organiser should ensure that all people engaged either directly or indirectly by them on duties within the site:

- Are responsible, fit to deal with physical requirements and active
- Do not consume or be under the influence of alcohol or other drugs
- Do not leave their point of allocated duty (except in pursuit of public safety)
- Remain calm
- Be courteous towards all those with who they have contact
- Cooperate in full with any legal requirements of the emergency services or Hertsmere Borough Council officials

The organiser should ensure the accurate monitoring and recording of all people within the event site and will make such information immediately available on request to the emergency services or Hertsmere Borough Council officials. Customer numbers must be available as separate from site staff numbers.

The organiser's staff are responsible initially for matters of public order within the event site and for dealing with any disturbance by legal means.

The organiser is responsible for ensuring that all people working on their behalf are suitably and sufficiently trained and briefed prior to the start of the event about their areas of responsibility, including, at least, as applicable:

- Roles and responsibilities
- Staff command and control
- Division of responsibilities between the promoter and the police
- 'Transfer of Authority' procedures and requirements
- Safety requirements
- Communication methods
- Partial and total evacuation
- Action in the event of fire or explosion
- Response to bomb threats
- Response to and management of disruptive elements
- Management of distressed, lost and injured persons
- On-site traffic management
- Off-site traffic management
- Assessment of crowd densities, problematic dynamics and signs of distress
- Resolving access issues
- Location of:
 1. exits and additional emergency exits
 2. evacuation routes and assembly points
 3. first aid points

4. disabled viewing/access
5. car and coach parking locations
6. car/coach/taxi/participant/equipment drop off and pick up points/routes, pedestrian pick up points and routes
7. fire fighting equipment
8. lost/found property point
9. lost/found person point
10. meeting points
11. toilet facilities
12. information point
13. welfare services
14. event control
15. emergency liaison centre

Recommended reading

The following publications provide additional information and advice on safety at events. You should ensure that you have the most up to date version.

- 5 Steps to Risk Assessment – HSE (Health and Safety Executive) – available free
- Guide to Fire Precautions in Existing Places of Public Entertainment and like Premises HMSO (Her Majesty's Stationary Office) (priced publication)
- The Event Safety Guide – HSE (priced publication)
- Fairgrounds and Amusement Parks – Guidance on Safe Practice – HSE (priced publication)
- Safe operation of passenger carrying amusement devices: Inflatable bouncing devices – HSE (priced publication)
- The Radiation Safety of Lasers Used for Display Purposes – HSE
- Code of Practice for Outdoor Events – The National Outdoor Events Association (priced publication)
- A Guide to Organising Safe Firework Displays (free from Local Authorities)
- Working Together on Firework Displays – HSE (priced publication)
- Managing Crowds Safety – HSE (priced publication)
- Guidance on The Amusement Device Inspection Procedures Scheme (ADIPS) – HSE free leaflet
- Electrical Safety for Entertainers – HSE free leaflet
- Health and Safety at Motorsport Events – HSE (priced publication)
- Health at Open Farms – HSE free leaflet
- Code of Practice on Environmental Noise Control at Concerts – The Noise Council – Tel: 020 7827 6319
- Safety Guidance For Street Arts, Carnival, Processions and large-scale Performances – Independent Street Arts Network (ISAN) – ISBN 0-9544892 –1-7

Advice on these publications and copies may be available from the district council and/or from:

HSE Books
PO Box 1999
Sudbury
Suffolk CO10 6FS
Tel: 01787881165
Fax: 01787313995

Useful contact names and numbers

ORGANISATION	LOCATION	CONTACT	TEL. NO.
Hertfordshire Constabulary	Central Area Logistics and Events Unit. County Police Station, The Campus, Welwyn Garden City, Herts AL8 6AF	Event and Emergency Planning Officer	01707 638063
Hertfordshire Constabulary	County Police Station, Elstree Way Borehamwood, Herts WD6 1LB	Licensing Officer	0845 3300222
Hertfordshire Fire and Rescue Service	Old London Road Hertford, Herts	Station Manager	01992 526900
East of England Ambulance Service and Paramedic Service, NHS Trust	Ambulance HQ, Hammond Road, Bedford MK41 ORG		01234 408999
Hertsmere Borough Council	Civic Offices, Elstree Way, Borehamwood, Herts, WD6 1WA		020 8207 2277
Housing and Environmental Health	Suneeta Kumar Food Safety Health and Safety		020 8207 2277 ext 4680
	Gavin Burns Noise Pollution		020 8207 2277 ext 4620
HBC Licensing	Phil Andrews Sue Hardy		020 8207 7533 020 8207 7552
Emergency Planning Team, Hertfordshire County Council	County Hall, Pegs Lane, Hertford, SG13 8DQ		01992 555961
Hertfordshire County Council	www.hertsdirect.org (general enquiries)		01923 471555
Passenger Transport Unit			01992 588630
Safety, Emergency and Risk Management Unit	emergency.planning@hertscc.gov.uk		01992 555961 Fax: 01992 555962
Magistrates Court	St Albans Magistrates Court, Hertfordshire		
Hertfordshire Highways			01923 471320
Civic Aviation Authority, Air Space Utilisation Section	Hillingdon House, Uxbridge, Middlesex, UB10 ORU		01985 276108
London Luton Airport Air Traffic Control	Percival House, Percival Way, Luton, LU2 9LY		01582 395000
St John Ambulance	The Walk, Potters Bar, Herts, EN6 1QQ		01438 740044
British Red Cross Society	Baker Street, Hertford, Hertfordshire, SG13 7HT		01992 586609
Security Industry Authority	4th floor, 50 Broadway, London, SW1H 05A		020 7227 3600

IN THE CASE OF EMERGENCY

PHONE 999 OR 112

- Ask the operator for the emergency service you require
- Don't worry if you require more than one emergency service, they liaise with each other
- Give a full and comprehensive address including any special access arrangements
- Highlight any details which might be important like number of participants involved
- Send a responsible person to liaise with the emergency services on their arrival

CHECKLIST

NAME COMMITTEE MEMBERS

NAME EVENT MANAGER

NAME EVENT SAFETY OFFICER

NAME OTHERS WITH RESPONSIBILITIES AND SPECIFY SOME

NAME HELPERS AND SPECIFY ROLE

Hertsmere Borough Council aims to provide information in alternative formats where possible.

If you would like a document in a different language or format please call 020 8207 7445 or email customer.services@hertsmere.gov.uk and we will do our best to help.

Please allow sufficient time for any document to be translated.

تهدف بلدية منطقة هارتمير (Hertsmere Borough Council) إلى توفير المعلومات بصيغ بديلة إذا كان ذلك ممكناً.

إذا اردت أي وثيقة بلغة أو بصيغة أخرى يرجى الاتصال برقم الهاتف 020 8207 7445 أو إرسال بريد الكتروني customer.services@hertsmere.gov.uk وسنبدل قصارى جهدا لمساعدتك. يرجى منحنا وقتا كافيا لترجمة أي وثيقة مطلوبة.

Hertsmere 自治区政府旨在可能的情况下提供信息的其它格式版本。

如果你想得到以简体中文或其它格式制作的版本，请致电 020 8207 7445，或发送电邮至 customer.services@hertsmere.gov.uk，我们将尽力提供帮助。请预留足够的时间，以便让我们完成有关文件的翻译。

Rada miejska Hertsmere Borough Council zamierza dostarczać wszelkie informacje, tam gdzie jest to możliwe, w różnych formatach.

Jeżeli ktoś chciałby otrzymać dokument w innym języku lub formacie proszony jest zatelefonować na numer 020 8207 7445 lub przesłać e-mail do customer.services@hertsmere.gov.uk a my zrobimy wszystko by pomóc. Prosimy uwzględnić czas na przetłumaczenie każdego dokumentu.

ਹਰਟਸਮੀਅਰ ਬੋਰੋ ਕੌਂਸਲ ਜਿਥੇ ਵੀ ਹੋ ਸਕੇ, ਜਾਣਕਾਰੀ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਦੇਣ ਦਾ ਯਤਨ ਕਰਦੀ ਹੈ।

ਜੇ ਤੁਹਾਨੂੰ ਕੋਈ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਵਿਚ, ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਨੰਬਰ 020 8207 7445 'ਤੇ ਫ਼ਨ ਕਰ, ਜਾਂ ਇਸ ਪਤ customer.services@hertsmere.gov.uk 'ਤੇ ਈਮੇਲ ਭੇਜੋ। ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੀ ਪੂਰੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ। ਕਿਰਪਾ ਕਰਕੇ ਇਹ ਯਾਦ ਰੱਖੋ ਕਿ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਹੋਣ ਨੂੰ ਕੁਝ ਸਮਾਂ ਲਗਦਾ ਹੈ।
