

NORFOLK & NORWICH FESTIVAL 2015



Operating Schedule

1. General description of the style and character of the business to be conducted on the premises
2. The licensable activities conducted on the premises
3. The time the relevant licensable activities are proposed to take place
4. Any other times the premises are open to the public
5. The period the licence is required for
6. Premises supervisor details
7. Retail sale of alcohol
8. Promotion of licensing objectives
 - 8.1 The prevention of crime and disorder
 - 8.2 Public safety
 - 8.3 The prevention of public nuisance
 - 8.4 The protection of children from harm
9. Plan of the premises and stages
 - 9.1 Festival Gardens and Spiegeltent
 - 9.2 Staging configurations
10. Additional information regarding the event. Please note this is supplementary to the Operating Schedule and does not form part of it.

3. The time the relevant licensable activities are proposed to take place.

4. Any other times the premises are open to the public.

		Provision of plays	Provision of films	Provision of live music	Provision of recorded music	Provision of performances of dance	Provision of anything of a similar description to live music, recorded music or performances of dance	Late night refreshment	Supply of alcohol Inside Bar	Supply of alcohol Outside Bar	Hours premises are open to the public
Monday	Start	10:30	10:30	10:30	10:30	10:30	10:30	23:00	11:00	11:00	10:00
	End	01:00	01:00	01:00	01:00	01:00	01:00	01:00	01:00	00:00	01:30
Tuesday	Start	10:30	10:30	10:30	10:30	10:30	10:30	23:00	11:00	11:00	10:00
	End	01:00	01:00	01:00	01:00	01:00	01:00	01:00	01:00	00:00	01:30
Wednesday	Start	10:30	10:30	10:30	10:30	10:30	10:30	23:00	11:00	11:00	10:00
	End	01:00	01:00	01:00	01:00	01:00	01:00	01:00	01:00	00:00	01:30
Thursday	Start	10:30	10:30	10:30	10:30	10:30	10:30	23:00	11:00	11:00	10:00
	End	01:00	01:00	01:00	01:00	01:00	01:00	01:00	01:00	00:00	01:30
Friday	Start	10:30	10:30	10:30	10:30	10:30	10:30	23:00	11:00	11:00	10:00
	End	02:00	02:00	02:00	02:00	02:00	02:00	02:00	02:00	01:00	02:30
Saturday	Start	10:30	10:30	10:30	10:30	10:30	10:30	23:00	11:00	11:00	10:00
	End	02:00	02:00	02:00	02:00	02:00	02:00	02:00	02:00	01:00	02:30
Sunday	Start	10:30	10:30	10:30	10:30	10:30	10:30	23:00	11:00	11:00	10:00
	End	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	23:00	00:30

NB - Times are expressed using the 24 hour clock. When the end time is 01:00 for example this means the following day.

5. The period the licence is required for

- 5.1 The Spiegeltent will open to the public from Wednesday 13th May and close to the public at the end of Sunday 24th May 2015 (12 days).

6. Premises supervisor details

Rob Howe,
43A St Benedict's Street
Norwich
Norfolk
NR2 4PG

Personal Licence Number – 08/00151/PERS

7. Retail sale of alcohol

- 7.1 There are two bars selling alcohol on site. The Inside Bar is located inside the Spiegeltent and operates at the times that there is entertainment being provided in the venue. This is typically around our two main show times, 19.30 and 22.00 daily and we also offer daytime programme and entertainment up until the listed licensing hours.
- 7.2 The Outside Cafe/Bar provides a space that audience can come and enjoy lunch during the daytime in a relaxed family environment, and enjoy the atmosphere of the Spiegel Gardens around the Spiegeltent programme in the evening. The Outside Cafe/Bar will cease serving 1 hour before the Inside Bar cut off time nightly.

8. Promotion of licensing objectives

8.1 - The prevention of crime and disorder

- 8.1.1 Two experienced security personnel licensed by the Security Industry Authority (SIA) on site 24 hours a day with an additional SIA security team member at all times that the Spiegeltent is open to the public (increasing to a total number of 6 SIA on duty Friday and Saturday evenings going in to Saturday and Sunday mornings).
- 8.1.2 Experienced SIA security roving around the park during the Garden Party event on the 16th and 17th May 2015.
- 8.1.3 SIA register of licensed door supervisors to be checked by NNF staff a week before the event begins to ensure premises and customers are protected by door supervisors with a valid SIA licence.
- 8.1.4 All areas licensed for the sale and consumption of alcohol will be separated and enclosed with barriers.
- 8.1.5 Patrons will be prevented by SIA security from taking any open drinking vessel off site.
- 8.1.6 Patrons will be prevented by SIA security from bringing any alcoholic beverages on site.
- 8.1.7 Bar staff will ensure that plastic vessels are used in replacement of glass at the discretion of bar staff dependent on the nature of the event.

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- 8.1.8 Experienced bar staff will challenge anyone who appears under the age of 25 to provide age identification (valid photo id) otherwise they will be refused the sale of alcohol.
- 8.1.9 Spiegeltent capacity (499) to be monitored and maintained at all times by the Spiegeltent General Manager.
- 8.1.10 Adequate site lighting to be provided at all times that the site is open to the public.
- 8.1.11 Security, Spiegeltent Site/General Manager and other key festival staff to be in constant communication via radio on site.
- 8.1.12 Staggered closing times between outside and inside bars minimise the potential for disorder and disturbance as customers leave the premises.
- 8.1.13 Signage used around site to encourage people to leave quietly.
- 8.1.14 The final written copy of the event risk assessment will be submitted to Police 14 days prior to the event taking place.

8.2 - Public safety

- 8.2.1 A comprehensive Event Fire Risk Assessment will be submitted to the Safety Advisory Group in advance of the event taking place.
- 8.2.2 All site and Spiegeltent means of escape maintained at all times.
- 8.2.3 Spiegeltent evacuation drill to be held by Spiegeltent General Manager before venue opens to the public and will cover venue evacuation procedure and individual staff responsibilities.
- 8.2.4 Spiegeltent and Site Evacuation procedure to be shared with all authorities via the Safety Advisory Group meeting before the event as part of the Event Management Plan.
- 8.2.5 NNF Safety Officer to brief all staff on site on location and use of fire extinguishers on site.
- 8.2.6 Spiegeltent hard power venue lighting system established and maintained.
- 8.2.7 Spiegeltent capacity (499) to be monitored and maintained at all times by the Spiegeltent General Manager.
- 8.2.8 All equipment inside the venue fire resistant and to British Standard.
- 8.2.9 All indoor special effects (eg dry ice machine) to be checked by NNF Safety Officer in advance of use.
- 8.2.10 Security and Front of House team to be briefed daily by Spiegeltent General Manager on safety of persons attending the premises or event.
- 8.2.11 Spiegeltent and site disabled access maintained at all times.
- 8.2.12 At least 1 fully trained first aider will be available at all times Spiegeltent is open to the public.
- 8.2.13 Spiegeltent General Manager is first aid trained to support staff at times the Spiegeltent is not open to the public.
- 8.2.14 4 additional SIA security, dedicated event first aid provision and 20 NNF volunteer support in Spiegel Gardens and Festival Gardens on family Garden Party weekend event on Saturday 16th and Sunday 17th May 2015.

8.3 - The prevention of public nuisance

8.3.1 PA systems

There are two main PA systems in use in the Spiegeltent Gardens. One inside the Spiegeltent and one in the Outside Cafe/Bar tent. Other smaller systems used exclusively as part of the Garden Party weekend event (16th and 17th May 2015) during daytime hours.

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8.3.2 Spiegeltent System

- 8.3.2.1 Db limit will be set by Norwich City Council Environmental Health Officers in advance of the Spiegeltent opening to the public. This limit will be monitored and managed by NNF staff (Principally by Spiegeltent Sound Engineer who has a db meter on their sound desk at all times, with additional regular checks by Spiegeltent General Manager and/or Spiegeltent Site Manager) in accordance with advice from Environmental Health officers.
- 8.3.2.2 Curfew for this PA system set at;
 - Sundays – 00.00
 - Monday to Thursday – 01:00
 - Friday and Saturday – 02:00

8.3.3 Outside Cafe/Bar System

- 8.3.3.1 Db limit will be set by Norwich City Council Environmental Health Officers in advance of the Spiegeltent site opening to the public. This limit will be monitored and managed by NNF staff (Spiegeltent General Manager and/or Spiegeltent Site Manager) in accordance with advice from Environmental Health officers.
- 8.3.3.2 Curfew for this PA system set at 23.00 daily. The Cafe/Bar PA system will be used to create a low ambient background noise only, and won't be used at the same time that the Spiegeltent PA will be in use.
- 8.3.3.3 Any other small PA systems that may be used as part of NNF's outdoor free outdoor programme in the Festival Gardens will only be in use during daytime hours.

8.3.4 Monitoring MNL

- 8.3.4.1 NNF's Spiegeltent General Manager and Spiegeltent Site Manager will accompany Norwich City Council Environmental Health Officers before the site opens to the public to identify locations by which to set and then be able to measure the db level from.
- 8.3.4.2 At the same time the corresponding sound level is established by NCC Environmental Health Officers at the sound desk of the Spiegeltent PA system. This db level is monitored at all times that the PA is in use by the Spiegeltent Sound Engineer.
- 8.3.4.3 NNF Spiegeltent General Manager and/or Spiegeltent Site Manager take background noise level readings hourly at all times when any PA system is in use and at any other time when deemed appropriate by the Event Producers and/or Spiegeltent General Manager and/or Spiegeltent Site Manager at locations identified by Norwich City Council Environmental Health officers.
- 8.3.4.4 If at any point a noise reading is taken above the limits set, the member of NNF staff in question will relay the information directly to the engineer in control of the sound desk in question immediately so that the sound level is reduced accordingly.

8.3.5 Hours of Operation for entertainment and plant/machinery

- 8.3.5.1 Site Crew will begin work four days before the Spiegeltent site opens to the public (this will involve an unobtrusive start - receiving delivery of fencing for example) and the site will be completely clear of staff and infrastructure by 12:00 noon on the day that the site opens to the public (13th May 2015).
- 8.3.5.2 Work schedule starts 9am each day although a small number of deliveries may occur between 08:00 and 09:00 on some days.
- 8.3.5.3 A 22:00 curfew will be set for all outdoor work, construction etc. during site build up and break down. On all other days, outdoor work, if any, will end at dusk or earlier.
- 8.3.5.4 There will be no overnight working.
- 8.3.5.5 Soundchecks will all be conducted during daylight hours.

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- 8.3.5.6 Outdoor café/bar operating hours will end one hour before the Spiegeltent closes.
- 8.3.5.7 Spiegeltent opening hours will end at 00:00 on Sundays, at 01:00 on Monday – Thursday, and 02:00 Fridays and Saturdays. A drinking-up period of 30 minutes will be imposed which will help to spread the departure of audience.

8.3.6 Noise Mitigation Measures

- 8.3.6.1 Strict outdoor performance and PA curfew at 23:00
- 8.3.6.2 Strict outdoor work curfew at 22:00
- 8.3.6.3 Outdoor café/bar to close by 1 hour before Spiegeltent closes nightly ie 23.00 Sundays, 00.00 Monday to Thursdays, 01.00 Friday and Saturdays.
- 8.3.6.4 All local residences informed of event through leaflet drop and liaison with Residents Assoc.
- 8.3.6.5 Siting of all PA systems to take account of local residences
- 8.3.6.6 No over-night working
- 8.3.6.7 Glass being poured in to recycle bins outdoors will be restricted from 21:00-08:00 daily.
- 8.3.6.8 The emptying of portable toilets will be requested to take place after 08:00 on days when cleans are scheduled to take place.
- 8.3.6.9 Door and FOH staff at Spiegeltent will encourage attendees to leave quietly at closing time each evening and will repeat this message through full duration of egress.
- 8.3.6.10 Door staff will be tasked with ensuring any audience outside the Spiegeltent doors behave quietly.
- 8.3.6.11 Spiegeltent staff will regularly check sound levels set by Environmental Health in and outside the Spiegeltent as referenced in more detail above.
- 8.3.6.12 Festival site mobile phone number to be advertised at the front and rear entrances to the site and additionally at two locations around the Spiegeltent site to make members of the public aware of one way they can contact NNF staff directly if they may have a concern. Phone to be checked regularly by Site Manager/General Manager.
- 8.3.6.13 Festival management team to de-brief after each performance day and especially after Friday/Saturday events in order to review and adjust.

8.3.7 Public Egress

- 8.3.7.1 Crowd egress from site will be staggered due to varied finish times of free and ticketed entertainment.
- 8.3.7.2 Management to take active measures to underline message to leave Spiegeltent venue quietly (notices, reminders by door staff and other FOH staff, announcements at the end of performances).
- 8.3.7.3 No car parking in immediate vicinity ensures noise of vehicles departing kept to a minimum.
- 8.3.7.4 Drinking up period in Spiegeltent helps spread departure time

8.4 - The protection of children from harm

- 8.4.1 Experienced bar staff will challenge anyone who appears under the age of 25 to provide age identification (valid photo id), otherwise they will be refused the sale of alcohol.
- 8.4.2 All 22.00 Spiegeltent performances are advertised as suitable for ages 18 plus.
- 8.4.3 Where appropriate, age restrictions will be put on specific performances in the Spiegeltent
- 8.4.4 No under 18s permitted on site after 22.00. Security to use discretion at all other times.

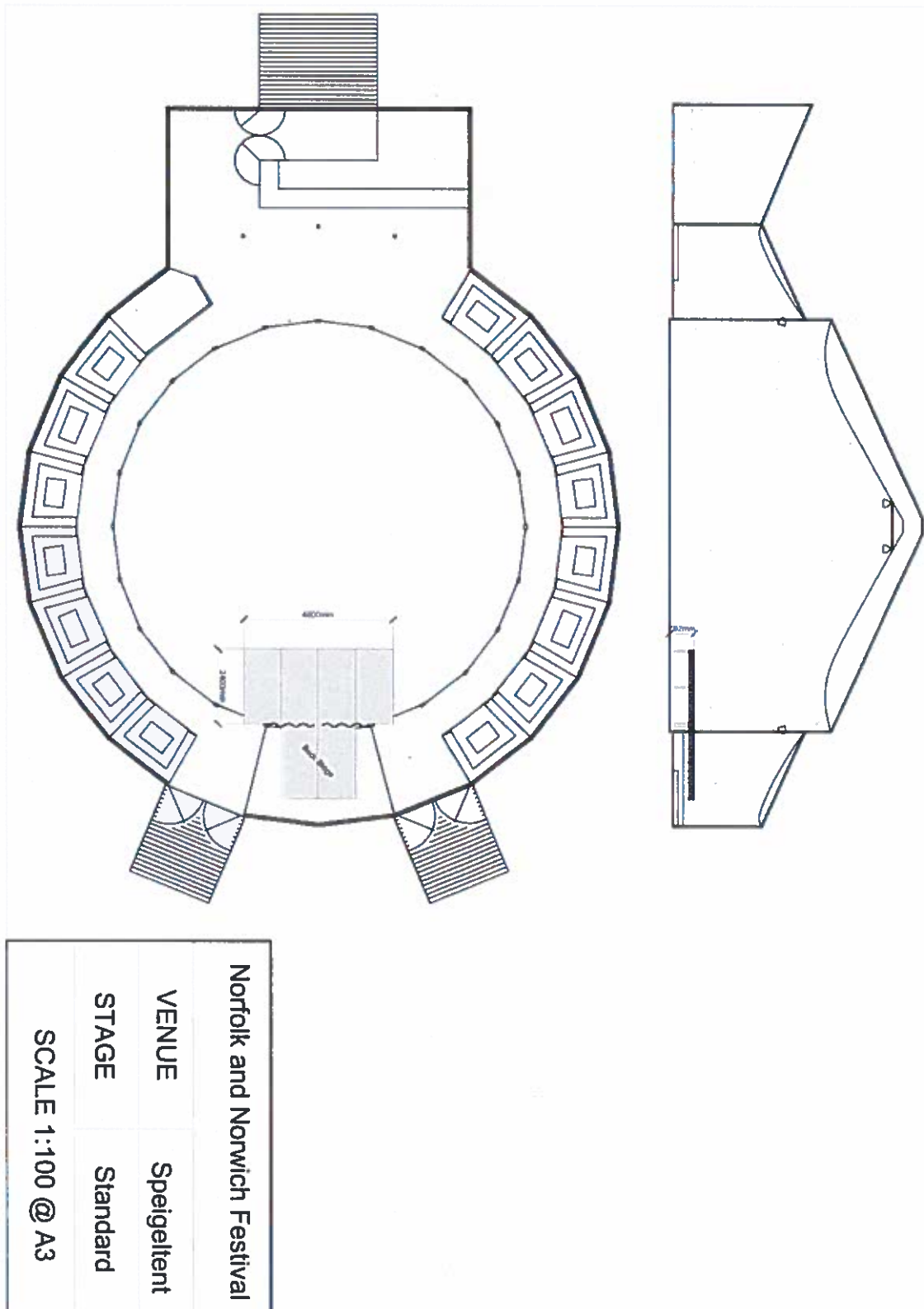
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- 8.4.5 All staff and volunteers will be briefed on NNF's Child and Vulnerable Adult Protection policy.**
- 8.4.6 Event Management Plan contains a clear Lost Children policy for events in Chapelfield Gardens with DBS checked staff are in place.**
- 8.5.7 Volunteers and photographers will understand that we need verbal permission to take a close up video or picture of a child or vulnerable adult at our events.**

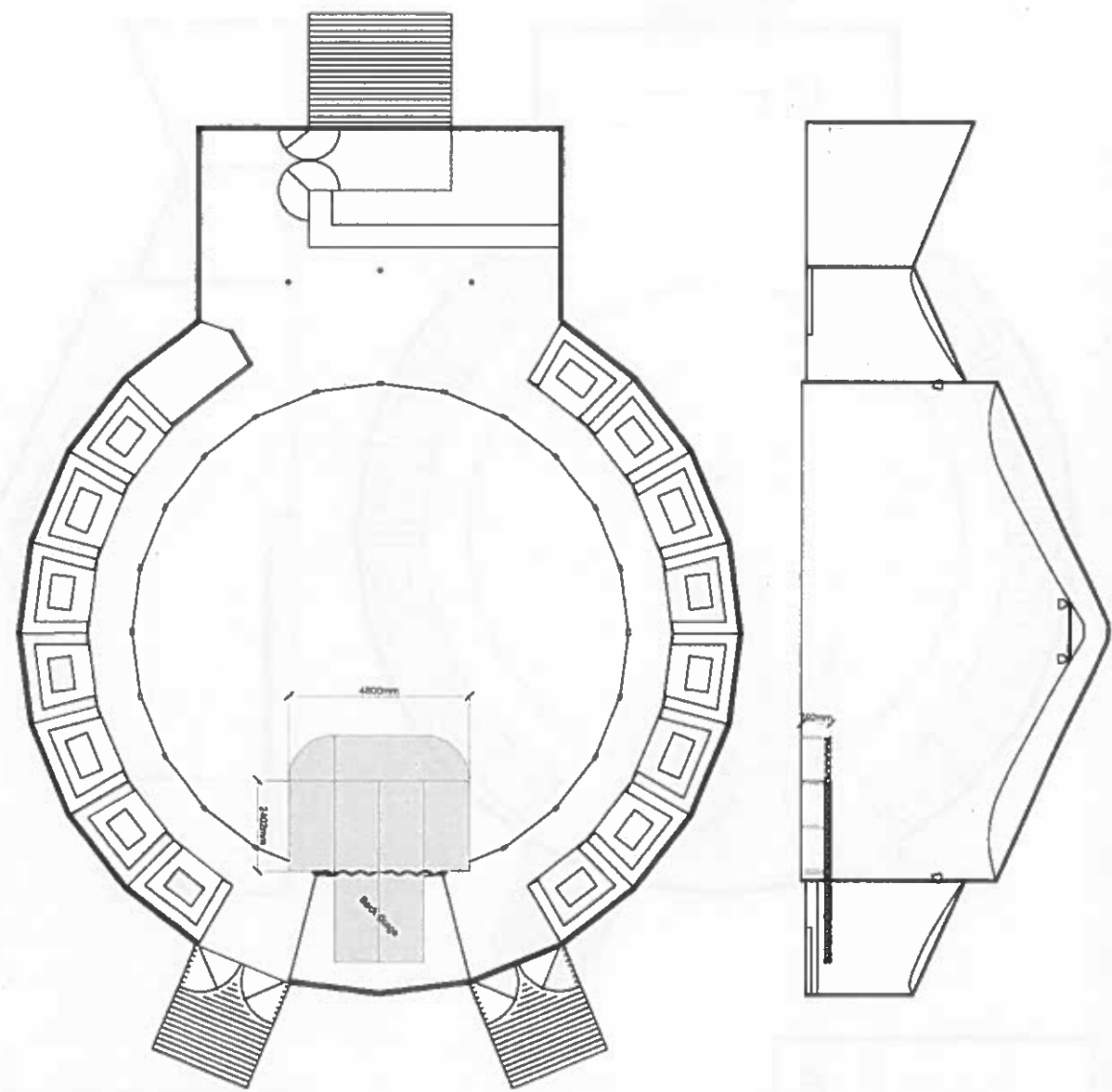


9.2 Staging – as the Spiegeltent is a flexible space and different performances have different requirements we are submitting multiple staging configurations.

Staging configuration 1 - standard

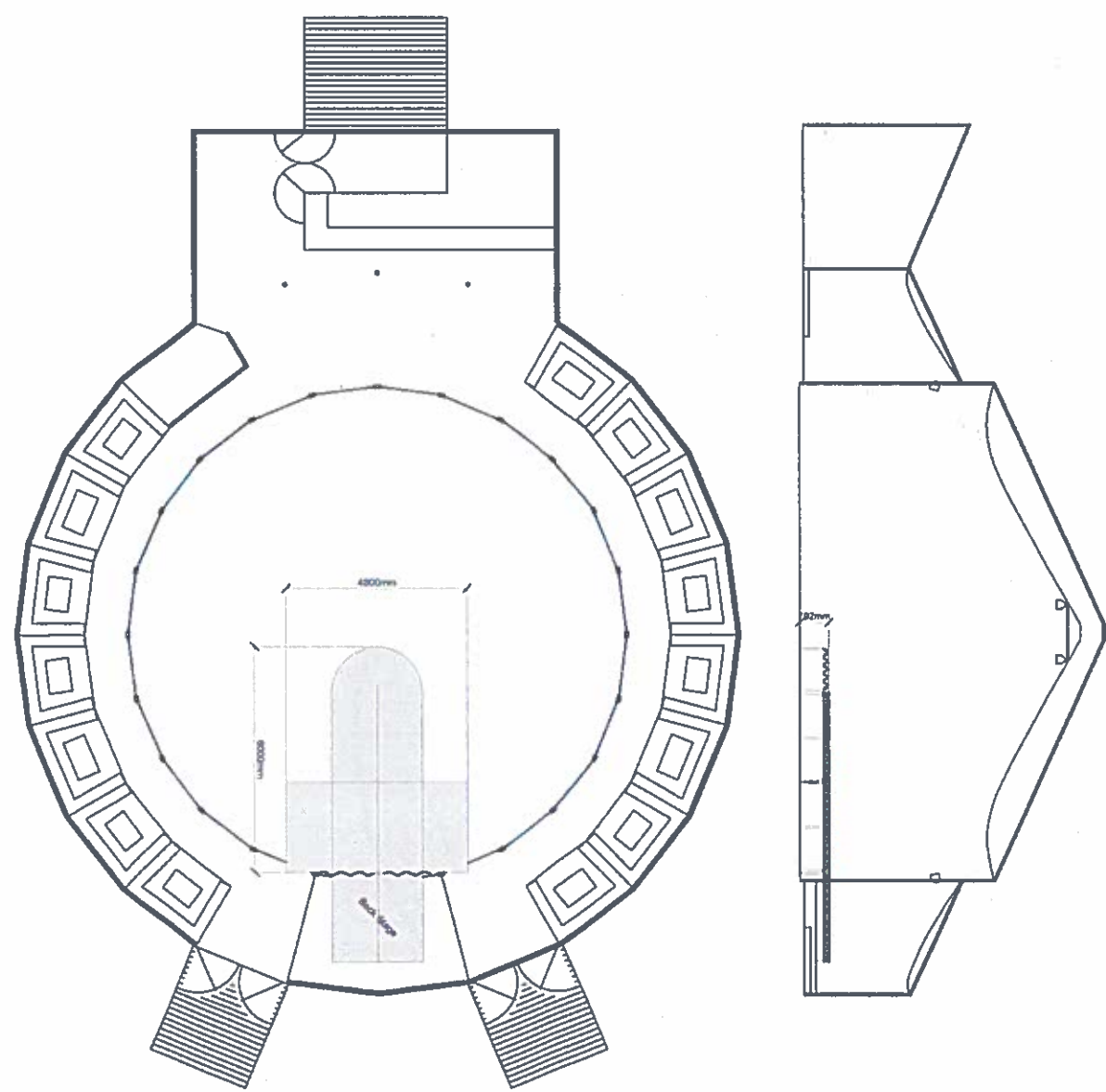


Staging configuration 2 – front curve



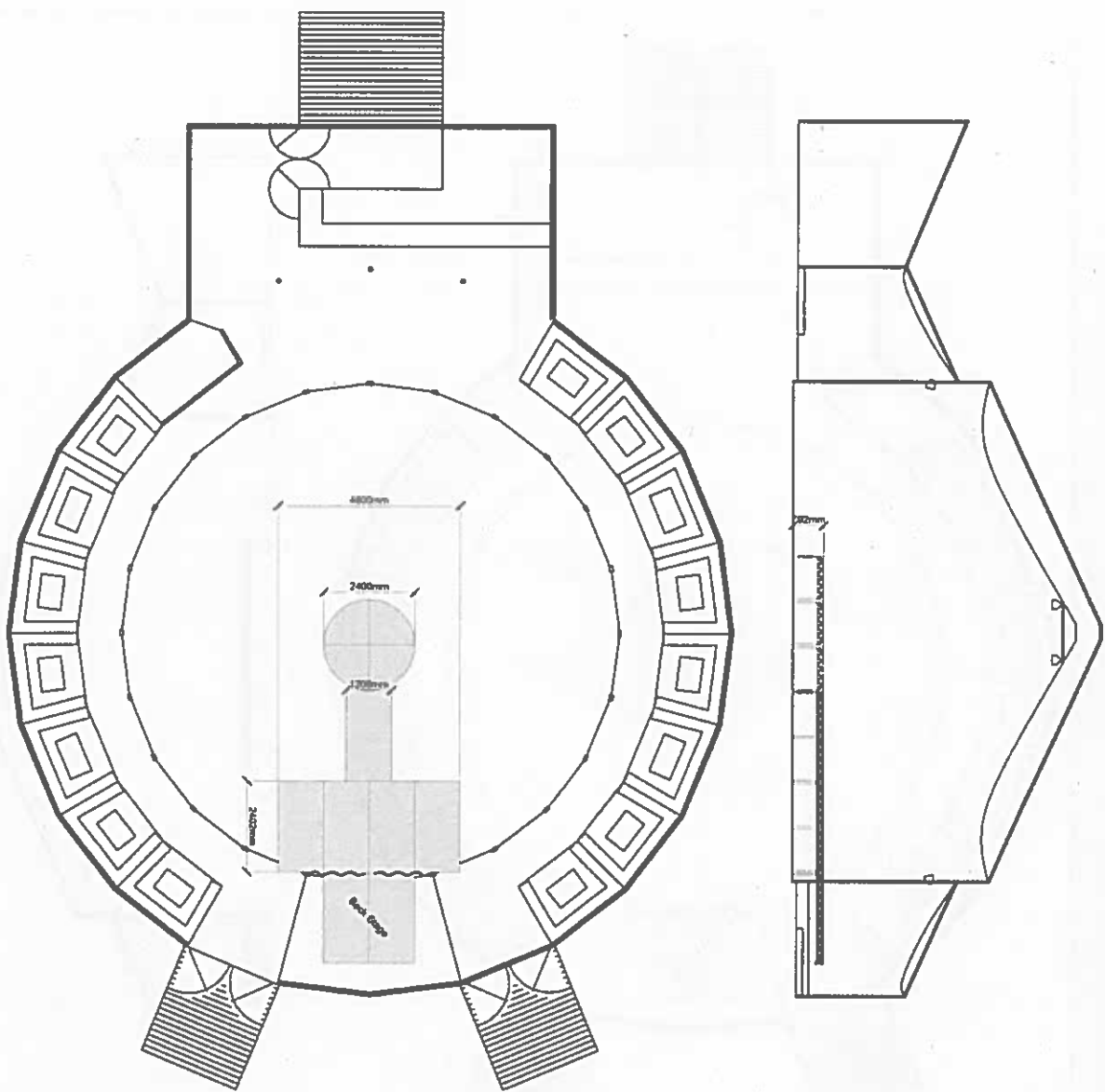
Norfolk and Norwich Festival	
VENUE	Speigelent
STAGE	Front Curve
SCALE 1:100 @ A3	

Staging configuration 3 - thrust



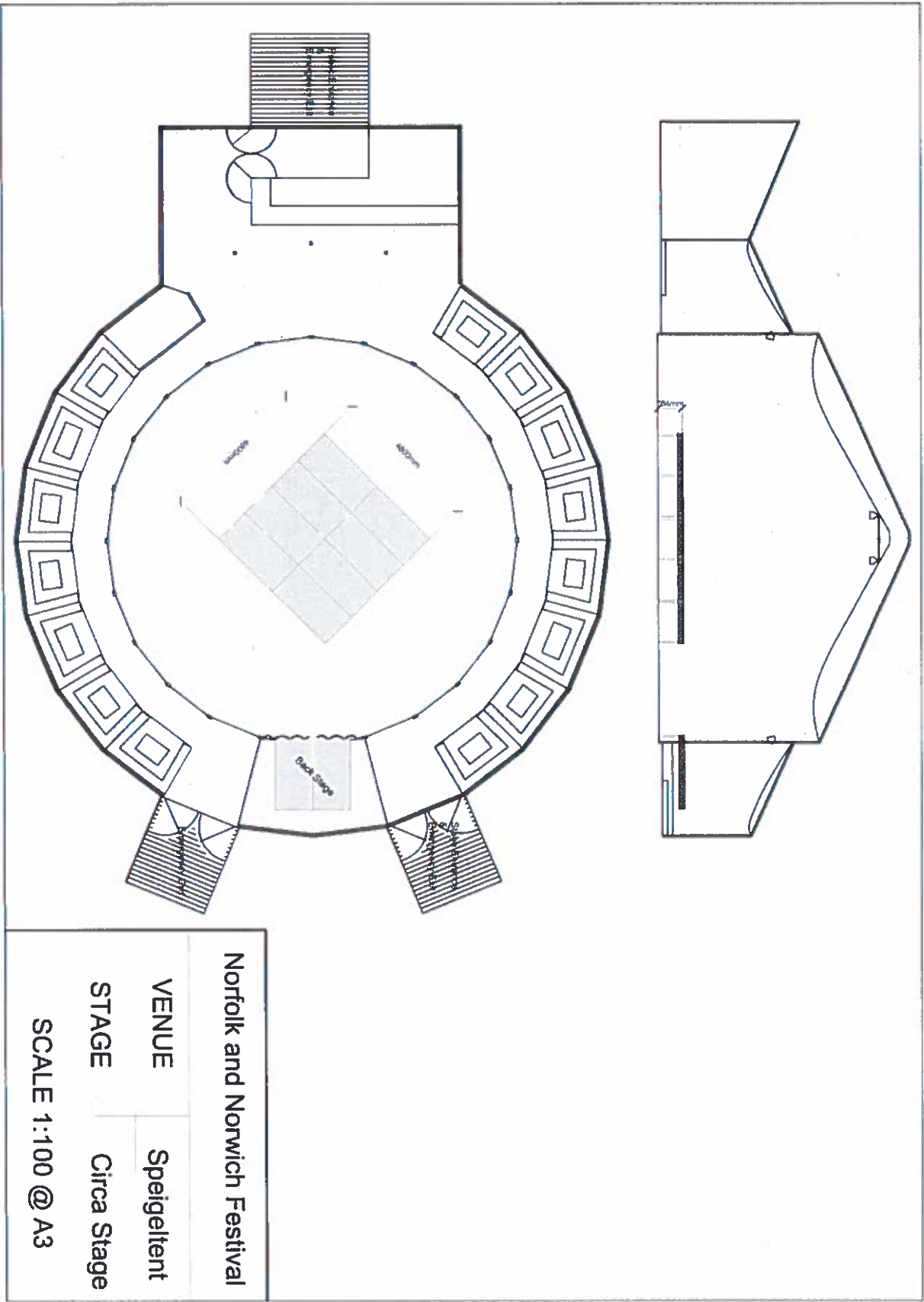
Norfolk and Norwich Festival	
VENUE	Speigeltent
STAGE	Thrust
SCALE 1:100 @ A3	

Staging configuration 4 – Trust with circle



Norfolk and Norwich Festival	
VENUE	Speigeltent
STAGE	Thrust w/Circle
SCALE 1:100 @ A3	

Staging configuration 5 – Circa



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10. Additional information regarding the event. Please note this is supplementary to the Operating Schedule and does not form part of it.

The Norfolk & Norwich Festival is an annual multi arts festival that takes place in May each year and is well known within the county and the city.

We have delivered activity in Chapelfield Gardens with the Spiegeltent at the forefront of this every May since 2009. The Spiegeltent and Spiegel Gardens have operated over a different number of days over its history ranging from 16 days in 2010 and 2012, 9 days in 2009, 2011 and 2013 and 12 days in 2014.

Spiegeltent

Returning for the seventh consecutive year to Chapelfield Gardens the Salon Perdu Spiegeltent (a wooden “tent”, mirrored and beautiful - capacity 499) is a superb Art Nouveau style traditional travelling dancehall.

Two main shows a night are programmed commencing at 19.30 and 22.00 featuring an eclectic programme of circus, film, music, dance, theatre and cabaret/variety/burlesque, mixing future-retro, classic-contemporary, the accessible and the innovative.

This is accompanied by a daytime programme of social activities, workshops and events at weekends and on specific week days, including dance, cabaret, film, circus, music, literature, which will engage a range of ages and communities.

We also use the tent to host a private Fundraising Gala for NNF sponsors and VIPs.

Spiegel Gardens

A designated licensed area around the Festival Spiegeltent is transformed into a beautiful social and entertainment area, inspired by classic European Festival sites, and combining food and drink offers, music, installations and walkabout performance. This will be a place for the audience to meet and gather before and between performances around the city.

Festival Gardens / Garden Party

One of the popular highlights of Norfolk & Norwich Festival is our free outdoor family weekend event enlivening the whole of Chapelfield Gardens, otherwise known as Festival Gardens for this period. This daytime event will feature international and national outdoor arts, children’s performances, street performances, installations, dance, circus, variety, film, theatre and music.

Bars

There are two bars selling alcohol on site managed by the team who run the Bicycle Shop in St Benedict’s Street in Norwich, who have successfully run the bars at the Spiegeltent every year since the first year of the Spiegeltent at Norfolk & Norwich Festival (2009).

The Inside Bar is located inside the Spiegeltent and operates at the times that there is entertainment being provided in the venue. This is typically around our two main show times, 19.30 and 22.00 daily and we also offer daytime programme and entertainment up until the listed licensing hours.

The Outside Cafe/Bar provides a space that audience can come and enjoy lunch during the daytime in a relaxed family environment, and enjoy the atmosphere of the Spiegel Gardens around the Spiegeltent programme in the evening. The Outside Cafe/Bar will cease serving 1 hour before the Inside Bar cut off time nightly.

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Staff

Norfolk & Norwich Festival employs a specialist dedicated team responsible for running the Spiegeltent and Festival Gardens site. This team will be returning for a 3rd consecutive year in 2015 and will be lead by a Spiegel General Manager supported by Spiegeltent Site Manager / Health and Safety Officer and technical team, with extensive knowledge and experience of running this site reporting to the Festival's Head of Production (year round, permanent).

In order to realise the Spiegeltent as a well run venue we have 2 Front of House (FOH) managers who oversee a team of voluntary Spiegeltent Hosts to manage the audience, deal with their needs and resolve any issues that may arise.

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N/A

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

N/A

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LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

Norfolk & Norwich Festival event organisers undertake a consultation and planning development process with the local authority, statutory bodies, a professional security company, Spiegel tent General Manager (NNF freelance appointment) experienced stewards and other interested parties through a series of round table meetings, conversations and discussions. An operating schedule and risk assessment are developed alongside these meetings and distributed to all agencies and personnel. These documents outline the agreed policies and procedures of all aspects of the event, including the 4 licensing objectives and form the basis of briefings and documentation given to event personnel prior to the event. A professional security company and experienced stewarding staff will be in attendance throughout to ensure the smooth running and management of the events in the Festival Gardens. Security and stewarding staff will report directly to the Site Manager/Health & Safety Advisor who will have responsibility for the management of the site delegated to them by NNF Management Team overseen by the Spiegel tent General Manager. All systems and procedures will be defined by the NNF Management Team in consultation with an experienced Health & Safety Advisor. An emergency contact number will be visibly displayed around Chapelfield Gardens and checked regularly so that anyone who has concerns can call.

b) The prevention of crime and disorder

Event organisers and the professional security company will work with Police to identify and plan for any potential threats to crime and disorder. The Police will be consulted before and during the event to minimise the impact of crime and disorder. Stewards and security will be located prominently and be visible throughout the event to manage crowds and report any issues to the Site Manager/Spiegel tent General Manager. SIA security will be employed as detailed in the security section of the Operating Schedule.

All Festival staff, Spiegel tent General Manager, stewards, Site Manager, along with Security Chief Steward will carry radios at all times when on duty.

Any incident-reporting and authorising of remedial action will be done via Site Manager or Spiegel tent General Manager.

c) Public safety

A detailed risk assessment has been undertaken for the event as a whole and individual artists and performers are also supplying their own performance-related risk assessments. Appropriate measures will be taken to ensure the safety of all performers, staff and general public. Event equipment and structures will be stewarded or cordoned off to prevent public access where deemed appropriate. Stewards and security personnel will be located throughout the performance areas and amongst the audience. Qualified first aiders will be in attendance throughout the event and in radio contact with the Site Manager/Spiegel tent General Manager. First aid will be provided in accordance with the risk assessment as defined in The Event Safety Guide. The detailed operating schedule and communication of all the contents to staff is a key part in ensuring

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the public safety of all.

All catering equipment and outlets will be checked in accordance with local authority and outside catering guidelines.

d) The prevention of public nuisance

The event is oriented towards a family audience and public nuisance is not anticipated. Event organisers and the security company will work with the Police to identify and plan for any potential nuisance through round table meetings. Stewards will be briefed as to how to manage potential nuisance.

Noise nuisance will be minimised through controlled use of PA systems, each PA system clearly sited and scheduled, and levels kept within limits set by Norwich City Council Environmental Health. The layout of the site will be the same as in May 2013 and 2014 to maximise the use of hard standing surfaces and facilitate ease of level access to the Spiegeltent and to direct and shield any noise disturbance from local residents. The continued use of the technically refined specification of the PA system will ensure that public nuisance is minimised. Programmed events in the late evenings will be for an 18+ audience where appropriate.

The Festival Gardens opening times have been designed to maximise the impact of the event and minimise the potential of noise nuisance.

The outside bar will close one hour before the bar within the Spiegeltent each evening to facilitate a staggered audience egress and thereby reducing the likelihood of public nuisance.

Consultation is being undertaken with surrounding residents and residents groups and a dedicated mobile number will be established for site related queries which will be checked regularly throughout the Festival.

Litter and recycling are key parts of the ethos of the Festival's Environmental Sustainability Policy and therefore will be a key part of the management.

e) The protection of children from harm

All staff and volunteers will be briefed on NNF's Child and Vulnerable Adult Protection policy, reviewed annually in conjunction with Norfolk's Safeguarding Children Board. A clear Lost Children policy for events in Chapelfield Gardens with DBS checked staff is in place. Any leaders who are working with children will have relevant qualifications and DBS checks. During the Family Weekend on Saturday 16 and Sunday 17 May 2015 a Lost Children's point will be managed by experienced DBS checked staff in radio contact with the Site Manager/Spiegeltent General Manager. The Lost Child point will be located at the Chapelfield Nursery and we will be working with Nursery staff to ensure child safety. At all other times when regulated entertainment is provided professional security and stewarding staff will be on the premises and they will be fully briefed on an appropriate lost children policy and procedure.

In line with our Child and Vulnerable Adult Policy, all staff, volunteers and photographers will understand that we need verbal permission to take a close up video or picture of a child or vulnerable adult at our events. A child or vulnerable adult will not be photographed/filmed if they do not wish to be or if their parent/carer does not wish them to be. We ensure that we use signage at all performances with a photographer or videographer present to make sure that all children, vulnerable adults and their responsible adult/carer are aware that their picture/image might be taken and used in the future by the Norfolk & Norwich Festival.

Where appropriate, age restrictions will be put on specific performances in the Spiegeltent.

The sale of alcohol will be strictly controlled.

Section 19 of 19

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Premises Licence Fees are determined by the non-domestic rateable value of the premises.

To find out a premises non domestic rateable value go to the Valuation Office Agency site at http://www.voa.gov.uk/business_rates/index.htm

Band A - No RV to £4300 £100.00

Band B - £4301 to £33000 £190.00

Band C - £33001 to £87000 £315.00

Band D - £87001 to £125000 £450.00*

Band E - £125001 and over £635.00*

*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then you are required to pay a higher fee

Band D - £87001 to £12500 £900.00