

# NORWICH CITY COUNCIL

## Report for Resolution

**Report To** Licensing sub-committee  
15 February 2012

**3**

**Report of** Head of citywide services

**Subject** Licensing Act 2003:  
Application for the grant of a premises licence -  
Norfolk & Norwich Festival Trust Chapelfield Gardens  
Chapel Field Road Norwich NR2

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### Purpose

Members are asked, in accordance with the delegation of licensing functions contained in the Norwich City Council Statement of Licensing Policy (Licensing Act 2003), to consider the application to grant a Premises Licence in respect of the Norfolk & Norwich Festival Trust, Chapelfield Gardens, Chapel Field Road, Norwich, NR2 following the receipt of Interested Party objections.

### Recommendation

That members determine the application to grant a Premises Licence in respect of Norfolk & Norwich Festival Trust, Chapelfield Gardens, Chapel Field Road, Norwich, NR2 in accordance with the:

- Licensing Act 2003;
- Guidance issued under Section 182 of the Licensing Act 2003; and
- Norwich City Council Statement of Licensing Policy.

### Financial Consequences

The financial consequences for this report are nil.

### Corporate Objective/Service Plan Priority

The report helps to achieve the service plan priority of protecting the interests of the public through the administration of the licensing function.

**Contact Officer**  
**Ian Streeter**

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### Background Documents

The Licensing Act 2003  
Guidance issued under Section 182 of the Licensing Act 2003  
Norwich City Council Statement of Licensing Policy

## 1.0 The Application

- 1.1 The applicant is the Norfolk and Norwich Festival Trust.
- 1.2 Chapel Field Gardens is a public park situated within the City inner ring road and is bordered by Chapel Field North, Chapel Field East and Chapel Field Road.
- 1.3 This grant application seeks to allow the provision of regulated entertainment, entertainment facilities, late night refreshment and the supply of alcohol at the premises for a fixed period between 10 May 2012 and 27 May 2012.
- 1.4 The details of the Operating Schedule are as follows:

1.4.1 The Licensable Activities are:

- Plays (indoors and outdoors)
- Live Music (indoors and outdoors)
- Recorded Music (indoors and outdoors)
- Performances of Dance (indoors and outdoors)
- Anything of a similar description to live music, recorded music and performances of dance (indoors and outdoors)
- Provision of Facilities for Making Music (indoors and outdoors)
- Provision of Facilities for Dancing (indoors and outdoors)
- Provision of facilities for entertainment of a similar description to making music and dancing (indoors and outdoors)
- Late Night Refreshment (indoors and outdoors)
- Supply of Alcohol (for consumption on the premises)

1.4.2 The proposed standard days and hours for the licensable activities are:

- |                         |               |             |
|-------------------------|---------------|-------------|
| • Plays                 | 12:30 – 01:00 | Mon – Thurs |
|                         | 12:30 – 02:00 | Friday      |
|                         | 10:30 - 02:00 | Saturday    |
|                         | 10:30 – 00:00 | Sunday      |
| • Live Music            | 12:30 – 01:00 | Mon - Thurs |
|                         | 12:30 – 02:00 | Friday      |
|                         | 10:30 – 02:00 | Saturday    |
|                         | 10:30 – 00:00 | Sunday      |
| • Recorded Music        | 11:00 – 01:00 | Mon - Thurs |
|                         | 11:00 – 02:00 | Friday      |
|                         | 10:30 – 02:00 | Saturday    |
|                         | 10:30 – 00:00 | Sunday      |
| • Performances of Dance | 12:30 – 01:00 | Mon - Thurs |
|                         | 12:30 – 02:00 | Friday      |
|                         | 10:30 - 02:00 | Saturday    |
|                         | 10:30 – 00:00 | Sunday      |

• Anything of a similar description	11:00 – 01:00	Mon - Thurs
	11:00 – 02:00	Friday
	10:30 – 02:00	Saturday
	10:30 – 00:00	Sunday
• Provision of Music Facilities	10:30 – 17:30	Mon - Fri
	10:30 – 18:30	Sat – Sun
• Provision of Dance Facilities	10:30 – 01:00	Mon - Thurs
	11:00 – 02:00	Friday
	10:30 – 02:00	Saturday
	10:30 – 00:00	Sunday
• Facilities of a similar description	10:30 – 17:30	Mon - Fri
	10:30 – 18:30	Sat –Sun
• Late Night Refreshment	23:00 – 01:00	Mon – Thurs
	23:00 – 02:00	Fri - Sat
	23:00 – 00:00	Sunday
• Sale by Retail of Alcohol	12:00 – 01:00	Mon - Thurs
	12:00 – 02:00	Friday
	10:30 – 02:00	Saturday
	10:30 – 00:00	Sunday

1.4.3 The opening hours requested are:

10:30 – 01:30	Monday – Thursday
10:30 – 02:30	Friday
10:00 – 02:30	Saturday
10:00 – 00:30	Sunday

1.4.4 The steps proposed by the applicant to support the Licensing Objectives are attached to the report as Appendix A.

1.4.5 Following discussions with Norfolk Constabulary, the applicant has proposed to include the following additional conditions within their operating schedule:

- Patron will be prevented from taking any open drinking vessel off the site.
- Police will liaise with the organisers to ensure that plastic vessels are used in replacement of glasses where appropriate.
- The final written copy of the risk assessment will be submitted and agreed with Police and Licensing Authority 14 days prior to the event.

## 2. Relevant Representations

2.1 The responses from the Responsible Authorities are as follows:

Police – No representations.

Environmental Services – No representations.  
Fire Officer – No representations.  
Planning Officer – No representations.  
Area Child Protection Committee – No representations.  
Trading Standards – No representations.

- 2.2 Representations objecting to the application have been received from two Interested Parties with concerns relating mainly to the licensing objective of the Prevention of Public Nuisance. Copies of these representations are attached to the report at Appendix B. One representation in support of the application has been received and this is attached at Appendix C.
- 2.3 A site map of the area identifying the application premises and detailing the Interested Party addresses will be available at the meeting.

### **3.0 Norwich City Council Statement of Licensing Policy**

- 3.1 Attached at Appendix D are the elements of the City Council's local Licensing Policy which are considered to have a bearing upon the application:

### **4.0 National Guidance (issued under section 182 of the Licensing Act 2003)**

- 4.1 Attached at Appendix E are the elements of the National Guidance issued by the Secretary of State that are considered to have a bearing upon the application.

### **5.0 Summary**

- 5.1 The Sub-Committee is obliged to determine this application with a view to promoting the licensing objectives which are:

the prevention of crime and disorder;  
public safety;  
the prevention of public nuisance;  
the protection of children from harm.

- 5.2 In making its decision, the Sub-Committee is also obliged to have regard to guidance issued under Section 182 of the Licensing Act 2003 (National Guidance) and the Council's own local licensing policy. The Sub-Committee must also have regard to all of the representations made and the evidence it hears.

- 5.3 The Sub-Committee must take such of the following steps as it considers necessary for the promotion of the licensing objectives:

- Grant the application as asked;
- Modify the conditions of the licence by altering or omitting or adding to them;
- Reject the whole or part of the application

- 5.4 The Sub-Committee is asked to note that it may not modify the conditions or reject the whole or part of the application merely because it considers it desirable to do so. It must actually be necessary in order to promote the licensing objectives.
- 5.5 The representations received from the Responsible Authority and the Interested Parties appear to relate to issues that fall under the licensing objective of the prevention of public nuisance. The Sub-Committee is directed to paragraph 25 of the local licensing policy at Appendix D which contains examples of factors that impact on the licensing objective of the prevention of public nuisance that the applicant could consider when addressing these issues. This paragraph also contains examples of control measures that may be taken into account in operating schedules having regard to the type of premises and/or the licensable activities.
- 5.6 Insofar as the issue of licensing hours is concerned, the Sub-Committee is directed to paragraph 13.41 of the national guidance, which states that licensing hours should not inhibit the development of evening and night-time local economies, and that providing consumers with a greater choice and flexibility is an important consideration. However, this should always be carefully balanced against the duty to promote the four licensing objectives and the rights of local residents to peace and quiet. The Sub-Committee is also directed to paragraph 31.7 a) of the local licensing policy, authorising the restriction of licensing hours, where the licensing authority believes, on the basis of representations, that to not do so would exacerbate public nuisance.

The Committee must decide whether there is a strong enough case for the restriction of licensing hours, based on the representations made, to promote the licensing objectives.

- 5.7 The Sub-Committee is also reminded of the contents of appendix 4 of the local licensing policy (not re-produced in this report) which contains a pool of model conditions relating to the prevention of public nuisance.

# APPENDIX A

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

**a) General – all four licensing objectives (b,c,d,e) (please read guidance note 9)**

Event organisers undertake a consultation and planning development process with the local authority, statutory bodies, a professional security company, experienced stewards and other interested parties through a series of round table meetings. 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 for 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 Garden. Security and stewarding staff will report directly to the Site Manager who will have responsibility for the management of the site delegated to them by NNF Associate Producer - Circus and Outdoor Arts. All systems and procedures will be defined by the NNF Management Team in consultation with an experienced Safety Advisor. An emergency contact number for 'customer complaints' will be visibly displayed at entrances to Chapelfield Gardens and manned continuously so that anyone who has concerns can call.

**b) The prevention of crime and disorder**

Event organisers and the professional security company will work closely 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. SIA security will be employed as detailed in the security section of the Operating Schedule.

All Festival staff, stewards, Site Manager, along with Security Chief Steward will carry radios. Any incident-reporting and authorising of remedial action will be done via Site 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 amongst the audience. Qualified first aiders will be in attendance throughout the event and in radio contact with the Site 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 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 a major anticipated threat. Event organisers and the security company will work closely 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 has been minimally revised from NNF11 and the technical specification of the PA system has been refined to ensure that public nuisance is

minimised. Programmed events in the late evenings will be for an 18+ audience. The Festival Gardens opening times have been designed to maximise the impact of the event and minimise the potential of noise nuisance. Consultation is being undertaken with surrounding residents and residents groups and a dedicated 'customer complaint' mobile number will be established which will be manned continuously. Litter and recycling are key parts of the ethos of the Festival and therefore will be a key part of the management.

**e) The protection of children from harm**

A clear Lost Children policy with CRB checked staff is in place. Any leaders who are working with children will have relevant qualifications and CRB checks. During the Family Weekend on Saturday 11 and Sunday 12 May and on the day of the Festival Feast on Sunday 27 May a Lost Children's point will be managed by experienced CRB checked staff in radio contact with the Site 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.

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

The sale of alcohol will be strictly controlled.

**Please tick yes**

- I have made or enclosed payment of the fee ☒
- I have enclosed the plan of the premises ☒
- I have sent copies of this application and the plan to responsible authorities and others where applicable ☒
- I have enclosed the consent form completed by the individual I wish to be premises supervisor, if applicable ☒
- I understand that I must now advertise my application ☒
- I understand that if I do not comply with the above requirements my application will be rejected ☒

**IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**Part 4 – Signatures** (please read guidance note 10)

**Signature of applicant or applicant's solicitor or other duly authorised agent** (See guidance note 11). **If signing on behalf of the applicant please state in what capacity.**

Signature	
Date	
Capacity	Secretary, Norfolk & Norwich Festival Trust

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## **OPERATING SCHEDULE**

**Festival Gardens**  
**Chapelfield Gardens, Norwich**  
10 - 27 May 2012  
(plus set up 6 - 9 May; get out 28 – 30 May)

*2<sup>nd</sup> Draft*  
December 2011



1. **EVENT DESCRIPTION**
2. **EVENT MANAGEMENT**
3. **CROWD MANAGEMENT**
4. **EMERGENCY PROCEDURES**
5. **EVACUATION PROCEDURES**
6. **TRAFFIC MANAGEMENT**
7. **NORWICH CITY COUNCIL – CONDITIONS OF USE**
8. **FIRE PRECAUTIONS AND EQUIPMENT**
9. **WASTE MANAGEMENT**
10. **NOISE MANAGEMENT PLAN**
11. **LOST CHILDREN POLICY**
12. **CATERING**

**APPENDIX 1: EVENT MANAGEMENT TEAM STRUCTURE**

**APPENDIX 2: SITE PLAN**

**APPENDIX 3: RISK ASSESSMENTS**

**APPENDIX 4: PRODUCTION SCHEDULE**

**APPENDIX 5: SECURITY SCHEDULE**

**APPENDIX 6: FIRST AID SCHEDULE TBC**

**APPENDIX 7: CONTACT LIST**

## 1. EVENT DESCRIPTION

Building on the considerable success of the Festival Gardens project in May 2009 to 2011, the Norfolk & Norwich Festival is planning a return to Chapelfield Gardens in 2012 with a focussed and equally ambitious programme of events, centred on Salon Perdu, the beautiful and hugely popular Spiegeltent.

Festival Gardens 2012 will comprise:

**Festival Spiegeltent:** installed in Chapelfield Gardens for **eighteen days** (10-27 May 2012). The programme will follow similar lines to 2011, though over a longer period of time: two shows a night (19:30, 22:00 – dependant upon show lengths of individual acts) and a programme of work during the day at weekends, with a range of workshops and events for young and old alike (dance, cabaret, circus, music, literary) and social activities that will engage a range of communities. The programme will again be an eclectic selection of circus, music, dance, theatre and cabaret/variety/burlesque, mixing future-retro, classic-contemporary, the accessible and the innovative. In 2012 there will be the addition of a Fundraising Gala Evening for NNF sponsors and VIPs on Thurs 10<sup>th</sup> May.

**Opening Weekend (11-13 May):** a weekend of free outdoor work enlivening the Festival Gardens along similar lines to May Daze (2011), Garden Party (2009 and 2010) and City of Secrets (2008) on the weekend 11-13<sup>th</sup> May. This event will feature international and national outdoor arts, street performances, installations, dance, circus, variety, theatre and music. In 2012 the focus will be on performances within the Festival Gardens.

**Middle Weekend (19-20 May):** NNF are considering a range of options for up to three static sound installations and small-scale dance/acrobatic performance pieces centred around the Norwich Lanes. The Spiegeltent will host family and literary events which combine contemporary arts and engage a wide range of communities within its uniquely stimulating environment. The SpiegelGarden will provide the ideal ambience.

**SpiegelGarden:** The area around the Festival Spiegeltent will again be transformed into a beautiful social and entertainment area, inspired by classic European Festival sites, and combining food and drink offers, music and walkabout performance, this will be a place for the audience to meet and gather before and between performances around the city. The site will be fenced off from the rest of Chapelfield Gardens and fully licensed. Entry to the site will be monitored to ensure that capacity is not exceeded. An SIA-badged door supervisor will be on duty while the site is open to the public.

**Finale Weekend (26-27 May):** NNF are delighted to host a Bo Nanafana Family Day in the SpiegelGarden and Tent throughout Saturday 26<sup>th</sup> May, which will present a range of music and cabaret reflecting their distinctive style and diverse community links for young and old alike. On Sunday 27<sup>th</sup> May NNF will host a finale community "Feast in the Park" (working title) incorporating feasting, music and dancing around the bandstand. With banqueting tables and chairs provided, and up to six traders supplying food to those who don't bring their own, the public will be encouraged to participate in a gentle and convivial wind-down, sharing in a collective community celebration of the culmination of what we hope will be our most accessible and inclusive Festival to date.

## 2. EVENT MANAGEMENT

The Event Management Team will be headed by the Event Producer, Mikey Martins for NNF, working alongside the NNF Production Manager, Mark Denbigh, the Technical Director, Tim Tracey, the Production Consultant (tbc), the Site Manager (tbc), the Head of Security (security company tbc), the Spiegeltent Manager (tbc). The security company will work with the Event Management team, via the Head of Security, to a stewarding plan identifying where observation and public information will be most useful, and these positions will be maintained throughout performance hours. The team will be supplemented according to the requirements of the programme of activity (see Crowd Management - below).

Together the event team and the stewards will work to ensure the following;

- A free movement for the public along existing pathways
- Monitoring of all installations and temporary venues once in place.
- That information is readily available to the public regarding programme of events and timings, location of welfare facilities
- That a clear communication line is maintained at all times between stewards and the Event Management Team.

### **3. CROWD MANAGEMENT**

Requirements of the overall management of the site will vary with the level of activity at any particular time:

#### **3.1 Get-in, set-up, installation, de-rig and get-out [6 -9, 19-20 & 28-30 May]**

The installation and removal of the Spiegeltent, the bar tent and any other possible temporary demountable structures will take place within daylight hours in an open city park and work activity will be managed to reflect the potential hazards associated with this type of working environment. In particular, construction sites will be delineated, and vehicle movement and parking will be strictly controlled. Security staff will be employed to staff the vehicle access gate during working hours and to guard the site at all other times.

#### **3.2 Performance/public event times [10-27 May]**

There will be a professional stewarding and security presence in the Gardens throughout, performing the following functions:

1. SIA-badged security acting as static guard at Spiegeltent back stage area and vehicle access gate
2. SIA-badged security acting as static guards at any temporary installation deemed vulnerable
3. SIA-badged roving team around the park at peak times
4. SIA-badged door supervisor present in Spiegel Garden when operating (licensed area)
5. Norfolk & Norwich Festival stewards providing general public information and guidance and for crowd/audience management at open air performances whether static or walkabout

If any stewards become aware of a disturbance or incident, they should immediately contact the Head of Security, with details of the location and a brief description of the activity. The Head of Security, in conjunction with the Event Producer or their on-site representative (Site Manager), will make the assessment as to whether the matter can be dealt with, or whether the emergency services need to be called. NNF stewards must not put themselves at risk.

#### **3.3 Security and licensed areas**

- All areas licensed for the sale and consumption of alcohol will be separated and enclosed with barriers.
- Alcohol licensed areas will be guarded and patrolled by SIA registered Door Supervisors.
- The Event Manager will liaise with Norfolk Police to ensure that security staff and stewards are appropriately SIA qualified in line with the Security and Industry Act 2001.
- All security staff will wear fluorescent arm bands to display their SIA badge.

#### **4. EMERGENCY PROCEDURES**

The Site Manager, Spiegeltent Manager and the Head of Security will be in communication at all times. All staff will be briefed on:

- Evacuation routes
- Procedures for clearing the public to allow emergency access
- Code words for differing procedures
- Positions of First Aid point
- Staff with appropriate First Aid training will be on duty within Spiegeltent area during public performance times
- Lost Children point: Chapel Field Day Nursery (12-13, 19-20 and 26-27 May only)
- Correct procedures to be adopted when dealing with members of the public.
- Correct procedures for dealing with lost children incidents (see below)
- The Event Liaison Point will be the Spiegeltent production office, where the event site map will be on display with fire safety equipment positions indicated, along with static steward deployment. Additionally all key mobile numbers will be available along with details of the radio channels
- Emergency Services RVP: tbc

Positions of First Aid point will be:

- 10 -27 May: Spiegeltent Production Office
- 12 – 13, 26 - 27 May: First Aid unit parked at clearly visible point

#### **5. EVACUATION PROCEDURES**

##### **5.1 Site Evacuation**

An incident involving a fire, accident, bomb scare or crowd disturbance could necessitate the evacuation of part or all of Chapel Field Gardens.

Following the discovery of an incident, the Site Manager will inform the emergency services, Head of Security and Spiegeltent Manager. The message to indicate an incident that may necessitate evacuation will be:

"WE ARE GOING TO LEVEL BLUE AT [location]" (indicate part of the Gardens in which incident is happening)

The decision to evacuate the Gardens will be taken by the Site Manager, unless emergency services are on site in which case authority is transferred to them. If the decision is made to evacuate, this will be relayed to all staff through via radio. The message to indicate evacuation will be with the use of the code phrase;

"WE ARE GOING TO LEVEL BLACK AT [location]" (indicate which venue is to be evacuated)

Routes for evacuation would be:

1. Towards junction of Chapel Field North & Chapel Field East
2. Towards junction of Chapel Field East and Chapel Field Road
3. Towards roundabout at Chapel Field Road/Chapel Field North/Cleveland Road

## **5.2 Venue Evacuation**

In the event of a single venue needing evacuation the venue manager will make this decision, communicate it to the Site Manager and co-ordinate evacuation using venue specific evacuation procedure (see below).

When evacuation procedures are instigated, the message:

"[Venue] AT LEVEL BLACK" will be broadcast over the radio channel by Venue Manager. All staff in the vicinity of the venue concerned should act to move general public away from the venue for their own safety and in order to clear an area for the audience.

A subsequent or simultaneous evacuation of the entire Gardens may be necessary

"FESTIVAL GARDENS AT LEVEL BLACK" will be broadcast over the radio channel by the Site Manager. On hearing this message, all performance activity will cease, and the music PA, if operational, will be used to make the announcement:

"LADIES and GENTLEMAN: I AM SORRY WE HAVE TO CLEAR THE GARDENS. PLEASE FOLLOW FESTIVAL STAFF TOWARDS THE NEAREST AVAILABLE EXIT [or specific exits as appropriate]"

Key staff will utilise loud hailers, if required, to broadcast to the crowd not in the vicinity of the PA, or if the music PA is not operational.

On hearing this message, staff will be deployed to inform the public which way to leave the Gardens and assist with the flow of the crowd to ensure an orderly movement.

Staff to use arm signals to back up the announcements and to use firm but re-assuring language to encourage egress. Once evacuation is complete, the Event Management Team will meet at the Emergency Liaison Point to discuss further action.

## **5.3 Spiegeltent Evacuation**

Decision to evacuate Spiegeltent and its subsequent implementation will be conducted by Spiegeltent manager (SM) with support from staff and security employed within the venue. There will be two nominated deputies to assist with this procedure.

1. SM to ensure all lights are put to full and sound track/live musicians stop playing.
2. SM to make announcement to audience via show PA: "Ladies & Gentleman, we are sorry to announce that we have to evacuate the building. Please follow staff through the nearest exit."
3. Message should be repeated as necessary and should be calm and reassuring. If an exit is blocked the remaining exits should be pointed out
4. Staff to assist by indicating exit with firm, straight arm pointing to exit nearest their particular location.
5. Nominated deputy at main entrance to supervise egress and ensure audience and staff to gather at Muster Point - by Bandstand
6. Nominated deputies at rear exits to supervise egress and ensure audience and staff gather at temporary Muster Point – on path at East of Chapelfield Gardens. At order to evacuate crew will undo heras panels to allow audience to move to main Muster Point in centre of Garden when it is safe to do so.
7. SM to ensure venue is clear and call emergency services

In the event of a power failure the above procedure will be followed with the following alterations:

1. Emergency lighting will switch on and PA system cease to operate
2. SM to make voice announcement

## **6. TRAFFIC MANAGEMENT**

- There will be no vehicle movement on site during the performances.
- During the build up there will be movement by cherry picker (powered access platform), a number of LWB Sprinter-style vans, a 7T box truck, Hi-Ab Container truck, waste water/sanitation truck. All vehicle movement will be monitored by Site Manager (or designated member of their team) and site crew and banksmen will be deployed where necessary.
- A delineated working area will be set up around the Hi-Ab for unloading/loading, and around other delivery vehicles as necessary.
- The entry gate will be staffed by SIA security in radio contact with Site Manager during busy set-up periods and at other times will be locked. The Site Manager will hold the gate key and open the gate for, and brief, any incoming vehicles. This person will also ensure that the gate is otherwise closed by monitoring use of the gate by other key holders
- Vehicles must not drive onto grass except when public safety demands, or over areas of tree root under tree canopies. Vehicle routes on and off to unload/load positions should be planned and communicated to drivers on arrival at vehicle entrance gate in order to avoid grass and tree root areas. Vehicle movement on and off the Spiegeltent site will remain on vehicle trackway installed for the purpose
- Vehicles which are part of installations will be parked on wooden spreader plates and must not be placed under tree canopies.
- Regular replenishment of water supplies, bar stock, market stalls etc will all be scheduled out of operating hours in the early morning period. Site Manager or appointed deputy to meet all vehicle deliveries and brief on vehicle movement procedures prior to entry.
- Access for Emergency Service vehicles will be maintained at all times.
- Artists and technicians may enter the park in order to deliver or collect equipment but must not park on site. It is accepted that up to three technician vehicles may need to be parked adjacent to the Spiegeltent for short periods to facilitate on-going access to tools and equipment. These vehicles to be parked on trackway laid within the Spiegeltent compound for the purpose.
- NNF to identify parking area close to the park for service vehicles
- All staff and artists to be informed in advance of these parking restrictions

## **7. Norwich City Council – Condition of Use of Green Spaces**

In considering the plan for NNF12 and underpinning all the above systems and procedures Norwich City Council's conditions of use will be the principal concern and their rigorous implementation will be the responsibility of the Site Manager, managed by the Event Producer. These conditions of use will be communicated to all Festival staff, contractors, artists and companies.

The conditions of use are as followed:

### *Conditions for the protection of all parks*

1. All vehicles that are not required to stay on the park after set-up will be removed or within the tracked back stage area.
2. Vehicles must offload from hard standing and not drive on the grass where possible

3. Vehicles must not park on shrub bed areas and the edges of shrub beds should be protected from damage.
4. Loading must not be applied to any drainage/soakaway covers or within 1m of covers.
5. Vehicles must not drive between the trees as this will damage roots.
6. Structures and vehicles must not be positioned within the tree canopy.
7. There will be a designated Site Manager at all times who will be responsible for controlling the site and any activity and vehicle movement.
8. NNF to book all services they require
9. Any incident must be reported immediately to Norwich City Council

*Specific protection measure relating to Chapelfield Gardens*

1. If access is required over the grassed areas this must either be tracked or fully boarded.
2. When the central pillar from the sunflower gates is removed from its normal position it must be locked in position on the purpose built pad near the hedge
3. The gate must never be left open and unattended.
4. There will be only 5 vehicle passes for site vehicles during the event. These will be parked by the entrance gate on the designated boarded area. There will be no parking on the park at any time.
5. NNF have a site map of the park, and particular care must be taken of specific trees as identified by Green Spaces.

## **8. FIRE PRECAUTIONS AND EQUIPMENT**

- Appropriate fire safety equipment will be positioned by all generators, PA equipment and at designated fire points throughout the Gardens.
- Site crew, venue managers, stewards and other appropriate personnel will be briefed on the positioning of extinguishers and their correct usage.

**Extinguisher positions:**

- Water extinguishers by the Exits in all tented venues and installations
- Dry powder by any heating equipment
- CO2 by all large generators and main electrical distribution points
- Dry powder, CO2 and water all available in Spiegeltent backstage compound
- Dry powder and water at Ticket Booth when in operation

## **9. WASTE MANAGEMENT STRATEGY**

NNF is committed to maintaining a safe, clean site and minimising impact from waste during and after the event.

- Litter collections will be the responsibility of all on-site staff during normal running. All staff will be instructed to dispose of unsightly litter and will do a post-event litter pick up each evening once the Spiegeltent performances have started.
- In addition on the Saturday, Sunday and Monday mornings a litter-pick team will be employed.
- During the event build up, performances and break down additional bins, both for recyclable and non- recyclables will be provided for staff usage.
- The main event waste point for staff usage will be bins within the Spiegeltent backstage compound where general waste and recycling bins will be located.
- Catering sub-contractors will be instructed to provide small bins for public usage and will be responsible for
- Disposing of all waste in the immediate vicinity of their unit or stall into bins provided by NNF.
- Recycling will be encouraged and multi-use recycling bins will be available at all refuse points.
- A schedule of litter bin collections will be arranged with NCC refuse contractor

## **10. NOISE MANAGEMENT STRATEGY**

The PA systems in use on site will be limited to:

- Spiegeltent system where limit will be set and managed in accordance with advice from Environmental Health officers
- Café/bar PA system. This system will consist of two speakers playing ambient background music. Curfew for this PA system set at 23:00
- Other small PA systems (TBC) will only be in use during daytime hours

Limits will be set and managed according to current Noise at Work regulation and in accordance with limits set by Norwich City Council Environmental Health Team.

### **10.1 Monitoring MNL**

It is proposed to take background noise level readings (limits defined by Norwich City Council Environmental Health Team) on a regular basis and at all times when deemed appropriate by the Event Producers at nearest residence on Chapel Field East and Chapel Field North.

Hours of Operation for entertainment and plant/machinery

- Site Crew will begin work on Sunday 6 May (an unobtrusive start may occur prior to this installing festoon cable runs, for example) and the site will be completely clear of staff and infrastructure by 20:00 on Wednesday 30 May.
- Work schedule starts 9am each day although a small number of deliveries may occur between 08:00 and 09:00 on some days.
- 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.
- There will be no overnight working
- Soundchecks will all be conducted during daylight hours
- Daytime outdoor entertainment will be restricted to weekends
- Café/bar operating hours will end at 00:00 each evening
- 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.

### **10.2 Noise mitigation measures**

- Strict outdoor performance and PA curfew at 23:00
- Strict outdoor work curfew at 22:00
- Outdoor café/bar to close by 00:00
- All local residences informed of event through leaflet drop and liaison with Residents Assoc.
- Many local residences visited in person by Festival staff prior to event
- Siting of all PA systems to take account of local residences
- No over-night working
- 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.
- Door staff will be tasked with ensuring any audience outside the Spiegeltent doors behave quietly
- Background noise level readings (LA90,T) will be taken on a regular basis at nearest residence on Chapel Field East and Chapel Field North to ensure levels fall within Noise Council Guidelines (no more than 15DbA above background over 15 minute period). These readings will be acted upon immediately should there be any cause for concern.
- Festival site mobile phone number circulated to local residences. Phone in possession of Site Manager
- Festival management team to de-brief after each performance day and especially after Friday/Saturday events in order to review and adjust



### **10.3 Public egress**

- Crowd egress from site will be staggered due to varied finish times of free and ticketed entertainment.
- 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)
- No car parking in immediate vicinity ensures noise of vehicles departing kept to a minimum
- Drinking up period in Spiegeltent helps spread departure time

## **11. LOST CHILDREN POLICY**

A Lost Children point will be set up for the weekend daytime event days when a full programme of daytime, family- friendly activity will be in place. At all other times activity is ticketed but remains under supervision of professional security and stewarding staff fully briefed on Lost Children procedure below.

If a child is found and assessed as lost:

- Staff should report in immediately to Chief Steward and Event Producer or Production Site Manager in their absence
- A clear location report should be given using the code phrase "Raising a Flag"
- Lost Children Point (Chapel Field Day Nursery) should be immediately informed.
- A nursery nurse should then be dispatched to the location. If nursery nurse is not available at this point another member of the event team must be sent to the location.
- Staff to wait for 10 minutes in situ with the child if appropriate,
- After maximum of 10 minutes, Nursery Nurse to take child to Lost Children Point and contact Police.
- Event Management Team must be kept fully informed of situation and will alert Emergency Services when or before child is taken to the designated point
- All staff briefed on how to deal with children appropriately
- If parents or guardian arrive prior to or during escort to Lost Children Point, staff to use discretion as to whether the adults are genuine and to ensure handover is witnessed. On no account should staff hand over a child if there is an element of doubt
- If there is doubt the member of staff should explain that procedural issues mean it is necessary to go to the Lost Children Point to log the handover. Once there a re-assessment can be made. Handover will remain the responsibility of Premier Security and/or NNF staff.

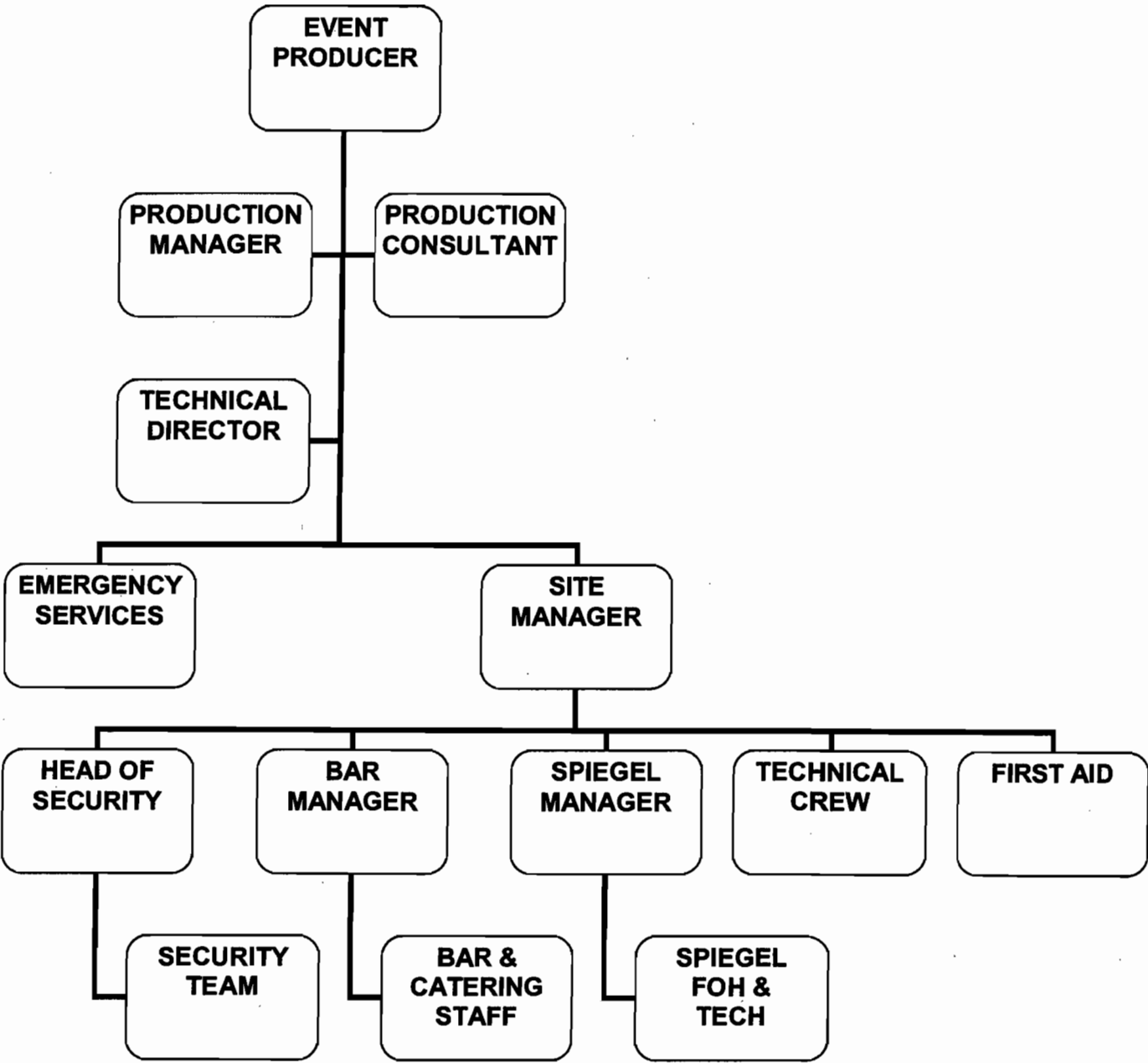
If a child is reported missing:

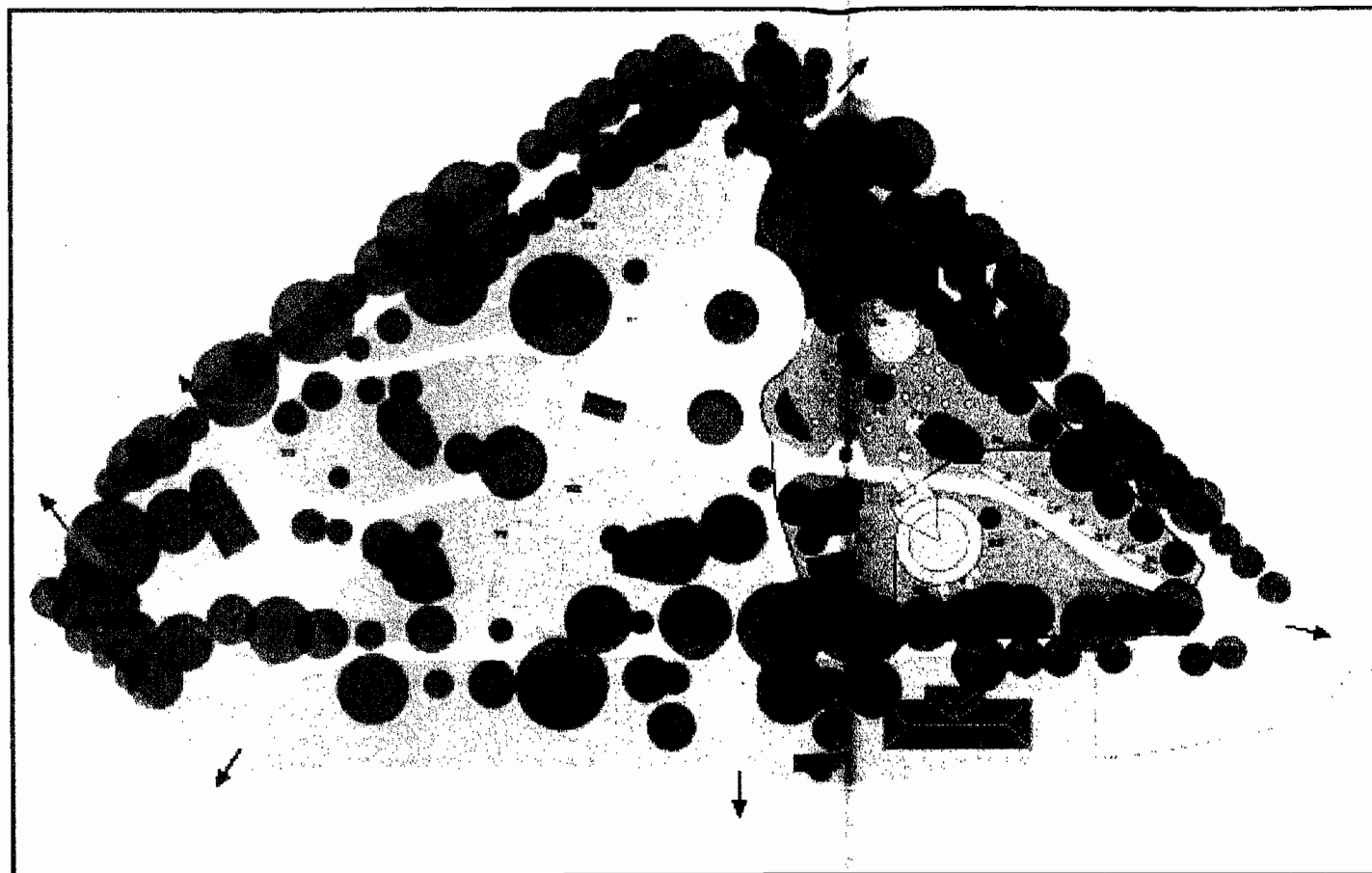
- A detailed description of the missing child must be taken with specific information
- An alert should be put out to all staff. It is especially important that all Gate staff have a clear indication and description as soon as possible.
- Event Management Team must be immediately informed in order that they can then inform Emergency Services if appropriate.
- Parent/guardian should be taken to Lost Children Point at Chapel Field Day Nursery. NNF staff and/or Security staff to record handover of child when found.

## **12. CATERING**

All catering provision will be agreed before the event with Environmental Health and will comply with info in NCC document Mobile Catering Units. EH will be involved in the process of decision on positioning and all catering will be checked by EH on site before opening.

**APPENDIX: 1 EVENT MANAGEMENT TEAM STRUCTURE**





# **Norfolk & Norwich Festival 2012** **Chapelfield Gardens** **Plan 1:1000**

10th - 27th May 2012

Performance Pitch One - 12th, 13th & 27th May

Performance Pitch Two - 12th, 13th & 27th May

Performance Pitch Three - 12th & 13th May

Food Village - 12th, 13th & 27th May

Workshops - 12th & 13th May

RECEIVED  
 21 DEC 2011  
 Grass  
 LANCING OFFICE

PedWay



TrackWay



FlowerBeds



Existing Buildings



PlayAreas



Tree



FoodVillage

DR - Drainage

PL - Pathway

G - Garden

S - Storage

C - Car

SP - Spaceport

FD - Food/Drink/Chill

T - Tables

PP - Performance

WF - Wind

GR - Green Room

WS - Workshops

P1 - Performance Pitch One

P2 - Performance Pitch Two

P3 - Performance Pitch Three

### APPENDIX: 3 RISK ASSESSMENTS [indicative]

Activity / Area	Hazards	Persons at risk	Severity	Likelihood	Rating	Precautions	Residual rating
<b>NATURE OF SITE – Public Gardens – site set up</b>							
Vehicle movement	crushing, trips and falls, collisions with public,	Public, staff, artists	4	2	8	Vehicle entry controlled by security staff at gate if security staff not on duty, site manager to hold gate key  All vehicles entering site to have route described All vehicles reminded to drive at 5mph and use audible warning signals if fitted Vehicles to use headlights when travelling on site Hazard lights NOT to be used when vehicle travelling Regular vehicle deliveries/collections to be scheduled outside opening hours All deliveries/collections to be timed around quiet periods  Banksman to be used if deemed appropriate by site manager.  Off-site parking to be identified in order to discourage attempts to park in the Gardens	6 or less
Loading/unloading in public space	Collisions with pedestrians, cyclists, injuries to staff	Staff public	4	2	8	Delineated work areas set up for loading/unloading where appropriate and for any on-going load/unload  Banksman/lookout to be used if deemed appropriate by site manager	6 or less
Construction / Dismantling temporary	Falls from height  Trips and slips  Manual handling	Stewards, staff, artists	4	2	8	Delineated work areas to be set up as appropriate  Method statements to be produced for all construction Structural drawings and calcs to be produced where necessary. Site manager to monitor work activity, especially in relation to manual handling, and intervene if necessary.	6 or less
Management of Construction, & outside contractors	Compromising general safety	Staff Public Contractors	5	2	10	All contractors are vetted and approved by event organisers. Site Production Manager will monitor on site and empowered by organisers to halt any activity deemed unsafe	6 or less
First Aid	Accident, illness	Staff, contractors	3	2	6	Fully stocked first aid kit to be kept on site at all times Qualified First Aider to be nominated as responsible person during all main build periods	6 or less

Activity / Area	Hazards	Persons at risk	Severity	Likelihood	Rating	Precautions	Residual rating
<b>NATURE OF SITE – Public Gardens – outdoor shows</b>							
Crowd disturbance, overcrowding	Crushing, trips and falls	Public, staff, artists	3	3	9	Atmosphere designed to be gentle, calm. Stewards to encourage movement away from potential excess build up and at potential pinch points. Placing of outdoor shows based on maximising viewing areas Programming of outdoor shows to spread audience at peak times Programming of outdoor shows to reflect capacity of park and viewing areas available Audience area ground conditions checked in lead up and on morning of shows by site production manager Professional security & stewarding available for re- deployment by organisers to divert public away and close any or all access gates with existing gates or temporary barriers No fireworks, thereby limiting numbers No celebrities thereby limiting numbers	6 or less
Audience access and	Crushing, trips & falls, public /	Public, staff, artists	3	3	9	All access points remain open throughout – no staff subject to closure Majority of audience anticipated to be familiar with site	6 or less
Vehicle movement	crushing, trips and falls, collisions with	Public Stewards artists	4	2	8	No vehicles on site during peak times  Site Production manager to have full control over any vehicle entry at other times.  Any vehicle on site during public hours must travel at 5mph max, with headlights on and utilise audible warning signals if fitted  Off-site parking to be identified in order to discourage attempts to park in the Gardens No vehicles to park on grass (except Ronaldo installation parked on spreader plates)	6 or less
First Aid	Medical incident or emergency	Public Stewards artists	3	2	6	First Aid unit set up close to centre of site for peak periods Peripatetic first aiders also in use Emergency services fully informed of event Emergency service vehicle access routes into park maintained at all times – show siteing to take account of emergency service vehicle route in RVP location circulated to relevant staff	6 or less

Activity / Area	Hazards	Persons at risk	Severity	Likelihood	Rating	Precautions	Residual rating
<b>Nature of Structures – temporary tented structures</b>							
Structural failure		Public Stewards Artists	3	3	9	All structures erected by professional contractors employed by owners, or by owners themselves. All structures must be signed off on completion  and remain as built throughout installation period. Site Production Manager and Venue Managers to do daily visual checks on integrity of structure	6 or less
Fire		Public, staff, artists	3	3	9	All fabrics certificated flame retardant Appropriate fire extinguishers in place in all structures. Structure managers to brief all staff and whereabouts and use of fire fighting equipment	6 or less
security		Public Stewards Artists	3	2	6	Marquee areas to remain under security surveillance when unattended. Circus Ronaldo under overnight surveillance. Spiegel tent locked when not in use, café/bar has all stock locked away in secure container when not in use	6 or less
<b>Nature of Structures – art installations</b>							
Any installation subject to separate safety documentation produced by owner/operators;							
<b>Nature of Structures – Spiegel tent</b>							
Spiegel tent structure built by contractor's own staff to guidelines established in accompanying Baubüchle							
Spiegel tent shows subject to show-specific risk assessment							
<b>Nature of Structures – Café/Bar tent</b>							
Structure subject to separate method statement and risk assessment for construction and use once contractor have been identified							
<b>Nature of Structures – electrical and lighting installations</b>							
electricity		Public, staff, artists	3	3	9	All installations installed by professional contractor issuing cert of compliance for all generators. All electrical supplies protected by 30ma RCD trips. All cables run in approved manner aware from public thoroughfares. Appropriate fire All generators fenced.	6 or less
Rigging installation		Public, staff, artists	4	3	12	All rigging subject to method statement and to have secondary safeties in place at all times. All rigging at height to be installed in accordance with current Work At Height Regulations	6 or less

Severity Index			Likelihood Index			Risk Rating Matrix				

## **APPENDIX: 4 PRODUCTION SCHEDULE**

Festival Gardens [FG], Spiegeltent [SP] and Outdoor Performance Area [OPA]

### **Friday 04/05/12**

TBC NCC site handover [FG]

### **Sunday 06/05/12**

07:00 Barriers delivered and installed / Needle sweep and litter pick [SP]  
07:00 Van Rosmalen Spiegeltent [SP] arrival and installation  
09:00 Install Festoon LX [FG]  
12:00-00:00 Security on site [SP]

### **Monday 07/05/12**

00:00-00:00 Security on site [continues throughout event]  
08:00 Trackway delivered and laid [SP]  
Generators delivered and commissioned [SP]  
Portakabins delivered and sited [SP]  
Crew toilets delivered and sited [SP]  
Production area bins delivered and sited [SP]  
Back-stage Catering Set-up [SP]  
09:00 Outdoor performance area [OPA] tents and furniture installed  
10:00 LX installation begins [SP] Sound installation begins  
Bar installation begins

### **Tuesday 08/05/12**

09:00 LX installation continues [SP]  
Sound installation continues  
Bar install continues  
17:00 Stage install  
20:00 LX programming

### **Wednesday 09/05/12**

09:00 Sound installation continues  
Bar installation continues  
Visual arts get-in  
17:00 Show get-in continues  
20:00 LX programming

### **Thursday 10/05/12**

09:00 Public toilets [SP] delivered and sited [cleaning schedule (daily)]  
Fundraising Gala get-in  
Sound check for Gala  
Bar installation completed  
17:00 Final Set-up for Gala  
19.00 – 01:00 Fundraising Gala

### **Friday 11/05/12**

09:00 Spiegeltent set up  
Market stall set-up  
14:00 Site Sign Off (Structures and Electrics)  
14:00-18:00 Installations open [FG]  
19:00 SP Doors open  
19:30 First show  
22:00 Show 2  
02:00 Shutdown



**Saturday 12/05/12**

10:00 Catering Unit Inspections  
10:30-18:00 Installations open [FG]  
10:30-18:00 Garden Party – outdoor and street performances  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
02:00 Shutdown

**Sunday 13/05/12**

10:30-18:00 Installations open [FG]  
10:30-18:00 Garden Party – outdoor and street performances  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
00:00 Shutdown

**Monday 14/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Tuesday 15/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Wednesday 16/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Thursday 17/05/11**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Friday 18/05/11**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
02:00 Shutdown

**Saturday 19/05/11**

11:00-18:00 Installations open [FG]

11:00-22:00 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
02:00 Shutdown

**Sunday 20/05/12**

10:30-18:00 Installations open [FG]  
10:30-18:00 Garden Party – outdoor and street performances  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
00:00 Shutdown

**Monday 21/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Tuesday 22/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Wednesday 23/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Thursday 24/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
01:00 Shutdown

**Friday 25/05/12**

11:00-18:00 Installations open [FG]  
17:30 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
02:00 Shutdown

**Saturday 26/05/12**

11:00-17:00 Bo Nanafana Family Day open [FG]  
11:00-22:00 Performances [OPA]  
19:00 SP Doors open  
19:30 First Show  
22:00 Show 2  
02:00 Shutdown

**Sunday 27/05/12**

10.00 Catering Unit Inspections  
11:00-18:00 Installations open [FG]  
11:00-18:00 Performances [OPA]  
11:00-18:00 Festival Feast  
18:00-22:00 Spiegeltent get-out – Sound, LX and Bar

**Monday 28/05/12**

09:00-20:00 Spiegeltent get-out continues / Spiegeltent de-rigged and depart  
Festival Gardens Infrastructure Dismantle and Collection commences  
Festoon Derig  
Public Toilets collected  
Outside Performance Area and Bar Dismantled  
Power Distribution de-rig  
Generators decommissioned and collected  
Portakabins First collection  
Non-essential Trackway Collected

**Tuesday 29/05/12**

09:00-20:00 Festival Gardens get out continues  
Remaining Track-way Collection  
Remaining Portakabins Collection  
Final Litter Pick  
Production Area Bins Collected  
Fencing and Barriers Collected

[remaining schedule TBC]

**Wednesday 30/05/12**

Time TBC Handover of keys to City Council and site sign-off

## APPENDIX: 5 SECURITY SCHEDULE

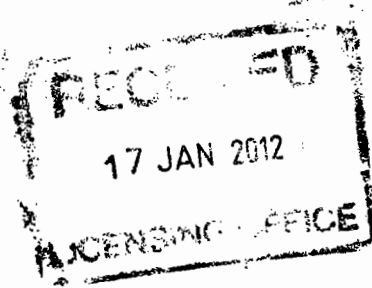
Date	Shift Times	Staff	Position/role	Type	Hours
06/05/2011	12:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	24
07/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
08/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
09/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
10/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-23:00	1	Spiegeltent area	SIA	6
11/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-02:00	1	Spiegeltent area	SIA	9
	17:00-21:00	3	Close Act Performance	SIA	12
12/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	10:00-18:00	3	Roving	SIA	24
	10:00-02:00	1	Spiegeltent area	SIA	16
13/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	10:00-18:00	3	Roving	SIA	24
	10:00-00:00	1	Spiegeltent area	SIA	14
14/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8
15/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8
16/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8
17/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8

18/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-02:00	1	Spiegeltent area	SIA	9
19/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	10:00-18:00	3	Roving (City Centre)	SIA	24
	10:00-02:00	1	Spiegeltent area	SIA	16
20/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	10:00-18:00	3	Roving (City Centre)	SIA	24
	10:00-00:00	1	Spiegeltent area	SIA	14
21/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8
22/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8
23/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8
24/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-01:00	1	Spiegeltent area	SIA	8
25/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	17:00-02:00	1	Spiegeltent area	SIA	9
26/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	10:00-02:00	1	Spiegeltent area	SIA	16
27/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
	10:00-18:00	3	Roving	SIA	24
28/05/2011	00:00-00:00	2	Spiegeltent area and vehicle access gate security	SIA	48
29/05/2011	00:00-20:00	2	Spiegeltent area and vehicle access gate security	SIA	40

# APPENDIX B

Mariya Ilieva  
16 Walpole Gardens  
Norwich  
NR2 1RU

Norwich City Council  
Licensing Section  
City Hall  
St Peter Street  
Norwich  
NR2 1NH



I am writing to you about the late hours at which you are planning to have the Norfolk and Norwich Festival 2012, such as 00:00, 1:30, and 2:30 in the morning. I did write to you last year after the Festival, obviously without effect and I don't know how do you want me to present the whole situation to you so you can understand how wrong and selfish is to put someone under so much pressure for something as unimportant as this. I have to get up at 6:30 in the morning for work 6 days a week and that includes Saturdays and even Sundays, when I finish work I go home and study. How do you imagine I will manage to study or be properly awake at all while you kept me awake so late? The problem here is that this is not just one day, but is going to be a constant thing for 16 days. And even if I didn't had to get up at 6:30 anybody kept that late will feel horrible in the morning, especially when it had to sleep almost till lunch time to catch up with normal hours of sleep. You can't interfere with people's lives like that.

I live right across Chapel Field road and Chapel Field Gardens are pretty much under my window, so believe me when I say that the miserable tent you are using for indoors shows doesn't insulate any noise and that includes everything from live music to people laughter at the jokes and cheering and applauding. You just have no chance of sleeping at all, you can't use ear plugs because you won't hear your alarm in the morning.

The fact that you put such insane hours, shows that you think, that the people leaving around Chapel Field Gardens, have nothing else to do but sleep all morning. This is not in the middle of some God forbidden place, but place surrounded with people going to work, school or simply not wanting to waste their day catching up with sleep.

So tell me how you decided that this is a good time to have such events, but having your neighbours keeping their music loud music or any other noise that late allows you to call police to make them stop, which means is illegal to disturb people sleep with meaningless parties.

23:00 or worst case 00:00 is late enough and I am asking you to please reconsider the timings for your events in Chapel Field Gardens. Just don't put somebody through something you wouldn't put yourself through. Thank you.



Norwich City Council Licensing Authority  
Licensing Act 2003



Statement of support or objection to  
an application for a premises licence

Your name/organisation name/name of body you represent (see note 1)	DEREK BICKORD - SMITH HUGUETTE
Postal address	12-CHAPELFIELD NORTH NORWICH NR2 1NY
Email address	
Contact telephone number	
Name of the premises you wish to support or object to	N8 NCH FESTIVAL
Address of the premises you wish to support or object to.	CHAPELFIELD GARDENS

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	Please set out your support or objections below. Please use separate sheets if necessary
To prevent crime and disorder ✓	<u>OBJECTIONS</u> <u>TO LATE NIGHTS</u>  <u>LATEST TIME</u> <u>ACCEPTABLE</u>  <u>23.30 h.</u>
Public safety ✓	
To prevent public nuisance ✓	
To protect children from harm ✓	

Please suggest any conditions which would alleviate your concerns. <u>NOISE</u> <small>TO BE KEPT TO A MINIMUM</small>	A BIG DIFFERENCE BETWEEN INDOOR & OUTDOOR ENTERTAINMENT !!
---	--

Date: 6-1-12.

16 JAN 2012

POST ROOM

Norwich City Council Licensing Authority  
Licensing Act 2003

Statement of support or objection to  
an application for a premises licence

APPENDIX

RECEIVED

16 JAN 2012

Your name/organisation name/name of body you represent (see note 1)	Emmy Byrne Chapelfield Childrens Nursery
Postal address	Chapelfield East Norwich NR2 1SF
Email address	
Contact telephone number	
Name of the premises you wish to support or object to	NNF
Address of the premises you wish to support or object to.	Augustine Spawford House 14 Tongland Norwich NR3 1HF.

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	Please set out your support or objections below. Please use separate sheets if necessary
To prevent crime and disorder	Support
Public safety	Support
To prevent public nuisance	Support
To protect children from harm	Support.

CORPORATE RESOURCES

Please suggest any conditions which would alleviate your concerns.	
--	--

Date: 11/1/12



# APPENDIX D

## Local Policy considerations

### 1.0 Introduction

1.4 The 2003 Act requires the Council to carry out its various licensing functions so as to promote the four licensing objectives. These are:

- The Prevention of Crime and Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children from Harm

1.5 The 2003 Act also requires that the Council publishes a 'Statement of Licensing Policy' that sets out the policies the Council will generally apply to promote the Licensing Objectives when making decisions on applications made under the Act.

### 2.0 Consultation and Links to other Policies and Strategies

2.7 So far as possible, the Council will avoid duplication with other regulatory regimes, and will not to use its powers under the Licensing Act 2003 to achieve outcomes that can be achieved by other legislation and other enforcement agencies.

### 3.0 Applications for Licences

**3.2 Applicants must address the four licensing objectives in their operational plan. The operating plan must have regard to the nature of the area where the premises are situated, the type of premises, the licensable activities to be provided, operational procedures and the needs of the local community. The operating schedule must demonstrate how the premises will be "good neighbours" both to residents and to other venues and businesses.**

**3.3 Applicants must provide evidence that suitable and sufficient measures, as detailed in their operating schedule, will be implemented and maintained, relevant to the individual style, location and characteristics of their premises and activities. They must also indicate if additional measures will be taken on an occasional or specific basis, such as when a special event or promotion is planned, which is, for example, likely to attract larger audiences.**

### 4.0 Representations

4.1 "Responsible Authorities" will be asked to consider all applications and to make representations to the Council, if they relate to the promotion of the four licensing objectives and particularly in respect of applications which, might be

regarded as contentious. Representations must be evidentially based and the organisation should attend any hearing when the application is being considered.

4.2 The Council will consider all representations from any “Interested Party” (see Appendix 7), or their representative, which should preferably be evidentially based and supported by attendance at any hearing at which the application is being considered.

4.3 A representation, will only be accepted by the Council if it is ‘relevant’, in that it must relate to the likely effect of granting the licence on the promotion of at least one of the four licensing objectives. Representations, which are regarded as being frivolous or vexatious, will not be considered, and in the case of a review of a licence, any representation which is regarded as repetitious, will also not be considered. A decision as to whether a representation is frivolous, vexatious or repetitive will be made by an officer of the Council.

## 5.0 Conditions attaching to Licences

5.1 Where relevant representations are made, the Council will make objective judgments as to whether conditions may need to be attached to the premises licence to secure achievement of the licensing objectives. Any conditions arising as a result of representations will primarily focus on the direct impact of the activities taking place at licensed premises, on those attending the premises, and members of the public living, working or engaged in normal activity in the area concerned, and will cover matters that are within the control of individual licensees.

5.2 All applications will be considered on an individual basis and any condition attached to such a licence, will be tailored to each individual premises, in order to avoid the imposition of disproportionate or burdensome conditions on those premises. Therefore, mandatory conditions, will only be imposed where they are necessary for the promotion of the licensing objectives.

## 8.0 The Impact of Licensed Premises

8.1 When considering whether any licensed activity should be permitted, and a relevant representation has been received, the likelihood of it causing unacceptable adverse impact will be assessed by taking into account relevant matters including:

- the type of use, the number of customers likely to attend the premises and the type of customers at the time of the application;
- the proposed hours of operation;
- the level of public transport accessibility for customers either arriving or leaving the premises and the likely means of public or private transport that will be used by the customers;

- the means of access to the premises including the location of customer entrances and exits;
- the level of likely car parking demand on principal roads and surrounding residential streets and its effect on local residents, in comparison with the existing situation, and the effect on residential parking and emergency access;
- the frequency of the licensable activity.

With any adverse impact it may be possible to take steps to mitigate or prevent the impact and if such measures are reliable an activity may be licensed.

### 13.0 Management of Licensed Premises

13.1 A Premises Supervisor must be specified in the Operating Schedule for a premises, in which alcohol will be sold ('Designated Premises Supervisor' DPS). The DPS will have responsibility for running the premises on a daily basis. They should normally be present on the licensed premises on a regular basis. In addition to the DPS holding a personal licence, they should either undergo additional training, or to be able to demonstrate they have the experience commensurate with the size, capacity, nature and style of the premises and licensable activities to be provided.

**13.2 There must be proper management arrangements in place in all licensed premises, whether or not alcohol is sold or not, which will ensure there is an appropriate number of responsible, trained/instructed persons at the premises to provide the proper management of the premises, the activities taking place and compliance with all statutory responsibilities and the terms and conditions of the premises licence.**

## **LICENSING OBJECTIVES**

### 25.0 Objective - Prevention of Public Nuisance

25.3 Applicants should be aware that stricter conditions, including controls on licensing hours for all or some licensable activities will be applied, where licensed premises are in residential areas or where their activities may impact on residents or other business premises, and where relevant representations have been received. Conversely, premises for which it can be demonstrated have effective measures to prevent public nuisance, may be suitable for longer opening hours.

25.7 When addressing the issue of prevention of public nuisance, the applicant must demonstrate that those factors that impact on the likelihood of public nuisance have been considered. These may include:

- the location of premises and proximity to residential and other noise sensitive premises, such as hospitals, hospices, care homes and places of worship

- the hours of opening, particularly between 23.00 and 07.00
- the nature of activities to be provided, including whether those activities are of a temporary or permanent nature and whether they are to be held inside or outside premises
- the design and layout of premises and in particular the presence of noise limiting features
- the occupancy capacity of the premises
- the availability of public transport
- 'wind down period' between the end of the licensable activities and closure of the premises
- last admission time
- Preventing litter and refuse becoming an eyesore
- Consideration of local residents that they are not upset by loud or persistent noise or by excessive light.
- Preventing cars attending an event or premises from causing a noise nuisance and congestion, and from taking up local people's parking spaces.
- Avoid early morning or late night refuse collections
- Avoiding emptying bins into skips, especially if they contain glass, either late at night or early in the morning

25.8 The following examples of control measures are given to assist applicants who may need to take account of them in their operating schedule, having regard to their particular type of premises and/or activities:

- Effective and responsible management of premises
- Appropriate instruction, training and supervision of those employed or engaged to prevent incidents of public nuisance, e.g. to ensure customers leave quietly
- Fit prominent signs requesting that customers respect local residents and leave quietly
- Control of operating hours for all or parts (e.g. garden areas) of premises, including such matters as deliveries i.e not too early in the morning
- Adoption of best practice guidance (e.g. Good Practice Guide on the Control of Noise from Pubs and Clubs, produced by Institute of Acoustics, Licensed Property: Noise, published by BBPA)
- Installation of soundproofing, air conditioning, acoustic lobbies and sound limitation devices
- Management of people, including staff, and traffic (and resulting queues) arriving and leaving premises
- Liaison with public transport providers
- Siting of external lighting, including security lighting
- Management arrangements for collection and disposal of waste, empty bottles etc.
- Effective ventilation systems to prevent the emission of unwanted odours
- Take away packaging to include the name and address of the premises on it.

- Capacity levels for Fast Food Outlets
  - Introduce a chill out area with coffee and mellow music where customers can settle before leaving
  - Introduce a 'closed door' policy, with attendance prohibited for new customers 2-3 hours before licensable activities finish.
- where the supply of alcohol for consumption on the premises is the exclusive or primary purpose of the services provided at the premises.

## SECTION E - Hours of Trading

31.7 The policy options which will be applied to applications for premises licences where the sale or supply of alcohol for consumption on the premises is proposed, are as follows:

- a) **The Council will consider restricting the hours if it believes, on the basis of representations made, that not doing so would lead to or exacerbate problems of crime, disorder or public nuisance.**
- b) Where no relevant representations are received from either a responsible body or an interested party, the application will be granted in accordance with the terms of the operating schedule.
- c) Where relevant representations are received from either a responsible body or an interested party, and those representations relate to the hours of trading then subject to (a) above, the Council will consider restricting the hours in relation to any of the licensable activities for which a licence is being sought, provided it is considered necessary to do so in order to promote one or more of the licensing objectives which may not be achieved without such restrictions. The Council may impose different restrictions on hours for different licensable activities and for different days of the week.

# **APPENDIX E**

## **National Guidance (issued under section 182 of the Licensing Act 2003)**

### **Proposed Conditions**

10.7 The conditions that are necessary for the promotion of the licensing objectives should emerge initially from a prospective licensee's or certificate holder's risk assessment which applicants and clubs should carry out before making their application for a premises licence or club premises certificate. This would be translated into the steps recorded in the operating schedule or club operating schedule which must also set out the proposed hours of opening.

10.8 In order to minimise problems and the necessity for hearings, it would be sensible for applicants and clubs to consult with responsible authorities when schedules are being prepared. This would allow for proper liaison before representations prove necessary

### **Imposed Conditions**

10.11 The licensing authority may not impose any conditions unless its discretion has been engaged following receipt of relevant representations and it has been satisfied at a hearing of the necessity to impose conditions. It may then only impose conditions that are necessary to promote one or more of the four licensing objectives. Such conditions must also be expressed in unequivocal and unambiguous terms to avoid legal dispute.

10.12 It is perfectly possible that in certain cases, because the test is one of necessity, where there are other legislative provisions which are relevant and must be observed by the applicant, no additional conditions at all are needed to promote the licensing objectives.

### **Proportionality**

10.13 The Act requires that licensing conditions should be tailored to the size, style, characteristics and activities taking place at the premises concerned. This rules out standardised conditions which ignore these individual aspects. It is important that conditions are proportionate and properly recognise significant differences between venues. For example, charities, community groups, voluntary groups, churches, schools and hospitals which host smaller events and festivals will not usually be pursuing these events commercially with a view to profit and will inevitably operate within limited resources.

### **Hours of trading**

10.19 In some town and city centre areas where the number, type and density of premises selling alcohol for consumption on the premises are unusual, serious problems of nuisance and disorder may arise outside or some distance from licensed

premises. For example, concentrations of young drinkers can result in queues at fast food outlets and for public transport, which may in turn lead to conflict, disorder and anti-social behaviour. In some circumstances, flexible licensing hours may reduce this impact by allowing a more gradual dispersal of customers from premises.

10.20 However, there is no general presumption in favour of lengthening licensing hours and the four licensing objectives should be paramount considerations at all times. Where there are objections to an application and the committee believes that changing the licensing hours would undermine the licensing objectives, they may reject the application or grant it with appropriate conditions and/or different hours from those requested.

### Fundamental principles

13.16 "...licensing is about regulating licensable activities on licensed premises...and the conditions attached to various authorisations will be focused on matters which are within the control of individual licensees and others with relevant authorisations, i.e. the premises and its vicinity."

13.17 "...whether or not incidents can be regarded as being "in the vicinity" of licensed premises is a question of fact and will depend on the particular circumstances of the case."

13.18 "...licensing law is not the primary mechanism for the general control of nuisance and anti-social behaviour by individuals once they are away from the licensed premises."

### Standardised Conditions

13.20 "...statements of policy should make it clear that a key concept underscoring the 2003 Act is for conditions to be tailored to the specific premises concerned. This effectively rules out standardised conditions...However, it is acceptable for licensing authorities to draw attention in their statements of policy to pools of conditions which applicants and others may draw on as appropriate."

### Licensing Hours

13.41 "...the Government wants to ensure that licensing hours should not inhibit the development of thriving and safe evening and night-time economies...providing consumers with greater choice and flexibility is an important consideration, but should always be balanced carefully against the duty to promote the four licensing objectives and the rights of local residents to peace and quiet."