

CREFEST GUIDANCE NOTES

These are informal, practical guidance notes which aim to explain how Crediton Festival events are conducted and controlled. They are complementary to the Crediton Town Team documents: "Holding an Event – Essential Information" and the Town Team's "Event Management Plan" (EMP).

INTRODUCTION AND REFERENCE MATERIAL

The "Bible" for running events is the Purple Guide. It is produced by a trade organisation called the Events Industry Forum (EIF). It is no longer available in libraries and can only be accessed on-line for an annual fee of £25. Just search for "Purple Guide".

Most smaller organisations do not want to pay this fee, but you can gain on-line access to its predecessor, a free-to-download, web-friendly version of the Event Safety Guide (HSG 195 - Second edition). It's available via the CredFest website documentation.

You can also refer to www.hse.gov.uk/event-safety/index.htm. This provides a series of prompts on running events, or you could use: <https://www.gov.uk/government/publications/can-do-guide-for-organisers-of-voluntary-events>.

Finally, there are many other on-line aids but Cornwall produce a top class "Organising events in Cornwall" website: <http://www.cornwall.gov.uk/leisure-and-culture/organising-events-in-cornwall/small-and-community-events-guidance> which is packed with plenty of general advice on running small events, including risk assessments and an event management plan template and guidance notes.

In the case of all Crediton Festival events, the TT notifies and liaises with the local authorities, Police, Fire and Ambulance Services, via the MDDC Safety Advisory Group (SAG).

The following notes are partially based on all of the above, but the formal advice is that all event organisers should have read and be aware of relevant health and safety advice.

GENERAL RESPONSIBILITIES

Individual event organisers are solely and fully responsible for organising and conducting their own events, professionally and safely. Unless you are “performing” under the specific cover of the Arts Centre, the main requirements are:

a. **Permission** from the landowner to run the event. Application forms need to be completed. (See the CredFest website for documentation and see below for more on ownership).

Note: Provided permission is given for the event, on premises or land owned or occupied by a local authority, organisations won't need a separate **council entertainment licence** for live music with an audience of less than 500 people between 8am and 11pm.

b. The holding of **public liability insurance** for at least £5m.

c. The holding of an **appropriate licence from “PRS for Music” or “Phonographic Performance Limited” (PPL)**. (PRS for Music covers copyrighted songwriters' royalties **for live music** and PPL covers copyrighted royalties **for recorded music**).

d. To check if a **Temporary Event Notice (TEN)** is required for the retail sale of alcohol; regulated entertainment; or the provision of hot food and drink between **11pm and 5am**.

(If you are performing between 8am and 11pm; are on MDDC land; your event is no larger than 499 people and there is a licensed bar in place, then no TEN is required).

e. The completion of formal **risk assessments** to determine what actions need to be taken to minimise or control risk to all event participants, (organisers, event staff, helpers and performers, and the general public).

f. Where event health risk is elevated by virtue of largish numbers of people (from 50, up to 200) or higher inherent danger, the provision of a minimum of one currently **qualified first-aid**er. Larger events might require 2 or more. Seek advice from the Ambulance Service or the TT/CredFest organisers if you are uncertain.

g. The writing of an event management plan (EMP) to draw everything together. (This is advisable but not mandatory, and the TT produces a generic EMP to cover CredFest as a whole).

You will need to submit the application, proof of public liability insurance and risk assessments, through the appropriate owners of your chosen venue. (See below).

Ownership/Permissions

The Crediton ownership situation is as follows:

- a. The Town Square is owned by MDDC but is managed on its behalf by Crediton Town Council/Town Clerk (TC), who make a block-booking of the Square for the CredFest period. Therefore, when you apply to run an event on the Square, through the TT/CredFest organisation, they process it through the TC who then pass it to MDDC. No further action is required.
- b. For Newcombe's Meadow Park, permission is obtained from MDDC, via the TC.
- c. For the bandstand in the Park only, permission is obtained directly from the TC.

RISK ASSESSMENTS

Many event organisers may already possess fully completed and relevant risk assessments. Help can be provided for anybody who doesn't or who is less familiar with these procedures.

Blank risk assessment forms are published in the CredFest website and the internet is full of forms and specimen assessments. These can be freely used and adapted as necessary. Don't forget to assess transient risks that occur during setting-up and taking-down activities, where accidents are very common.

Typical control measures resulting from properly conducted risk assessments might include, (examples only):

- a. The marking of steps or other hazards with cones, high visibility tape and or warning signs, etc.
- b. The marking of tent guys or laid/strung cables with high visibility tape to prevent trip hazards or general bodily injury. Alternatively, the complete roping-off of the backs of tents or staging, for example, to prevent public access.
- c. The provision of electrical cable protectors where pedestrians or vehicles might unavoidably need to cross cables. This prevents damage to the cables and reduces the trip hazard.
- d. The provision of an adequate number of properly briefed stewards to help protect event attendees. These would need to be sited, for example, at threat points such as the close proximity of the public to moving road traffic or where crowding was bad.
- e. The use of suitably briefed, qualified or experienced personnel, wearing appropriate protective clothing, to set-up and run events.

- f. The provision of qualified first-aid cover.
- g. The provision of suitable fire extinguishers and prior training in their use.
- h. The need for a clear chain of command and supervisory responsibility.

It is not sufficient just to hold a set of assessments and put in place the necessary control measures; organisers also have a responsibility to check the venue before the public are admitted and to provide **on-going health and safety surveillance** during the course of the event.

STEWARDING

The number of stewards at an event should be determined by the nature of the event and the outcome of risk assessments. Depending on the numbers required, the structure should be organised as follows:

- Event organiser
- Chief steward/supervisory stewards (one for every 6 - 10 stewards)
- Stewards (as determined by your risk assessment).

Stewards need to have effective communication skills and the mental resilience to cope with, in the worst case, slight conflict.

Fundamental to their work is the fact that they are agents of the organisers and that they only have the same powers as an ordinary, private citizen. Stewards act in a control role and can only ask politely for anything to happen. They should be firm, but in a tactful, friendly and good-humoured way. They should develop rapport and promote goodwill. They should **never be adversarial**, never get into an argument, and must always be calm, respectful and polite.

The police have no role in stewarding public events, unless by prior arrangement. However, if problems begin to occur which could lead to or constitute a criminal offence or breach of the peace, then inform the chief steward or your organizer, who will summon police assistance. (In Crediton there are normally one to 2 PCSOs on duty up until 2200hrs, 7 days per week, and a regular duty policeman on call 24/7).

Stewards are quite often “pressed men/women ” and they deserve a genuine welcome to your event and given thanks for their support. They also need to be properly briefed on their duties, (which should be recorded), including:

- a. **The wearing of high-visibility vests** to denote their status and to make them more visible to the public. (The Town Clerk holds some vests which can be borrowed).
- b. **Where** they are going to operate and **why** they are there, (highlight any specific threats to the public). Often, there may not be anything specific and they might just

be keeping a general eye on things. Special emphasis should be placed on the protection of children, though parents have the prime responsibility.

c. **When** they start on duty and **when they finish**.

d. **Who they report to**, especially in the event of an accident or incident, and **what actions they should take** in the first instance. (In many cases possession of a mobile phone (pre-loaded with contact numbers) by all concerned may be sufficient. Alternatively, radios could be provided or a runner could be despatched to get help).

e. **Site layout** and relevant features. (They should tour the area to become familiar).

f. **The location and method of contacting first aid cover**.

g. **In the event of any injury**, they should immediately try to get a trained first-aider in attendance. In the event of a serious injury, they should do nothing until the trained assistance arrives, except to call an ambulance.

h. **The location of the nearest fire extinguishers**. (Provide prior training in their use).

i. **The relief system** for breaks and the location of relevant facilities. (Toilets, drinks or snacks, etc).

j. **Special precautions** to be taken in the event of **hot weather** to protect them from heat exhaustion or dehydration. (Make sure that sun hats are worn or shade is readily available, and that water can be provided. They should be visited or observed at sensible intervals).

k. **Any rotation of duties** to minimise boredom and maintain interest.

The event management team/chief steward should visit and check on the welfare of stewards and encourage them, at regular intervals.

After performing their duties, stewards should be thanked again for their support and the opportunity taken to obtain any feedback on what worked well and what didn't.

Emergencies In the event of trouble or an emergency, in order not to alarm or panic the public, veiled speech and more benign phrases should be used between events staff. The use of the term "blue light event" signifies something involving the fire, ambulance or police services. Use of the code word "Pineapple" indicates a bomb threat or security alert.

On hearing such words, stewards should pay special attention and be prepared to respond as directed. Once the person responsible knows what's required and has planned what they are going to say, then direct the crowd in your area from a prominent position and speak in a loud and assertive voice, but with accuracy and simplicity.

For all events in the Town Square, the designated assembly point is in front of the town library in Belle Parade. The alternate assembly point is in the open area 50m beyond the Parliament Street car park, behind the flats.

BUDGETS AND FINANCE

This is a very broad topic and most organisations will already have existing accounts, accounting procedures and money in the bank. However, it is important that organisers have a clear idea of the costs of running an event and know how these costs are going to be met.

Most organisations will also have their own source of funds and will know how they are going to raise additional revenue, if required. However, if organisations have any difficulties and want to know of other options, then the TT will always try to advise.