

Croydon Council Events Policy

January 2022

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1. Purpose and Background

Croydon Council is committed to enabling events within the borough and recognises that a diverse programme of varied and well-managed activities contributes to the promotion of a vibrant multi-cultural community.

This policy sets out the key principles by which Croydon Council, with its key partners including the Metropolitan Police Service, Transport for London, British Transport Police and other key stakeholders, approach the authorisation and management of events.

The principles are based on a range of requirements which arise from legislation, guidance and other Council policies. By setting these out clearly the council aims to make the process of applying to hold an event in Croydon fully consistent and transparent, leading to more successful and efficiently planned events.

This policy applies to all public events held in the borough that meet the definition below.

It sets out roles and responsibilities and acknowledges the significant time and effort that can be involved in facilitating them.

2. Benefits

A well-managed and appropriate events policy brings positive benefits to the borough, including:

- Helping to promote the area as a place of business, culture and community
- Playing a key part in Croydon's vision by drawing visitors to the borough
- Enhancing the image of the borough
- Increasing the number of events run within the borough
- Providing residents with an interesting, fun, and diverse range of things to do
- Enhancing Croydon's cultural offering and reputation as a diverse and thriving borough
- Developing a strong community by increasing and improving cross community relations
- Providing business opportunities both at and surrounding events
- Stimulating inward investment and regeneration

3. Objectives

The objectives of this policy are to:

- Ensure effective planning and management of events
- Ensure that pre-event consultation and planning takes place with event organisers and stakeholders
- Maximise the safety of event attendees and the event workforce and ensure that safety is placed as a priority in decision making
- Provide a framework for the event application process
- Minimise disruption to residents and businesses
- Ensure that events are accessible to all

- Promote the licensing objectives
- Develop an events programme and encourage local and national groups to organise or participate in new or existing events
- Provide a fair, consistent and well-co-ordinated approach to how events are supported and facilitated by the Council

4. Definition of Events

An event is defined in this policy as:

‘A planned activity in a specific location for a limited period of time that members of the public can attend. The activity can take place either indoors or outdoors, on public land or on private property. The activity or occasion can reasonably be expected to cause a public gathering that is not part of the normal course of business at that location and time.’

5. Categorising Events

When applying the following information will be required in order to determine what safety measures may be required and what fees and charges apply.

- (i) The size of the event;

Size	Audience Capacity*	Required Documents	When to submit your Event Application
X-Small - Small	Up to 1000	Event Application Form, Public Liability Insurance, Risk Assessment and Event Management Plan.	Minimum of 12 weeks prior to your event.
Medium	1001 - 2500	Event Application Form, Public Liability Insurance, Risk Assessment and Event Management Plan.	Minimum of 16 weeks prior to your event.
Large	2501 - 4000	Event Application Form, Public Liability Insurance, Risk Assessment and Event Management Plan.	Minimum of 24 weeks prior to your event.
X-Large	4001 - 6000	Pre-consultation with SAG Partners. Event Application Form, Public Liability Insurance, Risk Assessment and Event Management Plan.	Minimum of 32 weeks prior to your event.
Major	6000+	Pre-consultation with SAG Partners. Event Application Form, Public Liability Insurance, Risk Assessment and Event Management Plan.	Minimum of 48 weeks prior to your event.

*Please note: the audience capacity is the maximum number of attendees expected at the event at any one time.

For event applications with expected attendees of 4,000 and over, applicants will need to arrange pre-consultation meetings with the core Safety Advisory Group members, (SAG), (details obtainable from events@croydon.gov.uk) prior of being reviewed by the SAG meeting, where a decision is made on whether the event can proceed. The SAG meets at least every two months, so this should be taken into account when submitting applications. *

(ii) Event type:

Commercial: Commercial events are those that are intended to make a profit, including product launches, corporate events, and other marketing and promotional activities. This also includes circuses, fairgrounds, and ticketed festivals.

Community: These are events organised by local not-for-profit, community or voluntary groups that directly benefit the residents of Croydon and do not provide significant advertising or other commercial benefit to a profit-making business or organisation.

Charity: Events organised by registered charities and are predominantly fund-raising or awareness-raising events for the benefit of the charity. A registered charity number should be provided.

Organised Fitness: These are sporting or physical activity events organised with or without a charge to those attending the activity. Generally where groups are offering training or organisation without a charge there will not be a booking fee but an application fee may still apply.

(iii) Other Considerations:

Location:

- Is the event taking place within a park, on a highway, or in a building?
- What is the purpose of the event? For example is it a family fun day, a concert or procession.
- What structures and activities will be included? For example is there a circus big top, funfair rides, a large stage or tent, an inflatable, or a fireworks display?

Audience:

- Who is expected to attend the event? For example is this predominantly a family event, or would the activities attract large groups of teenagers or young adults? Is it for local people or will there be transport issues resulting from people traveling some distance to attend?

(iv) Use of Drones:

- Drones are not to be used within a specified distance, normally 150m, of any congested area of a city, town or settlement and not within a specified distance, normally 50m, of any person, vessel, vehicle or structure not under the control of the aircraft operator.
- Businesses and residences in the vicinity are to be consulted/ communicated with and advised that a drone is to be in use on a particular day and/ or in a particular time frame.
- Drones must not be used over the highway as a full closure of the road or area to be used will usually need to be in place before the drone can be used.
- The Council has to be satisfied that conditions are being met before permission is granted.
- Refer to this link [Where you can fly drones | UK Civil Aviation Authority \(caa.co.uk\)](https://www.caa.co.uk/where-you-can-fly-drones)

(v) Aerial Releases:

Balloon releases and Sky Lanterns are prohibited.

6. The Application and Consultation process

The stages of the application process are:

- Pre-consultation (Pre-application discussion) *Please note this is mandatory for large events over 4000 attendees only.
- Application form submission and payment of the event application.
- Planning meetings and consultation with agencies (if required)
- Agreed by Safety Advisory Group Partners. (If required)
- Processing of the application and validation (including Event Confirmation).
- Non-refundable 20% deposit hire fee of the park or open space is to be paid. (Further details of fees below)
- Confirmation and Hire Agreement issued with final invoice.
- Evaluation and debrief.

The applications process will be managed online and all event application forms must be sent electronically to the Council events@croydon.gov.uk .

All applications will be checked by the events team and once verified as complete applicants will be informed about whether the event will be subject to consultation.

Consultation will involve meetings (known as planning meetings) taking place with the necessary departments within the Council and external agencies to ensure all affected groups are made aware and prepared for the event.

This will be partly dependent on the size of event being planned. Small events will not be subject to full consultation as they will have virtually no impact on the venue or the surrounding area. If a small event does require consultation this will generally only occur on the first occasion unless there are concerns raised once it has taken place.

Consultation on medium and large events will involve members of Croydon's Safety Advisory Group (SAG) and may involve stakeholders including Ward Councillors, Cabinet Members, and Friends Groups depending on the impact the event is likely to have.

For all events over 6,000 expected audience, the Director of Safety is to be notified at the initial application stage. The Director will make the decision on informing Cabinet Members and Councillors.

7. Safety Advisory Group

The remit of the Safety Advisory Group (SAG) is to advise on whether an event should proceed on safety and not any other grounds. The consent of the Council or 'landlord' may be withdrawn upon advice of the SAG on safety grounds only.

The core members of the SAG are The Croydon Council; Food and Safety, Events, Licensing, Highways and Parks teams. As well as external agencies including The Metropolitan Police, British Transport Police, London Fire Brigade, and London Ambulance Service.

Members of the SAG will expect to review an Event Safety Management Plan (ESMP) prior to the SAG Meeting. These are to be submitted 14 days before the scheduled SAG Meeting. An ESMP is required for all events, further documentation/ information may be requested dependant on the size of the event.

It is suggested that the ESMP will include, but is not limited to:

- Access/ Egress Plans for attendees
- Cancellation procedure including adverse weather conditions
- Child and vulnerable adult protection
- Complaints procedure
- Concessions and caterers
- Crowd Management Plan
- Drug Policy
- Emergency Control
- Emergency Contingency Plans (including Hostile Vehicle Mitigation)
- Entertainment details
- Environmental /Sustainability impact
- Equal Opportunity Statement
- Event Communication Plan (including named contacts and responsibilities)
- Fire Safety and Evacuation
- First Aid
- Food Safety
- Licensing requirements

- Lost children and property procedures
- Marketing
- Noise Management Plan
- Public Liability Insurance
- Resident and Business Liaison
- Risk Assessment/s
- Security and Stewarding Provision
- Site Plan/s
- Signage around the site
- Statement of intent
- Production and Event Timetable (including set up and break down)
- Ticketing Procedure (if ticketed)
- Transport Management (including parking and public transport)
- Volunteering Plan
- Waste Management Plan
- Welfare and Sanitary Provisions

The SAG will also co-ordinate any safety debrief meetings that take place post event. A debrief is required by Croydon Council for all large and major events. A debrief will also take place for small and medium events if there has been any safety concerns noted by the Council or any of the partners. Safety concerns must be notified to the Events Team in writing/ email to trigger a debrief for small events.

The decision making structure for events is based on a Bronze, Silver and Gold model. Bronze is the officer level input where the technical knowledge lies. Bronze officers will attend planning and consultation meetings. Bronze level officers can give practical/ technical advice that can be shared with organisers, departments and external agencies. Silver is the management level group and for most events would have responsibility for making decisions through the Safety Advisory Group (SAG). Gold would be at Director/Executive level and would take considerations and recommendations from the SAG where there are significant potential risks to safety and/ or reputational and legal issues to be considered before an event can be agreed.

All issues will be discussed with the Event Organiser so that the safety risk can be resolved. It is recognised that cancellation of an event is the last resort but in cases where there is increased risk to public safety if the event proceeds, this recommendation will be passed to Director/ Executive level.

8. Confirmation and Promotion

Once consultation has taken place with the necessary agencies, documents have been reviewed and the Council is satisfied that all requirements have been met then this event will be subject to compliance with any pre-event conditions, payments (including deposits) and the requirement to obtain any licences etc.

Once the Event has been confirmed, it will be promoted through the following means:

- The confirmed Event will be included and displayed on the Council's Event calendar, which can be found on the Croydon Council Events Webpage at

least 4 weeks prior to the event taking place. [Organising safe events | Croydon Council](#)

- Holding a stakeholder meeting with the event organiser in attendance for any large or major event at least 6 weeks prior to the event taking place.

9. Events not normally granted approval

Normally no more than one event will be approved to take place on the same day in any park or open space. (An exception may be when the events are complementary and are taking place alongside one another with the agreement of both organisers). If multiple applications are received, an alternative date or venue will be offered to one or both organisers. Event organisers may be required to move venue or date for other reasons.

Additionally the following will not be approved:

- Events that are deemed inappropriate, such as those that will have a detrimental effect on the 'normal use' of the area and those that fail to comply with the terms and conditions of hire.
- Events that promote any political campaigns or controversial issues which may be damaging to community relations, are illegal or offensive.
- Any event that does not provide adequate documentation or certifications and cannot demonstrate that it should progress to the next stage of the application process.
- Any events that cannot demonstrate to Croydon Council Safety Advisory Group that it can be delivered in a safe and robust manner.
- Any event that discriminates against race, religions, gender, sexual orientation or disability.
- Any event or activity that is prohibited by Council and parks bylaws.

There are restrictions on the use of animals at an event that will need to be discussed with the events team before approval can be given.

The Council reserves the right to refuse any application and also the right to impose additional conditions regarding a booking.

Any decision to refuse an event will be made at Director/Executive level.

10. Fees and Charges

There are various fees and charges payable by event organiser depending on the location and type of event. These can include, but are not limited to:

- Events Application fee (This fee is non-refundable). Current fees shown on our web page [Organising safe events | Croydon Council](#)
- 20% Non-Refundable Hire Deposit is required to secure the venue. Generally payable 3-6 months prior to the date of event. A deposit will be requested after SAG agreement (when events type requires SAG) and for

all events when the event confirmation letter is issued (where the Council agrees that in principle the event can take place).

- Where an event date and location are requested by multiple applicants, the initial applicant will be required to pay the non-refundable deposit to secure the booking. This may be earlier in the process. The initial applicant will be notified of additional interest. If the booking is not secured with the payment of the 20% deposit, the date and venue will be offered to other interested parties, along with early payment of deposit.
- Parks/open space Hire fee (dependent on the size and type of event)
- Admin fee will be required for all highway events.
- Damage/ Ground Retainer Deposit for highway/parks events.
- Road closure fees.
- Parking suspension fees.
- Licensing fees.
- Waste clearance charges.
- Late submission fee (for documentation received after the stated deadline).

The application fee must be paid upon submission of the Event Application, this fee is non-refundable. The Hire fee for the park or highway must be fully paid in accordance with the hire agreement deadline.

Please note that other agencies such as Transport for London (TFL) may also have charges for the use of their network or the diversion of buses. Any events held on the highway will be forwarded to TFL for their consideration.

Council costs must be covered at all times. Some events may meet the following criteria in which case the fees may be waived:

- Where an event is in partnership with the Council.
- Where an event delivers on Council Policy.
- Where the event is new event or being proposed by a starter company in its early days.

Fees will only be waived on a one-off basis. Each event will be considered on a case by case basis. The decision to waiver fees will remain at Director Level.

If an event organiser would like to be considered under this criteria an email should be sent to events@croydon.gov.uk .

11. Exemptions

It is recognised that due to the spontaneous nature of public events there may be occasions where an event cannot be foreseen or planned in advance but there is significant public interest. In these rare cases there may be deviations to this policy.

Exemptions to the application process and timelines stated above will only be considered for those events where it is shown that the Council could not have been notified in advance and if there is significant public interest.

Any decision will be made in line with the structure outlined in section 7 of this policy.

If notification of the event is given to the Council at short notice the event organisers must still provide the documents as outlined above to ensure that the safety of the public has been considered. These documents must be provided to the Council prior to the start of the event. In the case of 'short notice events' it is the responsibility of all partnership agencies to work together to achieve a safe outcome.

If an event organiser believes their gathering is not a public event and maybe exempt from timelines listed above (including all fees or charges), an email should be sent to events@croydon.gov.uk .

12. General Conditions

The following conditions will apply to all events:

Safety

Responsibility for safety rests with the event organiser but the Council and its partners have a duty to ensure that all relevant health & safety guidance is followed, including the preparation of a full risk assessment/s, event safety management plan (ESMP) and method statement/s. The first priority of all involved in managing events must be human safety. Every event should have a designated safety officer.

The role of the Event Organiser and their obligations

- Provide complete and accurate event documentation within the required timeframes and respond promptly to any queries raised by the Council or member of the Croydon SAG.
- Ensure that any information given on behalf of the organisation they represent is accurate and that they have the legal authority to enter agreements on behalf of that organisation or have the delegated legal authority.
- Ensure appropriate insurance and liability cover is in place.
- Permissions, licences and safety documentation must be sought well in advance, in accordance with the timetables set out in the more detailed guidelines that will be found on the Croydon Council events webpage.
- The event organiser should ensure the event is run according to the submitted plans.

**Not complying can jeopardise the event and will also effect and future events planned by the organiser. Non-compliance may also result in the event organiser being liable for prosecution.*

Environment and amenity

With the exception of closed and ticketed commercial events, organisers should minimise restriction of access to public spaces except on safety grounds.

Temporary, reversible decoration (e.g. banners, lights, and signage) may be justified in some circumstances. However, additions to the street may require planning permission or advertisement consent and advice should be sought before putting anything in place. Croydon Council must agree any works that affect the highway and

associated equipment, including additions to lamp columns in advance. The Council reserves the right to carry out any agreed work itself at the organiser's expense.

All advertising must have consent from the Council as this can undermine the character and image of the borough and may obscure essential information. Removal of all structures and materials relating to an event is to be achieved as quickly and as safely as possible.

Noise

Noise levels generated from an event need to be agreed in advance and kept at a reasonable level. The Council reserve the right to require the event organiser to appoint an independent acoustic consultant to be on site to provide continual monitoring of noise levels where there is cause for concern. Noise should not create an unreasonable impact on any business or residential premises in the vicinity of the event site. The organiser is expected to reduce sound levels on the day if conditions require it.

If the event has a Premises Licence, then it must operate in accordance with any sound level limit or conditions attached to the Licence. A sound level limit may need to be set and/or continuous noise monitoring may need to be put in place, to ensure compliance with licence conditions and ensure that the event does not cause a statutory nuisance.

Events must also comply with The Control of Noise at Work Regulations 2005 for staff and contractors on site.

Parking

Additional parking requirements resulting from events must be planned, such as servicing, dropping off visitors by coaches, and space for taxis.

Suspensions of residential and paid-for visitor bays can be arranged for public events (or privately organised events which are open to the wider community or public), at a cost. This cost must be incurred by the event organiser. Special bay types (e.g. for disabled people, doctors and ambulances) are only suspended in exceptional circumstances. For large scale suspensions of bays used by residents, alternative parking for residents will need to be provided nearby, by the removal and temporary conversion of paid-for visitor parking bays. The conversion of these bays is chargeable.

Parking will not be suspended to create space for VIP arrivals or departures unless the circumstances are exceptional.

Traffic and highways management

Croydon Council is required to consider all traffic and highways management implications of events to fulfil its duty to keep the borough moving. A minimum period of 6 – 8 weeks is required to implement traffic management measures, such as temporary Traffic Management Orders (TMO) to close roads, advance warning signs

of events, diversion routes, and traffic controls which are subject to coordination with other works /events on the highway.

The barriers and signage for the event fall with the event organiser to employ an accredited /qualified Traffic Management company.

It is the responsibility of the event's organiser to liaise with the bus companies and emergency services regarding approval for their event.

Costs for any traffic management order must be incurred by the event organiser.

There are restrictions on the number of how many times roads can be closed in a calendar year so this will be considered as part of the application process and may mean that permission for the event is refused or that an alternative location is suggested.

Structures in the highways such as cranes and scaffolding require a highways licence which must be sought from the council in advance. Croydon Council must give permission for any change to the highway, such as removing street furniture to alter the character of a street, and would typically insist such works are carried out by its own contractor at the organiser's expense.

Residents, visitors and those engaged in business must be able to move reasonably freely through the borough, and public services should be able to operate without unreasonable disruption. Occupiers must be able to access their premises with minimum disruption. Access for emergency vehicles must be maintained with minimal impact on response times.

Licensable activities

The event organiser is responsible for ensuring that all required licences are obtained in sufficient time and all conditions specified in these licences are adhered to. The costs for any licence shall be incurred by the event organiser.

Such licences could include, but are not limited to:

- Street Trading Licence
- Special Treatment Licence
- Premises Licence
- Temporary Event Notice (TEN)

Event organisers are recommended to check to see if any permission(s) are required from:

- Performing Rights Society (PRS)
- Phonographic performance Limited (PPL)

Events that include 'licensable activities', such as the sale of alcohol and regulated entertainment (such as live music) need to be covered by a Premises Licence. Small events can be covered by a Temporary Event Notice (TEN). The Council can request conditions to be attached to any licence, and these could address any of the four

licensing objectives; prevention of crime and disorder, public safety, prevention of public nuisance and protection of children from harm.

Croydon Council can grant licenses for 'regulated' entertainment' for certain areas of publicly accessible streets and open spaces, which means that these areas are treated as premises, or 'venues' for licensing purposes. Events in these areas will be expected to be run under the conditions of the Premises Licence or a Temporary Event Notice.

Food Safety

All food businesses (however big or small) at an event must provide evidence of food registration with the relevant local authority and food hygiene ratings for all temporary catering outlets.

Anyone starting a new food business must register with the Council at least 28 days before doing so. Businesses located in Croydon should have registered for free. A copy of the registration form is available on the Council's webpage www.croydon.gov.uk/business/foodsafety. On the basis of the activities carried out, certain food business are required to be approved rather than registered. Please check the Council's [approvals webpage](#) to find out more.

Waste and recycling

The event organiser must provide a waste management plan which is to be approved by the Council.

The waste management plan should show how the organiser will manage, recover and recycle or dispose of waste and street litter safely, and meet all environmental regulations and statutory requirements. Waste should be minimised and recycled as much as possible.

If the event organiser requires the services/hire of the Council's waste cleansing contractor during and after the event, there will be a fee for service.

Please note the Council has a strict 'No Drinking Glass' policy at events.

Public conveniences and welfare facilities

The event organiser is responsible for the welfare of the public, which includes provision of temporary toilets. An adequate number of toilets must be available for an event and any temporary toilets must not obstruct the highway. All facilities must meet health and safety requirements. For further guidance please visit the Council's website.

Sharing information

Communications and publicity about events must be coordinated with the Council and its partners. All events are expected to fully disclose any information relating to or impacting upon any aspect of the event, so the Council and its partners have no unexpected surprises that have not been assessed for risk and danger to the public.

Planning permissions and advertisement consent

All temporary uses within a building and temporary moveable structures placed within the curtilage of a building, will normally require planning permission. Temporary events on land not within the curtilage of a building and associated moveable structures, are allowed up to 28 days in any calendar year without the need for planning permission. This reduces to 14 days where events involve street trading and some other activities such as motor racing.

Advertisements (including sponsorship branding) visible from the highway normally require consent and advice should be sought from the events team before anything is put in place. This includes the display of sponsors' details on banners and directional signage. Any attachment or alteration to a listed building or listed structure will normally require listed building consent.

Parks and open spaces

There are a number of parks and open spaces that can be hired for events throughout the borough. Examples of events that may be held in Croydon parks include circuses, charity functions, festivals, fetes and fairgrounds. Please discuss any ideas or plans with the events team in advance of making an application as they will be able to provide advice on the most suitable venues and availability.

13.Cancellations

The Council reserves the right, at its sole discretion, to cancel any event booked on Council land due to poor weather, unsuitable ground conditions, non-receipt of the required paperwork or exceptional unforeseen circumstances. The event may also be cancelled due to a risk to public safety and a recommendation from SAG.

All cancellation decisions are made at Director/ Executive level. In these circumstances the Council is not responsible for any costs that the organiser may already have incurred in preparing for the event.

In all cases in the circumstance of an event being cancelled by the organiser or by Croydon Council, the Application Fee is non-refundable.

In all cases where the event is postponed by the organiser or by Croydon Council to an alternative date the application fee would be transferred to the new event date so long as the event takes place within that financial year e.g. April 6 2021 – April 5 2022.

If the event organiser cancels the booking less than 4 weeks before the date of hire of the park or open space, there will be no refund on the hire charge.

Where an event is cancelled/ postponed by the organiser due to circumstances beyond the event organiser's control, for example adverse weather conditions and natural disasters including force majeure and where the Council is provided with reasonable notice, the Council may offer an alternative date or venue for the event.

Additional service costs and any deposit will only be paid if the costs the Council has incurred are covered. The non-operating days would be taken into consideration in these circumstances. The Council will recover the full costs incurred, including any things they have to put in place to assist with cancelling the event.

14. Legislation

All events must conform to relevant legislation, these include but are not limited to:

- Health & Safety at Work Act 1974
- Health & Safety (First Aid) Regulations 1981
- Data Protection Act 1998
- Equality Act 2010
- The Management of Health & Safety at Work Regulations 1999
- RIDDOR 1995
- Food Hygiene (England) Regulations 2006
- Town and Country Planning Act 1947 and 1990
- Licensing Act 2003
- The Children's Act 1989
- Fire Regulatory Reform (Fire Safety) Order 2005
- Firework Regulations 2004
- Safety at Sports Ground Act 1975
- Private Security Industry Act 2001
- Environmental Protection Act 1990
- Noise Act 1996
- Croydon Council Byelaws
- COSHH

15. Equalities and Diversities

Croydon aspires to be a place noted for its safety, openness and community spirit where everyone who lives and works here has a strong sense of belonging. As a Council and in partnership with others we aim to address the needs and aspirations of local people to create a place of opportunity for all.

The application of this policy will have due regard to Section 149 of the Equalities Act 2010, which places a general duty on public authorities, who must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimization and other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic and those who do not.

16.Review

Events are unique, therefore the challenges posed by each event are different. As events evolve and develop it will be necessary for the Events Policy to evolve and develop accordingly. All the partner agencies recognise the importance of outdoor events to Croydon and work together to provide a programme of safe and well managed events for the benefit of residents and visitors.

The Event Process

