

REGULATORY SERVICES

Guidance for Organisers of Events in West Dunbartonshire.



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Introduction

West Dunbartonshire provides access to the rugged beauty of the west highlands and a network of busy towns and villages. It is the gateway to Scotland's National Park and home to Inchmurrin Island, Levensgrove, Balloch and other beautiful parks, Dumbarton Castle and the Erskine Bridge. The district has a rich cultural heritage forever shaped by its worldwide reputation for shipbuilding and textiles.

West Dunbartonshire is a natural location for water sports, golf, walking and fishing. Hosting harbours and marinas, we welcome friends and visitors. From the drama of Dumbarton Rock and Clydebank's Titan Crane, to the long-established bonded whisky warehouses with their famous guardian geese, West Dunbartonshire seamlessly combines waterfront locations, urban and rural lifestyles, less than 30 minutes from Glasgow city centre. West Dunbartonshire is a great place to live, work and visit.

West Dunbartonshire and Loch Lomond has been the location of many successful major outdoor events and pop concerts and this guide is to help you. We want all events in the West Dunbartonshire area to be a great success and if we manage employee and public safety properly, we can achieve success and protect our community. We will always try to help but we know that the success of any event and the safety of employees and public is ultimately the responsibility of the organiser and their contractors.

Our approach

Any business which is found to be operating at an event in contravention of any legal requirement enforced by officers from licensing, trading standards, environmental health, the police or any other law enforcement agency risks being reported to the Procurator Fiscal.

In West Dunbartonshire we want to avoid that, therefore we produced this guide to inform organisers and potential organisers about event safety, and other issues. Please consider this guide when planning an event. It covers matters that officers in the licensing, environmental health and trading standards and other Council teams deal with.

We would like to emphasise that event organisers should contact Regulatory Services at an early stage when planning an event. If we are not involved until the later stages, the organiser may have to make considerable changes at short notice that could prove disruptive and costly.

On the pages, which follow, we have tried to provide a useful summary of the things organisers should think about together with a useful contact section.

1. Licensing

Anyone wishing to organise an event may require a public entertainment licence and/or alcohol licence or an occasional licence. In some cases, street trading licences may be required. When we receive the valid application, supporting documentation and necessary fee, we consult with Police Scotland, Scottish Fire and Rescue Service, various sections of the Council and sometimes other organisations for comment. We will advertise details of occasional licences for seven clear days after receipt on the Council's website.

Providing there are no objections or representations made then we will normally grant the application under delegated powers, otherwise the application may have to go before the next available Licensing Committee and/or Licensing Board for determination. Other sections of the council as well as the emergency services may contact organisers direct for further information during the application process.

After organisers have had a chance to read this guide and consider all the elements that apply to their event we would strongly urge that they contact the licensing team for detailed advice. If you leave it too late we may be unable to process and grant your licence and you would need to cancel your event.

If an event is being organised within a school e.g. charity event, parents' fundraiser etc. and there is to be alcohol, the organiser has to gain the prior permission of the Head of Education Service before any other licence application is submitted.

Contact licensing@west-dunbarton.gov.uk for further information.

2. Road Services

Laws require the Council, as Roads Authority, manage and coordinate all programmed exceptional public road use. This includes road works or events that affect traffic, no matter if these are located on or off the road.

The organiser of works or events will usually need to request approval directly from the Roads Authority for their event works or event.

This will require organisers undertaking some or all of the following tasks:

- Consulting and accounting for the requirements of all other significant road users or groups e.g. Police, Bus Services, Emergency Services, major adjacent users, public utilities, other Council sections or adjoining authorities, etc.
- Detailing the nature and scale of the works or event to the Roads Authority including how it will affect the road and what measures they propose to mitigate or manage that impact.
- Designing and implementing suitable traffic management where required
- Applying for road works and or occupation permits (fees apply). Only authorised contractors can work on the road.
- Notices issued on the Scottish Road Works Register, this will be undertaken by Road services on behalf of permit applicants

- Applying for Temporary Traffic Regulation Orders to restrict movements or close roads as necessary (fees apply) which will be subject to legislative process approval.

Many of these requirements are subject to minimum legally defined timescales and some are subject to other requirements and fees. The Council will help with some of these tasks depending on the nature of the proposal. To meet all timescales, for such events or works, all design, consultation and preliminary approvals for the proposals must be completed at least 3 months in advance of the works or event. For minor works or events it is sometimes possible to shorten this timescale but do not rely on this as it cannot be guaranteed.

Any event organiser should contact the Road Services who, with some relevant preliminary information, can detail the specific requirements for any particular proposal. Please contact Roads Officers who manage and coordinate access to the public road in the first instance for further advice as follows: jennie.wills@west-dunbarton.gov.uk

3. Health & Safety

The requirements under Health & Safety legislation will vary greatly depending on the size and nature of the proposed event. A particularly useful source of information is at <http://www.hse.gov.uk/event-safety/index.htm>

- At least 2 weeks prior to the event, ideally with the licence application, organisers should submit a health & safety policy, event risk assessments including [fire risk assessment](#), [fire plan](#) and site plan.
- Avoiding danger from underground services is an important consideration that must not be overlooked
- Crowd control and safety – consider methods of controlling entry, barrier construction, communication systems, and provision of sufficiently trained stewards. Particular attention should be given to the safety of children and those with disabilities
- First Aid – consider number attending and locations for trained medical personnel.
- Traffic marshalling and pedestrian segregation – how will this be controlled, consider car parking and location.
- Safe procedures during event set up and breakdown – consider traffic management, lifting, work at height, inclement weather and wind, temporary structures, safety of members of public as well as employees and contractors.
- Electrical safety – electrical installations at events can range from very basic to complex and extensive. In all cases, organisers should have the electrical installation installed, tested and maintained in accordance with the IEE Wiring Regulations. Back up facilities should be considered in event of a supply failure
- Noise at Work – implement measures to minimise employee exposure to noise levels at the event so that they are within the legal maximum.

- Gas safety - If applicable, a valid GasSafe Certificate should be available
- Fairground equipment - Should there be plans to include fairground equipment as part of the event the enforcement responsibility for Health & Safety will fall to the Health and Safety Executive who should be notified
- Fireworks, strobes and lasers should only be used by competent trained personnel due to their hazardous and complex nature.

Organisers should contact environmental.health@west-dunbarton.gov.uk for clarification, or employ a health and safety consultant

4. Food safety and hygiene

Environmental health officers and assistants work hard to improve food safety and standards at all events. Officers can and do help businesses avoid ruining their event and reputation because of food borne illness or food poisoning. We encourage all food businesses to have a look at the Food Standards Scotland website <http://www.food.gov.uk/scotland/> as it is an extremely useful place to get good information and guidance on all food matters.

A most readable and helpful source of guidance for food business operators is <http://www.foodstandards.gov.scot/food-safety-standards/advice-business-and-industry/catering-retail>

Business operators and food handlers need to consider the following as early as possible and detailed compliance advice can be obtained by contacting environmental.health@west-dunbarton.gov.uk

Management

- A fully documented system for food safety management based on hazard analysis and critical control points (HACCP) principles including,
 - Details of food suppliers and food allergens
 - Food storage policy
 - Cross contamination policy
 - Personal hygiene policy and House Rules
- All staff trained in food safety and hygiene appropriate to their role in the business. If handling open high risk food staff should hold an up to date qualification to REHIS elementary standard or equivalence Training records should be available for inspection within the stall/vehicle for all food handlers
- If in possession of home authority food hygiene Certificate of Compliance, it should be presented.
- A recording system for keeping food temperature results for every day of trading.

Physical standards

- Running supplies of hot and cold of water
- Adequate sinks plus a separate wash hand basin.
- Bactericidal hand wash and BS1276 compliant disinfectant.
- Adequate temperature controlled storage for perishable foodstuffs.
- Open food should be adequately protected from contamination – full overhead cover, pest screens/covers etc.
- Provide a food temperature probe with a supply of replacement batteries.
- Consider and provide disposal arrangements for waste and wastewater bearing in mind that food waste must be recycled separately.
- Suitable flooring in beer tents behind bar areas.

5. Emergency planning/crisis management/business continuity

The event organiser will need to consider strategies for dealing with emergencies such as a fire, accident, disturbance, terrorist incident, adverse weather and flooding. This should be included in their event plan along with the relevant emergency contact details.

Contingency planning will also need to address potential problems related to food supplies, water, drainage and waste food disposal.

For large events, the organiser should consult with West Dunbartonshire Council's Risk Management team so that it ties into the structured emergency response for the area and Council Risk Management protocols.

6. Toilets

- Make adequate provision based on the number of people expected to attend the event.
- Considerations include location, access and construction, type of facilities including hand washing, maintenance, cleaning, lighting, sewage disposal and signage.
- Give particular attention to accommodating the needs of people with disabilities. Unisex accessible facilities should be provided on level ground without steps and if ramped, at no more than a 1:20 gradient.
- The cubicle should have at least the minimum dimensions 1400mm X 1600mm with an outward opening door.

If you were proposing to have a large event, for example more than 5,000 people we would expect that your organisation would provide additional sanitary conveniences in the nearby town centre area(s) and in remote car parking/drop of points. This will help to prevent/minimise complaints from residents regarding individuals making their way to or from the venue causing nuisance and annoyance.

Organisers should contact environmental.health@west-dunbarton.gov.uk for further detailed information.

7. Camping

Camping is increasingly becoming an integral part of many outdoor events. The requirements will vary greatly depending on the size and nature of the event however; the following topics need consideration.

- Avoid camping on fields also used for animal grazing or stock holding. This will help to prevent infection by E. coli O157 or other similar bacteria. Where this is not possible the risks can be greatly reduced by adopting the following precautions:
 - Keep farm animals off the fields for 3 weeks prior to use.
 - Remove any visible droppings at the beginning of the 3 week period.
 - Mow the grass, keep it short and remove the clippings before using the fields for camping.
 - Keep farm animals off fields during use.
 - Provide soap, clean towels and hot running water for handwashing.
- Choose the site carefully. It should drain well, be level and the grass cut short to minimise the spread of fire.
- Consider and identify areas within the campsite to provide identifiable areas for campers, allow for the management of the areas, control the density in each, provide information and communication, allow access for emergency vehicles and services and be able to identify the location of any incident.
- Provide camping pitches at the site to a level or standard as required or agreed by the Council as licensing authority and the emergency services
- To reduce the risk of a fire provide simple to follow common sense rules for all campers to follow. These could include never smoke or use candles or lighters in a tent; bring and use a torch; cooking should only be allowed in an identified area; prohibit flares and fireworks; have an escape plan. Consider providing a watchtower and emergency lighting.
- Have a stewarding plan and ensure that the campsite(s) are stewarded to a standard approved by the Council as licensing authority and the emergency services.
- Parking of vehicles and areas for campervans or similar shall be separated and segregated from main camping areas and subject to Scottish Fire and Rescue Service approval.
- Manage the designated campsite and adheres to the relevant legislation and guidance relating to drinking water points, provision of sanitary accommodation,

washing facilities, maintenance, cleaning and stewarding of toilets, collection and disposal of sewage waste, collection and disposal of grey water, collection and disposal of litter and refuse and recycling of waste.

- Campsites may need planning permission so seek advice from Development Management.

Organisers should contact <http://www.firescotland.gov.uk/your-area/west/local-senior-officers.aspx>, environmental.health@west-dunbarton.gov.uk or development.management@west-dunbarton.gov.uk

8. Noise pollution

The organiser must limit the impact that their event has on the surrounding area and local residents. Consideration should be given to any element of the event that involves noise that is likely to be audible at any other properties in the vicinity. To minimise noise disturbance careful consideration should be given to the positioning of speakers and stages and the duration and finish time for the event(s).

It is recommended that if noise from an event is likely to be audible at any properties in the vicinity that prior to the event the occupiers of these properties be advised in writing as to the times of the event and an organiser's contact name and telephone number be provided. It is also recommended that the event organiser or other responsible person should assess noise levels during the event and that if it is felt necessary take steps to reduce noise levels.

Noise levels measured 1 metre from the most affected façade of any dwelling shall not exceed Leq 65dB (A) over a 15 minute period.

Organisers should contact environmental.health@west-dunbarton.gov.uk for further information on noise control. Other useful sources of information are Sound Advice <http://www.soundadvice.info/> And the Code of Practice on Environmental Noise Control at Concerts http://www.cieh.org/uploadedFiles/Core/Policy/Environmental_protection/Noise/NoiseCouncilCodeonNoiseControlatConcerts.pdf

9. Water

An adequate supply of potable water must be available for people attending the event and must satisfy the requirements of the Water Supply (Water Quality) Scotland Regulations 2001. If you intend to use a mains water supply via a standpipe you must seek prior approval from Scottish Water.

Organisers should contact Scottish Water (www.scottishwater.co.uk) or environmental.health@west-dunbarton.gov.uk for further information.

10. Waste reduction, collection and disposal

Organisers must make adequate provision of receptacles to ensure waste does not accumulate within the event site or cause a nuisance. Arrangements must be appropriate for the disposal of waste produced at the event.

Businesses and not for profit organisations are now required to recycle certain material. The Waste (Scotland) Regulations 2012 state that businesses must recycle paper, metal, plastic, card and glass. Food waste must be recycled separately. The timetable for implementing the regulations is between January 2014 and January 2016 and you should refer to the following site for detailed information.
<http://www.zerowastescotland.org.uk/content/waste-scotland-regulations>

As the cost of waste disposing to landfill continues to rise, there has never been a better time for an event organiser to reduce, reuse and recycle their waste that in turn will help to lower their waste collection and disposal costs. This will help to promote a positive message about the event and about the benefits to the community of the three R's, Reduce, Reuse, and Recycle.

West Dunbartonshire Council Waste Services provide a full recycling and residual waste solutions and can be contacted on 01389 738699/8203, via email at wasteaware@west-dunbarton.gov.uk or visit our website www.west-dunbarton.gov.uk

Zero Waste Scotland provides information about how companies can deal with their waste in a more sustainable way, www.zerowastescotland.org.uk or also visit <http://www.resourceefficientscotland.com/>

11. Trading laws and standards

Laws exist governing the ways organisers and contractors carry out their business. A brief explanation of the rules that are most likely to affect traders is as follows

- Customers are entitled to know who they are buying from. This is particularly important if the goods prove faulty or an accident occurs. The Companies Act requires you to display the name of your company, or individual names if you are a sole trader or partnership.

- When promoting or advertising an event the information must be accurate and truthful. You must provide prescribed information if selling tickets via the internet or telephone including how long it will take to process refunds and the full business name and postal address
- Retailers of goods must display be the final price a customer has to pay including VAT and any other taxes. If something is on sale or special offer, you should make clear to the customer the nature of the bargain. This may be by giving the previous price or, if comparing against a recommended price or someone else's price make this clear.
- If you sell food and/or drink for consumption on the premises, we advise that you display a notice clearly indicating the price.
- A seller of goods has various legal obligations. Goods must correspond with their description and be fit for their purpose, free from minor defects, safe, durable and of satisfactory appearance. If a defect is brought to the customer's attention before purchase or someone changes their mind they have no right to redress. Otherwise, a customer may be entitled to a repair, replacement, part or full refund depending on the circumstances.
- Draught beer must be sold in measures bearing an official stamp unless dispensed from a stamped beer measuring instrument. For safety reasons we advise that an organiser ensure stamped plastic measures are used. Likewise, stamped equipment must be used for spirits and wine which have to be sold in prescribed metric quantities. A notice to customers showing which quantities you are selling must be displayed.
- It is illegal to sell any counterfeit goods and operators should ensure they avoid doing so. The most common counterfeit goods we find are CDs, DVDs, computer software, designer sports and clothing brands
- Certain goods are "age-restricted". For instance, tobacco products can only be sold to over 18s and a prescribed notice to this effect must be displayed by the seller. Other age-restricted goods include fireworks and DVDs
- There are specific regulations concerning the safety of particular products such as toys and electrical items and how they should be labelled. All such goods should carry a CE marking. This mark is a declaration by the manufacturer that it conforms to the minimum safety standard.

In addition, there is a general safety requirement that all goods should be safe to use for the purpose they are designed for.

Organisers should contact trading.standards@west-dunbarton.gov.uk if they need further detailed information on trading laws.

Useful Contacts

West Dunbartonshire Council

development.management@west-dunbarton.gov.uk	01389 738563
environmental.health@west-dunbarton.gov.uk	01389 738290
licensing@west-dunbarton.gov.uk	01389 738741
regulatory.services@west-dunbarton.gov.uk	01389 738290
trading.standards@west-dunbarton.gov.uk	01389 738282
waste.aware@west-dunbarton.gov.uk	01389 738730 or 738699
http://www.west-dunbarton.gov.uk/	

Roads Services: jennie.wills@west-dunbarton.gov.uk 01389 737633

Risk Management Team 01389 737886

Health & Safety Executive

Mercantile Chambers
50 Bothwell Street
Glasgow
Tel: 0141 275 3000
www.hse.gov.uk

Police Scotland

<http://www.scotland.police.uk/your-community/argyll-and-west-dunbartonshire/west-dunbartonshire/>

101 Non-Emergency Number

For all non-emergencies and general enquiries, 101 is the number you call if you need to contact your local police. You can call 101 to report a crime that has already happened, seek crime prevention advice or make us aware of any policing issues in your local area.

Using 101 for situations that do not require an immediate police response helps keep 999 available for when there is an emergency.

Deaf, deafened, hard of hearing or speech-impaired callers can contact us via TextRelay on 1 800 1 101.

Scottish Fire and Rescue Service

<http://www.firescotland.gov.uk/your-area/west/local-senior-officers.aspx>.
01389 385999

Waste Aware Scotland

www.wasteawarebusiness.org.uk

Zero Waste Scotland

<http://www.zerowastescotland.org.uk/>

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