



ISLINGTON

Event application process – Parks Service

22 Jan 2019

Events in Islington parks

- The number of event applications received has grown tremendously over the years
- Health and safety regulations have also increased
- The application process used to be managed by the Greenspace Admin staff
- In 2010 when the task became too large for that team it was given to the Community Engagement Officers to manage

Events in Islington parks

- The process was moved online in 2015 and the Community and Events Team Officers started using an application called EventApp
- Eventually the role became large enough to warrant a dedicated Events Team to manage the 200 or so annual park events



Events in Islington Parks

- The process was moved online in 2015 when the Community and Events Team started using an application submission and management tool called EventApp
- Managing events eventually became the primary focus and the Events Team was created

No.of events in calendar



Why an application is needed -

The council has a duty of care to ensure activities in our parks are appropriate and are safe for people to participate in

To do this effectively we need to;

- Understand exactly what is going to happen, who will be doing it, when and where
- Make sure every event activity is safe and appropriate
- Make sure any event equipment used is safe
- Make sure any third party providers are offering safe services and activities

To ensure activities in our parks are safe and appropriate

- The applicant completes an event questionnaire (application)
- We ask for evidence that each activity is risk assessed
- We ask for evidence that all equipment is safe
- We consult with other teams to gain expert advice and approval
- We advise applicants if other licenses or permits are required

To ensure activities in our parks are safe and appropriate

- We ask for evidence of Public Liability Insurance (a broker will not insure a person/organisation or activity if they/it are deemed too risky)
- We provide applicants with information about event safety and make adoption of safe practices a condition of approval



Popular park activities - when an application is needed

No

- Picnics (for under 50 people)
- Organised games e.g. softball
- History or nature walks
- Personal training sessions
- Professional dog walking
- Group training activities
- Charcoal bbq

Yes

- Anything with more than 50 people
- Temporary structures
- Amplified music or voices
- Professional catering
- Performances
- Showing of a film
- Filming
- Gas bbq

Customer journey – if application needed



Invite application on
EventApp



Request basic
supporting
documents – site
plan, event plan, risk
assessment and
payment



Once docs received,
start consultation (2
weeks minimum)



Additional
information or
licenses may be
required for some
activities to be
approved



Once all teams are
happy, issue event
permit

How long the approval process takes (approx);

- Small, simple event – 30 days
- More complex event – 45 days
- Complex event for over 1000 people – 90 days



How we manage the application process - EventApp

- EventApp is the online application management tool where customers complete and submit their applications
- All supporting documentation e.g. risk assessments, equipment certification or evidence of insurance is uploaded and filed here too
- EventApp automatically creates our event calendar to avoid clashes and help other teams impacted by park events organise themselves

Approval process continued

- We use the system to communicate with the event organiser throughout the process, including discussion about fees
- We use EventApp to consult with various teams, share the application and supporting documents, and to gather their feedback/approval
- Once all the teams are happy to approve the event, the event permit is issued through EventApp
- Each action on EventApp is logged so we have an auditable record of everything



Schedule Information

Set-up and clear-up time required? Yes No ?

Set-up Schedule

Set-up start date 📅

When will the set-up crew first require access to the site?

Set-up start time 🕒

Event Schedule

Event start date 📅

Event start time 🕒

Event end date 📅

Event end time 🕒

EventApp is the online application management tool where customers complete and submit their applications



6 Documents

Risk Assessment (RA)

updated risk assessment

[View](#) [Download](#)

Added by **Amy Williamson** 15 October 2018

[Read](#)

[Archive](#)



Public Liability Insurance (PLI)

updated insurance policy

[View](#) [Download](#)

Added by _____ 15 October 2018

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Application confirmation

application-ISLEVE000179-confirmation-V-1.pdf

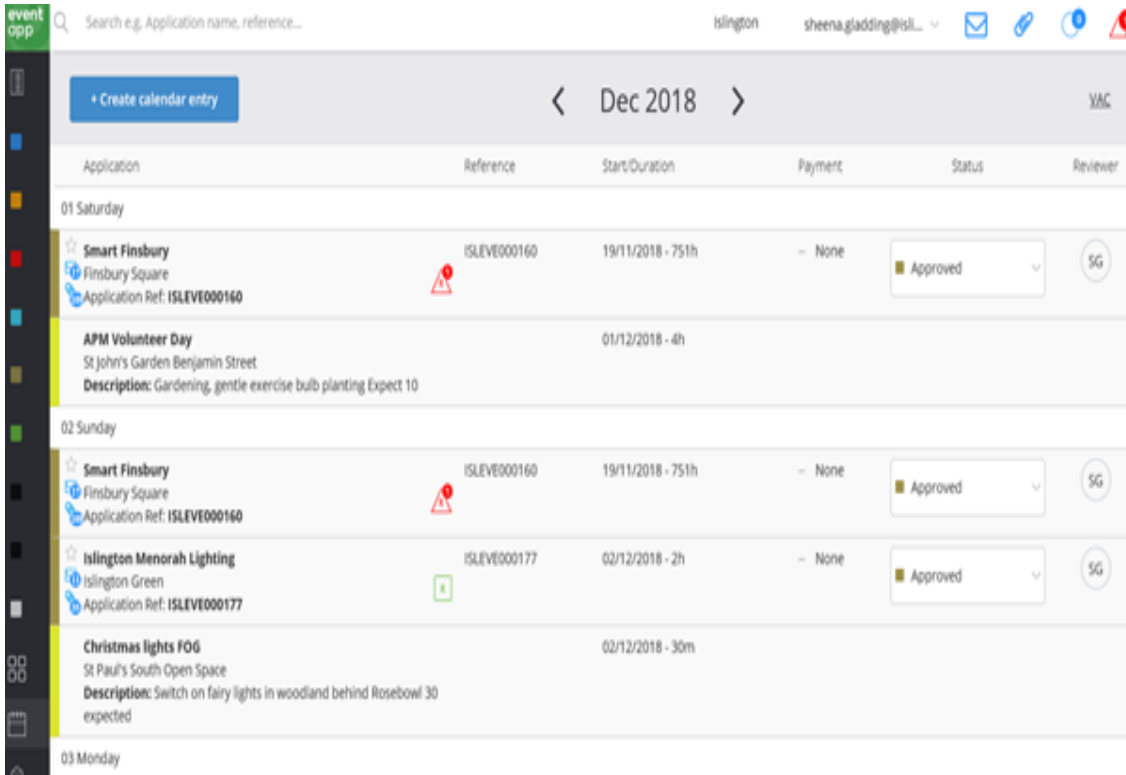
[View](#) [Download](#)

Added by _____ 15 October 2018

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All supporting documentation is uploaded and filed here too, e.g. risk assessments, equipment certification or evidence of insurance



event app

Search e.g. Application name, reference...

Islington sheena.gadding@isl...

+ Create calendar entry

< Dec 2018 >

Application	Reference	Start/Duration	Payment	Status	Reviewer
01 Saturday					
Smart Finsbury Finsbury Square Application Ref: ISLEVE000160	ISLEVE000160	19/11/2018 - 751h	- None	Approved	SG
APM Volunteer Day St John's Garden Benjamin Street Description: Gardening, gentle exercise bulb planting Expect 10		01/12/2018 - 4h			
02 Sunday					
Smart Finsbury Finsbury Square Application Ref: ISLEVE000160	ISLEVE000160	19/11/2018 - 751h	- None	Approved	SG
Islington Menorah Lighting Islington Green Application Ref: ISLEVE000177	ISLEVE000177	02/12/2018 - 2h	- None	Approved	SG
Christmas lights FOG St Paul's South Open Space Description: Switch on fairy lights in woodland behind Rosebowl 30 expected		02/12/2018 - 30m			
03 Monday					

EventApp
automatically
creates our
event calendar



#	A	B	C	D	E	F	G	H	I	J	K	L	M
1	set up start date	set down end date	event name	venue	private in	audience	set-up sta	set-down	event star	event end time			
2	16/09/2018	16/09/2018	Newington Green meets West Africa	Newington Green Gardens	Mildmay	250	08:00:00	20:30:00	12:00:00	19:00:00			
3	22/09/2018	22/09/2018	TPPSG Summer Party	Whittington Park	Junction	400	12:00:00	18:00:00	14:00:00	17:00:00			
4	17/09/2018	01/10/2018	Billy Davis Travelling Theme Park	Barnard Park	Barnsbury	5000	09:00:00	17:00:00	14:00:00	21:00:00			
5	16/09/2018	16/09/2018	Caledonian Park Summer Fete and Dog Show	Caledonian Park	Holloway	200			12:00:00	16:00:00			
6	07/12/2018	07/12/2018	Christmas carols and lanterns parade in the park	Fortune Street Gardens	Bunhill	0	17:00:00	20:00:00	18:00:00	20:00:00			
7	10/11/2018	24/12/2018	Smart Finsbury	Finsbury Square	Bunhill	17000	08:00:00	18:00:00	18:00:00	01:00:00			
8	30/09/2018	30/09/2018	SUCCESSFUL CHILDHOOD	Whittington Park	Junction	0	09:00:00	19:00:00	12:00:00	17:00:00			
9	23/09/2018	23/09/2018	Vitality Football Festival	Highbury Fields	Highbury I	500	10:00:00	17:00:00	12:30:00	16:00:00			
10	21/09/2018	21/09/2018	Hagit Yakira - If One Keeps Walking - Sharing	Sadler's Wells Theatre, Myddelton Passage, Rc		50			18:00:00	21:00:00			
11	15/09/2018	15/09/2018	Open Future Insect Ice Cream	Highbury Fields	Highbury I	0	09:30:00	18:30:00	10:00:00	18:00:00			
12	10/11/2018	10/11/2018	Arundel Square Firework Display	Arundel Square	St Marys	850	18:00:00	21:00:00	17:00:00	19:30:00			
13	25/09/2018	25/09/2018	Wavelength Screening	Canalside Square		250	18:00:00	21:00:00	19:00:00	20:00:00			
14	06/10/2018	06/10/2018	City, University of London	Northampton Square	Clerkenw	1500	09:30:00	14:30:00	10:00:00	15:00:00			
15	14/10/2018	29/10/2018	Three Mobile - Mobile phone path	8-9 Upper St, London N3 0PQ			04:00:00	23:00:00	06:00:00	23:00:00			
16	25/09/2018	25/09/2018	Education session	Kings Square Gardens		40	09:00:00	16:30:00	10:00:00	15:30:00			
17	02/12/2018	02/12/2018	Islington Menorah lighting	Islington Green	St Marys	750	14:00:00	20:00:00	17:00:00	19:00:00			
18	28/10/2018	28/10/2018	Halloween On The Green	Newington Green Gardens	Mildmay	40			12:00:00	17:00:00			
19	13/12/2018	13/12/2018	Free Community Carol singing event	Fortune Street Gardens	Bunhill	150	16:00:00	19:00:00	16:30:00	18:30:00			
20	18/10/2018	18/10/2018	Education workshop	Kings Square Gardens		40	12:00:00	16:00:00	13:00:00	15:30:00			
21	18/10/2018	18/10/2018	education session	Barnard Park	Barnsbury	40	09:00:00	16:00:00	09:30:00	15:30:00			
22	08/11/2018	08/11/2018	Education session Jack and the beanstalk 8.11.18	Whittington Park	Junction	80	09:00:00	16:00:00	10:00:00	15:00:00			
23	08/12/2018	08/12/2018	Barnsbury Square Christmas Party	Barnsbury Square Gardens	Barnsbury	50	11:00:00	17:00:00	13:30:00	15:00:00			
24	09/12/2018	09/12/2018	Arlington Association Christmas Fair 2018	Arlington Square		150	13:00:00	18:00:00	15:00:00	17:00:00			
25	12/12/2018	12/12/2018	Carols On The Green	Newington Green Gardens	Mildmay	80	16:00:00	19:30:00	17:30:00	19:00:00			

And lets us produce the schedule we send you every month



We use the system to communicate with the various teams we consult with and to gather their feedback / approval

04/12/2018 15:42

Licensing Licensing, Niall ...

Quick Message

ISLEVE000185 - free communi...

Islington Eventapp Event I...

06/12/2018 14:02

Lisa Gani, Commercial Eh, M...

Quick Message

ISLEVE000185 - free communi...

Thanks Maxine, Lisa

22/11/2018 14:30

Noise Issues, Anne Brothers...

Consultation

ISLEVE000185 - free communi...

Please see attached detail...

ISLEVE000185 - free community carol singing event - friends of fortune street park

From: Sheena Gladding <sheena.gladding@islington.gov.uk >

To: Noise Issues <noise.issues@islington.gov.uk >, Anne Brothers <anne.brothers@islington.gov.uk >, Bhupesh Thapa <bhupesh.thapa@islington.gov.uk >, Shan Burgess <shan.burgess@islington.gov.uk >, Garry Gatward <garry.gatward@islington.gov.uk >, Carlos Cardona Patino <Juan.CardonaPatino@islington.gov.uk >, Richard Wickes <richard.wickes@islington.gov.uk >, Dave Bamford <david.bamford@islington.gov.uk >, Andrew Issit <andrew@parkguard.co.uk >, Gavin Judd <gavin@parkguard.co.uk >



Sheena Gladding

22/11/2018 · 14:30



Please see attached details about event reference number ISLEVE000185

Notes

Dear All

Please find details of this event attached. The Friends of Fortune Street gardens are having some carols in the park. The cafe has applied for a TEN to sell mulled wine but this is separate to the carol singing.

It seems very low key - if you could let me know if you have any concerns asap please?

Some of the teams we work with by event activity

Activity	Team
Food	Environmental Health
Temporary structures	Building Control
Licensable activities (sale of alcohol, performances, films, amplified music, voices etc.)	Licensing
ASB / Fire risks	Emergency services
Risk of noise nuisance	Noise
Animals	Animal Welfare
Impacts on roads or traffic	Highways
Waste removal	Commercial waste

Park Events

Supported by
ISLINGTON



Permit Number:
ISLEVE000179
Date of this
Agreement:
13/12/2018



ISLINGTON

park.events@islington.gov.uk

Agreement to hold an event in Islington

Title of event:

Education workshop

This conditional license agreement is made between:

(1) London Borough of Islington (the "Council" also referred to as "we" or "We" in this conditional agreement)

And:

Event organiser company's name and address
**The Garden Classroom - The Garden Classroom
Newington Green Park Building, 2, Newington
Green**

The Event organiser's representative - name and mobile
phone no:

Further to the application made by the Licensee to hold an event on property belonging to **London Borough of Islington** (in which application the terms and conditions that are set out in this Conditional Licence Agreement were accepted by the Licensee), the Council hereby offers conditional approval to hold the event described below at the Site(s) listed below (the "Permitted Use") at the times mentioned below (the "Permitted Times") in accordance with the terms and conditions of this Conditional Licence Agreement and in consideration of payment by the Licensee of the Licence fee in accordance with this Conditional Licence Agreement.

The Licensee accepts and understands that there may be further relevant legislation, acts of parliament, statutory regulations, orders, guidance and codes of practice including any subsequent amendments or comparable legislation, required permission or licences which will need to be obtained before full permission can be granted.

The parties agree that the Conditional Licence Agreement is made up of:

CONDITIONAL LICENCE AGREEMENT FRONT PAGE

SPECIFIC TERMS

GENERAL TERMS AND CONDITIONS

And agree to be bound by these terms.

Venue **Kings Square Gardens**

Route

Location details: using open grassy area to one side of the main park building

On site:	18/10/2018 12:00	On site contact:	
Start event:	18/10/2018 13:00	On site phone:	
End event:	18/10/2018 15:30	Ticketed:	---
Off site:	18/10/2018 16:00	Open to Public:	No
Event type:	General Event	Invited guests only:	Yes
Total Attendance :	40	Audience profile:	Young People



Event details:

Event description: **up to 40 KS1 children and school staff attending a 2 hour workshop led by TGC facilitator.**

Benefit to local community: **connecting young children and adults with nature.**

Budget for this event: **school pays £115**

Once approval is gained, the event permit is issued through EventApp



Add to Activity Stream

13/12/2018 13:40 - This document has been updated by Sheena Gladding
15/10/2018 14:16 - This application has a new permit by Lisa Gani
15/10/2018 14:16 - This application has a new message by Lisa Gani
15/10/2018 14:16 - Lisa Gani changed the status to **approved** from **current**
15/10/2018 14:16 - Document has been marked read by Lisa Gani
15/10/2018 14:12 - This application has a new message by Lisa Gani
15/10/2018 14:10 - Document has been marked read by Lisa Gani
15/10/2018 14:06 - This application has a new message by Lisa Gani
15/10/2018 13:59 - This application has a new message by Lisa Gani
15/10/2018 13:57 - Document has been marked read by Lisa Gani
15/10/2018 13:54 - Document has been marked read by Lisa Gani
15/10/2018 13:54 - This document has been updated by Lisa Gani
15/10/2018 13:54 - Document has been marked read by Lisa Gani
15/10/2018 13:54 - Document has been marked read by Lisa Gani
15/10/2018 13:48 - Lisa Gani changed the status to **current** from **new**
15/10/2018 13:47 - This application has been updated by Lisa Gani
15/10/2018 13:47 - This application has a new owner by Lisa Gani
15/10/2018 13:47 - This application has a new message by -
15/10/2018 13:22 - This application has a new message by -
15/10/2018 13:22 - This application has a new message by -
15/10/2018 13:22 - This application has been submitted
15/10/2018 13:21 - This application has been updated b
15/10/2018 12:53 - This application has been updated b
15/10/2018 12:53 - This application has been updated b
15/10/2018 12:53 - This application has been created by

Each action on
EventApp is
logged so we
have an
auditable record

Internal difficulties

- We have no control over other teams processes
- Industry regulations change and can make the process more complicated
- We aren't always advised about these changes immediately

Fairground workers jailed for girl's bouncy castle death

William and Shelby Thurston sentenced after seven-year-old died when inflatable blew away



▲ Shelby and William Thurston were found guilty of manslaughter by gross negligence. Photograph: Joe Giddens/PA

Two fairground workers responsible for the death of a seven-year-old girl after she was blown away in a bouncy castle they had failed to secure properly have been jailed for three years.

Summer Grant was killed after a gust of wind lifted the inflatable from its

Internal difficulties

- Some teams don't engage with EventApp
- For some teams, park events are a low priority
- Capacity in other teams can change quickly and response time is affected
- Communication between teams isn't always effective or consistent
- The level of support the Events Team and the wider Parks Service can provide fluctuates due to changes in capacity or workload
- IT doesn't always work efficiently and the level of support received from Digital Services is inconsistent

Difficulties faced by customers

- EventApp is web-based and some people find the system difficult to work with
- Applicants are unaware of the amount of time and effort required to get approval for an event
- The whole process seems to get more complicated each year
- Some additional licenses or certification the council asks for are costly

Difficulties faced by customers

- The amount of help and support applicants receive from council officers to put on events can fluctuate due to capacity
- Process changes from year to year can mean more needs to be done in the same amount of time which is really stressful for applicants
- Of course some of our internal difficulties also affect our customers too....

How we try to improve the process for event organisers

- Support, advise and guide them through the application process
- Advocate for them with other teams for e.g. gazebos needing a TSL
- Work with Apply4, the developers of EventApp, to improve functionality to improve the customer journey
- Invite teams we work with to review the whole process together and make improvements where we can
- Work with the London Events Forum to benchmark and ensure best practice
- Annual internal processes review e.g. streamlining gazebo process