



Town Clerk
Mrs S. Villafuerte-Richards (CiLCA)

Our Ref: E 15.09.26
Date: 10/09/2026

Committee Membership:

Cllrs D. Craggs (ex-officio), C. Dente (Chair), T. Knight, T. Shava & L. Sinfield (Vice-Chair), S. Brazier, M. Cotton, E. Forsdyke, J. Grint, K. Jaynes, R. Ludkin, S. Villafuerte-Richards, P. Wilson

For Information:

Councillors S. Kiddie, A. Kitchen, R. Peaty, J. Welch, Office Administrator.

Diss Express

Diss Town Council
Council Offices, 11-12 Market Hill,
Diss, Norfolk, IP22 4JZ.

Telephone: 01379 643848
Email: towncouncil@diss.gov.uk

All Members of the Events Committee

Dear Members of the Public and Press,

You are cordially invited to attend a meeting of the **Events Committee** to be held in the **Ceremony Room** at the **Diss Town Council offices** on **Tuesday 15th September 2026** at **7pm** to consider the business detailed below.

Town Clerk

Agenda

1. Apologies

To receive and consider apologies for absence.

2. Minutes

To confirm as a true record, the minutes of the Events Sub-Committee held on Tuesday 21st July 2026 (copy herewith).

3. Declarations of Interest¹

To note any declarations of Members personal and/or prejudicial interests pertaining to items on the agenda (relevant to all – volunteers and councillors).

4. Public Participation

To consider a resolution under Standing Orders 3 d., e., f., g., & h. to suspend the meeting and receive comments from members of the public on items to be discussed on the agenda. (*Members of the public are entitled to speak for a maximum of three minutes*).

5. Items of Urgent Business

To discuss any item(s) of business which the Chairman has previously been informed at least 24 hours before the meeting and decides should be considered as a matter of urgency (*a reminder that no resolutions can be made under this agenda item*).

6. Infrastructure

- To review quotes received for security and radios at the Christmas Lights Switch-On event (copy details herewith).
- To review quotes received for traffic cones to block off market place before road closure (copy details herewith).
- To agree and confirm the staging, lights and sound provider for this event.

7. Stalls

- To receive an update on stalls (copy details herewith).
- To review the bar tender applications and agree the bar for this event (copy details herewith).

8. Entertainment

- To receive an update on entertainment (copy details herewith).

b) To note any agreed costs for booking entertainment to update finance expenditure list.

9. Event Management Plan

To review and discuss the draft Event Management Plan (copy details herewith).

10. Committee Tasks

To review and discuss the outstanding tasks on the committee to-do list (copy details herewith).

11. Member Forum

To consider information or issues relevant to this sub-committee from members for brief discussion, action or inclusion on a future agenda.

12. Date of Next Meeting

To note that the next meeting of the Events Sub-Committee is scheduled for Tuesday 13th October 2026.

Notes

1 - Council has a statutory legal duty under the Localism Act 2011 s2 and has adopted a code dealing with the conduct that is expected of members in order to promote high standards of conduct as required by the Act. Members' disclosable pecuniary interests are kept on a register available to view on the Council's website. Allegations about the conduct of a councillor may be made to the district council's monitoring officer. Diss Town Council has also adopted a dispensation policy.

The reports and enclosures referred to in this agenda are available (unless marked confidential) for public inspection at the Council Offices during normal opening hours or on our website at <https://www.diss.gov.uk/events>

Diss Town Council

Minutes

DRAFT

Minutes of the meeting of the **Events Committee** held in the **Ceremony Room** at **Diss Town Council Offices** on **Tuesday 21st July 2026** at **7pm**.

In attendance: E Forsdyke, K Jaynes, Cllr T Knights, S Villafuerte-Richards, Cllr P Wilson, R Ludkin.

E0726/01 Apologies

Apologies were received from Sue Brazier, Bob Rogers, Mary Cotton and Cllr D. Craggs (ex-officio).

No apologies were received from Cllrs Dente (Chair), Shava & Sinfield (Vice-Chair) & James Grint.

It was noted that George Waterman and Gabrielle Pagan have stepped down as committee members although both will support future events.

In the absence of the Chair and Vice-Chair, Sarah Villafuerte-Richards chaired the meeting.

E0726/02 Minutes

Members reviewed the minutes of the last meeting held on 16th June 2026. It was

Resolved: to approve the minutes of the events meeting held on Tuesday 16th June 2026 as a true record and were signed by the Chair.

(Action: KJ to un-draft minutes on website, immediately)

E0726/03 Declarations of Interest

There were none.

E0726/04 Public Participation

There were no members of the public present.

E0726/05 Items of Urgent Business

There were no items of urgent business.

E0726/06 Christmas Lights Switch-On

a) Members received an update on infrastructure.

- RL to accept quote from SNC for 2 bins at £63.96
- A quote was received from Phoenix for 4 security staff & 10 radios for approximately £400. They have also offered a £120 sponsorship discount although committee had agreed not to offer sponsorship packages this year. This quote will be considered alongside another at the next meeting.
- The Rotary sleigh is privately owned & a response is awaited to confirm availability.
- A quote has already been received from Park Radio for staging, lighting and sound. RL will obtain comparison quotes for consideration at the next meeting, including provision of a compere and Lost Children's Point.
- Road closure timings were agreed as 12pm – 8.30pm. RL will obtain a quotation from Core Highways for barriers and cones to use on the day and submit the road closure application, which has been drafted.

(Action: RL, by August 2026)

b) Members received an update on stalls and reviewed the bar tender application.

- 6 food vendors have been approved by the committee; Em-Mazing Dinky Donuts, Harris Hogroast, Tikka Tonic, the Pig Pantry, Bucketlist Chips & Elsie's Pizza. KJ to send application forms, risk assessment forms, stallholder Ts & Cs and request the required documentation.
- KJ to send application form to Glow Lights and Balloons for their walkabout stall.

- Members agreed that the bar pitch fee will be £120 plus a 5% contribution of profits made on the day. KJ to amend the Bar Tender Form under the 'Fees' section and also update the 'Key Dates' as follows: Tender release: End of July, Submission deadline: End of August. Selection notification: w/c September committee meeting.
- KJ to issue the revised application to both bar vendors who have expressed an interest.
(Action: KJ, this week)

c) Members received an update on entertainment. Confirmed performers include:

- Graeme Syed / My Choir Rocks
- Churches Together (five carols at 5pm)
- Panto Cast from The Corn Hall
- Sound House (live band)

KJ to send application forms to all performers and request relevant documentation.

(Action: KJ, by next meeting)

The Salvation Army will confirm their availability with SV-R to accompany the community carols.

Members discussed the possibility of installing a Christmas tree on the flat roof of No.8 Marketplace. SV-R to ask Alan Franks to assess the roof's weight-bearing capacity. Other suggestions include utilising the three flag holders on No8 for smaller trees or finding an alternative location on the Market Place.

(Action: SV-R, by next meeting)

Members discussed the email received from Carla Balls to perform at the event. It was agreed to offer her a 20-minute solo performance on stage at approx. 5.35pm. Members also suggested Carla's group of students could lead Santa's sleigh procession by walking and performing with parents accompanying. KJ will amend the entertainment schedule accordingly & respond to the email.

(Action: KJ, immediately)

A quotation of £500 has been received from Sound House, payable in cash on the day of the event. SV-R will obtain the band's email address from James Grint.

(Action: SV-R, by Aug-26)

Post meeting note - James Grint to book Sound House in his name as DTC cannot pay by cash. James to submit an invoice to DTC for payment in advance so he can pay cash on the day.

(Action: JG, by October)

It was noted that Dinsdale cannot safely use the stage if a stage cover is in place and would therefore, need to be on the ground at the time of the Switch-On. RL will discuss this further with Park Radio.

(Action: RL, by next meeting)

SV-R will speak with Graham Minshull regarding the hire of SNC's trailer to be used as the event green room, Lost Children's Point and changing area for Dinsdale. The hire cost last year was £100.

(Action: SV-R, this week)

d) Members agreed that Santa's Grotto will operate from 3.30pm to 5.30pm at Diss Museum. Families still waiting to see Santa at 5.30pm will be offered a ticket slip to return to the queue at 6.15pm. The grotto will re-open after the lights Switch-On from 6.15pm – 7.15pm for families holding ticket slips only.

Actions agreed:

- RL to ask the outdoor team to check stock of Santa's Grotto decorations.
(Action: RL, by next meeting)
- KJ to source and purchase three elf costumes.
- KJ to create 'holding' ticket slips for Santa's Grotto.
- KJ to identify suitable festive costume ideas for Cllr T Knights, who will act as Dinsdale's chaperone on the day.
(Action: KJ, by next meeting)
- Cllr Wilson expressed an interest in adorning the Dinsdale costume and will visit the office to try it on. EF to ask GW to contact Kieran Murphy as a back-up.

- Cllr Knights confirmed that she holds a DBS certificate and could act as a backup for the Lost Children's Point if required. She will provide a copy of her DBS certificate to the office.
- KJ to complete DBS check.

(Action: PW / EF / TK / KJ, by next meeting / before event)

E0726/07

Committee Tasks

Members reviewed the committee task list.

- RL and KJ will review the stock of children's books for Santa's Grotto gifts and ensure enough are available for all age groups.

(Action: RL / KJ, by next meeting)

- Members confirmed there will be no funfair rides this year. RL will notify Larry Gray not to attend as our event will be centered on the Market Place only this year.

(Action: RL, by next meeting)

- Members discussed fundraising opportunities. KJ suggested approaching Co-Lab to request use of the building for a Christmas craft session for families approximately two weeks before the event in return for donations towards the Diss Christmas Lights Switch-On. SV-R will introduce Cllr Knights to the Co-Lab team to explore ideas further. Children could decorate cardboard elves at the session which could then be displayed in shop windows to form an elf trail in the lead up to the event. KJ offered to host the session dressed as an elf.

(Action: SV-R/ TK, by next meeting)

(Action: KJ to consider craft session ideas and promo)

Post meeting note – Discovered on St Nicholas St hosts home educated children classes and already offers crafting activities so could be a second option. They won the Carnival window dressing competition through the work of the children who are very proud of this.

- Cllr Knights will visit local businesses to encourage late opening during the event and explore any special activities or offers they would consider for the event which can be promoted on the event poster / socials. Also gauge interest in support for an elf trail where businesses would decorate their windows and include the hidden elves.

(Action: TK, by next meeting)

E0726/08

Member Updates

There were none.

E0726/09

Date of Future Meetings

Members noted the next meeting of this committee is scheduled for Tuesday 15th September 2026.

Meeting closed: 20:44.

Sarah Villafuerte-Richards
Town Clerk / Substitute Chair



DRAFT QUOTE

DISS TOWN COUNCIL
11 Market Hill Diss IP22 4JZ

Date
16 Jul 2026

Expiry
15 Aug 2026

Quote Number
QU-2682

Reference
DISS CHRISTMAS
LIGHTS EVENT 2026 /
SECURITY COVER x4

VAT Number
317172419

Phoenix Events (East)
Ltd
Attention: OFFICE
MANAGER
51 Colegate
Norwich
Norfolk
NR3 1DD
UNITED KINGDOM

DISS CHRISTMAS LIGHTS EVENT 2026 / SECURITY COVER X4

LOCATION
Diss Market Place, IP22 4AB

DATE
Saturday 5th Decemember

Item	Description	Quantity	Unit Price	Discount	VAT	Amount GBP
000002	EVENT DOOR SUPERVISOR (DS) SIA X4 Saturday 29th November 16:30-19:30 (7HR MINIMUM CHARGE) (5HR MINIMUM CHARGE; LAST YEAR'S CANCELLED EVENT)	20.00	20.00		20%	400.00
000043	RADIO HIRE X10	10.00	12.00	100.00%		0.00
000043	RADIO HIRE PER UNIT X10 OPTIONAL Hire of a professional digital two-way radio for event communications, operating on a closed business channel to allow secure and reliable communication between event staff and key locations across the event site. Each radio is supplied fully charged and includes a charger and a covert digital earpiece for discreet use. Price is per radio unit for the	10.00	1.50		20%	15.00

Item	Description	Quantity	Unit Price	Discount	VAT	Amount GBP
	duration of the event hire period.					
000060	SPONSORSHIP	1.00	(120.00)		20%	(120.00)
Subtotal (includes a discount of 120.00)						295.00
TOTAL VAT 20%						59.00
TOTAL GBP						354.00

Terms

Please make BACS payments to:
Phoenix Events (East) Limited
Sort Code: 40-35-09
Account Number: 74368053

Payment terms:

Invoices are due strictly 7 days from the invoice date.

We will exercise our right to claim late penalties (at 0.56p a day if we are not paid according to the above or our agreed credit terms.

The late payment will be added to the invoice at the end of each month for the full month of owing, until paid in full or an agreement regarding a payment plan is put in place.

Please be aware all shifts are charged with a 7-hour minimum length unless clearly stated otherwise

A Welfare Vehicle charge per shift will be charged of £35 on any staff lone working with no place to have shelter, heating, electric. Hot running water, toilet facilities etc.

As of December 1st, all invoices will increase in line with inflation for all services. Hourly rate will increase in line with the Living Wage increase from 1.00 hr and this will be reflected in our new rates

All Bank Holidays will be charged at Double Time and any shifts that start /finish on a bank holiday will be charged for the full duration of the shift. New Year's Eve is also charged at double time.

To prevent any delays please quote your Invoice number on your payment and email your remittance and purchase orders numbers to our Accounts Team at payroll@phoenixeventseastltd.co.uk

Cancellation policy

Events- If you should need to cancel your booking please do so with as much notice as possible. Anything cancelled less than 7 days, but more than 72 hours before event day will incur a cancellation charge of 50% of the original cost of the invoice, Anything cancelled with less than 72 hours but more than 24 hours before event day will incur a cancellation charge, of 75% of the original cost of the invoice. any cancellations within 24 hours of event day will incur a cancellation charge of 100% of the original invoice.

Mobile patrols- should you wish to cancel your mobile patrol provision; we will need 4 weeks' notice from the date of notification of cancellation. All scheduled patrols will be continued over the 4 week period

Static sites- should you wish to cancel your site security provision; we will need 6 weeks' notice from the date of cancellation. All agreed shifts will be continued for the 6 week period after cancellation.

Non-Solicitation of Staff - the Client shall not, without the prior written consent of Phoenix Events (East) Ltd directly or indirectly solicit, employ, or engage any person who is or has been employed or engaged by Phoenix Events (East) Ltd, including but not limited to employees, subcontractors, or agency staff, in connection with the Services during the term of this Agreement and for a period of six (6) months after that person's employment or engagement with Phoenix Events (East) Ltd ends.

If the Client breaches this clause, the Client shall pay to Phoenix Events (East) Ltd a transfer fee equal to twenty-five per cent (25%) of the individual's annual remuneration with the Client. This fee shall be payable within fourteen (14) days of the individual commencing work with the Client.

1. QUOTATION

Client Name: Diss Town Council

Client Address: 11-12 Market Hill, Diss. IP22 4JZ

Event: Diss Christmas Light Event

Service Date: December 5th, 2026

Service Time: 16:30pm – 19:30 hrs (3 hours)

Personnel & Equipment: 4 Security Staff and 10 Radios & Ear Pieces

Quotation No.: TGSSL/002

Date: 06/08/2026

Scope of Services

Provision of licensed security guarding services for Diss Carnival, including deployment of eight (8) security officers and supply of twenty (20) radios with earpieces for operational communication.

Security Guard Services

Description	Calculation	Amount (£)
Guard Rate (per guard)	£20.00 × 3 hours	60.00
Number of Guards	£60 × 4 guards	240.00
Total – Security Guard Services		300.00

Radios and Earpieces

Description	Calculation	Amount (£)
Radios & Earpieces	£8.00 × 10 units	80.00
Total		380.00

Summary of Costs

Item	Amount (£)
Total = Security Guard Services Radios & Ear Pieces (Incl. 20% VAT)	384.00
TOTAL QUOTATION AMOUNT:	456.00

Terms & Conditions

VAT is charged at the standard rate of 20% in accordance with applicable VAT legislation.

All security personnel will operate in accordance with UK private security industry standards.

Thank you for the opportunity to provide this quotation. We look forward to supporting Christmas Light Event with our experienced Security Guards.

Authorised By:

Name: Graham Adjei

Position: Director

Electronically Signed

Signature: G Adjei

Date: 6th August 2026

To:

Diss Town Council
Robert Ludkin
Council Offices
11 12 Market Hill
Norfolk

IP22 4JZ

Email: Towncouncil@diss.gov.uk

Phone: +441379643848

Reference: TBC

Number: GAR-QUOTE-550

Date: 04/08/2026

Items

Item	Description	Unit	Qty	On hire	Planned off hire	Off hire	Price	Total
CONE750	Road Cone 750mm (40 cones)	EACH	40				£1.25	£50.00
DELIVERY	Delivery	EACH	1				£75.00	£75.00
COLLECTION	Collection	EACH	1				£75.00	£75.00
								£200.00

Bank Details

Account Name: Core Highways
(Traffic Management) Limited

Sort Code: 40-11-60

Account Number: 51522205

Items

£200.00

Notes

Sub Total

£200.00

VAT (20%)

£40.00

Total

£240.00


TMO Highways

Quote

To:
Diss Town Council
 11-12 Market Hill

Diss
 Suffolk
 IP22 4JZ

Contact:

Email: Robert.ludkin@diss.gov.uk

Phone: 01379 673021

Quote Number: 2026-21904

Quote Date: 27/07/2026

Author: Kayleigh Newby

Reference: CHRISTMAS LIGHT SWITCH ON EVENT, DISS, SUFFOLK - IP22 4JZ

TMO Code	Traffic Management Description	Unit	Quantity	Rates £'s	Total £'s
Christmas Light Switch On- Equipment Hire					
TMO-96-EQP	40no 750mm Road Cone	Occ	1	£50.00	£50.00
Additional Items not Included					
TMO-43-DELEQP	Delivery Or Collection Of Road Cones (£40.00 each way)	Occ	2	£0.00	£0.00
					£50.00

Services	£50.00
Net	£50.00
VAT (20%)	£10.00
Total	£60.00

All prices quoted are exclusive of VAT and may be subject to VAT or Domestic Reverse Charge, where applicable

Notes

36hr cancellation

TMO's standard terms & conditions will apply.

Any loss or damage will be charged at £7.50 per cone.

A short copy associated with our quote is available on the following link:

<https://www.dropbox.com/sc/fo/h09bo641e2j9i86c7f97q/h?rlkey=m7r0fnwuhb875nfbrs88eeok1&st=ppr17u23&dl=0>

A copy of our full T&C's are available from our website on the following link:

<https://tmohighways.co.uk/documents/>

By accepting the quote you are agreeing to these terms and conditions.

Document: TMO-FORM-082 - rev4

All prices quoted are exclusive of VAT and may be subject to VAT or Domestic Reverse Charge, where applicable

From: james@parkradio.co.uk
To: [Diss Christmas Lights Switch-On](#)
Cc: [Robert Ludkin](#)
Subject: RE: Quote for Christmas Lights Switch-On Event
Date: 24 July 2026 07:37:59
Attachments: [image002.png](#)

Kimberley,

Apologies Ive been out of the loop for over a week building a big stage up for this weekend!

Completely missed the email for Tuesday meeting and others over the last few days, my sincere apologies, bet you all though I was being rude, but only now catching up! Apologies, normal service will resume from Monday once I've had some sleep!

Ideally, I'd like to use the new staging we have as slightly bigger and a lot taller (to allow more head room for Dinsdale), please see picture attached, we used this very successfully at ParkFest this year and worked really well. (pic attached)

Depending on what size etc we end up going for I'd budget £1000 for stage, lights and sound Park Normally charge £300 to host.

I think the £750 was when the plan was to do something small in the market place.

James.

James Grint

Station Director & Presenter



The Waveney Valleys Favourite Radio Station

South Norfolk Covid-19 Community Heroes Award 2020

South Norfolk Community Award Winners 2019

Direct Dial 01379 21 00 00

Mobile 07510 808600

Email : james@parkradio.co.uk

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immediately, and permanently delete this message.

From: Diss Christmas Lights Switch-On <xmas@diss.gov.uk>

Sent: 23 July 2026 08:44

To: James - Park Radio <james@parkradio.co.uk>

Cc: Robert Ludkin <robert.ludkin@diss.gov.uk>

Subject: Quote for Christmas Lights Switch-On Event

Hi James,

Please can you send over your quote for providing staging, lights and sound at this year's Christmas Lights Switch-On. We have it noted down that your fee would be £750 but can't seem to find an official quote. Has this been emailed over yet?

We also need a quote for Park Radio to compere, unless this is included with the above costs – if you can send this over too, that would be great.

Kind regards,

Kimberley Jaynes – Marketing & Events Administrator

Available: Tuesday, Wednesday, Thursday & Friday

Address: Diss Town Council, 11/12 Market Hill, Diss, IP22 4JZ

Email: Kimberley.jaynes@diss.gov.uk

Tel: 01379 643848 - ext #205

Website: www.diss.gov.uk



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Stall Name	Type of Stall & equipment	App Form	RA	Signed Ts & Cs	PL	Hygiene Certification	Gas Safe Cert	Use of contractors generator?	Paid	Notes
FOOD & DRINK STALLS										
Bar Tenders	Horsebox bar (Wonky Donkey - 14.5ft x 6 ft)	Bar tender forms received by both							£120 due plus 5% of profits made on the day	Bar tender application forms received. Committee to approve successful trader at 15th Sept meeting. LICENCE NEEDS SIGNING
Em-Mazing Dinky Donuts	Doughnuts	due	due	due	due	due			£54 due	Forms sent to her 22.07.26. Deadline 18th Sept.
Harris Hog Roast	3m x 3m gazebo. Same as usual	due	due	due	due	due			£54 due	Forms sent to him 22.07.26. Deadline 18th Sept.
Tikka Tonic	5m x 2.2m Indian street food vendor and food truck specialising in Punjabi-style dishes, including Butter Chicken, Keema Naan rolls, and Samosas.	Y	Y	Y	Y	yes			£54 due	
The Pig Pantry	Horsebox - hot drinks, milkshakes, toasties, homemade cakes	yes	yes	req'd 26.8.26	only £1M, requested £2M 26.08.26	yes			£54 due	Forms sent to her 22.07.26. Deadline 18th Sept.
Elsie's Pizza		due	due	due	due	due			£54 due	Forms sent to them 22.07.26. Deadline 18th Sept.
The Bucket List	4.3m x 2m - bringing their festive themed bucket 'The Jingle Bucket' stacked Chipbucket - Pigs out of blankets, brie fondue, cranberry, crispy onions, aioli.	due	due	due	due	due			£54 due	Forms sent to them 22.07.26. Deadline 18th Sept.
MISCELLANEOUS STALLS										
Glow Lights and Balloons	Glow Lights and Balloons walkabout	Y	Y	Y	Y	n/a	n/a	n/a	£54 paid 16593	Forms received - Michelle completed them in the office. 29.07.26



Tender Document for Bar Provision

- **Event Name:** Diss Christmas Lights Switch-On
- **Date:** Saturday 5th December 2026
- **Location:** Diss Market Place
- **Event Duration/Trading Time:** 4.30pm – 7pm

Overview: Diss Town Council invites tenders from experienced and reputable bar operators to provide a fully compliant bar service at the 2026 Christmas Lights Switch-On. This document sets out the legal, operational and safety requirements which all applicants must meet, and selection process for interested applicants.

Name:		Company:	
Address:			
Tel:		Email:	

Scope of Services

The successful tenderer will be required to:

1. Operate a full bar service, including delivery, setup, operation, and takedown.
2. Supply and serve alcoholic and non-alcoholic beverages suitable for a family-friendly outdoor event.
3. Ensure all staff are appropriately trained in alcohol service and age-verification procedures ie operating Challenge 25.
4. Hold all relevant legal permissions (see application requirements).
5. Adhere to all applicable health and safety, and alcohol licensing laws.
6. Provide all bar infrastructure (marquee, counter, refrigeration, security of stock, barriers if required).
7. Manage all waste and recycling generated by the bar.
8. Ensure bar operations remain professional, efficient, safe, and customer-focused throughout the event.

Application Requirements

Applicants must:

9. Provide evidence of experience in providing bar services at outdoor or similar-scale events.
10. Provide proposed drinks menu, pricing, bar frontage size, layout plan, and power needs.
11. Provide evidence of Public Liability Insurance (minimum £2 million).
12. Submit a Risk Assessment, including fire safety, manual handling, electrical safety, emergency procedures and a Responsible Alcohol Service Plan, covering age verification, refusal procedures, intoxication prevention, staff training, and incident reporting.
13. Submit details of any Personal Licence holders on site.
14. Sign the Alcohol Premises Licence, which must be signed at least 1 month prior to the Event in the presence of the Designated Premises Supervisor (Town Clerk). Please arrange and appointment with the office. E: towncouncil@diss.gov.uk T: 01379 643848.
15. Supply details of the on-site team, qualifications, and the nominated Designated Premises Supervisor (if relevant).
16. Submit a Waste Management & Environmental Plan.
17. Read, sign, and return the Council's Standard Event Terms & Conditions.

Selection Criteria

Proposals will be evaluated based on the following:

18. Compliance with all licensing, operational, safety, and environmental requirements.
19. Experience and track record in delivering similar services.
20. Quality, suitability, and value of proposed beverages.
21. Clarity and fairness of pricing to the public.
22. Commitment to sustainability and waste management.
23. References from previous clients.

Fees

24. The pitch fee of £120 is payable to Diss Town Council upon acceptance of your tender.
25. A 5% contribution from profits made on the day.

Key Dates

- **Tender Release Date:** 22.07.26
- **Submission Deadline:** 28th August 2026
- **Selection Notification:** 16.09.26

Declaration

I have read and understood the requirements of this tender and confirm that all information supplied is accurate. I agree to comply fully with all legal obligations and with the instructions of Diss Town Council. I understand that a binding agreement only arises upon written confirmation of acceptance by Diss Town Council.

Signed: _____

Name: _____

Dated: _____



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Name:	[REDACTED]	Company:	The Wonky Donkey
Address:	[REDACTED]		
Tel:	[REDACTED]	Email:	[REDACTED]

Scope of Services

The successful tenderer will be required to:

1. Operate a full bar service, including delivery, setup, operation, and takedown.
2. Supply and serve alcoholic and non-alcoholic beverages suitable for a family-friendly outdoor event.
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10. Provide proposed drinks menu, pricing, bar frontage size, layout plan, and power needs.
11. Provide evidence of Public Liability Insurance (minimum £2 million).
12. Submit a Risk Assessment, including fire safety, manual handling, electrical safety, emergency procedures and a Responsible Alcohol Service Plan, covering age verification, refusal procedures, intoxication prevention, staff training, and incident reporting.
13. Submit details of any Personal Licence holders on site.
14. Sign the Alcohol Premises Licence, which must be signed at least 1 month prior to the Event in the presence of the Designated Premises Supervisor (Town Clerk). Please arrange and appointment with the office. E: towncouncil@diss.gov.uk T: 01379 643848.
15. Supply details of the on-site team, qualifications, and the nominated Designated Premises Supervisor (if relevant).
16. Submit a Waste Management & Environmental Plan.
17. Read, sign, and return the Council's Standard Event Terms & Conditions.

Selection Criteria

Proposals will be evaluated based on the following:

18. Compliance with all licensing, operational, safety, and environmental requirements.
19. Experience and track record in delivering similar services.
20. Quality, suitability, and value of proposed beverages.
21. Clarity and fairness of pricing to the public.
22. Commitment to sustainability and waste management.
23. References from previous clients.

Fees

24. The pitch fee of £120 is payable to Diss Town Council upon acceptance of your tender.
25. A 5% contribution from profits made on the day.

Key Dates

- **Tender Release Date:** 22.07.26
- **Submission Deadline:** 28th August 2026
- **Selection Notification:** 16.09.26

Declaration

I have read and understood the requirements of this tender and confirm that all information supplied is accurate. I agree to comply fully with all legal obligations and with the instructions of Diss Town Council. I understand that a binding agreement only arises upon written confirmation of acceptance by Diss Town Council.

Signed: R C Waters

Name: Ro Waters

Dated: 22/08/2026

Artist	Contact	PO No	Invoice	Amount	Paid	
Graeme Syed / My Choir Rocks				nothing agreed		app form sent to them 23.07.26
Churches Together - 5 carols at 5 - being organised by Elizabeth (new vicar at St Mary's)						
Carla Balls				Unconfirmed- £150 suggested by Carla - consider at next mtg.		app form sent to her 23.07.26 - she will complete once a fee has been agreed
Salvation Army? TBC						awaiting availability confirmation
Matt - Father Christmas & elves						
Panto Cast - The Corn Hall (Ryan Holt is SparkLive panto producer in charge)						Ryan will attend Sept meeting to discuss panto cast involvement
Soundhouse - Live band	Kim sent performance info and form to James to forward on to them 23.07.26			£500.00		James confirmed fee of £500 with Soundhouse. James Grint to invoice us and we'll back pay him. JG to pay cash on the day

MAIN STAGE SCHEDULE - These timings have factored in 5 minutes for changeover times.

4.30pm performance - Graeme Syed / My Choir Rocks
5pm - 5 carols at 5, lead by the Churches Together around tree
Corn Hall panto cast - 5 minute performance at some point on stage
5.35pm - 5.55pm - Carla Balls (20 min slot)
5.45pm - Parade starts end of Mere St with Mayor, Santa, Dinsdale, Elves and panto cast. Possibly students from Carla's performance group TBC
6pm - Switch On - Graham from The Bill (panto member), Mayor, Santa and Dinsdale
Soundhouse to start straight after switch-on and finish at 7pm.
Santa's Grotto will be open from 3.30pm - 5.30pm and continue from 6.15pm - 7.15pm for families who were still waiting at 5.30pm. These will be given a ticket slip to return.

TO NOTE:

St Mary's Church have a Christmas Tree Festival scheduled to finish on the day of our event - we have requested the finish time is moved later to 7pm (currently 4pm) so it can be promoted as part of things to do at our event.

EVENT MANAGEMENT PLAN

Event management plan template and guidance notes
for small and medium sized events

EVENT ORGANISER DETAILS

Event organiser name Diss Christmas Lights Committee

Organisation Diss Town Council

Telephone/mobile 01379 643848

Email towncouncil@diss.gov.uk

Contact telephone number on day of the event (if different to above)

Robert Ludkin Diss Town Council 07436 798234

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INTRODUCTION

The purpose of this document is to assist event organisers planning to hold an event in South Norfolk or Broadland District Council areas. The document also provides sections that should be completed to help you develop a detailed EMP (Event Management Plan).

EVENT OVERVIEW

Name of event [Diss Christmas Lights 2026](#)

Proposed event location (please provide full address if known) [Diss Market Place/ Mere Street](#)

Event description [Christmas Lights Switch-On Event – A free community event with live entertainment, food & drink, Santa’s Grotto and a short parade through the town centre.](#)

Event date(s) [5th December 2026](#)

Event start time [16.30](#)

Event finish time [19.00](#)

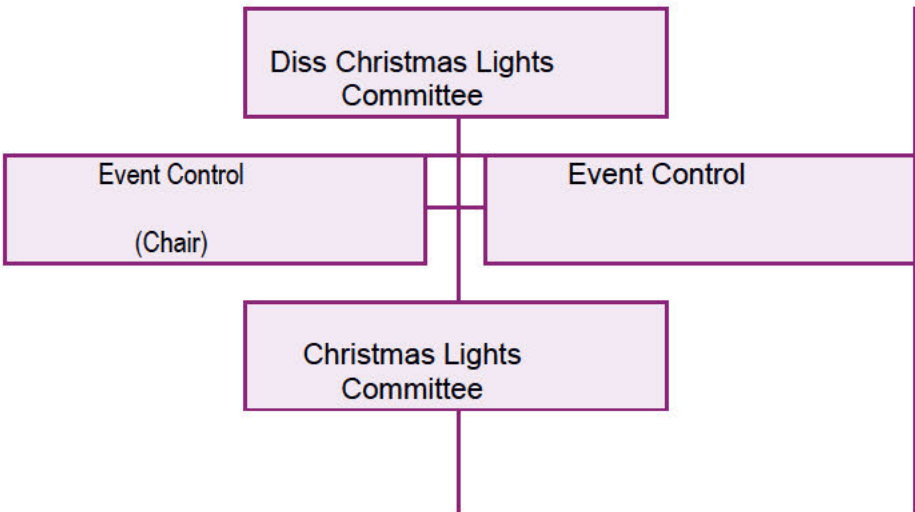
Audience profile [2-3000 residents and visitors](#)

EVENT MANAGEMENT

EVENT ORGANISATION STRUCTURE

Event management organisational structure example – please change to reflect your own event

SAMPLE



Robert Ludkin Event Safety Advisor	Sharon Thompson / F.A.S.T Medical	Event Contractors	Security and Stewarding TBC	Park Radio Lost and Found Children	General Public Volunteering
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KEY EVENT MANAGEMENT CONTACTS

Populate the following table with the names, roles, and contact details of the key people involved in organising your event.

Name	Role	Contact number
TBC	Operations/Stalls/Entertainment Co-ordinator	
Sarah Richards	Event Operations / Co-ordinator	
Park Radio	Staging / Sound	
Robert Ludkin	Event Operations / Health & Safety	
Kimberley Jaynes	Event Operations	

KEY EVENT CONTACTS – OTHER

Populate the following table with all the other key contacts for your event.

AUTHORITIES (fire, police, first aid, etc...)

Name	Role	Contact number
Sharon Thompson	First Aid – F.A.S.T	
Andrew Baker	Police	
TBC	Fire Service	

ACTS/ENTERTAINMENT

Organisation	Name	Contact details
Graeme Syed / My Choir Rocks		
Churches Together /5 carols at 5		
Salvation Army		
Carla Balls & performers TBC		
Park Radio		
Sound house		
Panto Cast the Cornhall		
Santa		
Dinsdale Duck		

SPECIAL EFFECTS

Organisation	Name	Contact details
Park Radio Entertainment (staging / sound)		

SUPPLIERS/CONTRACTORS

Organisation	Name	Contact Details
Em-Mazing Dinky Donuts		
Harris Hog Roast		
Tikka Tonic		
The Pig Pantry		
Elsie's Pizza		
The Bucket List		
Glow Lights and Balloons		
Bar Tender TBC		

PRODUCTION SCHEDULE

Please populate the below production schedules.

It's important that you produce and document your production schedule to enable your team to plan their time effectively.

PRODUCTION SCHEDULE

Date	Task	Start time	Finish time	Resources /who	Notes

4.30pm performance - Graeme Syed / My Choir Rocks
5pm - 5 carols at 5, lead by the Churches Together around tree
Corn Hall panto cast - 5 minute performance at some point on stage
5.35pm - 5.55pm - Carla Balls (20 min slot)
5.45pm - Parade starts end of Mere St with Mayor, Santa, Dinsdale, Elves and panto cast. Possibly students from Carla's performance group TBC
6pm - Switch On - Graham from The Bill (panto member), Mayor, Santa and Dinsdale
Soundhouse to start straight after switch-on and finish at 7pm.
Santa's Grotto will be open from 3.30pm - 5.30pm and continue from 6.15pm - 7.15pm for families who were still waiting at 5.30pm. These will be given a ticket slip to return.

HEALTH AND SAFETY

YOUR RESPONSIBILITY FOR HEALTH AND SAFETY AT YOUR EVENT

[The Health and Safety at Work Act 1974](#) is the primary piece of legislation that covers health and safety at work. Even if you are a community organisation with no employees it is still your responsibility to ensure that your event and any contractors are operating legally and safely. It is therefore essential that you address the following areas to ensure that all steps have been taken to ensure your event is safe and complies with all health and safety law and guidelines.

RISK ASSESSMENT

Please provide a copy of your completed [risk assessment](#).

The first step in the process is to identify all significant hazards. The risk assessment can then be worked through via the online template.

FIRE SAFETY

A fire risk assessment must be undertaken as part of your planning; this should be carried out as a separate exercise for larger events but can form part of the general risk assessment for smaller events. Ensure that, based on the findings of the assessment, suitable and sufficient fire-safety measures are taken to minimise the risk of a fire.

Please fill in the below form to show how you are managing fire safety at your event.

Total number of persons attending the event	Maximum attendance in each building	Maximum attendance in each temporary structure
1000-2000	No Buildings	No Temporary structures

Who are the relevant persons at your event? This will consider anyone who has a legal reason to be on the premises and will include staff, sub-contractors, performers, visitors, contractors, etc.

[First Aiders will be present at the event and will be given a site plan.](#)

All stallholders have completed a risk assessment which we have a copy of as part of their booking.

What measures are in place for those persons(s) with a disability?

The Event is taking place outside in the location of the Market Place and Mere Street with a road closure, so the area is accessible to all. Locations are flat, and accessibility will not be an issue.

Have you carried out a fire risk assessment? What are the significant findings?
Useful guidance.

<http://www.norfolkfireservice.gov.uk/nfrs/business-fire-safety>

HM Government publication. Fire safety risk assessment: open-air events and venues

HM Government publication. Fire safety risk assessment: small and medium places of assembly.

HM Government publication. Fire safety risk assessment: large places of assembly.

The Christmas Lights switch on event is held outside; Diss Town Council buildings are not being utilised for this event.

Access in and around the site will be available for emergency vehicles during the event.

How many competent people will manage fire safety at the event? Who will perform the role of fire safety officer at your event? Please provide their contact details.

Robert Ludkin – Fire Safety Officer –07436 798234

Detail the means of controlling the occupancy numbers at your event.

There will be **TBC x** 4 SIA approved security officers to help the volunteers on the day to control crowds at the event and will be covering all areas as required on the day.

What provision of warning is there in case of fire?

Each member of the event team will have Walkie talkies, if these fail, they will use their own personal mobile phones to alert the operation based within Park Radios unit on the marketplace next to stage. The Tannoy system and loudspeaker are available at this site for event emergencies.

What is the maximum occupancy based on the number and size of fire exits for the event?
(Remember: the largest fire exit must be excluded from your calculations)

N/A

Does your event involve the use of any temporary structures (such as marquees)? If so, what are the provisions for escape routes for the numbers expected to use them?

There is no marquee only gazebos which will be tethered down with weights on all four corners, Robert Ludkin will be monitoring wind and if the wind is above the legal allowance will not allow gazebos to be erected or wind becomes above the legal allowance during the day will have the gazebos dismantled.

All stage/set decorations/gazebos etc. must be fire retardant to BS standard? Are copies of the certificates included with this submission? [Click or tap here to enter text.](#)

What lighting is available if the event continues following darkness?

The event will be during the afternoon and run into the evening until 19.00 hours. There is adequate street lighting in the Town, and all stalls have lighting via LED lights and generators.

What emergency lighting is available?

Lighting by generators and torches.

What emergency lighting will there be external to the structure to illuminate those evacuating?
[Street Lighting](#)

What ignition sources have been Identified? [Generators](#)

Will generators be fuelled by diesel? [No](#)

If your event has catering the following information is required: [Click or tap here to enter text.](#)

Are Liquid Petroleum Gas (LPG) cylinders being used and/or stored at the venue? (If N/A go to 15)
[Click or tap here to enter text.](#)

What control measures are in place for storing LPG? [No LPG](#)

Detail the firefighting equipment across your event site [Click or tap here to enter text.](#)

How are staff trained to use firefighting equipment [Click or tap here to enter text.](#)

Detail the structural materials and decorations/hangings/gazebos that are fire retardant to BS/EN standards [Click or tap here to enter text.](#)

Is there suitable fire appliance access to venue? Is this location and route detailed on your site plan?
[Yes, access for fire engines will be via the roadways which will be accessible and manned at all times.](#)

Have you identified a place of safety in the event of a fire? Is this location detailed on your site plan?
[Yes, the map does highlight emergency access, and access will be always kept clear.](#)

[SECURITY AND STEWARDING/CROWD MANAGEMENT](#)

Some events will require some professional security. The main purpose of security and stewarding is crowd control, and it will be your risk assessment that will identify what your security requirements will be.

Security at events must be SIA ([Security Industry Authority](#)) registered.

Please provide details of the arrangements you have made for stewarding and security at your event.

What are the roles and responsibilities of your stewards?

[TBC security will be providing 4 security personnel for the event between the times of 13.30pm - 19.30pm](#)

[Stewards will be positioned within the closed off area and around the main Marketplace where the event will take place.](#)
[All stewards will be given a briefing at the start of the event.](#)

[The Christmas Lights Crew will wear orange hi-visibility vests to make them stand out from the crowd and additional volunteers wearing yellow hi-vis vests.](#)
[There will be a security briefing by the Chair prior to the event when they arrive.](#)

Where will they be positioned and why?

[During the event, TBC Security staff will be positioned at key locations as needed , one close to bar area to look out for underage drinkers and intoxicated individuals, another by the Road closure to make sure traffic or Motor Cycles do not enter and the and the other two will be patrolling the main Town area keeping a check of anything suspect and then will be told on the day where to be](#)

positioned with other staff members for the procession controlling the crowds and looking out for any trouble on route.

Who are your stewards? How will they be identified? We do not require names, just where you have recruited them from.

Stewards will be identified by their uniform and badges; other stewards will be identified by their hi viz town council jackets.

Will you be using Security Industry Authority (SIA) qualified security staff? (If yes, include details of role, numbers and location details) TBC security will be providing 4 security personnel for the event between the times of 16.30pm -19.30pm

Their responsibilities will be crowd control, security around the bar and event.

When will your Security and Stewards be briefed prior to the start of the event?

All security will be briefed upon their arrival at 16.15pm hours by Robert Ludkin who is safety Officer on the day and part of the Christmas Lights Committee.

Volunteer Stewards will be briefed in the afternoon of the event at ##### by #####

Please provide a copy of the information that will be given to Security and Stewards (briefing document).

How will the event team and the Security and Stewards (including any traffic stewards) communicate with each other on the day of the event? Local community station, Park Radio has been promoting various aspects of the event (see media handling below).

Radios, Telephones, and compere.

EMERGENCY PROCEDURES

Your risk assessment will help you document your procedures.

It is important that you document your procedures and communicate this with all your event staff, contractors and volunteers, as well as making the emergency services aware of your event.

Details of emergency plan for the event.

Responsible person for determining that an incident is a major incident or emergency and will take responsibility for decisions until the emergency services arrive and take control? Robert Ludkin
Maintenance Manager / Safety Officer / ?

Who will report this to the emergency services?

Robert Ludkin / ?

What systems do you have in place to contact the local emergency services?

All stewards and volunteers have mobile telephones to call emergency services if required.

Who will liaise with the emergency services when they get to the site?

Robert Ludkin / ?

What entrance/access point should the emergency services use that is safe and can be kept clear of crowds for them to get to the incident?

We have provided a map that has a clear emergency entrance and exit point clearly marked, this area will be kept clear during the event should an emergency arise.

Who will be responsible for crowd control during an incident? Stewards and volunteers.

If required, how will the event be evacuated and what steps would you take?

1. Communication radio code “LADY IN RED” to crew and stewards/volunteers
2. The PA System in the main arena (Loudhailer on Marketplace or if PA System fails) will be used to direct people to the nearest points of exit of the site.
3. The stewards/volunteers and committee members will assist with directing and ushering crowd.
4. Communication with the Operations Coordinator shall be maintained by 2-way radio.
5. Crowds to disperse to open path areas on nearby street areas.

How will any evacuation instructions be given?

The PA System in the main arena (Loudhailer on Marketplace or if PA System fails) will be used to direct people to the nearest points of exit of the site.

Use the **METHANE** method below to describe the situation to the emergency services when something happens.

M	Major emergency	Assess situation
E	Exact location	Exact location? How widespread?
T	Type of incident	Cause? What do we need to respond to?
H	Hazards	What might others need to know?
A	Access	Approved route? Rendezvous point?
N	Number of casualties	Injured & non-injured. How many? Where?
E	Emergency services	Who has attended? What information has been provided?

UNATTENDED ITEMS/SUSPICIOUS ITEMS

When assessing whether an item may be an unattended bag or something more sinister, use the following guidance

H	Hidden deliberately	Has it been put somewhere in an attempt to hide it?
O	Obviously suspicious	Does it look like a device?
T	Typical of an item at your location	If you're at a concert, for instance, is it a rucksack or something someone may have left.

Chances are if you have answered NO to the questions above, it isn't suspicious. Ask around to see if anyone noticed who put it there. If there is a chance it may be suspicious, use the following as guidance:

C	Confirm	Confirm with Senior Event Staff your actions
C	Clear	Clear people away from the immediate area and await instruction
C	Communicate	Communicate your actions with Senior Event Staff
C	Control	Control access to the immediate area and await instructions

If there is suspicious activity you would like to report, call 999

INCIDENT REPORTING AND INVESTIGATION

Detail the system in place for reporting and recording accidents and incidents. Any incidents will be reported to the Safety Officer in the first instance, then if appropriate, to the Compere Park Radio at the stage area. The First Aid tent will look after lost children and lost property and will be manned at all times. **RIDDOR** The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR) require certain incidents to be reported to the Local authority Health and Safety / HSE by law. RIDDOR information is included in the incident log. A summary of injuries and occurrences that must be reported include For IMMEDIATE reporting Death (also to Police) Major Injury – Amputation,

Fracture (except fingers and toes) Loss of sight (even temporarily) Penetrating eye injury. Injury from electric shock. Loss of consciousness. Acute illness. Non-consensual violence (i.e. not a boxing match). Injury to non-employee requiring hospitalisation. Dangerous occurrences (major power failure, structural collapse etc). For reporting within 15 days of occurrence. Death of employee within 1 year of accident. Hospitalisation of employees for more than 24 hours. Absence from work for more than 7 days (employee or visitor). Incidence of a reportable disease (e.g. industrial diseases; dermatitis, asbestosis etc). Reports must be made by a 'responsible person' (this should be the Safety Officer) and by the 'quickest practical means' (phone or fill in the online form). See incident reporting folder for further information. The Operations Manager may also submit a RIDDOR. You must use Form 2508 to report the incident (2508a for diseases). This must be sent within 15 days even if you have already reported by phone etc. The forms are held in the incident log files. N.B. A '7 day' should be calculated as follows: Not the day of accident Includes weekend and bank holiday On the 8th day, if still absent, report on. N.B. need a mode of notification from First Aid provider to report under RIDDOR

EVENT MEDICAL COVER

Medical provider details

First Aid will be provided by Sharon Thompson F.A.S.T and positioned at the Market Place

Company name and full address: F.A.S.T

Email contact: shaz_eng_uk@hotmail.com

Telephone number(s) 07940 029510

Contact phone number during the event (if different to above) [Click or tap here to enter text.](#)

Name of person(s) in charge of medical cover during the event Sharon Thompson

Medical team command structure and lines of responsibility [Click or tap here to enter text.](#)

Start time for medical cover (24hr clock) 16.30pm

Finish time for medical cover (24hr clock) 19.00pm

Number of medical staff on duty and qualification levels 4

Will you have the ability to convey patients to hospital from the event. No

Number of ambulances at the event and location(s) Nil

Number of first aid treatment areas and their location(s) at the event [One area please see attached map.](#)

Can you confirm that all medical staff do not have other duties i.e. a security role [No other roles have been allocated for medical staff.](#)

How will the medical team communicate during the event [radio or mobile telephone.](#)

Who will have the responsibility to ring 999 if NHS ambulance services are required [Robert Ludkin / ?](#)

Number of defibrillators available during the event

[For the event, there is one available by Adkins Opticians 2 Market Hill \(ID 1076\)](#)

Total number of persons
attending the event
1000-2000

Total number of
staff/artists/volunteers/etc
18

Total number of
spectators
1-2000

FUN FAIR, INFLATABLE PLAY EQUIPMENT AND OTHER ATTRACTIONS

If you plan to have bouncy castles, rides or a fun fair at your event you must carry out a number of checks and collect a range of documentation. For these attractions make sure that you see a copy of the provider's public liability insurance, risk assessment and method statement. The name of each ride and their corresponding ADIPS number (Amusement Device Inspection Protection Scheme) is required. Please ensure that you check any safety documentation of contractors that are hired. PIPA is an inspection scheme set up by the inflatable play industry to ensure that inflatable equipment conforms to recognised safety standards.
RPII - RPII (Register of Play Inspectors International) inspection regime.

Attraction name	ADIPS number	PIPPA or RPII (if applicable)
N/A		

TEMPORARY DEMOUNTABLE STRUCTURES (TDS)

Please provide a detailed list of all temporary demountable structures you plan to bring onto your event site. Include what procedures you will follow to ensure all structures are supplied by a competent contractor.

Please note construction work on events must comply with the [Construction, Design and Management Regulations 2015 \(CDM 2015\)](#) and details of your Construction Phase Plan should be included in the form below before the build is commenced.

Client details [Park Radio](#).

Principal designer details [Drawing](#), and details attached.

Principal contractor details [James Grint 07510 808600](#)

Description of work/project [Small Trailer Stage](#).

Key dates

WORKING TOGETHER/ORGANISE

How the work will be managed safely [Click or tap here to enter text.](#)

Key arrangements

Key safety risks on this project are.

SAFETY BARRIERS

Please provide detail of all safety barriers you will bring onto our event site. Ensure you incorporate all barriers on your site plan. For example, use of pit barrier in front of a stage [Click or tap here to enter text.](#)

ANIMALS AT EVENTS

The organiser is responsible for the welfare of the animals, which are to be transported, housed, fed and displayed to the public in a manner suitable and appropriate to the animals' needs. The organiser shall abide by the obligations and the duty of care imposed on them by the [Animal Welfare Act 2006](#).

Please provide a detailed list of all animals you plan to bring onto your event site. Include copies of all relevant licences/registration documentations for each animal.

Animal type	Licence number	Location on site
N/A	N/A	N/A

COMMUNICATIONS

The importance of communications when planning and delivering an event is paramount. You need to consider three main areas of communication when developing your event.

1. Communicating with your event management team pre-event to ensure all people are aware of all what is being proposed. It is also essential that you communicate your event plans to the residents and businesses in the surrounding area, the earlier the better.
2. Communications on the day of the event. Ensure that there is a clear communication plan in place and that all stakeholders are familiar with the plan. You also need to make sure that you have the practical tools to make the communication plan work on the day. This could include radios, mobile phones, runners (staff to run errands and messages) and a public address system.
3. Audience communication needs to be considered to make the visitor experience enjoyable and seamless. Elements here could include flyers, site plans, signage, public address system, stage schedules, and MC's and information points.

EVENT COMMUNICATIONS – SURROUNDING RESIDENTS

Document here how you are going to communicate your event plans to surrounding residents and businesses [Advance Warning letters will be sent out to all shop and flat owners living around the Marketplace](#)

and Mere Street. Road closure notices will be situated within the closed area in advance of the event. These letters will be hand delivered by staff a month before the event.

EVENT COMMUNICATIONS - MEDIA PLAN

Document here how you are going to communicate your event plans via the media, including any social media. Scheduled press releases to Diss Express throughout the run up to event. Regular mentions on Park Radio and interviews with committee members. Event plans distributed through local shops and social media.

EVENT COMMUNICATIONS – AUDIENCE

Document here what plans you have in place for communication with your audience on the day, take note of point 3 above. There will be access to a loud hailer along the procession route in case of emergencies alongside the full PA system for announcements in the Marketplace. Radios will be used as a method of communication by Coordinators/stewards on event day. The sound system is being provided by Park Radio, and they will be compering and making public announcements throughout the day in case of emergencies.

EVENT COMMUNICATIONS – EVENT MANAGEMENT

Document here what plans you have in place for your event day communication for event staff and emergency services, both on site and off site. [As above](#) click or tap here to enter text.

WELFARE

SAFEGUARDING CHILDREN

If your event is family friendly and involves activities specifically for children/vulnerable persons, you will need to consider if your staff/volunteers are qualified to work with children.

You may be required to be DBS ([disclosure and barring service](#)) checked in this instance. The DBS helps employers make safer recruitment decisions and helps ensure that they prevent unsuitable individuals from working with children/vulnerable persons. Employees working with 'unsupervised' children are legally required to be DBS checked.

Detail your safe-guarding procedure below.

LOST/FOUND CHILDREN AND VULNERABLE PERSONS

Please give details of your lost/found children & vulnerable persons policy. Take into account the following.

- Threat
- Harm
- Risk

Note: It is important to act swiftly in this kind of situation. If in any doubt at all please contact the Police immediately.

Lost Children's Policy

The agreed Collection Point for lost children, parents separated from their children, vulnerable adults or personal assistance of vulnerable adults is the Park Radio Vehicle on the Market Place. If lost children arrive at other points or speak to a member of the Christmas Lights team or Diss Town Council, they should be directed to the collection point as appropriate. (See lost Children's Policy)

There will be access to a loud hailer along the procession route in case of emergencies alongside the full PA system for announcements in the Marketplace. Local community station, Park Radio has been promoting various aspects of the event (see media handling below). Radios will be used as a method of communication by Coordinators/stewards on event day. The sound system is being provided by Park Radio and comperes Park Radio will be available for public announcements throughout the day in case of emergencies. A Park Radio vehicle will be dedicated to the lost/found children and vulnerable persons which will be clearly defined, and all staff are DBS trained.

ACCESSIBILITY

Arrangements for access across the event for persons with disabilities. For example, access/egress to event, access to toilet facilities, access to viewing areas, general movement across site [N/A event held in Town where all areas are accessible](#).

PROHIBITED ITEMS – DRUGS/WEAPONS/ALCOHOL

Arrangements for minimising the risk of contraband entering your site. This can include the following:

- Search procedures, if any required
- Entrance refusal system for possession
- Ejection system for possession

There will be a low-key Policing presence, which will be agreed with the Diss Inspector and is subject to ongoing demands.

Alcohol Sale – the terms and conditions of alcohol sale are set out in the premises license which has, been signed by the stall selling alcohol.

The bar provider has also signed an agreement which details the minimum-security measures. they will need to take around plastic drinking receptacles.

Cash handling – the event is free to enter but cash will be received from Santa's Grotto and will be the responsibility of the Christmas Lights Team. Cash will be collected every hour from the volunteers and deposited into the cash tin secured in a lockable vehicle in a visible location on The Marketplace.

Lost / Found Children – The agreed Collection Point for lost children, parents separated from their children, vulnerable adults or personal assistants of vulnerable adults is at the Park Radio Vehicle on the Market Place. All staff at the Park Radio Vehicle will be DBS trained.

Code word for a child or person found without parent or guardian or parent / guardian/personal assistant informing of a lost child is "[mallard]"

Code word for major incident Lady in Red

LICENSING

PREMISES LICENSING AND TEMPORARY EVENTS NOTICE

If your event includes [licensable activity](#) please provide details here [Alcohol Sale](#) – the terms and conditions of alcohol sale are set out in the premises license which has been signed by the stall selling alcohol. The bar provider has also signed an agreement which details the minimum security measures they will need to take around plastic drinking receptacles, cash handling and security of back-bar area. [Tick or tap here to enter text.](#)

BAR MANAGEMENT

If you event will have either a [Temporary Event Notice](#) (TEN) or [Premises Licence](#) for the supply of alcohol you will need to consider how you will manage the bar.

- Control of the sale of alcohol
- Proof of age policy (challenge 25)
- Promotion of responsible drinking
- Appropriate signage
- SIA security on each bar
- Refusals and incident logbook on each bar
- Provision of free drinking water
- No glass policy
- Bar staff training

Procedure for dealing with intoxicated persons including those that may have been the victim of spiking. For example, an area to care for vulnerable persons, how to contact responsible persons on their behalf, notification procedure for an alleged offence. [Click or tap here to enter text.](#)

INSURANCE

Event organisers must hold public liability insurance. You must also ensure that any contractors that you are engaging also hold public liability insurance and any other appropriate insurance, i.e. product liability, employee insurance.

You will also need to ensure that you hold copies of all contractor's relevant insurance and that copies of such can be provided upon request.

CATERING

Detail any catering and/or provision of food you plan to provide at your event.

Please note that all details of any catering concessions should be listed under Key Event Contacts – Other [Click or tap here to enter text.](#)

SITE CONSIDERATIONS

SITE PLAN

Please include a copy of your site plan as a separate attachment.

ACCESS AND EGRESS

Details of method of entry to event Entry via foot via any method of entering the Marketplace. This could include.

- Ticketing- prior booking required and/or buy on entry.
- Free to turn up – unticketed
- Detail the exit plan for your event
- Ensure the public leave safely, quickly and quietly
- Consider redeployment of SIA security and stewards to direct people leaving appropriately and give information on transport away from event site
- Detail the local taxi and vehicle pick up points

MANAGING WEATHER

Inclement weather, particularly high winds, flooding and electrical storms can cause the cancellation of events at any time of year in the UK. You will need to ensure that you consider the potential effects of weather on your specific event site. This will include the following:

- Monitoring wind speeds throughout (use of anemometer)

- Monitoring weather forecasts continually from installation to end of derig
- Appropriate ballasting of gazebos, marquees and other temporary structures
- Installation and sign off for staging and other temporary structures by a competent person.
- Contingency plan for evacuating structures and/or event site

Please detail the weather management plan for your event Only in extreme weather conditions would the event be cancelled. Most stallholders work from vehicles and gazebos to protect against rain. Heavy winds would prevent gazebos from being used. We are advising all stallholders to weight gazebos appropriately & it is incorporated into their own risk assessments. If the weather report on the day is stating high winds above 25 mph sustained, then the event will be cancelled. Weather forecasts will be monitored throughout the day by Diss Town Council H&S Officer Robert Ludkin.

TOILETS

You are required to provide adequate toilet facilities for your event attendees, staff and contractors.

Please outline here your planned toilet provisions for your event based on your expected numbers and gender split. Be conscious that you will need to provide disabled facilities and separate sanitary facilities for caterers.

There are public toilets at locations: Mere's Mouth and Diss Park

WASTE MANAGEMENT

Details of the arrangements made for waste disposal There are over 7 bins in within the area, and we are providing x 2 1200l extra waste bins for the event.

Outline here your waste management policy for the event Click or tap here to enter text.

NOISE MANAGEMENT

Details of the arrangements made for minimising noise disruption throughout the build, event and derig Noise Management - to ensure that the noise level is kept reasonable, regular checks will be made by Chair, who will stand in the Market Place and decide if the level is reasonable. Levels will be adjusted accordingly.

Outline your noise management plan for the event including sound checks prior to event commencement, monitoring during event, and equipment used the sound system and staging is being provided by Park Radio, and they will also be compering the event and will be available for public announcements throughout the day in case of emergencies. Noise Management - to ensure that the noise level is kept reasonable, regular checks will be made by Chair, who will stand in the Marketplace and decide if the level is reasonable. Levels will be adjusted accordingly. Residents will receive letter regarding event timings. Regular sound checks prior to event start and throughout with adjustments accordingly. Music will finish by 7pm.

Details of the person responsible for noise monitoring can be included under Key Contacts – Other.

VEHICLES ON SITE

Please outline here what your vehicle policy is for your event site public traffic an application to Norfolk County Council for a road closure for the event at the Market Place.

TRAFFIC MANAGEMENT

Is the event taking place on or off the Highway? Yes

Route for traffic to take in order to get to the event. Chapel Street.

Can people enter your event without causing an obstruction on the road? [Yes](#)

Impact of the event on public transport [Minimal due to being on a Saturday Night.](#)

General

[Need for parking suspensions as part of the event. \(Mere Street Road closure\)](#)

[One security member will be at the Road closure near to the Museum, one will be positioned near to the bar and stall area and the other two will follow in front of the procession with other members to make sure the route is clear.](#)

Specific Spaces

Please state if any specific spaces would have to be included in this and what their specific restrictions are (i.e. taxi/disabled/loading/etc) [Click or tap here to enter text.](#)

ROAD CLOSURES

Is the event on a public highway? [The Event is on Marketplace with road to car parking spaces only.](#)
[Road closure Order to close off parking spaces and access to Mere Street.](#)

Is there a need for a road closure? Please visit [Norfolk County Council](#)

List ALL roads that need to close for the event (please list all roads and what sections of them you are planning to close i.e. from the junction of ?? to 500m passed the junction of ??) [Mere Street / Market Place](#)

[Duration of the closure in 24hr clock](#)

Are you employing a Traffic Management Company if so please give details [N/A](#)

Will you be using any [CSAS accredited marshals](#) on the highway [No.](#)

TRAFFIC MANAGEMENT PLAN (TMP)

Details of the traffic management plan [Click or tap here to enter text.](#)

Once complete please email to the [Safety Advisory Group](#) (SAG)

It is appreciated that this document will evolve prior and during the event. I confirm I will share any amendments to this document with the Safety Advisory Group (SAG) that I consider a substantial change.

I agree that my own personal data and documents that I am submitting can be shared within South Norfolk and Broadland District Councils and also with members of the Safety Advisory Group as detailed in the [Terms of Reference and privacy statements](#).

I confirm that the individuals for whom I am providing contact details have all consented for their personal information to be included in this plan and that they understand that it will be shared within South Norfolk and Broadland District Councils and also with members of the Safety Advisory Group as detailed in the [Terms of Reference and privacy statements](#) I understand that I may be required to evidence this consent.

Agreed Roles and Responsibilities for Christmas Lights 2026

Who?	Task to complete	Date to be completed	Actions / Done?
	INFRASTRUCTURE		
Robert	Book 10 radios and 4 security stewards	July	Quotes received from Phoenix and Tripleguard to decide at next meeting on 15th Sept
Robert	Organise 2 x 1100L bins with SNC	July	2 x 1100L refuse bins £63.96 Booked RL8815.
Robert	Book Pearce & Kemp	September	Emailed for quote: installing lights around town and supplying a christmas tree and additional smaller tree for town centre
Sarah	Liaise with No. 8 Market Place ref positioning tree on flat roof of No. 8	July	Alan F can't see there being a problem with this. Their landlord is planning to repair the flat roof but all should be done by Christmas. He can provide electric to it. Need to discuss logistics and weight bearing.
Robert	Book cleaning contractor	July	16.07.26 E-mailed Perdee for quote for extra cleaning of Mere Toilets from 4.30 pm - 7pm & then normal clean.
Robert/Committee	Arrange site layout and finalise stall positions	June	NEEDS DOING WHEN WE KNOW MEASUREMENTS OF STALLS
Robert/DTC Admin	Book staging & sound support for the event.	July	quote from Park Radio received. 22/07/2026 Awaiting comparison quote from Adam Coulton. RL to chase
Robert	To complete Event Management Plan for Safety Advisory Group (SAG) for SNC (EMP to be submitted 3 months before event)	September	RL updating - committee to review at meeting on 15th Sept and RL to send off after.
Robert	Oversee H&S such as risk assessments, emergency services	ongoing	
Robert	Book first aid - F.A.S.T	July	Sharon Thompson F.A.S.T confirmed attendance via email 27.8.26
DTC admin team	Complete NCC's Road Closure application form for new timings and send to streetworks with payment	Aug	2026 form drafted on system - signed and sent to NCC 19.8.26.
Robert	Display NCC's official Road Closure Notice in Market Place before event	Nov	

Robert	Organise cones to block off areas on day before road closure - Mervyn Lambert / TMO Highways	July	2 Quotes received for 40 cones to block off areas on day before the road closure from Andrew Rackham and Steve Dungar Core Highways.22/07/2026
Sarah/Kim / Park Radio	Organise DBS checked individuals for lost children's point	July	Park Radio - check DBS covers this event specifically. NCC DBS team said Kim, Sarah, Dinsdale and Santa do not require a DBS certificate - see email
	STALLS		
Kim	Update application form with new logo and info for 2026	July	DONE
Kim	Send application form to food stalls and remind of deadline 18th September for paperwork and payment.	July	all stallholders have been sent paperwork 23.07.26
Kim	Send bar tender form to interested traders for committee to approve. Once approved, get the bar to sign premises license	July	Bar tender forms received from Wonky Donkey and Azure Bars - confirm successful bar after 15th Sept mtg.
Kim /DTC Admin	Send out emails to all stallholders 1-2 weeks before with final details for the day	Nov	
	VOLUNTEERS/COMMITTEE JOBS		
Sarah/Committee	Allocate volunteer and staff jobs for the day.	Nov	
	ADMIN TASKS		
Robert	Arrange for maintenance staff cleaning and jobs on the day	Oct	
Kim	Complete and send out Agendas and Minutes to committee	Ongoing	
Kim	Keep christmas lights master spreadsheet updated	Ongoing	
Kim/ Robert	Letters to be printed and delivered to businesses/flat owners re road closure	Oct	Usually goes out at same time as Remembrance
Colin	Create road closure advanced notice signs to go up on individual parking bays on Market Place	week before event	
	PARADE		
Robert	Contact everyone in procession to let them know details for the day 1 week before	Nov	
Robert/ Kim	Book RBL Jeep for parade (bressingham fire engine not available)	July	Fire Engine not available. Check if RBL jeep could do instead to chauffeur Mayor
Robert	Enquire for availability of Rotary Club sleigh for Santa to go on in procession	July	27.8.26 Diss Rotary - John Cooper is organising the sleigh - should be fine but he will confirm soon.
DTC Admin	Find another Dinsdale (George unable to do it) & contact the Mayor to request his involvement on the day	End Sept	Cllr Paul Wilson confirmed for Dinsdale.
	ENTERTAINMENT		

DTC Admin	Book entertainment acts following committee approval	July	Graeme Syed/My Choir Rocks, Panto, Carla Balls, Salvation Army Band for carols, Live band for the final act
Sarah	Check Salvation Army Band availability if we need reserve to play for carols but we will try other choir first	July	Contact IS 16.07.26 to enquire about providing backing for carols / choir.
Sarah/ Kim	Find suitable location for Santa's Grotto and book Santa	July	Diss Museum confirmed -agreed lower down room for grotto space. Museum Chair has approved. Times 3.30pm - 5.30pm.Then again at 6.15pm - 7.15pm for any families who were still waiting at 5.30. RL asked James to pass on details to Matt.
Committee members needed	Decorate Santa's Grotto		
Kim	Create and print 'holding' slips for Santa's Grotto to give to families still waiting at 5.30pm on the day.		Holding slips created and saved in Events - Christmas Lights-Marketing folder as a word document. TO BE PRINTED.
DTC Admin / Kim	Buy books for Santa's Grotto for 0-6yrs	Oct	Plenty of books in archive room upstairs for age 7+ and some for 0-6 (Kim donated). Most visiting santa are younger so may will to buy more
DTC admin team	Email all entertainment acts before the event - send performance timings, inform of arrival times, parking etc.	end of Nov	
Robert	Book Larry Gray's Funfair for Mere's Mouth?	July	Funfair not required this year- 22/07/2026 Email sent to Larry to tell him that we don't want a Fair this year on Meres Mouth due to the smaller event.
RL/ DTC admin team	To organise Compere and appropriate equipment required for them. (Ie microphone)	Aug	Park Radio? Check if this is already quoted within stage sound quote - KJ emailed James Grint to confirm 23.07.26
Sarah	Liaise with sound/lighting technician and acts on the day and oversee entertainment on the day		
Kim	Find/confirm elves and buy new elf costumes	Aug	
Kim	Update running order/briefing sheet for event compere (Park Radio) and email over to them before the day	Nov	
	FINANCE		
DTC Admin	Send p/o numbers to all entertainment booked and infrastructure- update spreadsheets. Request invoices and ask when payment is wanted		
Committee members needed	Fundraising ideas for event. Approach relevant businesses to request later opening hours on event day and possible activities they may do which we can promote eg: free mulled wine at #####		
Sue Hurst	Keep accounts up to date for committee	ongoing	

	PROMOTION		
DTC / Sarah	Book photographer for event		Diss & District Camera Club/John Hutton confirmed.
Kim	Keep webpage updated	Ongoing	
Kim	Promote event via social media page, press releases, radio. Schedule fb posts	Ongoing	
Kim / DTC admin	Add event details to other online event sites/ listings	Oct	
Kim	Create promo poster and print for display in shop windows	Oct	
Declan/Kim	To liaise with Park Radio to arrange interview slot	Oct	
Colin	Prepare buckets with Mayor's charity label for fundraising collections.	Nov	
Kim	Apply for street collections license for bucket collection - copy form used from last year and email to licensing team at SNC	July	DONE