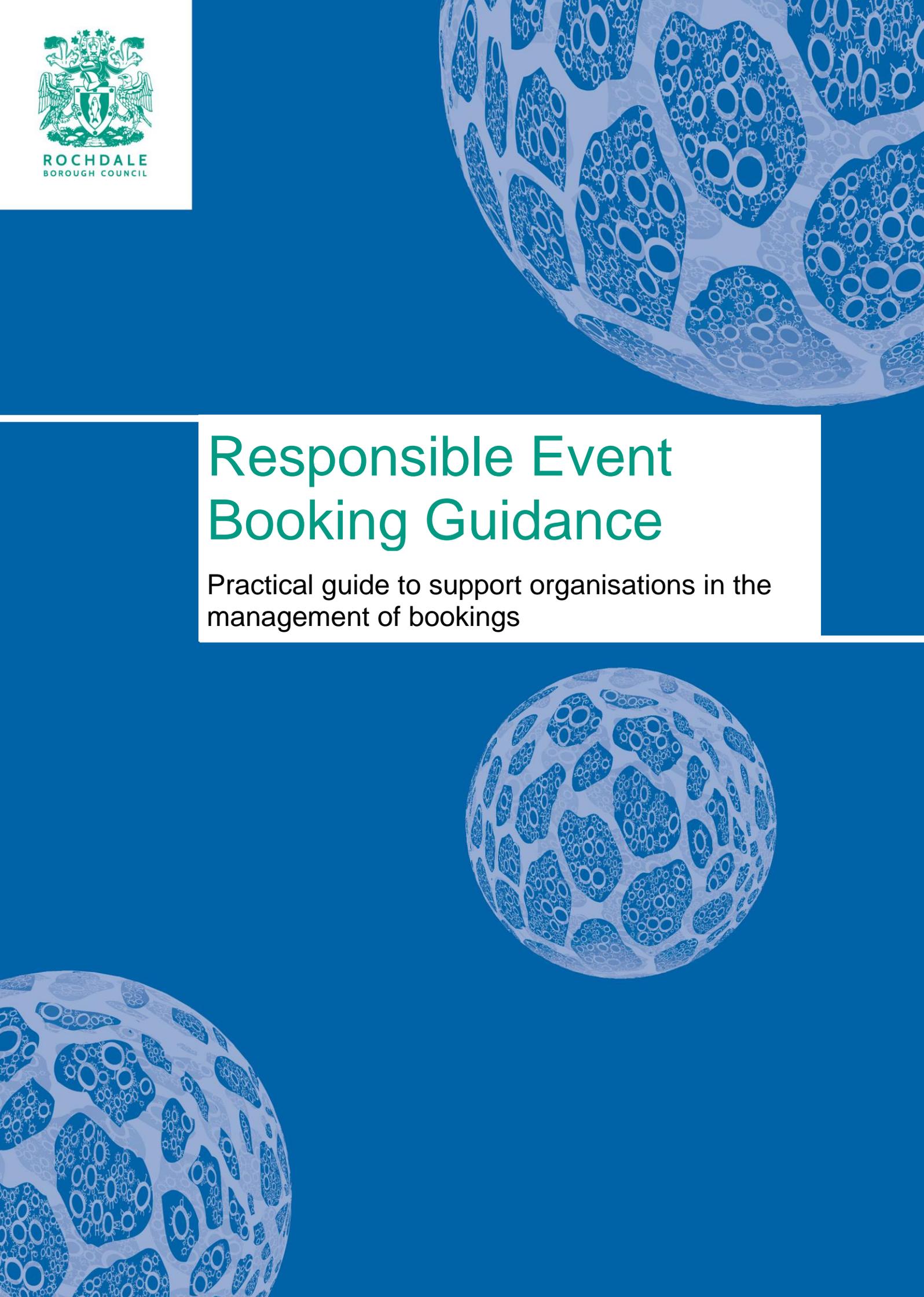




Responsible Event Booking Guidance

Practical guide to support organisations in the
management of bookings





Responsible Event Booking Guidance

A practical guide to support organisations in identifying and managing potential risks associated with bookings

Publication Date	May 2016
Related Legislation / Applicable Section of Legislation	Human Rights Act 1998 Equality Act 2010 Prevent Duty 2015
Related Policies, Strategies, Guideline Documents	
Replaces	
Joint Guidance Document (Yes/No)	
Name of Partner(s) if joint	
Guidance Document Owner (Name/Position)	Neighbourhood Services
Guidance Document Author (Name/Position)	Community Safety Team
Applies to	

Review of Strategy

Last Review Date	
Review undertaken by	
Next Review Date	May 2017

Document Approvals

This document requires the following approvals.

Name	Title	Date of Issue	Version Number



1. Introduction

The new Prevent duty, which came into force on 1 July 2015, requires specified authorities including local authorities, schools, police, health and colleges and universities to undertake the necessary due diligence with regards to use of public venues and resources and this guidance has been developed to help officers to do this.

This guidance document is designed to be a practical guide to support you in your role as facilities manager when taking bookings for events and assessing whether there are any associated risks that would need to be identified and managed **BEFORE** you confirm an event booking at your venue. The principles of the guidance can also be applied to other decision making processes such as those for commissioning and contracting services to third party organisations / groups.

The decision with regards to *who* at your venue should complete this guidance document is your responsibility.

The guidance can be completed electronically or on paper.

This guidance will not apply to all events, but provides a helpful start to doing something if you have concerns or are unsure about a group or individuals' wishing to use your venue – Your judgement on such events is important.

The decision with regards to *when* to complete this guidance document is your responsibility.

We advise that if you take the decision to complete the guidance document the booking is not confirmed until you have reached a decision based on your findings.

This guidance document should be used alongside your existing policies and procedures for booking events and speakers.

You may not have all the information required to complete the booking guidance when you first receive a request to use your venue and you may need to contact the requestor for further information. Should you receive requests to use your venue at short notice and wish to discuss any issues/concerns you may have please refer to the key contacts listed at the end of this document.

The decisions regarding whether to accept a booking and take any further action is *your* responsibility.

In order to allow fair and transparent decision making, basic information should be obtained and considered when booking events.

Not all these things will apply to all events and it will become apparent very quickly that many events will not cause any concerns whatsoever.



This guidance has been broken down into four key areas for you to consider when reserving and booking an event at your venue:

- 1) Booking an event – Who wants to use your venue?
- 2) Wider considerations and research
- 3) Decision making
- 4) Useful contacts

2. Rochdale Borough Community Values

Rochdale Borough is a vibrant and diverse town known for its longstanding and good reputation for cooperation, equality and community cohesion. It is also a town that has been built on migration and has welcomed people from across the world. The success of this is evident when we look at the diversity of Rochdale Borough's communities and how this richness has contributed towards our social and economic success. Our communities are strong in coming together in times of need and crisis and possess a wealth of experience, talents and resources. This is not something that has happened overnight, we have all worked hard and continue to do so everyday.

As a town we do not shy away from challenging and controversial issues and are committed towards supporting communities to come together and respectfully debate and discuss issues. We also recognise that the international nature of our communities means that events and incidents taking place from across the world can impact on the lives and relationships of individuals and communities in the borough.

The Rochdale Way sets out the values that are at the heart of how we approach all of the work we do. To help us all make these values real we have developed a set of behaviours for us all to adopt.

- **Valuing our People:** We respect others points of view and give them freedom to use their initiative. We encourage all team members to participate fully and we recognise and acknowledge when work is done well.
- **Focusing on Customers:** We treat our customers fairly, and listen to their needs. We keep them informed, manage their expectations and deliver the services they need.
- **Acting with Integrity** We're open and honest with each other and our customers, and respect that people have different opinions and points of view. We take responsibility for our actions and hold our hands up when we make mistakes.
- **Using Time and Money Wisely:** We work as a team to plan activities that achieve our goals and we ensure tasks are allocated to the right people. We share good practise with others and continually make every effort to improve the way we work.



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- **Working Together:** We work as a team to create a fun and friendly environment where all staff can work closely with their colleagues and our partners. We work together to achieve the best possible outcomes for our customers.
- **Always Learning and Improving:** We're always looking for new ways to improve the services we deliver to our customers. We create an environment which enables learning and encourages and supports challenge. We support people to take risks and learn from our mistakes.

We all have responsibility for promoting and protecting our values.

Whilst we recognise, support and remain committed towards strengthening our approaches to community engagement, cohesion and resilience, there are times when we need to be able to stand together and be bold to challenge those who seek platforms and opportunities to create divisions and tensions or incite hatred towards others.

Our borough is used to being exposed to a wide range of different beliefs, are critical thinkers and have always developed their own opinions. However, there are individuals and groups (and not just locally) that advocate or promote extreme views including the use of violence (offline and online). Such groups, individuals and events may also fall outside the defined set of values in the borough and also those values promoted by your facility and have the potential to create community tension, media attention, and damage to the hard earned reputation of your organisation.

The ideologies that motivate such individuals or groups are varied and care has to be taken to find a balance that takes account of the right to free speech and the provisions within the Human Rights Act 1998, Article 10 of the European Convention on Human Rights: <http://www.legislation.gov.uk/ukpga/1998/42/contents> and the Equality Act 2010 : <https://www.gov.uk/guidance/equality-act-2010-guidance>

A summary of the Human Rights Act 1998 can be found:

<https://www.justice.gov.uk/downloads/human-rights/human-rights-making-sense-human-rights.pdf>

A summary of the Equality Act 2010 can be found:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85017/individual-rights1.pdf

3. Decision making process for booking

It is important to document your decision making and communicate this clearly.

- Ensure that you store any information in line with your venues' records management policy and your data protection arrangements.
- Make it clear that you reserve the right to refuse or cancel any booking, particularly where groups or individuals are dishonest with the information they provide.



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- Ensure that the event is in line with the Community Values referred to in this guidance.
- Where an event is to proceed, consider additional conditions to ensure it is managed correctly and make it clear that breaching these conditions could lead to the cancellation of the event.

Such conditions could include:

- Making an event open to the public.
- Mandatory attendance of persons who can provide an alternative voice to ensure fair debate.
- Giving guidelines regarding language or topics that will not be tolerated.
- Insisting upon an independent chair person or observer.
- Restricting the sale of alcohol or other products.
- Asking speakers to provide copies of presentations in advance and agree not to deviate from this.
- Restricting what banners, placards, leaflets, electronic materials, etc are allowed at the event.
- Insisting that the event is recorded in case of future complaint.

4. Governance

This guidance document is governed by the following:

Responsible	Community Safety Team
Accountable	Rochdale Safer Community Safety Partnership (RSCP)
Ownership	Prevent Steering Group (PSG)
Consulted	GMP, RSCP, PSG,
Informed	GMP, RSCP, PSG

5. Review Date

This guidance document will be reviewed on an annual basis or in response to any legislative updates.

The next review date is May 2017.

6. Responsible Booking Template

Section 1: RESPONSIBLE BOOKING TEMPLATE

Booking an event – Who wants to use your venue? This information should be collected at the point of enquiry from organisations or individuals requesting to book your venue.

Name of event					
Date of event:		Time of event:		Is this a repeat booking?	YES/NO
Name and contact details for person requesting the booking (inc. org. / group / charity they represent):					
Event type e.g. engagement, conference, fundraiser, consultation, meeting:		Approximate number of people attending			
How is attendance at the event being arranged? (Tick relevant box)	Invite only <input type="checkbox"/>	Open invite however attendees will need to book onto the event <input type="checkbox"/>	Open invite- Open to members of the public <input type="checkbox"/>		
How is the event being advertised? (word of mouth, social media, flyers, website etc):		Will the media be present? YES/NO	Is the event going to be segregated? YES/NO		
Name and contact details of main speaker (inc organisation / group / charity they represent):					
Name and contact details of all other speakers (inc organisation / group / charity they represent):					
Please provide the contact details for a venue you have held an event at previously (Advise that you may contact	Name: Tel number/ Email:				
Is wider consideration and research required?	YES/NO (If you have selected YES complete section 2 below)				

Section 2: WIDER CONSIDERATIONS AND RESEARCH

For each of the questions record your findings and using the impact assessment rating below to assign a number based on the level of risk and/or likelihood.

Consideration	Findings / Further Action	Impact Assessment 1 = low/no risk /low/no likelihood 2 = medium risk/medium likelihood 3 = high risk/high likelihood
1. If any concerns are raised consider checking the list of proscribed organisations. This is a list of banned organisations under UK law. https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2	If the organisation is listed as a proscribed organisation you should not proceed with the booking. Do not agree to the event as it is likely to breach the law. Contact the Community Safety Team on: community.safety@rochdale.gov.uk and consider informing the police.	
2. If concerns are raised but the organisation is not proscribed, consider conducting an open source internet search to research the organisation, topics or speakers to inform your decision making process. To ensure that your search is proportionate make sure that you consider all the information and it's credibility.	Log findings of your internet search below (including date of search)	1 2 3
3. <u>If a charity</u> is booking the event, you can check if it is registered on the Charity Commission website https://www.gov.uk/government/organisations/charity-commission	YES / NO	1 2 3
4. Are there concerns that this event could contradict the Rochdale Way- values and behaviours, fall outside your organisations code of values, or breach UK law, the Human Rights Act 1998 and the Equality Act 2010?	YES / NO Further action / detail:	1 2 3



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Consideration	Findings / Further Action	Impact Assessment 1 = low/no risk /low/no likelihood 2 = medium risk/medium likelihood 3 = high risk/high likelihood
5. In your opinion is there a chance this event could cause community tension or impact on community cohesion / relations?	YES / NO Further action / detail:	1 2 3
6. Is there a chance that this event could attract counter protest groups?	YES / NO Further action / detail:	1 2 3
7. Is there a risk to the facilities' reputation?	YES / NO Further action / detail:	1 2 3
8. Are there Health and Safety issues to be addressed or security required?	YES / NO Further action / detail:	1 2 3
TOTAL NUMBER (add up the numbers circled for each question)		
OVERALL RAG ASSESSMENT See below (e.g. total equals 11 therefore RAG assessment equals Amber – Medium Risk)		
Additional comments (including, where applicable any mitigating circumstances that may impact the level of risk)		

7. RAG Assessment:

Total: 8 Green – Low or no risk	Total: 9 – 14 Amber – Medium Risk	Total: 15 – 21 Red – High Risk
<p>Proceed with your booking using your existing policies and procedures for booking events and speakers.</p> <p>If anything changes before the date of the event, you may wish to review the booking and complete a further RAG assessment</p>	<p>Consider making contact with the Council's Community Safety Team, local neighbourhood policing team or Greater Manchester Police's Prevent Team for advice (see contacts below). This is advised before you confirm this event booking.</p> <p>If you decide to go ahead and confirm the booking for the event to be delivered from your venue, please ensure that you have the right event management arrangements in place to react, manage and log any situations that could lead to reports of breaches in the Human Rights 1998 and Equality Act 2010; including the potential for disorder.</p> <p>If anything changes before the date of the event, you may wish to review the booking and complete a further RAG assessment.</p>	<p>Make contact with the Council's Community Safety Team, your local neighbourhood policing team or Greater Manchester Police's Prevent Team for advice before you make any decisions. Do not confirm the event booking (see contacts below).</p> <p>If anything changes before the date of the event, you may wish to review the booking and complete a further RAG assessment.</p>



Contact details

For further advice, contact:

Rochdale Borough Council

Community Safety Team

E-mail: community.safety@rochdale.gov.uk

Tel: 0300 303 8878

Greater Manchester Police Prevent Team

Tel: 0161 856 6345, or log onto: www.gmp.police.uk/prevent and select 'Prevent Officers Contact Details'

Greater Manchester Police

Please log onto <http://www.gmp.police.uk> and use the 'Find your local police' tab to find your local police phone and e-mail contact details. Alternatively ring GMP on our non-emergency number 101.

To report a Hate Crime – TruVision

You can report hate crime by:

- Calling Greater Manchester Police on 101
- Reporting online via the True Vision website www.report-it.org.uk (this can be done anonymously)
- If it is an emergency, calling the police on 999

Rochdale Borough Council
Number One Riverside
Smith Street
Rochdale OL16 1YH

 rochdale.gov.uk

 01706 647474

 council@rochdale.gov.uk

