

LICENSING ACT 2003 HEARING THURSDAY 22 SEPTEMBER 2022 @ 09:30HRS
APPLICATION FOR THE GRANT OF A PREMISES LICENCE

1. Premises:

Reading Winter Wonderland
Hills Meadow Car Park
George Street
Reading

2. Applicant:

Premier Winter Wonderland Events Limited

3. Background:

There is currently no licence in force for this event. The same event organiser, under a different company name, Reading Winter on Ice Ltd, previously applied for, and was granted, 2 licences for the same type of event held in Forbury Gardens. The first licence covered the years 2015/2016, 2016/2017 and 2017/2018, however, the final years' event was not able to be held due to the works on the Abbey Ruins. A second licence was granted for 2019/2020. The applicant applied in 2021 for a time limited licence to operate at the site identified in this application, from 12/11/2021 to 03/01/2022. Following 4 representations from interested parties a sub-committee 1 hearing was held on 09/01/2021 whereby the licence was granted as applied for. During the previous licence period the Council received 2 noise complaints.

The application has been submitted by Premier Winter Wonderland Events Limited and is attached as **Appendix RS-1**

Reading Borough Council's Licensing team and Thames Valley Police have agreed conditions with the applicant which are attached as **Appendix RS-2**

4. Proposed licensable activities and hours:

The application is for the grant of a premises licence for the following activities:

Provision of Record Music

Monday to Sunday from 1100hrs until 2200hrs

Sale by Retail of Alcohol (On the Premises)

Monday to Sunday from 1100hrs until 2200hrs

Hours the Premises is Open to the Public

Monday to Sunday from 1100hrs until 2230hrs

The application is for a one-off licence to be valid for 54 consecutive days per year between November and January commencing in November 2022 and ending in January 2028.

5. Temporary Event Notices

In considering any application the Licensing Authority should be aware of the possible

use of Temporary Event Notices to authorise licensable activities. A premises can extend the hours or scope of their operation by the use of Temporary Event Notices. Up to 15 events per year (or 20 events in 2022 & 2023 only) can be held under this provision at a particular premises. These events may last for up to 168 hours provided less than 500 people are accommodated and provided the total number of days used for these events does not exceed 21 (or 26 in 2022 & 2023) per calendar year.

6. Date of receipt of application: 04 August 2022

7. Date of closure of period for representations: 01 September 2022

8. Representations received:

During the 28 day consultation period for the application, representations were received from:

1. Ms Clare Smith - Local Resident & Director of Kingfisher Place Management - Attached as **Appendix RS-3**
2. Ms Helen Lambert - Caversham and District Residents' Association - Attached as **Appendix RS-4**
3. Reading Borough Council - Environmental Protection Team - Attached as **Appendix RS-5**

9. Powers of the Authority in determining an application for the grant of a premises licence

The Licensing authority, when determining an application for the grant of a premises licence may:

- Grant the application as applied for
- Grant the application with modifications
- Refuse the application

10. Licensing Objectives and Reading Borough Council's Licensing Policy Statement

In considering representations received the Licensing Authority has a duty to carry out its functions with a view to promoting the four licensing objectives, which are as follows:

- The Prevention of Crime and Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children from Harm

Any conditions that are placed on a premises licence should be appropriate and proportionate with a view to promoting the licensing objectives. The Licensing Authority can amend, alter, or refuse an application should it be deemed appropriate for the promotion of the licensing objectives.

In determining this application, the Licensing Authority must also have regard to the

any relevant section of the statutory guidance to licensing authorities.

11. Amended Guidance issued under section 182 of the Licensing Act 2003 (April 2018)

Licensing Objectives and Aims:

1.2 The legislation provides a clear focus on the promotion of four statutory objectives which must be addressed when licensing functions are undertaken.

1.3 The licensing objectives are:

- The Prevention of Crime and Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children from Harm

1.4 Each objective is of equal importance. There are no other statutory licensing objectives, so that the promotion of the four objectives is a paramount consideration at all times.

1.5 However, the legislation also supports a number of other key aims and purposes. These are vitally important and should be principal aims for everyone involved in licensing work. They include:

- protecting the public and local residents from crime, anti-social behaviour and noise nuisance caused by irresponsible licensed premises.

Steps to promote the licensing objectives:

8.41 In completing an operating schedule, applicants are expected to have regard to the statement of licensing policy for their area. They must also be aware of the expectations of the licensing authority and the responsible authorities as to the steps that are appropriate for the promotion of the licensing objectives, and to demonstrate knowledge of their local area when describing the steps they propose to take to promote the licensing objectives. Licensing authorities and responsible authorities are expected to publish information about what is meant by the promotion of the licensing objectives and to ensure that applicants can readily access advice about these matters. However, applicants are also expected to undertake their own enquiries about the area in which the premises are situated to inform the content of the application.

8.42 Applicants are, in particular, expected to obtain sufficient information to enable them to demonstrate, when setting out the steps they propose to take to promote the licensing objectives, that they understand:

- the layout of the local area and physical environment including crime and disorder hotspots, proximity to residential premises and proximity to areas where children may congregate;

- any risk posed to the local area by the applicants' proposed licensable activities; and

- any local initiatives (for example, local crime reduction initiatives or voluntary schemes including local taxi-marshalling schemes, street pastors and other schemes) which may help to mitigate potential risks.

8.44 It is expected that enquiries about the locality will assist applicants when determining the steps that are appropriate for the promotion of the licensing objectives. For example, premises with close proximity to residential premises should consider what effect this will have on their smoking, noise management and dispersal policies to ensure the promotion of the public nuisance objective. Applicants must consider all factors which may be relevant to the promotion of the licensing objectives, and where there are no known concerns, acknowledge this in their application.

8.45 The majority of information which applicants will require should be available in the licensing policy statement in the area. Other publicly available sources which may be of use to applicants include:

- the Crime Mapping website;
- Neighbourhood Statistics website;
- websites or publications by local responsible authorities;
- websites or publications by local voluntary schemes and initiatives; and
- on-line mapping tools.

8.46 While applicants are not required to seek the views of responsible authorities before formally submitting their application, they may find them to be a useful source of expert advice on local issues that should be taken into consideration when making an application. Licensing authorities may wish to encourage co-operation between applicants, responsible authorities and, where relevant, local residents and businesses before applications are submitted in order to minimise the scope for disputes to arise.

8.47 Applicants are expected to provide licensing authorities with sufficient information in this section to determine the extent to which their proposed steps are appropriate to promote the licensing objectives in the local area. Applications must not be based on providing a set of standard conditions to promote the licensing objectives and applicants are expected to make it clear why the steps they are proposing are appropriate for the premises.

8.48 All parties are expected to work together in partnership to ensure that the licensing objectives are promoted collectively. Where there are no disputes, the steps that applicants propose to take to promote the licensing objectives, as set out in the operating schedule, will very often translate directly into conditions that will be attached to premises licences with the minimum of fuss.

8.49 For some premises, it is possible that no measures will be appropriate to promote one or more of the licensing objectives, for example, because they are adequately covered by other existing legislation. It is however important that all

operating schedules should be precise and clear about the measures that are proposed to promote each of the licensing objectives.

The role of responsible authorities

9.12 Each responsible authority will be an expert in their respective field, and in some cases, it is likely that a particular responsible authority will be the licensing authority's main source of advice in relation to a particular licensing objective. For example, the police have a key role in managing the night-time economy and should have good working relationships with those operating in their local area⁵. The police should usually therefore be the licensing authority's main source of advice on matters relating to the promotion of the crime and disorder licensing objective. However, any responsible authority under the 2003 Act may make representations with regard to any of the licensing objectives if they have evidence to support such representations. Licensing authorities must therefore consider all relevant representations from responsible authorities carefully, even where the reason for a particular responsible authority's interest or expertise in the promotion of a particular objective may not be immediately apparent. However, it remains incumbent on all responsible authorities to ensure that their representations can withstand the scrutiny to which they would be subject at a hearing.

Hearings

9.39 The licensing authority should give its decision within five working days of the conclusion of the hearing (or immediately in certain specified cases) and provide reasons to support it. This will be important if there is an appeal by any of the parties. Notification of a decision must be accompanied by information on the right of the party to appeal. After considering all the relevant issues, the licensing authority may grant the application subject to such conditions that are consistent with the operating schedule. Any conditions imposed must be appropriate for the promotion of the licensing objectives; there is no power for the licensing authority to attach a condition that is merely aspirational. For example, conditions may not be attached which relate solely to the health of customers rather than their direct physical safety. Any conditions added to the licence must be those imposed at the hearing or those agreed when a hearing has not been necessary.

9.40 Alternatively, the licensing authority may refuse the application on the grounds that this is appropriate for the promotion of the licensing objectives. It may also refuse to specify a designated premises supervisor and/or only allow certain requested licensable activities. In the interests of transparency, the licensing authority should publish hearings procedures in full on its website to ensure that those involved have the most current information.

Determining actions that are appropriate for the promotion of the licensing objectives

9.42 Licensing authorities are best placed to determine what actions are appropriate for the promotion of the licensing objectives in their areas. All licensing determinations should be considered on a case-by-case basis. They should take into account any representations or objections that have been received from responsible

authorities or other persons, and representations made by the applicant or premises user as the case may be.

9.43 The authority's determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve.

Licensing Act 2003

The Licensing Act 2003 under Section 18 (6) also states that any relevant representation should be considered in the context of:

(a) the likely effect of the grant of the premises licence on the promotion of the licensing objectives.

Therefore, in the context of the grant of a licence, it is reasonable for the Licensing Authority to base its decision on an application on what the likely effects of granting a licence would have on the promotion of the licensing objectives.

12. The Council's Licensing Policy Statement (2018):

1.6 The predominantly urban nature of Reading as a town means that an appropriate balance needs to be struck between the needs of local business and the needs of local residents. This licensing policy seeks to encourage all stakeholders to engage in the licensing process so that the needs of all can be taken into account and issues dealt with in a spirit of partnership and cooperation.

3. Licensing and integration with other legislation

3.1 Many other pieces of legislation impact directly or indirectly on the licensing regime. The Licensing Authority must have regard to the following when it discharges its responsibilities under the Licensing Act 2003 and in relation to the promotion of the four licensing objectives:

Crime and Disorder Act 1998

3.2 This Act requires local authorities and other bodies to consider crime and disorder reduction. Section 17 of the Act states that it shall be the duty of each authority, to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area (including anti social and other behaviour) adversely affecting the local environment. This links specifically with the licensing objective of prevention of crime and disorder and the licensing authority will take into account all reasonable measures that actively promote this licensing objective.

5. Licensing Applications

Grant and Full Variations

5.6 During the 28-day consultation period, the authority will scrutinise the application along with all of the other Responsible Authorities to judge whether it undermines the promotion of the licensing objectives. The application will be made available to any person who requests to see it. As per Section 18 (6) of the Licensing Act 2003, it will consider the likely effect of granting any licence on the promotion of the licensing objectives. The authority will expect all applicants to have taken cognisance of the Secretary of State's Guidance; local strategies and initiatives; this policy and any other known local issues before submitting their application and that these matters are addressed within the operating schedule of the application.

5.7 Whilst many applications will be resolved without the need for a committee hearing, any matters or representations that are not resolved will trigger a hearing before the properly constituted Licensing Applications Committee for determination.

6. Licensing Conditions

General Approach

6.1 Conditions shall be appropriate and proportionate for the promotion of the licensing objectives and shall be unambiguous and clear in their stated aims. Conditions will also be tailored to the type, location and characteristics of the particular premises and the relevant licensable activities. Any condition imposed by the Authority shall also aim to avoid duplication of other legislation unless there is a requirement to impose such a condition in order to promote the licensing objectives (for example, a capacity limit for public safety reasons). This shall apply to all relevant applications (grant/variation of a premises licence or club premises certificate)

6.2 The operating schedule within an application should contain an assessment from the proposed licence holder of what they believe are appropriate and proportionate measures to enable them to carry out their proposed licensable activities. This assessment should be arrived at by taking cognisance of this policy and the Secretary of State's guidance which outlines the matters that an applicant should take into account such as issues in the locality and why their proposed measures are suitable for their proposed operation.

6.5 Any conditions imposed upon a premises licence or club premises certificate will be tailored to that type of premises and the style of operation. Consideration will also be given to the locality of the premises; issues in the locality; the issues set out in the Guidance and any policy, initiative or other matter the licensing authority wishes to take into account in order to promote the four licensing objectives.

7. Licensing Hours

General Approach

7.2 When an application receives representations, the authority may consider

reducing the opening hours and times for licensable activities if it considers it appropriate for the promotion of the licensing objectives.

Licensed Premises in Residential Areas

7.6 When dealing with applications and issuing licences, the authority is likely to impose stricter conditions on premises operating in residential areas if it considers it appropriate and proportionate to do so. This will apply to all premises types.

7.8 Premises that wish to provide regulated entertainment may be subject to additional conditions to ensure that residents are not disturbed. This may include the use of sound limiters; keeping doors and windows closed and restricting the hours when music is played.

7.11 Premises that are planning to put on events that involve regulated entertainment may be required to provide the authority with a detailed event management plan of that event which may include a detailed noise risk assessment.

7.12 The licensing authority will seek the input of the Council's Environmental Protection and Nuisance team when looking at measures that may be appropriate for the prevention of public nuisance. This will include taking cognisance of any representations that are submitted as part of the application process or any enforcement action they have taken under their own legislation - such as noise abatement notices.

8. Children in Licensed Premises

8.6 The Authority will expect all licence holders or premises that wish to allow children on to their premises to ensure that access is restricted where appropriate. This would include, ensuring that all children are accompanied and that they do not have access to or sight of alcohol.

10. Administration, Exercise and Delegation of Functions

10.1 The powers of the Licensing Authority under the Licensing Act 2003 may be carried out by the Licensing Committee; by a Sub Committee or by one or more officers acting under delegated authority. The Licensing Committee will consist of between 10-15 members and the committee may establish one or more sub-committees consisting of two or three members.

10.3 A Licensing Sub-Committee shall hear all applications where relevant representations have been received and applications for the review of a premises licence that may have been submitted by Responsible Authorities or any other persons.

13. Relevant Case law for consideration:

(R) on the application of Hope and Glory Public House v Westminster City Council (2011) EWCA Civ31 illustrates that licensed premises, and the activities that take place in those premises, exist in a dynamic environment and should not be looked at entirely in isolation and confirms that this can include the impact that licensable activities have on a range of factors such as crime, the quality of life for residents and visitors to the area, and demand for licensed premises.

East Lindsey District Council v Abu Hanif (t/a Zara's Restaurant) (2016) this underpins the principles widely acknowledged within the Licensing Act 2003 that the licensing objectives are prospective, and that the prevention of crime and disorder requires a prospective consideration of what is warranted in the public interest, having regard to the twin considerations of prevention and deterrence.

14. Appendices

Appendix RS-1: Premises Licence Application Form

Appendix RS-2: Agreed conditions between Reading Borough Council's Licensing Team, Thames Valley Police and the applicant

Appendix RS-3: Representation from Local Resident & Director of Kingfisher Place Management - Ms Clare Smith

Appendix RS-4: Representation on behalf of Caversham and District Residents' Association - Ms Helen Lambert

Appendix RS-5: Representation from Reading Borough Council - Environmental Protection team

Appendix RS-6: Reading Borough Council - Leisure & Recreation team - Hills Meadow Programming Information



Reading
Application for a premises licence
Licensing Act 2003

For help contact
licensing@reading.gov.uk
 Telephone: 0118 937 3762

* required information

Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference

This is the unique reference for this application generated by the system.

Your reference

You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

☒ Yes ☐ No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

* First name

* Family name

* E-mail

Main telephone number

Include country code.

Other telephone number

☒ Indicate here if the applicant would prefer not to be contacted by telephone

Is the applicant:

- ☒ Applying as a business or organisation, including as a sole trader
☐ Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is the applicant's business registered in the UK with Companies House?

☒ Yes ☐ No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name

If the applicant's business is registered, use its registered name.

VAT number

Put "none" if the applicant is not registered for VAT.

Continued from previous page...

Legal status	Private Limited Company
Applicant's position in the business	Director
Home country	United Kingdom
Registered Address	
Building number or name	20 The Plantation
Street	West Park Road
District	
City or town	Newchapel
County or administrative area	Lingfield
Postcode	RH7 6HT
Country	United Kingdom

The country where the applicant's headquarters are.

Address registered with Companies House.

Agent Details

* First name	Sue
* Family name	Dowling
* E-mail	
Main telephone number	
Other telephone number	

Include country code.

☐ Indicate here if you would prefer not to be contacted by telephone

Are you:

- ☒ An agent that is a business or organisation, including a sole trader
- ☐ A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

Agent Business

Is your business registered in the UK with Companies House?	<input checked="" type="radio"/> Yes	<input type="radio"/> No
---	--------------------------------------	--------------------------

Note: completing the Applicant Business section is optional in this form.

Registration number	
Business name	
VAT number	
Legal status	

If your business is registered, use its registered name.
If you are not registered for VAT, use "Not registered for VAT".

Continued from previous page...

Your position in the business

Home country

The country where the headquarters of your business is located.

Agent Registered Address Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Section 2 of 21

PREMISES DETAILS

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

Premises Address

Are you able to provide a postal address, OS map reference or description of the premises?

☒ Address ☐ OS map reference ☐ Description

Postal Address Of Premises

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Further Details

Telephone number

Non-domestic rateable value of premises (£)

Section 3 of 21

APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- ☐ An individual or individuals
- ☒ A limited company / limited liability partnership
- ☐ A partnership (other than limited liability)
- ☐ An unincorporated association
- ☐ Other (for example a statutory corporation)
- ☐ A recognised club
- ☐ A charity
- ☐ The proprietor of an educational establishment
- ☐ A health service body
- ☐ A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- ☐ A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- ☐ The chief officer of police of a police force in England and Wales

Confirm The Following

- ☒ I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- ☐ I am making the application pursuant to a statutory function
- ☐ I am making the application pursuant to a function discharged by virtue of Her Majesty's prerogative

Section 4 of 21

NON INDIVIDUAL APPLICANTS

Provide name and registered address of applicant in full. Where appropriate give any registered number. In the case of a partnership or other joint venture (other than a body corporate), give the name and address of each party concerned.

Non Individual Applicant's Name

Name Premier Winter Wonderland Events Limited

Details

Registered number (where applicable) 12846474

Description of applicant (for example partnership, company, unincorporated association etc)

Continued from previous page...

Private Limited company

Address

Building number or name	20 Plantation
Street	West Park Road
District	Newchapel
City or town	
County or administrative area	Lingfield
Postcode	RH7 6HT
Country	United Kingdom

Contact Details

E-mail	
Telephone number	
Other telephone number	
* Date of birth	
* Nationality	

Documents that demonstrate entitlement to work in the UK

Add another applicant

Section 5 of 21

OPERATING SCHEDULE

When do you want the premises licence to start?	12	/	11	/	2022
	dd		mm		yyyy

If you wish the licence to be valid only for a limited period, when do you want it to end	02	/	01	/	2028
	dd		mm		yyyy

Provide a general description of the premises

For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.

The "Premises" is an area of land forming part of Hills Meadow Car Park, George Street, Reading, RG4 8DH as delineated and shaded in red on the attached licensing plan and as identified on page 27 of the draft Event Management Plan. The proposed licensed "Premises" is the same as was licensed and very successfully run last year (2021/22) for 54 days between November 2021 and early January 2022.

Continued from previous page...

[A very similar annual event also took place in a different location in Reading (Forbury Gardens) for "Reading Winter on Ice" for three years (2015/2016; 2016/2017; 2017/2018) under Premises Licence LP1000923; that 'Premises' could not however operate during the final year of that existing licensing authorisation (in 2017/2018) due to renovation works being carried out to the Abbey Ruins. The event then moved from Forbury Gardens to its current 'home' last year.]

The Licence is sought so that the Premises can be used annually (from 2022 to 2028), for a maximum period of 54 consecutive days (with closure on Christmas day), between (mid) November and very early January. The proposed dates of licensed operations for 2022 to 2023 are 12 November 2022 to 2 January 2023. Precise dates of operation in future years up to November 2027 to January 2028 will be notified to the Licensing Authority 6 months in advance of the proposed annual event.

During the period of the Licence each year, the Premises will primarily be used as a site attracting customers to use an ice rink to be erected at the premises, as well as to use other attractions such as (but not limited to) a carousel. There will be various temporary structures set up from which a winter-themed event will be operated. One such structure, which will be fully enclosed, will sell alcohol and contain seating and there will be a stall from which mulled wine will be sold. There may be limited live music (such as carol singers with background music) to add to the atmosphere. It is likely that any music will be incidental in nature and in the case of live music will be covered by the Live Music Act 2012 and therefore not a licensable activity.

The licence sought in this application will be subject to the same bespoke conditions which applied to the Premises Licence LP1000923 - See further "Measures to promote the Licencing Objectives" section.

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

Section 6 of 21

PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will you be providing plays?

☐ Yes ☒ No

Section 7 of 21

PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

☐ Yes ☒ No

Section 8 of 21

PROVISION OF INDOOR SPORTING EVENTS

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

☐ Yes ☒ No

Section 9 of 21

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

Continued from previous page...

Section 10 of 21

PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will you be providing live music?

☐ Yes

☒ No

Section 11 of 21

PROVISION OF RECORDED MUSIC

[See guidance on regulated entertainment](#)

Will you be providing recorded music?

☒ Yes

☐ No

Standard Days And Timings

MONDAY

Start

11:00

End

22:00

Start

End

TUESDAY

Start

11:00

End

22:00

Start

End

WEDNESDAY

Start

11:00

End

22:00

Start

End

THURSDAY

Start

11:00

End

22:00

Start

End

FRIDAY

Start

11:00

End

22:00

Start

End

SATURDAY

Start

11:00

End

22:00

Start

End

SUNDAY

Start

11:00

End

22:00

Start

End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

Continued from previous page...

Will the playing of recorded music take place indoors or outdoors or both?

☐ Indoors ☒ Outdoors ☐ Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Music will generally be background/incidental in nature and it is therefore not envisaged that it will be licensable in any event. However, in order to avoid any possible dispute, the applicant is applying for recorded music as a licensable activity under the licence. The music is likely to be limited to background music to accompany live music (e.g. carol singers), music to be played on the carousel/similar rides and some general background/ambience music, for the market stalls.

State any seasonal variations for playing recorded music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the playing of recorded music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 12 of 21

PROVISION OF PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing performances of dance?

☐ Yes ☒ No

Section 13 of 21

PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

☐ Yes ☒ No

Section 14 of 21

LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

☐ Yes ☒ No

Section 15 of 21

SUPPLY OF ALCOHOL

Continued from previous page...

Will you be selling or supplying alcohol?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start
Start

End
End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

TUESDAY

Start
Start

End
End

WEDNESDAY

Start
Start

End
End

THURSDAY

Start
Start

End
End

FRIDAY

Start
Start

End
End

SATURDAY

Start
Start

End
End

SUNDAY

Start
Start

End
End

Will the sale of alcohol be for consumption:

☒ On the premises ☐ Off the premises ☐ Both

If the sale of alcohol is for consumption on
the premises select on, if the sale of alcohol
is for consumption away from the premises
select off. If the sale of alcohol is for
consumption on the premises and away
from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Continued from previous page...

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

Name

First name

Family name

Date of birth

Enter the contact's address

Building number or name

20 The Plantation

Street

West Park Road

District

City or town

Newchapel

County or administrative area

Lingfield

Postcode

RH7 6HT

Country

United Kingdom

Personal Licence number (if known)

Issuing licensing authority (if known)

PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- ☐ Electronically, by the proposed designated premises supervisor
- ☒ As an attachment to this application

Reference number for consent form (if known)

Continued from previous page...

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

Section 16 of 21

ADULT ENTERTAINMENT

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

N/A

Section 17 of 21

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

Continued from previous page...

SUNDAY

Start

End

Start

End

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

The Licence sought is time-limited and will only operate for 54 days within a "window" each year from November to early January to support the Reading Winter Wonderland Event. The first year of operation will be 12 November 2022 to 2 January 2023 and the licence will be operated for 54 days thereafter with the final year under this licence being (mid) November 2027 to early January 2028. The precise dates of operation will be notified to the Licensing Authority at least 6 months in advance of the annual event.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 18 of 21

LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

The Licence sought will be in the same (or substantially the same) as the Premises Licence issued last year for Reading Winter Wonderland under number LP1001158. That previous licence was subject to bespoke conditions (relevant to the promotion of all four licensing objectives) which are repeated in relation to this application - see attached draft conditions. The event in 2021/2022 was very successful with no significant issues arising relating to the Licensing Objectives. The event was well-managed and received good feedback from many who attended.

As can be seen the Premises would (again) be operated in accordance with an Event Safety Management Plan (which has been updated for the 2022/2023 proposed operation and is attached to the application). As will be noted, appropriate risk assessments will be carried out; SIA accredited staff will be deployed at all points of access/egress; no alcohol bought on the premises will be permitted to leave the premises; and a Challenge 25 policy will be operated for sales of alcohol. The Event Safety Management Plan will be reviewed annually and revised (where necessary and appropriate) to take into account (where appropriate) feedback from the Responsible Authorities relating to the prior year's event and any updated industry recommendations. A copy of any updated ESMP will be submitted to the Council annually at least 3 months before the event.

The operators of this Event are experienced licensees. During 2014 to 2016/2017, the Event (then run in Forbury Gardens) was professionally and safely run (to the enjoyment of those that attended); the same was the case last year when the event took place in its new 'home' in part of Hills Meadow car park. The proposed Event for 2022/2023 (and annually thereafter until 2027/2028) will be run in the same manner to ensure that the risk of any negative impact to the promotion of the Licensing Objectives is minimised.

b) The prevention of crime and disorder

Please see the measures set out in (a) above and draft volunteered conditions served with this application, which have

Continued from previous page...

equal application to the promotion of this Licensing Objective.

c) Public safety

Please see the measures set out in (a) above and draft volunteered conditions served with this application, which have equal application to the promotion of this Licensing Objective.

Further an individual with appropriate first aid qualification will be present on site during opening hours.

The emergency vehicle access point for the premises will be kept clear of any obstructions.

Temporary structures used on the premises and electrical installations will be signed off by appropriately qualified personnel. Glass containers for drinks will only be permitted inside the bar area, which will be an enclosed area. Plastic containers will be used elsewhere.

d) The prevention of public nuisance

Please see the measures set out in (a) above and draft volunteered conditions served with this application, which have equal application to the promotion of this Licensing Objective.. The nature of the entertainment is such that it does not involve high level music.

e) The protection of children from harm

Please see the measures set out in (a) above and draft volunteered conditions served with this application, which have equal application to the promotion of this Licensing Objective.

Section 19 of 21

NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK

Continued from previous page...

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
 - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

Section 21 of 21

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

The fee payable will be based on the rateable value of the property. Band A - 0 - 4300 - Fee Payable - 100 Band B - 4301 - 33,000 - Fee Payable - 190 Band C - 33,001 - 87,000 - Fee Payable - 315 Band D - 87,001 - 125,000 - Fee payable - 450 Band E - 125,001 and over - Fee payable - 635 Additional fees apply to outdoor events.

* Fee amount (£)

100.00

ATTACHMENTS

AUTHORITY POSTAL ADDRESS

Address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

United Kingdom

DECLARATION

Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15

The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate (please see note 15)

☒ Ticking this box indicates you have read and understood the above declaration

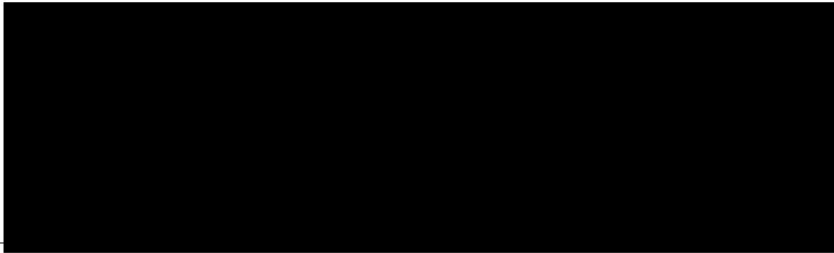
Continued from previous page...

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

* Capacity

Date (dd/mm/yyyy)



Add another signatory

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
 2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/reading/apply-1> to upload this file and continue with your application.
- Don't forget to make sure you have all your supporting documentation to hand.

IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED

Reading Winter Wonderland, Hills Meadow.



Event Safety Management Plan 2022/2023

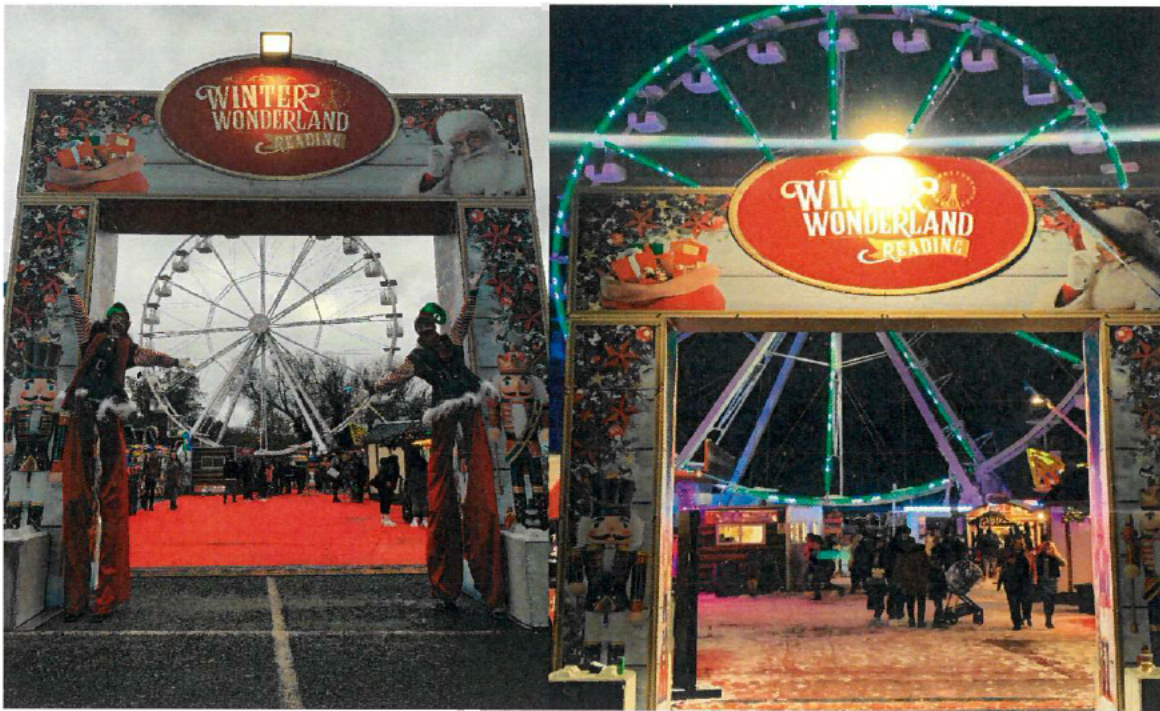
Hills Meadow Car Park, George St. Reading RG4 8DH

Operated by Premier Winter Wonderland Events Limited



Reading Winter Wonderland

A FAMILY EVENT GIVING FAMILIES A FANTASTIC WINTER
EXPERIENCE.



1. Introduction.

- 1.1 Event Synopsis and Timetable of Reading Winter Wonderland.
- 1.2 Aims of Reading Winter Wonderland.

2. Key Personnel.

- 2.1 Key Personnel numbers.
- 2.2 Levels of Safety Responsibility

3. Venue and Site Design.

- 3.1 Site Description.
- 3.2 Venue Capacity.
- 3.3 Exit Requirements.
- 3.4 Entrances.
- 3.5 Excess Visitors.
- 3.6 No Smoking Regulations.
- 3.7 Insurance Details.
- 3.8 Risk Assessments

4. Emergency Plan.

- 4.1 Introduction
- 4.2 Aim
- 4.3 Objectives
- 4.4 Event command and incident procedure
- 4.5 Reasons for evacuation
- 4.6 Decision to evacuate
- 4.7 Declaration of a major incident

5. Fire Safety.

- 5.1 Fire Precautions
- 5.2 Classifications of Fire.
- 5.3 Fire Fighting Equipment.
- 5.4 High Risk Areas.
- 5.5 Emergency Procedures.
- 5.6 Special Risks / Vulnerable Persons.
- 5.7 Designated Muster Area.
- 5.8 Fire Exits.

6. Communications.

- 6.1 Incident Control Room.
- 6.2 Off Site Links.
- 6.3 Radio Communications.
- 6.4 Radio Operations.
- 6.5 Public Information and Communications.
- 6.6 Emergency Public Announcements.

7. Crowd Management.

- 7.1 Stewards.
- 7.2 Conduct of Stewards.
- 7.3 Competency of Stewards.
- 7.4 Training of Stewards.

8. Transport Management.

- 8.1 Parking Arrangements -Staff, Traders, Stewards/Security
- 8.2 Parking Arrangements - Private Cars
- 8.3 Parking Arrangements - Special Needs.
- 8.4 Parking Arrangements - Coaches.
- 8.5 Public Transport Arrangements.
- 8.6 Traffic Management Signs.

9. Structures.

- 9.1 Site Fencing.
- 9.2 Main Stage.
- 9.3 VIP / Membership Areas.
- 9.4 Operation Control Centre
- 9.5 Temporary Structures.

10. Refreshments.

- 10.1 Bar.

11. Merchandising.

12. Amusements, Attractions and Promotions.

13. Sanitary Facilities.

14. Waste Management.

15. Sound, Noise and Vibration Management.

16. Medical and First Aid.

17. General Information and Welfare.

- 17.1 Information.
- 17.2 Meeting Point.
- 17.3 Lost Property.
- 17.4 Facilities for people with disabilities

17.5 Drunkenness / Drug Misuse / Prohibited Items.

18. Children.

18.1 Found Children.

18.2 Lost Children.

19. Performers and Special Guests.

20. TV and Media.

20.1 Pre Event.

20.2 During the Event.

Addendums (Annexes).

1. High Level Site Plan.
3. Health & Safety Policy.
4. Event Risk Assessments.
5. Roles and Responsibilities.
6. Vehicle and People Traffic Management Details.

1 - Introduction.

1.1 Intention.

Premier Winter Wonderland Events Ltd will be constructing a temporary erection of an ice rink, marquee structure and ancillary side stalls in connection with a Christmas festival ("Reading Winter Wonderland"). A Premise Licence application is being applied for to enable Reading Winter Wonderland to play music and serve alcoholic beverages.

It is the intention of Reading Winter Wonderland to present a fun and family friendly Winter/Christmas Event for local people and tourists alike which mirrors last year's successful event.

The event will be held at Hills Meadow Car Park from the 12th November – 2nd January excluding Christmas Day and open 11am - 10pm daily. We are hoping to have a preview night for a couple of

hours on Friday 11th for some of Reading's dignitaries, Council members, invited guests and Charity leaders.

The site will be accessed from 16th October 2022 to allow for set-up and until 10th January 2023 to clear the site.

1.2 Aims of Reading Winter Wonderland.

The purpose of this Event Safety Management Plan is to collate information that will be useful to Staff, Stewards, Security and external authorities such as licensing, police and fire services. It will also ensure the appropriate arrangements are in place to hold an event that is managed safely, with clear roles and responsibilities identified and communicated, and that contingencies are in place should an emergency situation arise. It should be noted that Billy Williams operates within the guidelines of HSG 175, DCMS, PHE & The Showmens Guild Of Great Britain

With Health, Safety and Welfare of all participants and customers being paramount, we are planning for a successful and safe event.

2 - Key Personnel.

2.1 Key personnel & Contact numbers.

Kelly Williams. Owner/Operator. [REDACTED]

Billy Williams. Management. Day to day control. [REDACTED]

William Williams Management. On site contact.

Hills Meadow will be manned by security from 16th October - 10th January 24 hours a day.

2.2 Levels of Safety Responsibility

Event Organiser

Billy Williams is the decision maker with regard to issues on site, along with William Williams who will be on site 24/7

Manager

William has overall control as second in command to Billy and will oversee the event site and overall running of the event.

Safety Officers

This role will be to maintain and advise safety on the site. All safety aspects will be under this control. Chris Smart will decide when if necessary Emergency Services will be called to the site.

Marshalls

Marshalls (Attendants/Stewards) will be positioned in and around the site, their main role is to supervise and be vigilant to the public and the equipment.

The minimum number of marshals for quiet periods is 2 and 2 security guards, although this will generally be only on quiet periods and for the most part there will be a greater number in attendance.

During busy periods such as weekends and school holidays, there will be a minimum total of 1 staff member at the entrance to each ride plus the operator.

In addition to this stewards will on duty at all times, plus security guards, at the entrance/exit and the remainder throughout the site. Staff briefings to take place each day before opening.

Ambulance Service

On call as necessary in the event of an emergency etc.

Police

Overseeing crime and disorder problems

Co-ordination of emergency response in the event of a major emergency etc.

Fire & Rescue Service

On call as necessary in the event of an emergency etc.

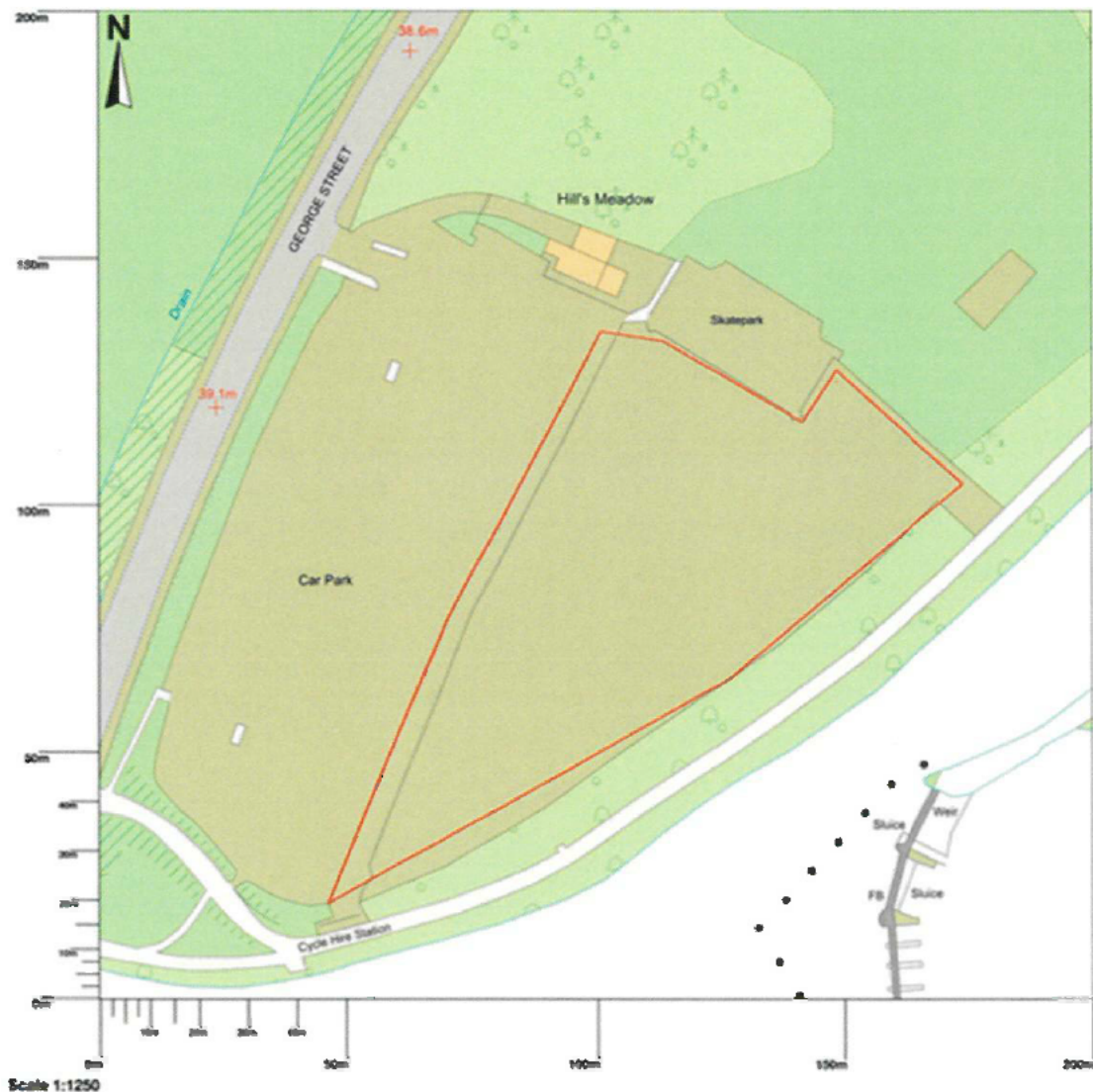
3 - Venue and Site Design.

3.1 Site Description.

Reading Winter Wonderland will be held at Hills Meadow Car Park, Reading, Berkshire.

Hills Meadow Car Park is used throughout the year for Car Parking and Events.

Reading Winter Wonderland, Hills Meadow.



Map area bounded by: 471828,174075 472028,174275. Produced on 13 September 2021 from the OS National Geographic Database. Reproduction in whole or part is prohibited without the prior permission of Ordnance Survey. © Crown copyright 2021. Supplied by UKPlanningMaps.com a licensed OS partner (100054135). Unique plan reference: p4b/uk/688647/932598

3.2 Venue Capacity.

The Ice Rink has a capacity of 120 skaters per 45 minute session, plus the skaters for the next session who are asked to arrive 20 minutes before their session. The number of customers for the Ice Rink that could be on site at any one time will be 240 people. In addition, other users of the park, friends and family of skaters and customers of other attractions could also be present at any one time and we predict numbers in the park could reach 500 at peak time. As this is a family-focussed event (with early closing hours), the most likely attendants will be children between the ages of 7-14 and their parents/guardians.

Capacity is calculated by the square meter using an accepted formula, and is then reduced to comply with current guidelines. Although we allow for 500 maximum capacity participants at any one time, it is highly unlikely we will reach this many attendees per session consistently. Bar area capacity will be monitored, Under 25 Challenge in place, bar area will be fenced off..

3.3 Exit Requirements.

There are 4 exit/entry points, 2 leading onto The Car Park and 2 leading onto the path that runs behind the event space and leads to Caversham and Reading train station (the latter 2 will be for emergency only). These will be well sign posted and free from obstruction. The main access for Emergency Vehicles is the entrance facing The Car Park near The Car Wash.

3.4 Entrances.

As above.

3.5 Excess Numbers.

Gate/Security staff will monitor visitor numbers, as we near our max number gate/security staff will go to their positions and limit people in and out keeping in full contact with each other.

3.6 No Smoking Regulation.

All covered tents/marquees will be designated no smoking venues in order to comply with smoke free legislation.

3.7 Insurance Details.

Public and Employees will be insured at £10,000,000. Our current insurance supplier is Park Insurance.

3.8 Event Risk Assessments (to be read in conjunction with Annexe 3)

The event will be very popular with tourists and local people alike. The public safety risks associated with this event will be similar to those generated by similar scale outdoor events.

The assessment of significant public safety risks and measures to be taken to eliminate or control them are listed in this plan.

The assessment of risks has been based on an anticipated maximum attendance at all phases of the event throughout the day.

The significant risks to be considered are:-

The key areas where these types of events can easily fail are in the Marshalling and communication. These events require properly trained Marshalls controlled by experienced team leaders and managers. Improper use of the equipment can also be a danger.

The following policies are in place to minimise these risks:-

There will be adequate communication systems and contingencies in the event of communication failures. Marshalls should attend pre event site meetings and be properly instructed on the unique problems of a park open to the public as well as the safe and proper usage of the attractions. It is imperative the event is negotiated by the public in a safe and orderly manner. Marshalls will constantly monitor all users and do their utmost best to prevent any incident before it occurs.

All Contractors on the site will be required to produce a copy of their Insurance Certificates, Risk Assessment, Method Statement and Safety Policies. The Safety Officer at the event will hold these within the Event Management File

4 - Emergency Plan

This procedure is to be used only in the event of an emergency that is of such magnitude that the Events Manager/Police requires the evacuation of the site. In the absence of the Event Manager, the Safety Officer will assume coordinating responsibility. The police will be called on 999 immediately.

Parks and events police are welcome on site at any time and will be informed in the unlikely event of any emergency.

The following announcement will be made "Ladies and Gentlemen we have to clear the site. Please make your way to the next available exit in a calm and orderly manner. Staff will be on hand to offer assistance. Once outside the park please disperse as quickly and quietly possible as the event is now cancelled. Thank you"...

This to be repeated as necessary, as the crowd will usually take time to react. Therefore, communication between Management, Staff and Crowd is vital. If the main PA system fails then megaphones are available from the ticket office. All staff should assist in the safe and calm evacuation of the site away from the defined hazard.

The Event Manager will act as a Liaison Officer for the Emergency Services, which will be called in the event of such an emergency and act as the point of contact on this arrival on site. The Event Safety Officer will comply with the Emergency Plan for this event and this procedure is to be read in conjunction with that plan.

4.1 Introduction

This plan should be used to compliment the following:

- H&S Policy
- Safe Systems of Work
- Risk Assessment

4.2 Aim

The aim of the plan is to ensure that certain areas or the entire event site be evacuated in a swift controlled manner.

4.3 Objectives

The objectives of this plan are:

- In the event of an emergency occurring, to assist in ensuring that members of the public and event site operators are dispersed or evacuated as appropriate, in a safe and timely manner so as to avoid unnecessary injury or loss of life.

- Establishing effective command control and communications with the emergency services.
- To provide staff to assist the emergency services at any incident.

4.4 Event Command and Incident Procedure

Minor Incidents

- Incident occurs
- Relay outline of incident to Senior Steward and/or Event Safety Officer
- Senior Steward or Event Safety Officer will decide on nature of the incident- Minor or Serious.
- Incidents declared as Minor will be dealt with on site as directed by the Senior Steward and Event Safety Officer.

Serious Incidents

- Senior Steward and/or Event Safety Officer will declare a Serious Incident immediately informing the Emergency Services.
- Senior Steward and Event Safety Officer are responsible for informing the Emergency Services of incidents reported to them by this staff.
- NB should an evacuation of the site become necessary the intention is to disperse the public and advise them to leave the area and make their way home. Routes for dispersal will be directed by the Stewards on advice from the Police, Senior Steward and Event Safety Officer.
- Should evacuation be needed to a place of safety on site then the Event Safety Officer and Senior Steward will nominate the designated areas(s), and inform the stewards directing the evacuation via PA systems and radios.

4.5 Reasons for evacuation

The following issues may arise which may require an area to be evacuated:

- Risk to life or health from the following
- Threat of fire or explosion
- Terrorism
- Density or dynamics of the crowd
- Major accident
- Structural collapse

N.B: This list is not exhaustive

4.6 Decision to evacuate

Should a situation arise whereby the likelihood of evacuation becomes apparent in a developing scenario, the Event Safety Officer/Police should be consulted regarding the ongoing circumstances and will make the decision whether to evacuate after discussing with the Event Organiser.

4.7 Emergency Services Declaration of a Major Incident

The reasons for evacuation may lead to the declaration of a major incident. The locally agreed definition of a major incident and information regarding declaration is as follows:

“Any emergency (including known or suspected acts of terrorism) that requires the implementation of special arrangements by one or all of the emergency services and will generally include the involvement, either directly or indirectly of large numbers of people”. For example:-

- The rescue and transportation of large numbers of casualties
- The large scale combined resources of the Police, Fire Brigade and Ambulance Service
- The mobilisation and organisation of the emergency services and support services, for example local authority, to cater for the threat of death, serious injury to a large number of people
- The handling of a large number of enquiries likely to be generated from both the public and the news media usually made to the Police
- Large scale damage to the environment or disruption to the community

If it appears to a senior officer or one of the emergency services, or one of the other partner agencies that any of the above criteria has been satisfied, that person should declare a major incident and communicate the declaration to the relevant agencies. (Note: it is for each agency to specify for itself the rank or roles to make such a declaration).

A formal declaration of a major incident is an important step. Firstly it serves to change the mindset of people involved to emphasize the need for Strategic Coordination and secondly it triggers specific responses by individual agencies. It is better to declare a major incident at the outset and subsequently scale down the response rather than risk a slow or deficient response.

Each agency will respond to the formal declaration of a major incident even if the incident is of a type which does not meet the definition of a major incident for that agency in isolation.

5 - Fire Safety.

5.1 Fire Precautions

Fire Prevention

Daily checks are carried out prior to opening, the management and staff should consistently monitor the event and remain vigilant of any potential hazards or problems before they occur.

Systems in place should a fire occur

Emergency Evacuation procedures will be in place (please see Site Evacuation Procedure) Fire extinguishers will be situated around the site.

Action plan upon discovery of a fire

Take relevant action with available equipment if trained and safe to do so. If it is not safe, contact is made with the fire brigade via radio/telephone to 999 and Site Evacuation Procedure will be implemented where deemed necessary, control will be with the Safety Officer if Emergency Services have to be called, this call will be made by Billy Williams.

5.2 Classification of Fires.

Fires are classified in accordance with BS EN2: 1992 and are defined as below.

- Class A Fires Fires involving solid materials, i.e wood/paper.
- Class B Fires Fires involving Liquids.
- Class C Fires Fires involving Gases.
- Class D Fires Fires involving Metals.

5.3 Fire Fighting Equipment.

Reading Winter on Ice will provide a Fire Point at the Ice Rink Box Office, a central point which will house a 9l AFFF Fire Extinguisher and a 2kg CO2 Extinguisher and 1 6l Powder Extinguisher.

5.4 High Risk Areas.

Generator compound. Wooden Stalls. Catering units.

Generator compound, 1x 6KG Powder, 1x 2KG CO2

Wooden Stalls, 1x 6KG Powder.

Catering Units, 1x Fire Blanket (if there is a fryer), 1x 6KG Powder.

Amusement Attractions, Owners of attractions must have a powder and a co2 extinguisher.

5.5 Additional Emergency Procedures.

a) Fire.

If a fire is discovered at any time during the event, it is very important that this procedure is followed.

The fire should only be tackled if it is in the early stages and is safe to do so. Time spent fighting a fire in vain is time that could be spent calling the emergency services.

The operator or Security manager should be the nominated person that dials 999 only.

The word "FIRE" is not to be mentioned in any public announcements.

Depending on the fire location the operator/security manager will decide which exits to use and radio his staff immediately on which exits to use so they can help and escort the public to these exits.

If a fire engine is called the operator/security manager will meet the engine at the entrance and direct them to the fire.

b) Suspect device/Bomb threat.

In the event of a bomb warning being received, the security manager shall immediately dial 999 and contact the police and follow their advice and act on their instructions.

A sweep of the site will be made if it is considered safe to do so. Should an evacuation be called for, special attention will be afforded to vulnerable persons and checks will need to be done of the toilets and enclosed areas.

Once evacuated and if a suspect package has been found the area must remain clear and the Police should be informed of its position. Mobile phones must not be used within 10 metres of the device.

5.6 Special Risks/Vulnerable Persons.

In the event of an evacuation consideration and help must be given to everyone who needs it especially the young, elderly and the disabled.

5.7 Designated Muster Area.

In the event of a major incident occurring which would require the site being evacuated people will be directed to a designated muster area which will be the square next to the Car Wash. Once everyone has left the site announcements will be made every 15 minutes in the muster area to keep the public informed of what is happening.

5.8 Fire Exits.

All fire exits will be signed and any marques will have light up signs.

6 - Communication.

6.1 Incident room.

The incident room/office will be located in the Ice Rink Box Office as it is central to the event.

Key staff will have radios that will be linked to the Box Office.

6.2 Off Site Links.

In the event of an emergency the security manager will dial 999 and request the relevant agency to attend.

6.3. Radio Communication.

All key staff security, Ice Rink manager, catering manager, operator and housekeeping will all have a two way radios with the base radio being in the Ice Rink Box Office which is positioned central to the event.

6.4 Radio operation.

All radio's must be collected at the beginning of the shift and returned at the end of the shift to the Box Office for security and to make sure they are fully charged, a full charge will last for the full working day.

6.5 Public Information and Communication.

Communication Channels include.

- Publicity material including site brochure.

- Media. (Press, Radio and TV)
- Route - Marketing.
- Signs.
- Notices, information displays.
- Emergency Public announcements.

6.6 Emergency Public Announcements.

When there is known danger, early warning using accurate and timely information is essential. Attendees will respond better if information comes from a source that is recognised as having authority or from someone the attendees respect.

The operator or security manager has the authority to decide that an emergency announcement is necessary, who should make it and under what circumstances.

In the event of a power cut which is unlikely as the event is powered by a generator and there is a back-up which powers up instantly when the power drops, there will be a handheld megaphone that can be used to make an announcement.

7 - Crowd Management.

7.1 Stewards.

The main responsibility of a steward is crowd management. They are also there to assist the police and other emergency services if necessary. The roles of the stewards and security are closely interlinked.

Reading Winter Wonderland will have approximately 5-10 stewards and 2-4 SIA qualified security staff depending on, off peak or peak times. Stewards and SIA staff will be wearing high visibility jackets to make them easily seen and make them approachable by the public. Also carrying Body Cams.

7.2 Conduct of Stewards.

Stewards need to be fit to carry out their allocated duties, be aged 18 or over and while on duty they should concentrate only on their duties. Stewards should not leave the site without permission and must be calm and courteous to the public who are attending the event.

7.3 Competency of Stewards.

Duties and Competencies of stewards include:

- Understanding their general responsibilities towards the health and safety for all categories of attendees, other stewards, event workers and themselves.
- Carrying out pre-event safety checks.
- Being familiar with the layout of the site and able to assist the attendees by giving information about the available facilities including First Aid, Toilets and also exit points.
- Staffing entrances and exits.
- Controlling or directing the attendees who want to find an attraction or an exit.
- Recognising crowd conditions to ensure the safe dispersal of attendees and the prevention of overcrowding.
- Assisting in the safe operation of the event by keeping gangways and exits clear.
- Responding to emergencies, raising alarms.

7.4 Steward Training.

Stewards and SIA staff will be shown the duties by the operator Billy Williams who is in charge of the whole event.

The following duties will be explained:

- Access control
- Crowd control
- Queue management and keeping people moving along the paths to ease congestion
- Information delivery
- Assistance in maintaining a safe environment
- Responding to incidents
- Liaising with emergency services and acting as a point of contact during an emergency
- Assisting with the managers of attractions

8 - Transport Management.

Reading Winter Wonderland is promoting the use of public transport for the general public to access the event. The Reading Mainline Train Station and bus routes run very close by. As the event is taking place in a location which many people already use, no highway issues should arise.

8.1 Parking Arrangements, staff, stewards/SIA and traders.

Reading Winter Wonderland has arranged the use of Hills Meadow for all parking needs and the storage of vehicles needed for the set up and take down of the event. Vehicles will be allowed on site at Hills Meadow from 8:30am - 10:15am for maintenance and restocking.

8.2 Parking Arrangements - Private Cars

In the interest of safety and environmental consideration, Reading Winter Wonderland will be promoting and advertising visitors to use public car parks, one being the Station car park and the other Hills Meadow.

8.3 Parking Arrangements - Special Needs.

Attendees with special needs can be dropped off at the entrance of the event, then proceed to park in the Disabled parking Bays.

8.4 Parking Arrangements - Coach Parking.

As there is a height problem for coaches we are leaving the parking arrangements for coaches to the coach companies but will recommend Napier Road by Kings Meadow.

8.5 Public Transport Arrangements.

Reading Winter Wonderland will be promoting the use of public transport.

8.6 Traffic Management Signs.

Road signs will not be needed for this event.

9 - Structures.

9.1 Site Fencing.

The Event will be completely fenced in by a Harris style fence. If the need arises that the Ice Rink or other attractions need a crowd barrier they will be stored on site for that purpose. They will be 1 metre high and can easily be moved in the event of an emergency.

9.2 Main Stage.

The Main Stage for this event is the Ice Rink, as this is the main part and the event feeds from this.

9.3 Reading Winter Wonderland VIP area.

This area will be on the Ice Rink or Bar area.

9.4 Operation Control Centre.

This is housed in the Box Office which is located by the Ice Rink which is central to the event.

9.5 Temporary Structures.

There will be 1 marquee which will act as the Ice Skate Exchange and cover for the Ice Rink and First Aid Room. There will be a number of wooden Chalets that will be house traders selling festive gifts, gloves, hats etc. and also food outlets.

10 - Refreshments.

10.1 Caterers.

Premier Winter Wonderland Events Limited will provide the Local Authority Environmental Health Officers with a list of caterers who will be attending and operating from the event. All caterers will be required to provide all relevant food licensing, safety and environmental health certification. Copies of all relevant documentation shall be available for inspection on the day prior to set up.

10.2 Bar Area.

The Premises Licence will be issued under the name Premier Winter Wonderland Events Ltd and there will be a minimum of 2 Personal licence holders on site with the main one being Billy Williams. If glassware is used in the bar, when exiting the bar drinks will be transferred into plastic glasses but alcoholic drinks will not be allowed off site, we envisage only using Plastic Glasses. Proposed bar opening times will be 11am until 10pm. A challenge 25 Policy will be used.

11 - Merchandising.

Premier Winter Wonderland will be providing a number of Wooden Chalets for traders to sell festive offerings. All electrical equipment bought on site must have an up to date PAT Test. Traders can enter the site from 8.30am and must leave by 10.15am to ensure the site is ready for opening to the public at 11am. No vehicle must enter the site without permission from Billy Williams and must be supervised by Billy Williams or a nominated person by Billy Williams.

12 - Amusements, Attractions and Displays.

Reading Winter Wonderland will have amusements, attractions and displays. Kelly / Billy Williams will specifically choose the amusements, attractions and displays. Kelly is in overall control of the event and having vast experience in the leisure sector all over the world the attraction operators will be answerable to them only.

13 - Sanitary Facilities.

Reading Winter Wonderland will ensure that adequate provision is made for the number of people attending the event and cleaned regularly through the day. They will be split 50/50 male/female. Reading Winter Wonderland will monitor the queues throughout the event as the weather gets colder if more units are needed they will be in place the next morning.

14 - Waste Management.

Premier Winter Wonderland Events Ltd are very proactive regarding recycling of waste and where possible waste will be recycled. Waste will be picked up through the day and will be taken to the designated waste site for collection and litter will be cleared nightly. Additional waste bins will be provided on site during the event. Billy Williams will be responsible for emptying these bins.

15 - Sound and Noise.

As any music that is played will be for background purpose we do not consider this will be a problem, but will be monitored to make sure it within legal guidelines, normal levels are 80 decibels, although this will be reduced where possible.

Any music is to be kept low to avoid disturbance to the local residents and should there be any complaints all music will have to cease. Also on exit from the event the attendees will be asked by security to respect any nearby residents and make their way home quietly. Premier Winter Wonderland is also applying for a Premise Licence for music on site.

16 - Medical - First Aid.

As the main purpose of this event is Ice Skating we will contract out the First Aid cover, so there will be qualified First Aiders on site for the full operation hours. A Treatment room and First Aid station will be located in the Skate Exchange Marquee at the Ice Rink. There will be a minimum of 1 first aider available on site at any one time. All staff will be briefed to call emergency services on 999 if

appropriate. In the event of injury first aid is to be provided. All serious injuries are to be logged in the incident book and reported to the HSE and RIDDOR.

Should an individual become injured, it is our duty to provide first aid. If their injury is significant an ambulance will be called. The local ambulance service will transport people to the hospital.

17 - Information and Welfare.

17.1 Information.

Premier Winter Wonderland Events Ltd. will provide advance information about the layout and the facilities on the web site and other forms of media. The main point of information will be the Ice Rink Box Office which has a central location at the event.

17.2 Meeting Point.

There is no designated meeting point for attendees but it is the Box Office for staff.

17.3 Lost Property.

Lost property will be held at the skate exchange marquee at the Ice Rink and the Box Office. In the event someone loses a possession, the individual's details shall be noted so that they may be contacted if the possession is found.

17.4 Facilities for people with Disabilities

The event is unlikely to attract a number of people with disabilities, including wheelchair users, however wheelchair access is available throughout the site, disabled toilets will be supplied, and many of the attractions are suitable for people with disabilities, and their carers to accompany them if required. However it should be pointed out that due to safety concerns it is possible that some of the high speed thrill rides may be unsuitable.

17.5 Drunkenness.

As this is a family event drunkenness will not be tolerated, if a person is under the influence of alcohol the person will be escorted off site and provided with a bottle of water to help them sober up, also if someone is wanting to come on site and is visibly under the influence of alcohol they will not be permitted access to the site.

18 - Children.

The Box Office will be the focal point for lost children and P.A announcements will be directed that way.

18.1 Found Children.

If a child is found to be lost by a steward the steward will radio through to all other stewards informing them of the situation and then take the child to the Box Office. PA announcements will be made to let the child's parents know where their child is.

When a child is being collected and the child is reluctant to go with the parent or guardian the Security Manager will ask for proof of identification and if in any doubt a second opinion will be sought from the Police. Child welfare is paramount.

Once the child is reunited all staff and stewards must be notified.

18.2 Lost Children.

Any stewards being advised of a lost child by a parent or guardian must report directly to the Security Manager with a relevant description, name and last known location of the child to see if the child has been found.

A radio communication will be broadcast to all staff with relevant details of the lost child.

While the child is lost all entrance/exit points will be supervised by a steward to make sure the child does not leave the site.

If the child has not been located after five minutes, with the parents or guardians consent, a request will be communicated back to the Security Manager to contact the Police and on arrival all help will be given to them.

As above when a child is reunited with parent or guardian if there are any reasons for suspecting the collecting person is not the correct person, identification should be asked for. Once the child is collected all stewards/security will be notified.

19 - Performers.

From time to time Reading Winter on Ice may have special performers or celebrity appearances to help with promotion and advertising.

On arrival the performers will be dropped off at the entrance close to The Car Wash where they will be met by 2 security/stewards and escorted quickly to their designated position. Once they have performed they will be escorted back to the entrance for collection with the least fuss from the public as possible.

20 - TV and Media.

20.1 Pre event.

For the build up to the event there will be numerous press releases to help gain awareness to make it a success. As new attractions are booked they will also be released the same way so when the attendees arrive on site they should already be familiar with the site.

Reading Winter on Ice will also be selling online the Ice Skate tickets in advance of the event, this helps with the waiting times on the day.

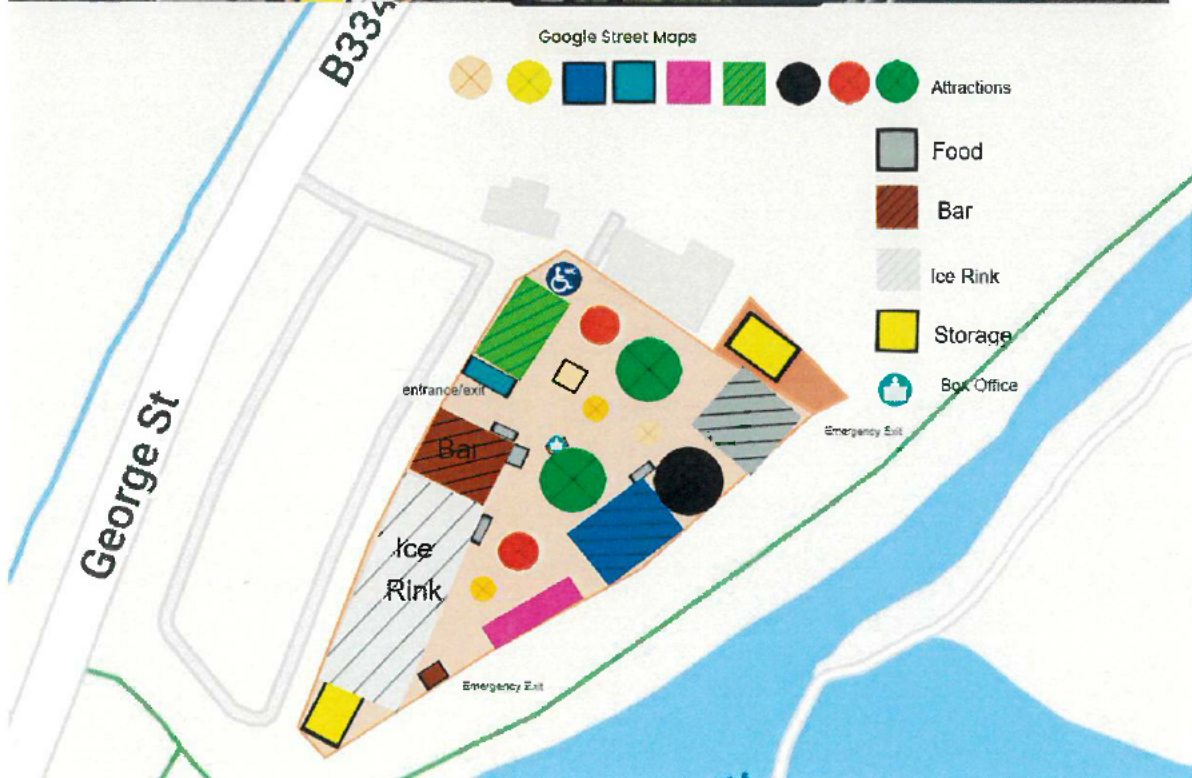
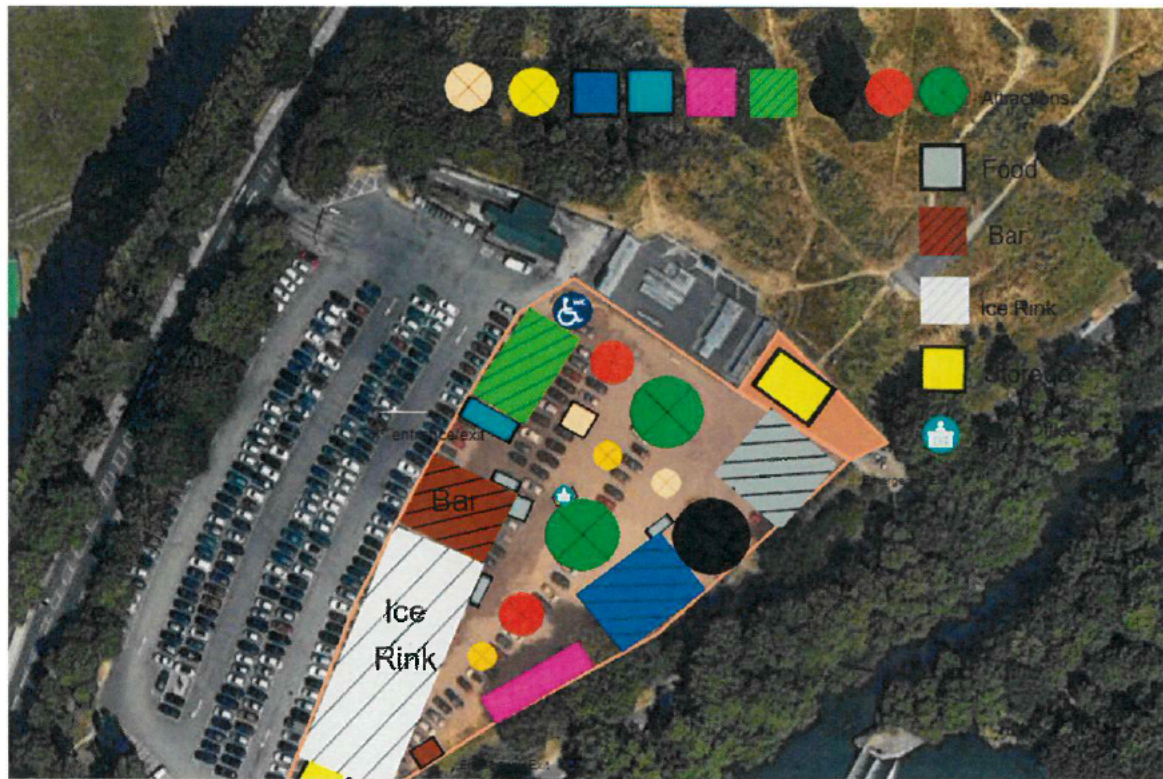
20.2 During the Event.

There will be ongoing press/promotions for the event and also online sales will continue to the end of the event.

**A FAMILY EVENT GIVING FAMILIES A FANTASTIC WINTER
EXPERIENCE.**

Annexes
Reading Winter Wonderland.
2022/2023.

Annexe 1



Annexe 2

Measurements of Structures.

Ice Rink: 30m x 17m

Skate Exchange Marquee combined with Ice Rink Marquee: 18m x 50m x 9.15m

Christmas Wooden Chalets: 3m x 2.5m x 2.7m

Annexe 3

Event Risk Assessments.

Hazard Severity Potential.

1 = Minor non-disabling injury or illness.

2 = Serious injury or illness/Temporary disability.

3 = Loss of life/Permanent disability/Major injury/RIDDOR reportable

Risk Ranking (R) = Hazard Severity Potential (S) x Likelihood of Occurrence (L)

Likelihood of Occurrence.

1 = Low - once or a few times per year/or over a lifetime of project

2 = Medium - once or several times per month/or per activity.

3 = High - once or several times per day/or per activity.

The definitions can be as follows.

1. Low Likelihood: Improbable or just feasible likelihood of occurrence e.g. loss or harm occurring. This might be as little as once or twice per year or several times over the lifetime of the activity/project.

2. Medium Likelihood: Occasional occurrence which for continuous, or semi-continuous, activity means loss or harm may occur, once or several times a month while for intermittent, or infrequent, activity means loss or harm may occur once or a few/several times when activity takes place.

3. High Likelihood: A common, regular or frequent occurrence i.e. daily, several times per day, or once/several times each time activity takes place.

Risk Ranking.

Risk Ranking = Hazard Severity Potential x Likelihood of Occurrence.

	3	3. Medium.	6. High.	9. High	1 and 2 = Low Risk
Hazard					3 and 4 = Medium Risk
Severity	2	2. Low	4. Medium.	6. High.	6 and 9 = High Risk
Score	1	1. Low	2. Low	3. Medium	
	1	2	3		
	Likelihood of Occurrence Score.				

Hazard.	Who might be Harmed.	How.	S.	L.	R.	Control Measure.
Fire.	Public, Contractors, Traders. Staff.	Burns, Smoke.	3.	2.	6.	Clear escape routes. Well disrupted extinguishers

				Fire retardant materials.
Trips/slips Falls.	Public, Contractors, Traders. Staff.	Cuts/Breaks Bruises.	2. 2. 4.	Signage, all cables covered. Steps marked.
Electricity.	Public, Contractors, Traders. Staff.	Elec shock. Burns.	3. 1. 3.	All equipment tested, Cables secured and away from standing water.
Crowd.	Public, Staff, Traders.	Crushing, Fainting.	3. 1. 3.	Do not exceed max numbers. Keep passage ways moving or keep people moving by Stewards/Security.
Vehicle Movement.	Public, Staff, Traders, Contractors.	Crushing/Breaks Bruises	3. 1. 3.	No vehicle movement without Supervision by Steward.
Set up/ Site Break Down. supervised	Staff/Contractors.	Crushing/Breaks Cuts	3. 1. 3.	Only qualified staff to be on stall holders to be whilst moving vehicles. First Aid to be on site. Regular sweeps in all areas.
Suspect Device	Staff/Contractors. Members of the Public.	Crushing/Fainting.	3. 1. 3.	
Food Contamination.	Staff/Contractors. Public.	Food Poisoning.	2. 1. 2.	Caterers to comply with Food Safety Regulations.
Sanitation.	Staff/Contractors. Public	Disease.	2. 1. 2.	Toilets to be regularly cleaned.
Noise.	Staff/Contractors Public/Residents	Hearing Disturbance.	1. 1. 1.	Sounds to be monitored at all times.
Site Access.	Staff/Contractors	Bruising. Ground Damage.	1. 2. 1.	Access only while supervised by steward.

Images from recent Winter Wonderland Events







Appendix RS-2

Reading Winter Wonderland Christchurch Meadows, Reading

Agreed Conditions between The Applicant, Thames Valley Police & Reading Borough Council Licensing

1. All incidents which impact on any of the four licensing objectives shall be recorded in a Book/ register kept at the premises for this purpose. The names of the person recording the information and those members of staff who deal with the incident shall also be recorded. Where known, any offenders name shall also be recorded. The incident book/ register shall truly reflect what has occurred and shall be specific in detail. If incidents involve members of staff, including door supervisors, their names shall be entered into the incident book. All incidents shall be signed off either by the DPS, the Head Door Supervisor or the nominated individual when the DPS is not on-site. Incidents are to include (not exhaustively) visits by an enforcing authority, any refusals of entry or service and any searches of customers.

2. The premises shall, at all times, operate a Challenge 25 policy to prevent any customers who attempt to purchase alcohol and who appear to the staff member to be under the age of 25 years without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification.

3. Notices advertising the Challenge 25 and age checking policies shall be displayed in a prominent position on the premises.

4. During the use of the Premises for licensable activities there will be a minimum of 1 SIA registered door supervisor on duty, except from 1800hrs on Thursdays to Saturdays, when the minimum will be increased to 2.

5. Whilst SIA registered door supervisors are employed at the premises all SIA operatives will be deployed with digitally recording Body Worn Video (BWV). The BWV will be used to record any incidents which occur inside or outside of the premises involving customers, prospective customers or any staff member that impact on any of the four licensing objectives. Data recordings shall be made immediately available to an authorised officer of Thames Valley Police or an officer from the Reading Borough Council together with facilities for viewing upon request, subject to the provisions of the Data Protection Act.

(b) A minimum of two Security Industry Authority (SIA) registered door staff shall be on duty at the premises on Thursday, Friday and Saturday nights from 1800hrs until the premises closes to members of the public. The BWV cameras must record continuously from when the door supervisor commences work until they have finished work. Data recordings shall be made immediately available to an authorised officer

of Thames Valley Police or an officer from Reading Borough Council together with facilities for viewing upon request, subject to the provisions of the Data Protection Act.

(d) A BWV weekly log must be kept at the premises - This will record all the incidents reported by the security team and what actions the premises management have taken to promote the 4 licensing objectives.

6. The Premises Licence Holder shall keep and maintain a register of door supervisors. The register will show the following details:

- a) The name, home address and registration number of all door supervisors working at the premises.
- b) SIA registration number.
- c) Date and time that the door supervisor commenced duty, countersigned by the DPS or duty manager.
- d) Any incident of crime and disorder must be recorded giving names of the door supervisors involved.
- e) Date and time the door supervisor finished work, countersigned by the DPS or duty manager.
- f) A record will be kept on site of all SIA checks, on the validity of all door staff licences.
- g) The door supervisor register must be kept at the premises and be made available for inspection to an officer of Thames Valley police or an authorised officer from Reading Borough Council.

7. The Premises Licence Holder (PLH) shall ensure that all door supervisors whilst employed at the premises shall wear hi visibility jackets/ tabards in bright green, yellow or orange in order that they can be clearly visible and identifiable at all times to the public. When tabards are worn, hi visibility armbands must also be worn that incorporate displaying SIA badges. If hi visibility full sleeved jackets are worn the PLH must ensure that all door supervisors badges are also displayed via an easily visible arm band of a different hi visibility colour to the jacket that is being worn.

8. The Premises Licence Holder must ensure that all security personnel are fit to carry out their allocated duties, aged 18 years or over, and while on duty they should concentrate only on their duties and not on the entertainment. The Premises Licence Holder must ensure that stewards & security personnel understand that they should:-

- (a) not leave their place without permission;
- (b) not consume or be under the influence of alcohol or other drugs; and
- (c) remain calm and be courteous towards all members of the audience.

9. The Premises Licence Holder must ensure that security personnel fully understand and adhere to their duties, including:

- (a) understanding their general responsibilities towards the health and safety of all categories of audience, other stewards, security personnel, event workers and themselves;
- (b) carrying out pre-event safety checks;
- (c) being familiar with the layout of the site and able to assist the audience by giving information about the available facilities including first aid, toilet, water, welfare and facilities for people with special needs, etc;
- (d) staffing entrances, exits and other strategic points;
- (e) controlling or directing the audience who are entering or leaving the event, to help achieve an even flow of people into and from the various parts of the site;
- (f) recognising crowd conditions to ensure the safe dispersal of audience and the prevention of overcrowding;
- (g) assisting in the safe operation of the event by keeping gangways and exits clear at all times and preventing standing on seats and furniture;
- (h) investigating any disturbances or incidents
- (i) assist in ensuring that combustible refuse does not accumulate
- (j) responding to emergencies (such as the early stages of a fire), raising the alarm and taking the necessary immediate action;
- (k) being familiar with the arrangements for evacuating the audience, including coded messages and undertaking specific duties in an emergency;
- (l) communicating with the incident control centre in the event of an emergency.

10. A Customer Welfare Officer to circulate the venue monitoring standards of behaviour and levels of alcohol consumption; such Customer Welfare Officer to be trained in first aid including intoxication and drug awareness, and providing free drinking water to customers, where appropriate.

11. The licensee shall take all reasonable precautions and exercise all due diligence to ensure that no patron removes glasses or open bottles from the premises. Glass containers will only be permitted inside the bar area.

12. The event shall be carried out and operated in accordance to this licence and the Event Management Plan submitted with it.

13. The event shall occur for 54 consecutive days between November and January each year (closed Christmas Day). 6 months prior to the event, notice will be given to the Licensing Authority to confirm the precise dates of operation for the particular year. The dates can be amended by agreement between the Licensing Authority and the Premises Licence Holder.

14. The licensee shall ensure that no noise as generated by recorded music shall emanate from the premises or vibration be transmitted through the structure of the premises which give rise to undue disturbance to local residents or businesses.

15. Periodic observation of the noise level as generated by recorded music to assess the likelihood that it will cause disturbance shall be undertaken

throughout the entertainment period by a member of staff at the boundary of the premises at reasonable and regular intervals and logged. This log must be made available for inspection by an Authorised Officer of Reading Borough Council.

16. The log book must set out: time and date of the observation; observer; observation of noise level i.e. either A: satisfactory level of noise unlikely to cause disturbance, or B: unsatisfactory level of noise likely to cause disturbance; and if the level of noise is unsatisfactory, the action taken to resolve the situation.

17. During operating hours the licensee or a nominated representative shall be available to receive and respond to nuisance-related complaints. A contact number shall be readily available to residents and businesses upon request.

From: [REDACTED]
To: [Licensing](#)
Cc: [REDACTED]
Subject: Winter Wonderland at Hills Meadow 2022 -
Date: 24 August 2022 16:10:49

This is an EXTERNAL EMAIL. STOP THINK before you CLICK links or OPEN attachments.

To whom it may concern,

I write as a Director of Kingfisher Place Management [REDACTED]
[REDACTED]. Kingfisher Place comprises 38 apartments immediately opposite where Winter Wonderland temporarily moved to last year.

I had cause to complain on 2 occasions last year due to excessive noise disturbance and had responses and contact from Rebecca Moon and Billy Williams (event manager). This was the result of the music (which was intended to be background) being heard and felt with windows closed. This was completely unacceptable from a wellbeing perspective, compromised my living environment and my ability to work from home. I found both Rebecca and Billy responsive but nonetheless this event did cause undue disturbance as this location is an unsuitable site given its close proximity to a significant number of residential homes.

I understand there are currently 2 applications in for this event to return to the same site – numbers below:

1 year 2022 (ref 221171).

For a further 5 years (ref 123738)

It appears permission has already been granted this year given that the event is being advertised and tickets sold? I am surprised and concerned to see it is being billed locally as an extended event that now comprises a larger ice rink, and to quote a 'huge' German bar and a plan for live bands and party nights with local DJs.

I await your update on both applications.

Thank you

Regards

Clare Smith

[REDACTED]

From: [REDACTED]
To: [Licensing](#)
Cc: [Smalley, Robert](#); [REDACTED]
Subject: 5 year License Application - Winter Wonderland at Hills Meadow
Date: 24 August 2022 12:13:16

This is an EXTERNAL EMAIL. STOP THINK before you CLICK links or OPEN attachments.

In the absence of further information on control of noise and nuisance, we object to this application. Noise from the site, emanating from music and from numbers of people, created public nuisance around the area over an extended period and at the same time as other events. This is an unreasonable imposition on local residents.

During the event in 2021-22, the log barriers (which were there to stop fairs etc from encroaching onto the planted wildlife strip) were pushed out of the way and heavy vehicles encroached several metres into the planted strip, causing damage. The log barriers have not yet been reinstated.

Winter Wonderland also left a lot of litter and fly tipped items including canisters behind, in that planted strip. They did not clean up properly during or after the event. There was also an ongoing issue of litter strewn all over the car park and along both sides of George Street while Winter Wonderland was on. Some of this litter is potentially hazardous causing potential harm to young people playing in the area, as well as damage to the environment, trees and river.

Conditions should prohibit encroachment onto any of the planted strip and replace the logs before any equipment is brought on site and ensure no heavy vehicles or equipment encroach on the planted area. There should be a requirement for a daily litter pick to include the car park, George Street and Reading Bridge area. Unless detailed provision is made for these conditions, combined with proper monitoring and enforcement, we again object to this application.

Helen Lambert

Caversham and District Residents Association

[REDACTED]

INTERNAL MEMORANDUM

To: Licensing

Dept: **Licensing**

Cc:

From: Rebecca Moon

Dept: **Environmental Protection & Nuisance**

Date: 1 September 2022

Urgent ☐ Response required ☐ Further action (see below) ☐

Subject: Application for Premises Licence: ref - 740432
Premises: Reading Winter Wonderland, Hills Meadow Car Park George
 Street, RG4 8DH

I refer to the above application.

I have reviewed the application and consulted our records and would like to make representation against the application. I am concerned that due to the location of the premises, and the use of the site for up to 54 days, a public nuisance is likely to result due to noise from loud music at the ice rink and the fair ground, and screaming from people using the fairground rides.

We received complaints from local residents regarding noise from loud music last year. The application states that the music is incidental however this did not seem to be reflected in the reality of the event last year. If the music is incidental then the residents should not be able to hear the music from inside their properties at Kingfisher Place and Cardinal Close.

I note that some conditions have been proposed by the applicant including a noise log, however I do not think that repeating the same measures that were in place last year is sufficient additional measures need to be proposed by the applicant regarding how noise will be controlled.

The noise from the ice rink music and fair ground music, if truly incidental, needs to be limited such that it is not audible at any residential properties, and the type of fairground ride needs to be selected such that it does not promote people to scream loudly. Rides such as a carousel and dodgems could be selected over ones where people are thrown around up high.

This event is different to a fair operating for a weekend or one week, it is present for over a month therefore should be designed accordingly.

Please contact me if you require any further information.

Kind regards

Senior Environmental Health Officer

Hills Meadow Programming

We are aware of a number of concerns that have been raised in relation to this year's proposed Festive Event at Hills Meadows; scheduled to take place over an 8 week period through November, December and beginning of January (exact operating dates tbc). The specific concerns relating to events onsite have been in relation to noise, litter and environmental impact. There has also been an overarching concern raised earlier this year about the accumulative effect of event activity onsite.

Historically the area at Hills Meadows has been used for fun fair and circus activity for very many years. With alternate festive activity hosted in the Forbury Gardens over the last two years, we moved the "Winter on Ice" event to Hills Meadow due to the harder standing areas of ground and precedent for activity. Due to concerns raised, we have made some changes to operations this year. Specifically;

- We've updated our terms & conditions of hire to lower the noise level limits required onsite and also strengthen powers for Officers to give direct instruction to event operators if issues are experienced onsite.
- We've reduced the total number of weeks of event activity onsite to reduce the accumulative effect and concerns for surrounding property.

Additional Information

Grounds Concerns and Maintenance

Hills Meadow has traditionally been used as a fair and events ground for many years. To facilitate this over decades, infrastructure has been developed and maintained with a large hard standing area to the rear of the main car park supporting its use for circus and fun fair visits, alongside activities such as markets and food festivals. This is especially important outside the summer months when ground and weather conditions can be problematic. It's central location within the town provides access to excellent public transport links and improved accessibility for many visitors to the events and activities too.

In general we have tried to limit the use of asphalt as much as possible in the hard surfacing within the areas used regularly for parking and events as we wish to limit the amount of sterile ground and on balance, we feel this has a lower environmental impact if having somewhat less utility. The areas around the car park have been left with a more permeable gravel or similar surface to support event activity and parking of heavier event vehicles. We have deliberately not pushed back the grass that is growing on to it or surfaced areas predominantly used for small vehicles.

Logistically, where larger and heavier event infrastructure and amusement rides are set up on the harder standing grounds, we do allow for smaller and lighter support vehicles to park on the adjoining grassed areas and verges avoiding damage to trees. This does mean that some areas of ground become churned when driven on however, ground reinstatement policies form part of all event agreements with pre and post event site visits completed and reinstatement requirements agreed where needed. All costs of any required works are covered by the event operators.

We have looked to build a programme of return activities and operators on an annual basis and find this helps in ensuring operators have a genuine care and interest for looking after the site and surrounding grounds. Greener and more sustainable practices are detailed and encouraged through Operators event management plans; these often include measures linked to transport, generators, fuels, waste and recycling.

Luke Lloyd
Programme Manager
Leisure & Recreation