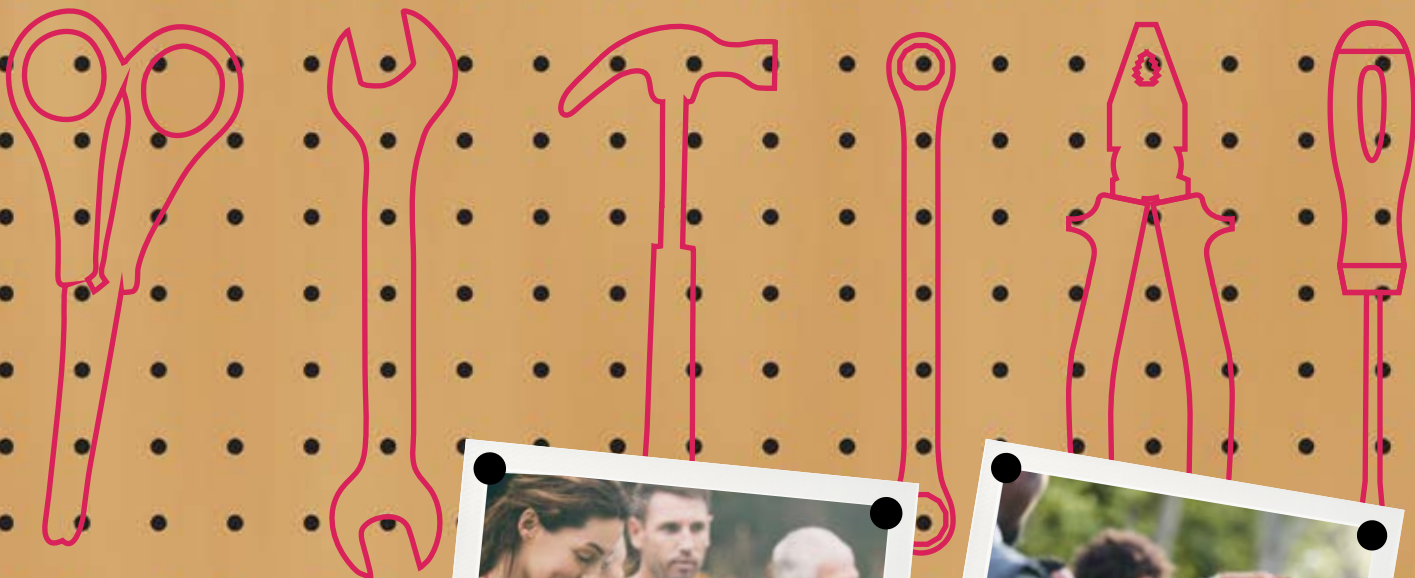


South Norfolk and
Broadland Councils'



TOOLKIT FOR COMMUNITY GROUPS





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COMMUNITY LINKS NETWORK



Building Community Connections

Community Links is a network established in the Broadland and South Norfolk Districts. It was originally created through bringing together individuals and groups to support the community during the Covid-19 Pandemic. This has grown and now aims to bring together individuals who serve as community leaders, volunteers, or are affiliated with voluntary groups and organisations operating within these districts.

Community Links is led by the Communities Team at the Councils, and provides a space for members to share updates, discuss challenges, solutions and network with others. By participating in the network, individuals and organisations can contribute to the development and wellbeing of their communities through building links, support and sharing ideas to help overcome barriers.

Who can join?

Membership is open to anyone who is part of a community organisation within the Broadland and South Norfolk districts. This includes a wide range of groups, from traditional organisations

like Guiding and Scouting Units - More inclusive, Rotary clubs, sports teams to newer initiatives like community fridges and community sheds. Additionally, individuals who are interested in learning more about the voluntary and community sector, and want to explore ways to get involved, are welcome to join. This includes organisations that may be based outside of the districts but carry out activities in the area.

How do I join?

There are several ways to become involved with Community Links:

Facebook Group:

You can join the network's [Facebook Group](#) to connect with other members and stay updated on relevant information and discussions.



Electronic newsletter:

Signing up for the mailing list allows you to receive updates and important information related to the network and its activities. Email our [Communities Team](#) to sign up.



Network meetings:

The network holds regular meetings where members can come together, interact, and participate in discussions. Details about these meetings can typically be found through the Facebook Group, newsletter or contacting us directly.



COMMUNITY TOOLKIT

This toolkit is designed to help give you some knowledge on how to set up a community group or help make existing ones more sustainable.

If you would like more information our Capacity Officers in the Communities Team.

CONTACT US AT

communities@southnorfolkandbroadland.gov.uk
01603 430611



FIRST STEPS IN SETTING UP A GROUP - WE ARE HERE TO HELP

WHY DO YOU WANT TO SET THE GROUP UP - WHAT IS THE GROUP PURPOSE?

IS THERE A NEED FOR THE GROUP IN YOUR AREA?

HOW MUCH TIME CAN YOU COMMIT IN BOTH SETTING UP AND RUNNING?

DO YOU NEED EXTRA HELP AND VOLUNTEERS?

WHO CAN LEAD AND INSPIRE THE GROUP?

HOW WILL IT BE FUNDED?





VOLUNTEERS

Finding and securing volunteers is a key part in upholding a group as staffing is essential. Fortunately, there are some great resources which allow you to search for specific volunteering needs. These are easily accessible online and some good examples of these are detailed below.

[Voluntary Norfolk](#)

www.voluntarynorfolk.org.uk

Voluntary Norfolk is a charity which works to support volunteers, voluntary organisations, people and communities. You can sign up to Voluntary Norfolk's Network to access networking, events and training workshops. As well as information and resources to help find volunteers and support your organisation, Voluntary Norfolk can also provide guidance on issues such as funding, governance and legislation.

[Get InVOLved Norfolk](#)

www.getinvolvednorfolk.org.uk

Get InVOLved Norfolk is a charity managed by Voluntary Norfolk. It is a volunteering portal where local charities and groups, including Voluntary Norfolk advertise their volunteering opportunities. Groups can contact individuals looking to volunteer their time/skills in a specific area of work that aligns to their purpose and needs. Groups can also create a bespoke application form, and instantly share opportunities via social media.

Reach Volunteering

www.reachvolunteering.org.uk

Reach Volunteering is the leading skills-based volunteering charity and the UK's single biggest source of trustees for the voluntary sector, so this is a beneficial tool in sourcing volunteers for more specific needs rather than general manpower. Some of their services do have a fee but recruiting skills-based volunteers on their self-service platform is always free.

As with all the suggested sites, they have a huge array of information on their websites, and it would be beneficial going through them to all to see which would suit your needs the most. GOV.UK also has some good information and further suggested sites which you may find useful www.gov.uk/volunteering

Of course you also have the option to search more locally for volunteers by using methods such as:

Social media appeals on both your own pages and local area pages if they allow posts of these kind. Some areas may have specific groups set up which are for posts specifically like this, so it's worth having a search as this is a great way to reach local residents.

Contacting local schools as they are often interested in volunteering opportunities for their students looking for work experience, as well as programmes such as The Duke of Edinburgh Award which require a huge amount of volunteering.

Contacting sixth forms and colleges as students who are applying for university often want to volunteer in sectors which may benefit their application by giving them experience.

DBS CHECKS

What is a DBS check?

A Disclosure and Barring Service (DBS) check is required for volunteers and staff that work with children and vulnerable adults. The check provides information on the applicant's criminal history at a specific point in time and helps to identify potential risks with them holding certain roles in the group. This will not be required for all volunteers and will depend on the nature of the group and the role they will hold.

DBS checks have 3 levels: Basic, Standard and Enhanced. To see which level is required you can use the [eligibility tool](#)

You can [apply for a basic check](#) online.

Further contact

If you have any concerns or questions please contact DBS directly customerservices@db.gov.uk phone 03000 200 190.

SETTING UP A BANK ACCOUNT

A dedicated bank account for your community group will allow you to keep track of the group's finances, including donations and fees. Community Groups and charities must also have a bank account in the group's name in order to apply for grants. If you are a charity, you also need to register your bank account with HMRC to be able to benefit from charity tax reliefs.

Choosing a bank

You need to choose a bank account which is specifically for community groups or charities. Most banks will offer accounts of this kind. Make sure the bank you choose meets the specific requirements of your group, such as providing banking methods including internet banking, phone banking, accessible branches, use of cheque books etc. Your needs will likely be different depending on what type of group you are. There are lots of comparison sites which will break these services down for you.

Not all bank accounts are free so be mindful to check this when you are researching which one to go for.

Once you have chosen the bank in which to open your account, go through the application process and the required information and documentation before you begin. Having this ready will help to avoid any delays, as setting up an account can take from weeks to months to be authorised.

We can't recommend any specific banks however there are several sites online which discuss and compare the best options available.

Charities will have different requirements, so it is important to research before deciding



Proof you are a group/charity

You will need to prove your group is a voluntary, non-profit-making organisation and not a private business.

This could be proved with:

A copy of your group's Constitution
If your group is a charity, its Registration Confirmation/Trust deed.

If your group is a limited company, the Memorandum and Articles of Association
Some banks may require further information, such as the group's agreement on the choice of the bank, which could be in the form of minutes for example.

When you set up your account, make sure you have at least three people named as signatories. The banks will run credit checks on those selected, so they should be people with good credit ratings. It can be beneficial if the signatories already hold accounts with the bank you are using as less checks will be required. New customers will normally have to attend a bank branch in person providing proof of identity and address, as well as potentially several months' worth of personal bank statements.

Unfortunately, although internet banking and debit cards are easily accessible and convenient, they do not offer the security you need as a group. You will need to set up your account so that two signatories are required to sign cheques and approve withdrawals and card payments.

Resources

Given the requirements of groups and charities can vary so much, it is worth delving into this topic further, specifically looking at what your needs are.

There are many easily accessible resources online which can help you with making the best decisions for your group. These are just a few examples:

Banking for
charities and
voluntary
organisations

[NCVO](#)

Bank accounts for
some community
groups

[Resource Centre](#)

Charity Finance
Group

Banking for
Small Charities
(cfg.org.uk)



OUR COMMUNITY GRANTS

We are committed to helping our local communities as much as possible and we offer several opportunities for funding. Please have a look at the list of grants we have on offer and if anything interests you, either contact us or visit our [website](#) for more details of the grants and how to apply.

Broadland Grants:



Get It Started Grant - Funding up to £300 for individuals or groups to start projects or activities that bring communities together.

Community Grant Scheme - Funding between £1,000 and £15,000 to support communities working together to enhance the life of local people.

Community at Heart Lottery - Our weekly online lottery helps non-profit associations or charities raise funds year-round at no cost.

South Norfolk Grants:



Go For It Grant - Funding up to £300 for individuals or groups to start projects or activities that bring communities together.

Community Action Fund - Funding between £1,000 and £20,000 to support communities working together to enhance the life of local people.

Available in both South Norfolk and Broadland:



Sports Champion Grants - Supporting athletes with up to £300 funding, who are performing at a high standard and looking to fund further training, coaching, physiotherapy, equipment, or competitions.

Play Streets Grant - Funding up to £75 to support neighbour-led 'playing out' sessions for children to play freely and safely.

Homes for Ukraine Community Support Grant - Supporting activities with up to £1,000 funding that help address the needs of Ukrainian refugees.

Keep It Going Grant - Funding up to £300 for community groups facing increased expenditure due to rising costs.

Community Coach Development Bursary - Supporting Coaches with up to £300 funding looking to undertake further training.

Members Ward funding - Each of our district councillors has an annual budget of £1,000 to spend on projects within their wards.



WHAT IS A CONSTITUTION?

The constitution or governing document is a set of rules, which states the group's purpose, structure, and direction. It allows:

- new and existing members to know the direction and expectation of the group.
- people to understand roles, to help ensure things get actioned.
- a guide for the resolution of problems.
- a clear decision process.

The constitution will also allow external people to see and understand the purpose of your group. This can help with:

- getting a bank account
- access to funding
- increasing membership

To help plan your constitution, the following areas are normally covered. This is just guidance and templates are available [online](#).

- Name of your group
- Aims
- Membership
- Management Committee, and any designated roles
- How the committee will work regarding decisions and resolving disputes, including AGM and meetings.
- Health and safety
- Safeguarding
- The management of money
- Dissolution

The type of constitution or governing document will depend on the structure of your group, including whether it is unincorporated or incorporated. If you are thinking of a charity, the charity commission have several models that may help and information on how to write them:

Setting up a charity: model governing documents
How to write your charity's governing document

See the next pages to help decide your group structure.

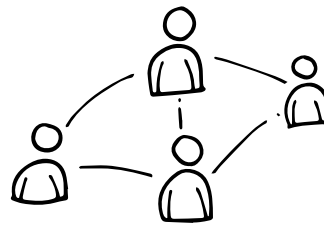
UNINCORPORATED GROUP STRUCTURES

An unincorporated association is a group without a corporate body, which means that the members working together do not have a separate legal identity to the group. It is formed through people coming together for a reason, and it may be a new or an established group, which does not require a corporate body. This group structure is ideal for small budget activities, such as volunteer driven projects. It is generally sufficient if groups do not want to enter contracts, employ staff, apply for funding or involve any other activities that may have personal risk.

Unincorporated associations are not a separate legal entity, and this means that any liability sits with individual members and can result in personal risk.

Benefits

- ✓ Less regulation, monitoring and reporting back to relevant bodies
- ✓ Operate informally and quicker to set up
- ✓ Decisions can be quicker and not have to wait for AGMs or other meetings
- ✓ Membership flexibility, members can leave and join easily



Disadvantages

- Less likely to be eligible for larger grants/ funding streams
- Members can be personally liable for debt and other risks
- Can be hard to get a bank account, especially an informal group with no governing document
- Members can come and go, so less reliability for volunteers and memberships

Types of unincorporated group structures:

1. Informal small group with no governing document.
2. Formal constituted group: The group has a written constitution that is agreed.

[Learn about unincorporated associations](#)

INCORPORATED GROUP STRUCTURES

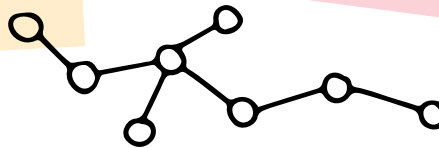
Incorporated groups are recognised legally as a separate entity, meaning that they exist by themselves and are separate from trustees and members. This type of group protects individuals if there is a legal problem, reducing personal risk. The group can own property, be liable for debt, hold contracts, have a community bank account and have greater access to funding opportunities.

Benefits

- ✓ Has a corporate body, so a group of members that has a separate legal identity
- ✓ Greater protection for individual members with limited personal risk
- ✓ More funding options available

Disadvantages

- Tighter regulations
- Greater requirements on reporting back
- Need a committee/ trustee depending on chosen structure to operate



The set up, registration process and regulations you'll need to follow depend on your chosen structure:

Community Interest Company (CIC)

- A non-charitable company, with the main purpose being for community benefit, rather than private gain.

[Learn how to set up a CIC](#)

Community Benefit Society

- A social enterprise owned by members that hold shares. Registration is with financial conduct authority and you can register on the [Mutual Society Portal](#).

Charitable Incorporated Organisation

- A type of business that is only available to charities. Have to be registered with the Charity Commission at the start. Unlike other charities it cannot exist until registration.

Company Ltd by Guarantee with Charitable Status

- Directors of the company can also be trustees. Annual returns must be submitted to both Companies House and the Charity Commission.

Find out more in our charities section.



CHARITIES

What is a charity?

A charity is a non-profit organisation for public benefit, and the charitable purpose aligns with a definition stated in the Charities Act 2011. A not-for-profit organisation is not necessarily a charity. Charities may be eligible for tax relief, including Gift Aid, providing certain criteria are met, such as registration and being recognised by HM Revenue and Customs.

Is charity status right for you?

Before starting up a charity make sure it is the best option:

- Will charity restrictions prevent you achieving your aim? For example, charities cannot be for political activities and trustees, or the founder, cannot receive personal gain unless incidental.
- The founder cannot retain overall control.
- Is a charity the right structure for your cause? Other structures can still benefit the public such as a Community Interest Company. (Find out more on page 13)

Setting up a charity

To set up a charity you will need to:

1. Recruit Trustees.
2. Decide on a charitable purpose and write your charitable purpose.
3. Evidence public benefit.
4. Choose a name.
5. Choose a charity structure
6. Create a governing document, which will differ depending on your chosen structure. You can use model templates.
7. Check if you need to register as a charity. Registration is required for most charities when annual gross income exceeds £5,000, property is held, or a CIO is decided. Other exceptions also exist.
8. Apply to register your charity.

Charity structures

There are four main types of charities and the structure chosen impacts how it operates. The legal structure does not define a charity, a charity can be unincorporated or incorporated, registered or unregistered, depending on certain conditions.

Unincorporated charity structures

- Charity Association
- Charitable Trust

Incorporated charity structures

- Charitable Incorporated Organisation
- Charitable Company (limited by guarantee)

Further resources on charities

- [The Charity Commission](#)
- [About the Code — Charity Governance Code](#)
- [Set up a charity: Set up a charity - GOV.UK \(www.gov.uk\)](#)
- About us | NCVO
- Charities and tax: Get recognition for tax relief - GOV.UK (www.gov.uk)
- Homepage - The Association of Charitable Organisations (aco.uk.net)

You can find out what type of structure is right for your charity on [the government website](#).



INSURANCE

Employer's Liability Insurance

If you are an employer, you have the responsibility for the health and safety of your employees and volunteers, and this insurance will cover costs should you be liable for injury or illness. It is advisable to insure your volunteers to make sure you are covered against any claims made against you.

Public Liability Insurance

If you hold any events or activities, then you hold public liability. As an organiser, you hold the responsibility for the public's health and safety as well as their property. Legally you do not have to take out public liability insurance, but it is a good safety net to have in case anyone does claim any form of negligence against you.

Trustee and Professional Indemnity Insurance

Professional Indemnity Insurance will cover the charity if it is liable for providing information negligently. Trustee Indemnity Insurance protects trustees' personal assets should a decision they personally made on behalf of your organisation be contested. There is no legal obligation to have these types of insurance however it may present financial risk if you don't have this cover.

There are several more types of insurances you should be considering as a charity or group and the [GOV.UK](https://www.gov.uk) website goes into more detail. Each group will have different needs it is worth doing thorough research to make sure you are covered in the correct way before taking out policy.



HEALTH AND SAFETY/ RISK ASSESSMENTS

Health and Safety if you have no employees

Health and Safety for Community groups means being aware of the welfare of people your group encounters, such as the general public, participants, volunteers and its members. Groups must do everything they can to ensure people are protected effectively and avoidable accidents are prevented, as well as ensuring people are comfortable and have their basic needs met.

Creating a risk assessment is an important step in the process of preparing for an event or just in your day-to-day work in general. Depending on what event or meeting you're holding there will always be a lot that you must consider.

To find out more and create your own risk assessment, please use the HSE website

[Risk assessment: Template and examples – HSE.](#)

In the event of an accident...

It's ideal to have a single person who is responsible for taking charge in this situation and at least one trained first aider. An insurance company may require you to provide evidence of the steps you took to ensure health and safety needs were met. Therefore, a record should be kept of any accidents which occur.

[Health and Safety policy templates and guidance are readily available online.](#)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. <https://www.hse.gov.uk/riddor/>

Health and Safety - The Law

The main piece of legislation that sets out health and safety requirements in law is the Health and Safety at Work Act 1974. Although The Health and Safety Executive states this legislation only effects those who have any paid employees or are responsible for a building or room, they also strongly recommend that organisations protect their volunteers in the same way. Further information about this can be found on the [Health and Safety Executive website](#).

We offer training through [Carrowbreck House Training](#) if you wish gain further insight into Health and Safety.

COMMUNITY FOOD GROUPS

This guidance is for anyone wishing to set up a community fridge, pantry/larder, breakfast club, cookery group, community café, warm space that includes food or similar.

The following links and information have been provided by the Council's Food Safety Team:

Register:

[Register your food group online](#). You will need to do this before starting.

Safer Food Better Business Pack:

[The Safer Food Better Business \(SFBB\) pack](#) contains a great deal of useful information and it can be used for relevant activities. This pack includes information regarding the control of allergens, cleaning, storing food, preparing and handling.

Allergens

The main area to consider is the control of allergens and where necessary having a written food safety management system (Safer Food Better Business for caterers). It is a legal requirement to display a notice about allergens being used and it is also good practice for staff and volunteers to be aware of these. See suitable posters below.

[Ask about allergens poster](#)

[Ask about allergens with pictures](#)

Further information regarding allergens and allergen control is available on the [Food Standards Agency](#), including training videos/resources.

Training

Where you are preparing or handling open food, the food handlers should be trained or adequately supervised. We would recommend a Level 2 Food Safety training course, that provide induction/ "on the job" training.

Broadland Council Training Service run one day course at Carrowbreck House called [Food safety in catering training course \(HABC Level 2\)](#) and online courses are also provided by [the Food Standards Agency](#).

[Information providing food at a community group](#)

If you have any further questions regarding the food side of the group you can email foodandsafety@southnorfolkandbroadland.gov.uk and they will be happy to advise.

SAFEGUARDING

Everyone has a role to play in safeguarding



Safeguarding is about the protection of everyone's health, wellbeing, and right to live in safety, free from harm, abuse, and neglect. Anyone has the potential to be at some risk at some point in their life, which is why everyone plays a part in safeguarding people in general, so as a community group or charity who is around lots of people, you play a key part in that.

Other than being generally vigilant, you don't have to do anything with regards to safeguarding unless your group works with children or adults at risk. Working with either of these groups would require you to have written safeguarding policies and procedures -preferably separate policies if you're working with both.

Here are some resources to help you create a safeguarding policy.

- [Example safeguarding policy statement](#)
- [Safeguarding and protecting people for charities and trustees](#)
- [Ann Craft Trust: Safeguarding Adults](#)
- [Safeguarding | NCVO](#)
- [Safeguarding | Resource Centre](#)



FUNDING AND FUNDRAISING

Fortunately, the opportunities for funding are vast and as your group progresses through different stages, you may find that different options become available to you.

[Contact us](#)

Email or call the Communities team to talk about funding.

[Community Grants](#)

We have several opportunities for funding within our local communities. Further details about these grants can be found in this toolkit, as well as on [our website](#).

[My Funding Central](#)

This is a new grant finding and social investment source database which is free to subscribe to if your annual income is under £30K.

Contact your Parish Council

It's always worth having a conversation with your local Parish Council so they're aware of the good work you're doing in the area. They may also be able to support you financially.

[Norfolk Community Foundation](#)

They are a local independent charity who can provide local funding and support to local charities and voluntary groups. You can also sign up to receive their newsletter with new grants available.

[Get Grants](#)

This site provides practical support linked to fundraising and grants, including its own grant search tool. You can sign up to their free monthly newsletter with lots of opportunities shared.

Networking

Contact other local groups or similar groups to your own is a good way to find out what funding is available and support your cause.

We run a Community Links network which bring together community groups and charities across both districts to share ideas, gain support and share best practice.

Join our [Facebook page](#) for instant networking opportunities, sign up to our mailing list for regular updates by contacting the Communities team, and look out for our regular meetings.

[Broadland's Community at Heart Lottery](#)

Community at Heart Lottery is an exciting weekly lottery that raises money for good causes in the Broadland area. As a good cause, you will receive 50p of every £1 ticket bought to support your cause. This is a great way to gain extra, non-ring-fenced funding which is paid out monthly - potentially allowing you to become self-sustainable.



[GOV.UK Grant Finder](#)

GOV.UK have launched a grant finder with access to a huge amount of grants using a simple search engine with filters.

- [Raising Money | Resource Centre](#)
- [Funding and income | NCVO](#)
- [Funding | Community Action Norfolk](#)
- [Grant Fundraising – 12 Top Bid Writing Tips - Charity Fundraising \(charity-fundraising.org.uk\)](#)

Writing a Bid

Depending on the amount of grant funding you're applying for, writing a bid can take some time. To find out more about how to write a bid, have a look on the Norfolk Community Foundation's [website](#)



Fundraising Ideas

Use Social Media

Social media is a hugely important tool for your group and regularly updating it is a great way to promote yourselves. You can also use this as a platform to Crowdfund which is a very simple but effective way to raise funds. We offer [social media training](#) through Carrowbreck Training if this is something you would like to learn more about.

Events

Possibilities for this are endless, but you of course have the classic bake sales, quiz nights, sponsored activities, auctions and raffles. You can ask local businesses, supermarkets and members etc for donations.

Corporate Fundraising/Corporate Social Responsibility

Businesses large and small may consider donating funds and prizes to your cause. There's no harm in asking. Many businesses also have a Corporate Social Responsibility which means they need to support their local community.

Gift Aid

If you're a charity, you could claim an extra 25% of every pound donated to you from the government. There are some stipulations around who is eligible for this so have a good read through their [website](#) for the finer details.

Online donation platforms

Some examples of online donation platforms are sites such as JustGiving and GoFundMe, where a separate platform collects the money you have raised on your behalf. Platforms like this are well known, and people may be more forthcoming with donations as they feel more secure and familiar.

Local Promotion

An effective way of reaching local residents and gaining support within your community is promoting your group, your good work and events through local newsletters or booklets which are distributed, through Parish and Town Councils for example. You can also do this through our network as previously mentioned in networking.

If you want any further details about fundraising, or you wish to discuss any ideas you have, please get in touch and we can look at how we can assist you. Due to the fact fundraising is focussed on people donating their money, there are standards and behaviours which must be met. The [Fundraising Regulator](#) has a breakdown on this which you should familiarise yourself with so you can fundraise with the confidence that you are adhering to correct procedures.





DATA PROTECTION

Every organisation including community groups must follow the rules set out by UK General Data Protection Regulation (UK GDPR), which affects how you must collect, store and use people's data, ensuring it is protected and private. This allows people to provide information, knowing they will be handled in a responsible and transparent way, while they can maintain control of that data.

We can outline basic information you need for this, but for a comprehensive understanding and detail, you will need to look at the [Information Commissioner's Office](#) as they are responsible for regulating data protection.

Data Protection Principles

- Use data legally and fairly
- Collect only what you need
- Keep your records up to date
- Store data securely
- Be accountable
- Have records and policies

Find out more on the [Information Commissioner's Office](#) website.

ORGANISING COMMUNITY EVENTS

PLANNING YOUR EVENT

BEFORE STARTING TO PLAN AN EVENT THINK ABOUT THE KEY OBJECTIVES OF YOUR EVENT:

- WHAT ARE YOU DOING?
- WHY ARE YOU PUTTING IT ON?
- WHEN WILL IT BE? (DATES + TIMES)
- WHERE WILL IT BE HELD?
- HOW IS IT GOING TO RUN?
- WHO IS YOUR TARGET AUDIENCE?
- HOW WILL YOU PUBLICISE YOUR EVENT?

REMEMBER!

- PUBLIC LIABILITY INSURANCE
- RISK ASSESSMENTS
- LICENSES - TEMPORARY EVENT NOTICE OR PREMISES LICENCE
- ROAD CLOSURES
- FOOD SAFETY
- CHILD SAFETY
- FIRST AID COVER

NEXT STEPS

- ASSIGN ROLES AND RESPONSIBILITIES
- CREATE A TIMELINE OF DEADLINES INCLUDING PRE-EVENT, ON THE DAY SCHEDULE + POST EVENT
- CREATE A SITE PLAN
- RISK ASSESS YOUR EVENT
- WHAT COMMUNITY IMPACT WILL YOUR EVENT HAVE E.G. NOISE, TRAFFIC, LITTER, WASTE



CONTACTS

LICENCING - LICENSING@SOUTHNORFOLKANDBROADLAND.GOV.UK

SAFETY ADVISORY GROUP (ARE THERE TO OFFER SUPPORT TO EVENT ORGANISERS SO THEY HOLD THEIR EVENTS SAFELY AND LEGALLY WITH MINIMAL DISRUPTION TO THE LOCAL COMMUNITY - SAG@SOUTHNORFOLKANDBROADLAND.GOV.UK

COMMUNITY SUPPORT, GRANTS AND HIRE OF EQUIPMENT - COMMUNITIES@SOUTHNORFOLKANDBROADLAND.GOV.UK

ROAD CLOSURES - STREETWORKS@NORFOLK.GOV.UK

IF YOUR EVENT INCLUDES ANY OF THE FOLLOWING YOU WILL NEED A LICENCE (TEMPORARY EVENT NOTICE):

- THE SALE OF ALCOHOL
- LIVE OR RECORDED MUSIC
- PLAYS OR FILMS
- INDOOR SPORTING EVENTS OR LIVE PERFORMANCES OF DANCE
- BOXING OR WRESTLING
- THE SALE OF HOT FOOD OR DRINK BETWEEN 11PM - 5AM



USEFUL LINKS

DBS CHECKS - WWW.GOV.UK/GOVERNMENT/ORGANISATIONS/DISCLOSURE-AND-BARRING-SERVICE

FOOD HYGIENE RATINGS - [HTTPS://RATINGS.FOOD.GOV.UK](https://RATINGS.FOOD.GOV.UK)

NORFOLK POLICE - WWW.NORFOLK.POLICE.UK

ST JOHN'S AMBULANCE - WWW.SJA.ORG.UK

ACT EARLY PREVENT GUIDANCE - [HTTPS://ACTEARLY.UK](https://ACTEARLY.UK)

CROWDED PLACES GUIDANCE - WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/CROWDED-PLACES-GUIDANCE

THE PURPLE GUIDE - WWW.THEPURPLEGUIDE.CO.UK

BROADLAND AND SOUTH NORFOLK COUNCIL'S HELP HUB

The Help Hub is a partnership between organisations that support people in Broadland and South Norfolk. It can offer practical support, suggest community groups, and offer advice and guidance to get you back on track.

Everybody needs a bit of extra support from time to time and the Help Hub makes sure people get that help as soon as possible.

The Help Hub works with partners to get people the right help, whatever the situation, including:



We encourage people to contact us with any sort of problem they're having and reaching as many people as we can is crucial, which is where your support comes in.

To make a referral, you can submit a Request for Support online or email helphub@southnorfolkandbroadland.gov.uk .

Alternatively, people can call us on 01603 430431 for Broadland residents and 01508 533933 for South Norfolk residents.

It is worth noting if you are referring someone else, you will have to obtain their permission before doing so.



CONTACT US AT

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