

Overview

Groundwork CLM, acting as the accountable body for several Business Improvement Districts (BID) across the Northwest, is seeking a reputable business to support the delivery of our town centre events and festivals throughout 2026.

Each BID operates its own calendar of events, with many now becoming staples in their respective towns. Most events are free to attend and deliver an enhanced experience for consumers and visitors. Specific requirements vary from each area and by event.

The provider must be able to scale staffing levels up or down in response to event size, risk level, or changing circumstances

Submission Requirements

As part of the RFQ, we are requesting that suppliers provide a quote for four key events. The quotes should be **separate** and include your recommendations on how many guards you would deploy, their locations and any additional resources you may feel relevant to deploy as part of the event.

Should you wish to discuss each of the events in more detail or arrange a site visit of the different locations then please contact Jon.Houghton@groundwork.org.uk.

Further to this, we require a basic hourly rate for our smaller events, this should include the minimum number of contracted hours. i.e. £XX.XX per hour – with a minimum shift of 4 hours.

Events specifics can be found in Appendix A.

Expected Response:

- Northwich Pina Colada Festival Quotation
- Warrington Food & Drink Festival Quotation
- Burnley Christmas Light Switch-On Quotation
- Crewe Pride Quotation
- Standard DS Rate Card

Supplier Minimum Standards

To ensure that every event is delivered to the highest standards, we require an event specialist security company who are friendly, approachable, proactive and adaptable to work with each event/area.

The appointed security supplier will work in partnership with **Groundwork CLM** to ensure that every event is delivered safely and professionally and will be expected to meet the following minimum standards:

Licensing, Identification & Communication

- All staff must have the ability to communicate clearly and confidently in English to ensure safe and effective event delivery
- All staff must hold a valid SIA Door Supervisor licence (or Close Protection where applicable)
- SIA badges must be always worn and clearly visible
- Clear and concise communication must be maintained with the event management team at all times

Event Planning & Coordination

- An Event Security Plan must be provided prior to each event, outlining recommended security provision and aligned to the Event Management Plan (EMP)
- A designated senior point of contact from the provider must be allocated to each event
- The provider must attend pre-event briefings and planning meetings where required
- Staff must be flexible and able to adapt to changes in event layout, timings, crowd dynamics, tasks or risk levels

Professional Conduct & Presentation

- Staff must be punctual, well-presented, and professionally dressed, wearing appropriate uniform and PPE where required
- All staff must demonstrate a courteous, calm, and customer-focused approach, supporting a welcoming event environment
- Staff must have experience working at public-facing events and in busy environments

Training & Competence

- Staff must be trained in:
 - Conflict management and de-escalation
 - Safeguarding of children and vulnerable adults
 - Emergency procedures, including evacuation and incident response
- Evidence of training and competency must be available upon request

Incident Management & Reporting

- All incidents, issues, or near misses must be reported immediately to the event management team
- Staff must follow a clear escalation procedure for serious incidents and liaise with emergency services where necessary
- An Event Control Log must be provided after each event, highlighting all actions undertaken, with accurate timestamps
- A documented post-event debrief must be submitted, including observations and recommendations for future events

Health, Safety & Compliance

- The provider must comply with all relevant legislation, including Health and Safety and SIA regulations
- Site-specific Risk Assessments and Method Statements (RAMS), must be submitted prior to delivery of any event
- The provider must supply evidence of valid and appropriate Public Liability Insurance and Employers' Liability Insurance in advance of delivering any event.

Partnership & Accountability

- The provider must work collaboratively with Groundwork CLM, BID teams, local authorities, venues, and other contractors
- Performance may be monitored through agreed KPIs and ongoing service reviews

Appendix A

Pina Colada Festival

Location - Northwich Town Centre.

Date - 22nd August 2026

Northwich's Pina Colada Festival started in 2021 and has become a staple in the Northwich calendar. In 2024 it brought around 8,000 people to the town centre. This event is a free to attend event, designed to support our High Street businesses within Northwich.

This event runs from 12pm – 6pm, with a multitude of activities, performances, games and of course pina coladas across the town centre.

Brief

To ensure that this event continues to be a safe and enjoyable event for everyone, Northwich BID requires a security company who are friendly, approachable and proactive.

Alongside the security minimum standards, this event has the following requirements:

- Each zone has a designated area supervisor provided by Northwich BID, they should be paired with a designated security supervisor.
- There is a designated security manager, who will be the event management teams direct point of contact.
- Support with the safe movement of the Pina colada drumming parade. Working alongside the parade manager to ensure the parade operates safely and without delay. This parade takes place three times throughout the day and is a very popular part of the event.
- Each security supervisor must complete regular checks of the area, the team and check in with the security manager who will liaise directly with the event management team.
- All checks of the area must be logged.
- Once the event finishes, security personnel should work with the designated zone managers to support a soft dispersal, moving people off the tables and benches provided.

Schedule

This event is installed, delivered and derigged within the same day. As such, there is requirement for security to be on site before/ after opening to the public to support with monitoring the site while equipment is rigged/ de-rigged.

Site timings are as follows:

08:00 – 12:00 A core team of security to monitor the three zones while equipment is installed before the site opens to the public.

12:00- 19:00 Full event team in position by 11:30, ready for the site to open at 12:00

19:00 – 21:00 A core team to support with packing down the festival.

The event management team will also want to conduct a full site briefing before the event goes live. Therefore, the full security team should be present no later than an hour before the event goes live.

A site map is available upon request. Please contact Jon.houghton@groundwork.org.uk for a copy.

Warrington Food & Drink Festival

Location – Bank Park, Warrington.

Date - 16th – 17th May 2026

Warrington's Food and Drink Festival was created in 2025, and had an incredible first year's attendance, exceeding all expectations. With an attendance of over 10,000 across the two days, this event has very quickly become a staple to the town's annual events calendar.

The event running times are as follows:

- 16th – 10am – 7pm
- 17th – 11am – 5pm

There is a multitude of free activities taking place throughout the site on both Saturday and Sunday, alongside free food demonstrations in the marquee and live music in front of the Town Hall.

Brief

This event takes place within a public park, and as such can present its own challenges with members of the public attempting to access restricted areas, and vehicles moving around the site during set-up and de-rig times. Security personnel should be able to communicate clearly with members of the public and prepared to help where required.

The site is split into two areas, the hot food area located on the lawn outside Warrington Town Hall, and the artisan area, located on the main green within Bank Park. The hot food area will also have 3 to 4 bars within the area. Any/all alcohol served on site will be served in a plastic container, and at no point should any glass containers be on site.

This event will require security provision overnight from Friday 15th to Sunday 17th May, operating a 19:00 – 07:00 shifts. There is a welfare area available with toilet facilities, power, kettle etc for staff. This should only be used as a welfare area, and security should be patrolling throughout the night to keep an eye on key infrastructure such as generators, temporary structures and furniture.

Schedule

This events main infrastructure is installed on the 15th May, with all vendors arriving on site on the 16th.

Overnight security will be required from the 15th- 18th working 19:00 – 07:00.

Site timings are as follows:

- **15th May:**
 - 19:00 – 07:00 overnight security on site
- **16th May:**
 - 07:00 night security stood down
 - 08:00 day security on site for briefing
 - 20:00 day security stood down and night security on site
- **17th May:**
 - 07:00 night security stood down
 - 09:00 day security on site
 - 18:00 day security stood down
 - 19:00 night security on site
- **18th May:**
 - 07:00 night security stood down

A site map is available on request. Please contact Jon.Houghton@groundwork.org.uk

Burnley Believes Christmas Light Switch-On

Location: Burnley town Centre
(St James's Street / Curzon Street)

Saturday 14th November 2026 (Subject to change)

Burnley BID re-established the Christmas Light Switch-On event in 2022. The Switch-On event saw thousands of people gather in the town centre to enjoy the festivities and mark the return of the full celebration. Since then, Burnley BID has gone from strength to strength working with local partners and schools to deliver a true community focused Switch-On.

Brief

This event has a great array of free-to-play games and activities available to play throughout the day, as well as a trailer stage that'll be the focal point for the Light Switch-On in the evening.

The event has a lantern parade that will gather at 16:00, ready for a 16:15 departure. There is expected to be a maximum of 250 participants taking part in the parade. Security will be required to walk the parade, ensuring its safe operation.

The event will have a 5-hour stage show from 12pm – 5pm located on the trailer stage, with the switch on commencing at 5pm. Following the Switch-On, the grand finale will feature a firework show.

Schedule

This event is installed and de-rigged on the same day with all infrastructure and games provided by third party suppliers.

The security company would need to work alongside the Burnley BID wardens and Charter Walk security staff.

Security would be required on site from 11:00 – 18:00, with the event live times from 11:00 – 17:30.

A site map is available upon request.

Crewe Pride

Location: Crewe Town Centre
(Main stage – Lyceum Square)

Saturday 13th June (Subject to change)

Crewe BID proudly works alongside Crewe Pride to deliver a pride event within Crewe town centre. In 2025, the event saw thousands of local people come to witness all that Crewe had to offer, including a parade, street entertainment, and live performances throughout the day.

Brief

This event is a community focused event, creating an inclusive and supportive environment for everyone to feel a part of. Activities will be taking place across the town centre and throughout the day. The event will include a pride parade that goes through the town centre (route plan available upon request), live music and activities taking place in Lyceum Square from 12:00 – 19:00.

Schedule

This event is installed and de-rigged on the same day with all infrastructure and games provided by third party suppliers.

The security company would need to work alongside Crewe BID and Crewe Pride staff and volunteers.

Security would be required on site from 11:00 – 19:30 with event live times from 11:30 – 19:00

Parade timings – 11:30 am – 12:00