

Key to Text

BLACK TEXT: SHOWS THE ORIGINAL LICENSE CONDITION

RED TEXT: SHOWS THE COMMENTS MADE BY FOUND ON THE 25TH JULY 2016 AT THEIR MEETING WITH CLARA

BLUE TEXT: INDICATES FOLLOW UP QUESTIONS ASKED AT MEETING AT CIVIC CENTRE ON 22ND AUGUST 2016 AND FEEDBACK

Amended License conditions as agreed with CLARA

1. The site will be monitored by security and a full site check will be carried out prior to the commencement of the show. All relevant personnel will be present to carry out the full site check.

Minimum 214 security, including 2 explosive dogs.

Please advise us of the full site check procedure and what they were expected to achieve. Can we have a reason why it was that the concert opened late.

2. CCTV will be in full operation covering the main entrance and all search lanes. There will be CCTV in operation at the artist entrance and CCTV to give a panoramic view of the site. CCTV controllers at the command centre will monitor the CCTV.

CCTV monitored from security command and site office; preferred style for Met

Can we have a summary of the CCTV results. Please advise of what actions were taken as a result of CCTV in relation to search lane discipline, rubbish on site, queue and crowd control, density of crowds in locations such as VIP, toilets, bars and token booths.

3. All security and staff will be in communication via 2-way radio at all times.

Security groups have radios; CSP communicate into Site Office

4. A dedicated landline number shall be provided to local residents in case of any noise complaints. All noise complaints shall be documented and records kept.

Direct Line to Enfield Council. HO on other end to respond directly (2 lines)

The dedicated landline numbers provided by Enfield Council closed at 10pm. The music at the concert stopped at 10pm leaving residents without adequate support during the key period of the concert attendees leaving. It is unacceptable that our area should be left vulnerable during this period. The help line must remain open until all of the attendees have left the area. Answerphone are not acceptable especially when immediate help may be required

5. Security and traffic management staff shall be on duty in the vicinity of the premises from 8am until 2am.

On duty till 2am. Only allowed to leave when supervisor judges area clear.

Traffic Management staff were clearly being intimidated by festival goers who felt they had a right to park in local roads that had specifically been closed. Although it is appreciated that the Marshalls have a difficult task, it was obvious that some simply were not up to the challenge of ensuring that local roads were not used as parking for the festival. The result was a loss of control in certain roads and the outcome was unacceptable levels of parking and blocked drives.

6. All perimeters will be monitored to ensure there are no breaches.

Continuous patrols. Chest cams on some security.

7. Clicker counters will be used for determining the number of persons on the premises at any one time to ensure that the maximum permitted number is not exceeded.

Clickers in operation at both Artist and Main entrances.

Please advise us on the final numbers registered on the clicker counters. In addition, please confirm the location of the counter operators for both the entrance and exit.

8. All staff shall receive relevant training in relation to the sale of alcohol and the times and conditions of the premises licence.

Standard procedure for any bar but LMO happy to email pack if needed.

It is accepted that bar staff were supplied via a contractor, but please confirm that all staff were trained adequately with regards to the sale of alcohol

9. All training relating to the sale of alcohol and the times and conditions of the premises licence shall be documented and records kept. These records shall be made available to the Police and/or Local Authority upon request and shall be kept for at least six weeks.

Standard procedure. Kept for six weeks, dedicated log. Copies kept.

10. Challenge 25 shall be in operation upon entry and at the bar and relevant material shall be displayed at the premises. Only passport, photographic driving licences or ID with the PASS logo (Proof of Age Standards Scheme) may be accepted.

ID at entry. ID at Bar if customer appears particularly young. Advertised on social media website and cut out and keep that event strictly over 18.

Please confirm if Challenge 25 was used and the results

11. A written record of refused sales shall be kept on the premises and completed when necessary. This record shall be made available to Police and/or the Local Authority upon request and shall be kept for at least six weeks from the date of the last entry.

Standard procedure. All refused sales saved in refusals log.

How many sales were refused. Please explain the token system and what training the sales staff for tokens had regarding the sale of them. Is there a difference between alcohol token and those used for soft drinks?

12. No persons under the age of 18 years shall be permitted to enter the premises.

No underage customers as noted.

How many under 18s very identified and declined.

13. A personal licence holder is to be present on the premises and supervise the sale of alcohol, throughout the permitted hours for the sale of alcohol.

LMO D.P.S. for site. She authorises bar company. Each bar has personal license holder who switches on break.

14. There will be 200 members of security and stewards on site at all times. An SIA approved contractor will provide these security and stewards.

214 minimum. Saber is SIA-accredited.

How many security staff were in attendance on site on the day? Have you received many complaints regarding the overall ability of these staff? Were they all adequately trained in the procedures required on the day.

15. All stewards shall wear high visibility vests. Staff in a supervisory role shall be easily identifiable by wearing high visibility vests that are clearly labelled and are a different colour to the rest of the staff.

Saber in different colour. Saber rank and guard number on jacket and sleeve.

16. All members of the public will be subject to a mandatory search upon entry. Prohibited items shall include illegal drugs, weapons, legal highs and any associated paraphernalia. Any prohibited items found during the searches shall be confiscated and reported to the police where appropriate.

Strong search advertised via cut out and keep and banners at entrance. Amnesty bin at each lane. Any prohibited items found incur second search in presence of Police.

Please provide details of how many items were confiscated and the actions taken against those trying to enter the festival with unacceptable items.

17. All staff shall receive relevant training in relation to prohibited items and in particular in relation to legal highs and their paraphernalia.

Standard practice.

What items were your security told and trained to take off festival goers

18. There will be regular patrols and frequent spot checks of the perimeter throughout the day by security.

Woodland patrols; airport style entrance with heavy security

19. Any member of the public causing a nuisance will be required to leave the site and a note will be made of this in a log retained by the security control.

Details taken in private area. ID copy taken; escorted off site.

How many were escorted off site or arrested. Please advise of the reasons.

20. There will be robust written policies in place for noise, crowd, and waste management. All staff shall receive relevant training in relation to the policies. Copies of the final written policies shall be provided to local residents upon request.

CLARA noted that they and xxxxx would like to see Noise Policy. LMO said she would be happy to provide.

Obviously the noise procedures were not prepared in advance of the concert day for numerous reasons. Although it is understood that during the arrangements for large events problems will happen, it is unacceptable that a key license condition should be left to the day of the concert to try and document. In the end a document concocted from two different suppliers was offered during the morning of the concert leaving no time for resident comment, reasonable challenge or clarification.

(a) How were staff adequately trained on a procedure that was finally configured for a meeting at 12am on the day of the concert. The concert was due to open at 11am.

(b) Why was a key license condition not confirmed to Enfield Council in advance of the festival day and why was consent to proceed given without it?

(c) What other procedures identified within the license condition were not available.

(d) How are noise/sound levels set for residential areas and who says these are acceptable to residents.

21. Two dedicated noise management staff shall be located in the vicinity of Chalk Lane, Fairgreen East and Coombehurst Close at all times that amplified live and recorded music are being played, in order to monitor noise levels.

All day. Monitoring and then on specific areas if issues. EC line for complaints.

(a) Were there two dedicated noise management staff allocated to the names areas?

(b) Were any sound measures taken at the Oakwood area?

Can we have a copy of the noise level monitoring results. Full details please.

22. Video footage shall be taken by staff on a regular basis throughout the day in order to record levels of noise and litter.

Managed.

Can we see the results please?

23. The organisers of the event shall have at least two further meetings with local residents before the event. An additional debrief meeting shall take place within 4 weeks after the event.

WP noted that debriefing matters a great deal to Found too. All parties agreed that continuous dialogue useful for everyone.

As already documented at the Stakeholders meeting, arranging meetings at the last minute during holiday seasons does not achieve the maximum benefit. However, due to the late request from the event organisers only one meeting with the residents was able to be arranged before the concert. The numbers of residents that were available was severely limited for the meeting. However, we are grateful for the meeting that took place and all of the text in RED is from the minutes of the meeting that took place on the 25th July. A tour of the festival site was also offered for the day before the concert and two representatives attended. The additional debrief meeting has yet to be arranged

24. There shall be a dedicated taxi pick-up point which has been agreed with the Council and which has been publicised to local taxi companies and Uber

CLARA noted this key point. Taxis to overflow car park by the Park Cafe.

Majority post 9pm. Only pre-ordered allowed. CSP to check. Uber and companies informed.

PR asked on private vehicles; these will be discouraged via cut out and keep. LMO to investigate area at Westpole Avenue again. CLARA asked to be emailed on progress. Agreed not large number of private vehicles. Another route suggested by xxxxx/xxxxx and LMO said she would investigate.

The taxi pickup procedure simply didn't work. The procedure was too late and not well enough publicised. The result was that taxis and those waiting for them were simply queuing wherever they could. Side roads along the A111 were congested with both large crowds of people waiting for cabs and with cabs simply waiting for their fares. For a festival that is planned so well in advance this element was very badly thought through. The result for residents was extended periods where crowds were kept waiting and as a result needed to relieve themselves. Residents gardens were used for this purpose.

25. Upon agreement with the council Highways Department, Found will execute a Temporary Traffic Order along Cockfosters road between times to be agreed, to aide the egress of the event.

Please advise on this matter as to whether it actually happened and whether you consider it to be successful. From the resident's perspective we have the following comments:

- (a) The volume of people both arriving to the concert and leavings walking along the A111 towards Hadley Wood was extremely high and caused concern to a number of residents who felt intimidated. In addition, as mentioned above large groups of people were waiting at the side road junctions for taxi's
- (b) The numbers of people arriving via Oakwood was far in excess of those expected by park users and residents
- (c) The comment from both the organisers and the council that the vast majority of attendees would arrive and leave via the underground was proven to be incorrect.

END OF LICENSE CONDITION COMMENTS

FEEDBACK FOR ENFIELD COUNCIL

- (1) We were promised that permits would be issued to all residents living in side roads closed for the event. The permits would help the street Marshalls identify genuine residents and therefore allowing access to their homes during the road closure. These permits were not issued to residents but were simply given to the street Marshalls for distribution. They didn't work as the Marshalls were unable to identify genuine residents on the day. Examples of Marshalls issuing permits to event attendees were clearly seen.
- (2) The electoral role given to certain street Marshalls in order that they could check that people trying to access closed roads were blind copies that did not include residents' names. The lists were therefore useless.
- (3) The help line number given for residents to gain help closed at 10pm. The concert closed at 10pm but the attendees had only just started leaving the event at this time. Residents were left without access to a help line at one of the most vulnerable times of the event. The helpline should have been available until at least 2am.
- (4) It was clear that the council did not adequately use a check list to ensure that the event organisers had met all of the conditions of the license agreement. If they had they would have been aware that no robust documented procedures were available for matters like noise. They would also have been aware that even though the organisers had been requested in writing and verbally to provide residents with a copy of the written procedure, this had not been provided. We believe that is the Council's responsibility to ensure that the organisers have met the license conditions.
- (5) The event organisers are advised to use CSP by the Council for street Marshalling duties. It was clear on the day the certain Marshalls did not fully understand their role and as a result were clearly being intimidated by event goers. We appreciate that their role is a difficult one and had they been provided with the correct information it could have been made easier for them. However, it became fairly obvious that in certain cases training was clearly an issue with the result that event goers were allowed to park in closed roads on a reasonable regular basis.
- (6) On previous events clear signage was provided at the entrance to each closed road which stated NO EVENT PARKING. These were not provided this time and as a result numerous event goers challenged the Marshalls unnecessarily as to why the road was closed. Signs should be provided for all future events.
- (7) The rubber cones used to indicate the road had been closed were simply drove over in certain circumstances. More durable methods of closing the road should be considered.
- (8) Parking over resident's drives was still an issue especially in the Chalk Lane area. It is clear that Chalk lane is a special case as it provides access to both the Cock Inn Pub, the Charles Church estate and Hadley Woods itself. This in itself makes Marshalling particularly challenging. An improved solution need to be found for this area which should include visible tow trucks to provide a deterrent to those tempted

to cause parking obstructions.

(9) Feedback regarding litter included the following:

The litter post the FOUND music festival is disgusting.

From the station, to the Trent Park gates, this is what I saw:

At Trent Boys school - thrown over the brick wall are glass bottles, cardboard

At the cemetery - Stickers stuck to the wall - a round sticker saying 'WHAT DOES HOUSE MUSIC MEAN TO YOU?' This same sticker was on lampposts. I pulled off 3, but they leave a residue

In the bushes leading from the M&S to the gates, on the right hand side

toilet rolls

toilet paper

glass bottles

cans

plastic cups

other food wrappings

Leading up the A111 to the M25 roundabout - Flyers for a House music party, attached to lampposts

From the station car park exit to the Trent Park gates - A5 and post card size flyers for house parties

In Games Road, by the offices - party balloon packets. empty. I picked up 4 of these

In the cricket field, nearest to the pub, through the little side opening - silver canisters by the bench

In the war memorial, corner of Chalk Lane - litter and A5 flyers as mentioned above

A deep cleanse of the area was meant to have taken places, but it has barely touched the sides. When will the area be cleared of this litter?

This is also litter in the other direction, by the car wash and along that side of the A111

- (10)
There were clear examples of litter on land other than public land, for example the Cricket Ground. Who is responsible for clearing this litter?
- (11)
Please provide an update on how successful the exit procedures were for the Concert goers. In particular, the effectiveness of using CSP as Marshalls to organise the crowd control requirements. Has this procedure proven to be safe and effective without the use of a larger number of police in attendance?
- (12)
Please provide details of the following:
(a) How many arrests were made on the day including both outside and inside the concert?
(b) Please provide the reasons for these arrests if any
(c) How many drug related incidents were recorded?
(d) How many alcohol related incidents were recorded?
(d) How many were refused entry on the day. Please provide reasons
(e) How many ticket touts were apprehended?
(f) How many aggression/violence related incidents were recorded.
- (13)
The event toilets were not adequate and numerous examples of concert goers urinating in both public places and residents garden have been identified. In many cases this was as a result of event goers not being able to disperse quickly enough i.e. waiting for Taxi's, queuing for trains or waiting to be picked up by friends. The event exits were not appropriately planned to accommodate this.
- (14)
Please provide details of the surveillance that was carried out on the local area especially at the event closure times. Reports of resident intimidation during this period have been received.
- (15)
Ticket Touts were clearly a problem both before the concert and throughout the day. Please provide information on what action was taken with regards to these touts and the success or failures identified.
- (16)
Bill board adverts on all the lamp posts and all other street furniture were a disgrace. It is clear by the volume of this Bill boards that no attempt was made to stop those distributing the signs. Please advise us on what actions were taken and what lessons have been learnt from this event. Have any prosecutions against those distributing these boards happened.
- (17)
Rubbish collection within the festival area was a very real problem. Who was responsible for ensuring this was collected?

FEEDBACK FOR THE EVENT ORGANISER

- (1) Please provide an overview of how successful you believe the concert was overall?
- (2) What comments have they regarding the Feedback provided on Face Book and what were the key areas of concern?

Our observations of the Feedback are:

- (a) Queue to get in excessive.
- (b) Concert starting late. Why was this? Failure of Ticket Scanners
- (c) Queue for drink tokens and refusal to reimburse for tokens people were unable to use even though bars closed or ran out of drink
- (d) Lack of water points. Event goers being left without water for extended periods
- (e) Queue for drinks
- (f) Cost of drinks with Bar staff accepting cash from some
- (g) Quality of Food
- (h) Queue for food
- (i) Security checks on entry taking away sun cream and prescription medication etc.
- (j) Queue jumping both before and after entry and no action taken by security
- (k) Security letting people in through the fence
- (l) Haphazard queueing systems for drink token with inadequate security to prevent abuse
- (m) Rubbish on site during event excessive and dangerous
- (n) Numerous reports of drug taking at the event. How did these get past security?
- (o) Staff attitude especially in the drinks area
- (p) Tents and site totally overcrowded and overheated
- (q) VIP area particularly overcrowded and over sold
- (r) Toilets did not have a supply of water
- (s) Toilets did not have sanitary bins
- (t) Artist Events did not take place as scheduled
- (u) Lighting provided for the exit routes was inadequate and in certain case classed as dangerous
- (v) VIP bar closing early . Why?

It is clear from the 82 pages of feedback that we have printed out that the VAST majority of comments provided are highly critical of both the way that the event was organised, the general site provisions and the lack of consideration that was given to the numbers of people who were sold tickets. The main comment seemed to focus on the matter of the event organisers having promised that they had learnt from the 2015 concert and things would be better this year. It was clear they were not if the feedback is to be believed. There is also the major issue commented on by nearly all those who gave feedback, that is the basic right to have water on a very hot day. Time of Queues to get entry to the concert and then get drinks were clearly a major

issue and from the feedback reports left people without water for period in excess of 2 hours. In addition, the overall impression of the feedback clearly indicates that the site was too small for the numbers of people sold tickets with tents, VIP area and dance areas being overcrowded. If Feedback is to be believed the main event of the day was QUEUING and there were large numbers of very unhappy concert goers. Just what the local residents need.

- (3) VIP parking in Snakes lane did not work as far as the residents of Cockfosters are concerned. A whole host of concert goers, all claiming to be VIP's expected to be able to park in the local streets rather than the dedicated car park. Others claimed that they could not find the official VIP car park as directions were poor and the signage was inadequate.
- (4) Please provide the terms of reference to what a VIP exactly is. Residents impressions were that they would be mainly special guests, artists and a selected few. From the feedback VIP tickets were over sold to anyone and then the promised facilities simply were not adequate for the numbers attending. Most feedback we read indicates a general dissatisfaction with this as far as value for money is concerned. In addition, security guards seemed to have had limited training of VIP terms with the result that security issued wrist bands inappropriately.
- (5) Was there a VIP Alcohol incentive? If so what was it.
- (6) Although the noise levels in the Cockfosters area were better than last year, the noise levels in Oakwood were not so good and complaints have been received. Was it just that winds were favorable to Cockfosters this year or was there a genuine benefit to the sound system alterations made. Please advise on what you consider were the success of the sound systems used this year.
- (7) As mentioned in the Facebook feedback section, the lack of WATER was clearly an issue both for drinking and sanitation. Please advise us on how many free drinking water points were provided and their locations.? Please also confirm the cost of water at the event and the method of purchase.
- (8) Aggression of event goers to both CSP staff and residents was clearly an issue highlighted on the day and after the event had closed. When considering the negative feedback already detailed it is our belief that the failures of the event organisers to ensure they had provided the required robust on site facilities to cope with the numbers of attendees either sold standard or VIP tickets, left the local residents vulnerable. It is our opinion that this event again has proven that it is unsuitable for Trent Park, Unsuitable for the area and oversized for the park and the local infer structure

NOTES FOR MEETING WITH ENFIELD COUNCIL 22nd AUGUST 2016