

CLARA Debrief Minutes

Present:

Matthew Watts (Enfield)
Hakema Kharoti (Enfield)
Victor Ktorakis (Enfield)
Will Paterson (Found)
Huxley Ogilvy (Found)
xxxxx (CLARA)
xxxxx (CLARA)
xxxxx (CLARA)

Found met CLARA in the Enfield Civic Centre at 3.00pm on Tuesday 6th September.

Notes:

Introduction:

The meeting began with an apology from WP. He described how upset he was that the event had gone badly in certain areas, and how he planned to change things for next year. He noted that the event had gone from doing well in event areas and badly in neighbourhood areas, to badly in event areas and well in the neighbourhood area. He said he was sorry and although there were unexpected issues with two contractors (the ticketing and bars), he had ultimate responsibility for the event and he recognised this. He said he aimed to create a continuous dialogue with CLARA (as he had done since March of 2016) and he enjoyed and appreciated their meetings. He said he was happy to answer any questions and aimed to be as transparent as possible. The participants were handed Enfield Council's version of the conditions and the meeting began.

Key points:

Site Check:

HO and WP explained how a site check works (Friday night sign off, plant, ground and site, independent H&S officer, Enfield and Environmental Health shadowing). They also explained the specific reasons for late opening (water contamination and steel store locked).

- CLARA noted that they would like to see a stronger police presence on Cockfosters Road, both for their own safety and for the control of the crowd. MW and HK noted that the police had said they wanted to redistribute their police next year, so that there are more uniformed officers, and less plain clothes policemen. CLARA noted how useful uniformed officers were for controlling crowds and that they were a real deterrent. WP said he was happy to pay for this if the Police wanted it.

CCTV:

HO and WP gave a description of the two CCTV's in operation (security, SAG control room). They also explained how both were monitored and responded to. CLARA wanted to know if they could see the CCTV and/or a summary; VK explained that this was an unusual request and that they usually just insisted this was provided, as opposed to using it as proof that it

had happened. After a point from xx WP noted that he had had enough feedback from eyewitnesses and social media and so did not need to use CCTV as a means of analysing his event. CLARA also asked whether there was a possibility of public realm CCTV, along the lines of cameras along the Cockfosters Road. MW noted that there were two types, permanent and temporary, and that he would look into that with the relevant department. HK also noted it may be that existing cameras could 'zoom in' to the site and see what was going on.

Traffic:

CLARA felt that the level of parking in their roads (Chalk Lane and Fairgreen East) was unacceptable. They also said that two of the CSP marshals were not up to the job and were very easily intimidated by event-goers. This was the cause of some debate, as HO noted he had seen this at Fairgreen East but not elsewhere. He noted Enfield Council had only received one complaint on the subject and CSP two (parking, and then intimidation). CLARA repeated their request for police and/or uniforms, as it would make the crowd much more controllable. WP said he was happy to look into to stronger marshals for CSP, as it was commonly accepted one of them was too small for the job.

Tokens:

WP noted how sorry he was that the tokens and bar queues had gone badly. He noted that BarServ did a large number of events per year, including many major ones. He said that he had lost out in commercial terms because of them. Found has learnt from this he said and would be moving to cashless at their next event, with RFID technology in 2017.

Exclusions:

There were 9 exclusions. CLARA asked what the confiscation rate was, which WP advised was 26. WP guaranteed to look into the sunscreen issue, and also reports of prescription drugs being refused, as he himself had medicine he was careful of.

Security Complaints Policy:

WP and HO explained the way complaints worked with security. WP said there had been 9 serious complaints, and how they were asked to cc us in to emails with Saber so that we could monitor the responses. Each got a personalised email. He noted he had also spoken to some complainants via telephone.

Taxis:

HO noted that the taxi route from the main gates to the Park Café had been smooth. He also noted that although there had been a breakdown of taxis on the main road between 10.00pm and 11.00pm, this was due to the TTO, and outside of this, the system had worked well, with only pre-ordered vehicles being let through. He noted that people had been waiting outside of Fairgreen East and said that this would be better when the TTO is better executed. CLARA asked that the taxi point be shared in the ticket terms and conditions as well as cut out and keep, which WP promised to honour. MW asked how many taxis had used the route into the gates, which HO noted was steady and increasing towards the event end. TG recommended that the TTO should be enacted as soon as egress starts, as opposed to hold in reserve. MW said that the council and CSP were in conversations on this very matter and would be back soon with a response.

Travel:

xx said that there should be a sign at Hadley Wood station, as a number of attendants had gone via this station. HO noted that the number could be smaller in 2017, as the TTO would be enacted earlier, and all of the attendants sent to the south.

Touts:

CLARA noted seeing several touts at both Oakwood and Cockfosters Stations. This was an issue MW and WP said but it was hard to act against, as it was a problem across London at everything from sports venues to club nights. HO noted that a Resident Advisor cannot be used twice and so deters touting.

Water:

WP described how all bars had water, but that the double queueing system (tokens, and then bars) meant a lot of festival-goers could have been left without it for some time. He said that the bars had performed poorly on this, and that he would be looking at improvements next year, which included no tokens. He said he took full responsibility for this. CLARA noted that this contributed to a sense of anger amongst the attendants, which contributed to an increased risk for them.

Parking:

After some discussion CLARA noted there was a problem with event-goers parking in the local area. A conversation on parking in Enfield ensued where MW said that they may consider shuttle buses from a south and north location, and even a parking facility elsewhere. xx produced some notes from ten years ago saying that Enfield Council would always provide parking for events in Trent Park.

MW and WP agreed that an early agreement on VIP parking would be beneficial for both these issues, and that they may broaden it to general admission, if MW is happy for this to proceed.

VIP:

Will noted that he was planning to improve VIP in 2017 and he may apply for a wider area to do this. He was in particular upset by the sound system and bars and seating, and said he keenly felt it should be improved. He was unaware of the security there and would have spoken to them himself if he had seen it.

Capacity:

WP said that he may want to apply for more space but he was not yet sure on this. He had to speak to both Enfield Council and Found internally to confirm. He also said he personally did not want to do two days, but this may change.

Conclusion:

CLARA said that their key point on the Facebook comments was that a bad event meant a bad-tempered audience, and that this increased the likelihood of intimidation for local residents. WP said that he valued their meetings, and that he planned to do the licensing in the autumn, alongside a strict timetable for CLARA. CLARA agreed that an autumn timetable would help interactions and licensing. WP said he did not want to sit round the timetable as he had done in March. xx put forward the idea of earlier closing at the pub, and no drinks

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after 10pm at the shops on Cockfosters Road and M&S on the Cockfosters Road, which MW said he would be happy to look into. M&S was noted to enjoy the business. Finally xx put forward a letter from xxxxx, who is also a member of CLARA. AW said that his questions were well-answered by the meeting.