Public Document Pack

Havering
LONDON BOROUGH

LICENSING SUB-COMMITTEE
WE ARE FESTIVAL

AGENDA

10.00 am	**Wednesday 17 December 2014**	**Council Chamber - Town Hall**

Members 3: Quorum 2

COUNCILLORS:

Garry Pain (Chairman)
Phil Martin
Viddy Persaud

For information about the meeting please contact:
Richard Cursons - 01708 432430
richard.cursons@onesource.co.uk

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

AGENDA ITEMS

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive

2 DISCLOSURE OF PECUNIARY INTERESTS

Members are invited to disclose any pecuniary interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any pecuniary interest in an item at any time prior to the consideration of the matter.

3 CHAIRMAN'S ANNOUNCEMENT

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

4 REPORT OF THE CLERK (Pages 1 - 6)

5 REPORT OF THE LICENSING OFFICER (Pages 7 - 440)

Application for a premises licence made by Lime Green Events Limited under section 17 of the Licensing Act 2003.

Andrew Beesley
Committee Administration Manager

This page is intentionally left blank

Havering
LONDON BOROUGH

LICENSING SUB-COMMITTEE REPORT

17 December 2014

Subject Heading:	**Procedure for the Hearing: Licensing Act 2003**
Report Author and contact details:	**Richard Cursons (01708) 432430** **e-mail: richard.cursons@onesource.co.uk**

Members are advised that, when considering application for a premises licence, the following options are available to them by virtue of the Licensing Act 2003, Part 3, section 35, paragraphs 3 and 4:

> "Where relevant representations are made, the authority must
>
> (a) hold a hearing to consider them, unless the authority, the applicant and each person who has made such representations agree that a hearing is unnecessary, and
>
> (b) having regard to the representations, take such steps as it considers necessary for the promotion of the licensing objectives.
>
> The steps are:
> a) modify the conditions of the licence
> b) reject the whole or part of the application
>
> and for this purpose, the conditions of the licence are modified if any of them is altered or omitted or any new condition is added."

The Sub-Committee will also wish to note that, if none of these steps is required, the application must be granted.

Assuming that the Sub-Committee is satisfied that a hearing is required, then the following procedural steps are recommended. The Licensing Act 2003 (Hearings) Regulations 2005 will govern the arrangements for the hearing of the application now under consideration. This report accords with the requirements of that Act and the Regulations, and in particular Regulations 21-25 (procedure at the hearing).

1. Membership of the Sub-Committee:

1.1 The Sub-Committee comprises three members of the Licensing Committee, with a quorum of two members. **Unless there are objections, in the absence of three members, the hearing shall proceed with the quorum of two**.

1.2 A members of the Licensing Committee will be excluded from hearing an application where he or she:

- 1.2.1 has considered an application in respect of the premises in the previous 12 months as a Member of the Regulatory Services Committee; or
- 1.2.2 is a Ward Councillor for the Ward in which the premises, subject to the application, are located; or
- 1.2.3 is a Ward Councillor for a Ward which is likely to be affected by the application or;
- 1.2.4 has a personal interest in the application.

2. Roles of other participants:

2.1 The Legal Advisor is not a party to the hearing. The role of the Legal Advisor is to provide legal advice relating to the application and submissions.

2.2 The Clerk is not a party to the hearing. The role of the Clerk is to record the hearing and the decisions of the Sub-Committee, and ensure efficient administration

3. Chairman's Briefing meeting:

3.1 Prior to this hearing, the Sub-Committee Chairman will have met the Legal Advisor and/or Clerk to determine whether further clarification is required of any issues contained in the application or any representation.

3.2 During this preliminary meeting no decision will have been made or discussion held regarding the substantive merits of the application or representations.

4. Location and facilities:

4.1 All hearings will be heard at the Havering Town Hall unless otherwise directed.

4.2 Interpreters will be provided by the Council on request, provided notice is given at least five working days before the hearing.

5. Notification of attendance:

5.1 The Chairman will enquire of the parties who is in attendance and the parties will indicate their names (and, where relevant, whom they represent). A register will be circulated before the commencement of the hearing on which the applicant, his/her advisers and companions and all interested parties (and/or their representatives) will be asked to record their attendance.

6. Procedural matters:

6.1 Prior to the commencement of the hearing, the Chairman of the Sub-Committee will orally inform the parties whether their applications to have certain people attend the hearing (e.g. witnesses) have been granted or refused. Note this relates to people other than those attending on behalf of a party in the capacity as a representative of the party.

6.2 Prior to the commencement of the hearing the Chairman of the Sub-Committee will outline the procedure to be followed at the hearing. This will normally be as follows:

Introduction of the application:

The Licensing officer will outline:

- details of the application and relevant representations received from the parties;
- relevant legislation ;
- relevant Licensing Policy; and
- the time limit in which the Council must reach a determination.

Documentary evidence:

- Documentary or other information in support of applications, representations or notices should be provided to the Clerk of the Sub-Committee at least 7 clear working days before the hearing. If this information is produced at the hearing it will only be taken into account by the Sub-Committee if the Sub-Committee and all the parties consent to its submission. Permission to have this information included in the hearing should be requested at the beginning of the hearing before any oral submissions have been made.

- Statements made by people in support of a party's representation who are not present at the hearing, must be signed by the maker, dated and witnessed by another person. The statement must also contain the witness's full name and occupation.

Representations:

- The chairman will invite each of the parties at the hearing or their representative sequentially to address the Sub-Committee and call any person/s to whom permission has been granted to appear. Each party will be allowed a maximum period of 10 minutes in which to address the Sub-Committee and call persons on his/her behalf.

- This 10 minute period is where each party has the opportunity to orally address the Sub-Committee and clarify any points in which the Sub-Committee has sought clarification prior to the hearing. This 10 minute period should be uninterrupted unless a member of the Sub-Committee or Legal Advisor considers that the speaker is making submissions that are irrelevant, frivolous or vexatious.

- Members of the Sub-Committee may ask questions of any party, at any time during the proceedings. Time taken in dealing with a Member's question will not be taken into account in determining the length of time available to the party in question to make their representation.

The sequence in which each of the parties will be invited to address the Sub-Committee will normally be in the order of:

- the Chief Officer of Police;
- the Fire Authority;
- the Health and Safety at Work Enforcing Authority;
- the Local Planning Authority;
- the Local environmental Health Authority;
- the Local Weights and Measures Authority;
- the Authority Responsible for the Protection of Children from Harm;
- a navigation or other authority responsible for waterways; and
- any other party that has submitted representations in respect of the application, certificate, notice or other matter appearing before the Sub-Committee;
- the party that has submitted the application, certificate, notice or other matter appearing before the Sub-Committee.

At the discretion of the Sub-Committee the above order may be varied.

Cross-Examination:

Where witnesses have been permitted by the Sub-Committee to speak at the hearing on behalf of a party, permission must be sought from the Sub-Committee before another party can ask the witness questions. This process of questioning is normally referred to as cross-examination. The Sub-Committee will allow cross-examination only where it is necessary to assist it in considering the representations or application.

Relevance:

Information submitted at the hearing must be relevant to the applications, representations, or notice and the promotion of the licensing objectives. The Chairman of the Sub-Committee is entitled to exclude any information it considers to be irrelevant whether presented in written or oral form. The licensing objectives are:

The prevention of crime and disorder;

Public safety;

The prevention of public nuisance; and

The protection of children from harm.

7. Failure of parties to attend the hearing:

7.1 If a party, who has not given prior notice of his/her intention not to attend the hearing, is absent from the hearing the Sub-Committee may either adjourn the hearing or hold the hearing in the party's absence. Where the hearing is held in the absence of a party, the Sub-Committee will still consider the application, representation or notice submitted by that party.

8. Adjournments and extension of time:

8.1 The Sub-Committee may adjourn a hearing to a specified date or extend a notice period except where it must make a determination within certain time limits in the following specific applications:

- Review of premises licences following closure orders where the Sub-committee must make a determination within 28 days of receiving notice of the closure order.

9. Sub-Committee's determination of the hearing:

9.1 At the conclusion of the hearing the Sub-Committee will deliberate in private accompanied by the Clerk and the Legal Advisor who will be available to assist the Sub-Committee with any legal problems but will not participate in any decision making of the Sub-Committee.

9.2 The Sub-Committee will normally make its determination and announce its decision at the end of the hearing.

9.3 Where all parties have notified the Sub-Committee that a hearing is not required the Sub-Committee must make its determination within 10 working days of being given notice that the hearing is not required.

10. Power to exclude people from hearing:

10.1 The public are entitled to attend the hearing as spectators. However, the Sub-Committee may exclude any person from the hearing including any person assisting or representing a party where:

- it considers that the public interest would be best served by excluding the public or the individual person from the hearing; or
- that person is behaving in a disruptive manner. This may include a party who is seeking to be heard at the hearing. In the case where a party is to be excluded, the party may submit to the Sub-Committee in writing any information which they would have been entitled to give orally had they not been required to leave the hearing.

11. Recording of proceedings:

11.1 A written record of the hearing will be produced and kept for 6 years from the date of the determination of the hearing.

12. Power to vary procedure:

12.1 The Sub-committee may depart from following any of the procedures set out in this document if it considers the departure to be necessary in order to consider an application, notice or representation.

Havering
LONDON BOROUGH

LICENSING SUB-COMMITTEE REPORT

17 December 2014

Subject heading:	Premises Licence Application Damynes Hall Aerodrome Aveley Road Upminster RM14 2TN
Report author and contact details:	Paul Campbell – Licensing Officer 01708 432777 licensing@havering.gov.uk

This application for a premises licence is made by Lime Green Events Limited under section 17 of the Licensing Act 2003. The application was received by Havering's Licensing Authority on 23rd October 1014.

This licence application is for a limited period of 1st May 2015 to 30th September 2019 for a maximum of 3 consecutive event days (including a Saturday) in each calendar year. The expected number of persons attending the event in 2015 limited to fewer than 25,000 increasing to fewer than 30,000 in 2016 to 2019

Geographical description of the area and description of the building

The premises are fields which lie to the west of Aveley Road next to a strip of land used for light aircraft.

The premises are situated about 2.1 miles from Upminster train station by road there are no public transport links to the venue. Most of the area surrounding the fields is open land; there are several residential properties within the vicinity also some commercial properties.

Maps of the area are attached to assist the committee.

Details of the application

Films, Live Music, Recorded Music, Performance of Dance,		
Day	**Start**	**Finish**
Saturday	10:00hrs	00:30hrs
Sunday	10:00hrs	00:30hrs

Late Night Refreshment,		
Day	**Start**	**Finish**
Saturday	23:00hrs	02:00hrs
Sunday	23:00hrs	02:00hrs

Supply of Alcohol.		
Day	**Start**	**Finish**
Saturday	10:30hrs	00:00hrs
Sunday	10:30hrs	00:00hrs

Comments and observations on the application

The applicant acted in accordance with regulations 25 and 26 of The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 relating to the advertising of the application. The required public notice was installed in the Havering addition of the Yellow Advertiser on Wednesday 29th October 2014.

Summary

There were 19 representations against this application (these came from 13 different e-mails/letters) from interested persons who have provided their Names and addresses and
1 person who provided their details to the licensing section but has requested to remain anonymous.

There were 22 representations in support of this application from interested persons.

There were 6 representations from responsible authorities. (Police, Trading Standards, Health and Safety, Fire Service, Environmental Health Noise, Licensing Authority)

I have attached to my report two letters one from the train company C2C and the other from Ensign Bus company, although not representations they briefly outline the working relationship with the applicant.

Details of representations

Valid representations may only address the following licensing objectives:

- The prevention of crime and disorder
- The prevention of public nuisance
- The protection of children from harm
- Public safety

There were no representations from
Planning Control & Enforcement
Children & Families Service
The Health Authority

Havering
LONDON BOROUGH

Copy of Application

Havering

Havering
Application for a premises licence
Licensing Act 2003

For help contact
licensing@havering.gov.uk
Telephone: 01708 432777

* required information

Form errors

Some data entered into this form is invalid. Please resolve before continuing.

Section 1 of 19

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	Not Currently In Use	This is the unique reference for this application generated by the system.
Your reference	We Are FSTVL 240914	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	Reece
* Family name	Miller
* E-mail	reece@wearefstvl.com
Main telephone number	01708 223 159
Other telephone number	

Include country code.

☐ 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

* Registration number	08206488
* Business name	Lime Green Events Limited

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

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

* VAT number	GB 143260443	Put "none" if the applicant is not registered for VAT.
* Legal status	Private Limited Company	
* Applicant's position in the business	Director	
Home country	United Kingdom	The country where the applicant's headquarters are.

Registered Address

Address registered with Companies House.

* Building number or name	65A
* Street	Station Road
District	
* City or town	Upminster
County or administrative area	Essex
* Postcode	RM14 2SU
* Country	United Kingdom

Agent Details

* First name	Ross
* Family name	Sweet
* E-mail	ross.sweet@livenation.co.uk
Main telephone number	020 7009 3333
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? ◉ Yes ○ No

* Registration number	02409911	
* Business name	Live Nation (Music) UK Ltd	If your business is registered, use its registered name.
* VAT number	GB 489798740	Put "none" if you are not registered for VAT.

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

* Legal status	Private Limited Company	
* Your position in the business	Health and Safety Manager	
Home country	United Kingdom	The country where the headquarters of your business is located.

Agent Registered Address

Address registered with Companies House.

* Building number or name	Regent Arcade House
* Street	19-25 Argyll Street
District	
* City or town	London
County or administrative area	
* Postcode	W1F 7TS
* Country	United Kingdom

Section 2 of 19

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	Damyns Hall Aerodrome
Street	Aveley Road
District	
City or town	Upminster
County or administrative area	Essex
Postcode	RM14 2TN
Country	United Kingdom

Further Details

Telephone number	01708 556 000

Queen's Printer and Controller of HMSO 2009

Non-domestic rateable value of premises (£)	23,250

Section 3 of 19

APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- ☐ An individual or individuals
- ☒ A limited company
- ☐ A partnership
- ☐ An unincorporated association
- ☐ 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
- ☐ Other (for example a statutory corporation)

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 19

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	Lime Green Events Limited

Details

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

Registered number (where applicable): 08206488

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

Private Limited Company

Address

Building number or name	65A
Street	Station Road
District	
City or town	Upminster
County or administrative area	Essex
Postcode	RM14 2SU
Country	United Kingdom

Contact Details

E-mail	reece@wearefstvl.com
Telephone number	01708 223 159
Other telephone number	

Add another applicant

Section 5 of 19

OPERATING SCHEDULE

When do you want the premises licence to start? 01 (dd) / 05 (mm) / 2015 (yyyy)

If you wish the licence to be valid only for a limited period, when do you want it to end 30 (dd) / 09 (mm) / 2019 (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.

Premises forms part of Damyns Hall Aerodrome, a privately owned large scale, green open space.

Damyns Hall operates as a working aerodrome with private and recreational aviation activities, the aerodrome will be closed throughout the duration of the festival.

© Queen's Printer and Controller of HMSO 2009

Continued from previous page...

A Site Plan is included with this application with a heavy red line indicating the extent of the area to be licensed.

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend: 29999

Section 6 of 19

PROVISION OF PLAYS

Will you be providing plays?

○ Yes ◉ No

Section 7 of 19

PROVISION OF FILMS

Will you be providing films?

◉ Yes ○ No

Standard Days And Timings

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.

MONDAY				
	Start		End	00:30
	Start		End	
TUESDAY				
	Start		End	
	Start		End	
WEDNESDAY				
	Start		End	
	Start		End	
THURSDAY				
	Start		End	
	Start		End	
FRIDAY				
	Start		End	
	Start		End	
SATURDAY				
	Start	10:00	End	
	Start		End	

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

SUNDAY

Start		End	00:30
Start	10:00	End	

Will the exhibition of films take place indoors or outdoors or both?

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

○ Indoors ○ Outdoors ◉ Both

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.

Films and videos will be shown as part of performing acts or in between performances accompanied by amplified and/or unamplified music. Films will include montage video clips and musical performances and will be of an appropriate nature to the age of the attending audience. The films or videos will be played on the stage screens outside or in temporary tented structures.

The timings detailed in the schedule above show the end time on the following day (for example, Saturday end time for films is 00:30hrs on the following day).

State any seasonal variations for the exhibition of film

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

n/a

Non standard timings. Where the premises will be used for the exhibition of film 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.

n/a

Section 8 of 19

PROVISION OF INDOOR SPORTING EVENTS

Will you be providing indoor sporting events?

○ Yes ◉ No

Section 9 of 19

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

Will you be providing boxing or wrestling entertainments?

○ Yes ◉ No

Section 10 of 19

PROVISION OF LIVE MUSIC

Will you be providing live music?

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

(•) Yes ( ) No

Standard Days And Timings

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.

MONDAY				
	Start		End	00:30
	Start		End	
TUESDAY				
	Start		End	
	Start		End	
WEDNESDAY				
	Start		End	
	Start		End	
THURSDAY				
	Start		End	
	Start		End	
FRIDAY				
	Start		End	
	Start		End	
SATURDAY				
	Start	10:00	End	
	Start		End	
SUNDAY				
	Start		End	00:30
	Start	10:00	End	

Will the performance of live 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.

The event organiser is providing an outdoor stage for the playing of live music which will include singing and instrumental music and may be amplified or unamplified. There will be additional performance stages within tented structures that will have bands and DJ's performing with amplified music. Sound levels will be agreed in advance with the local authority environmental health department and licensing authority so as to limit the impact on the wider community. Rehearsals and sound checks will take place the day prior to the event and on the morning of the event, timings of which will be agreed in advance with the local authority environmental health department. Live music on the main outdoor stage will finish at 23:00hrs with music continuing within the tented arena stages until 00:30hrs.

The timings detailed in the schedule above show the end time on the following day (for example, Saturday end time for live music is 00:30hrs on the following day).

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

State any seasonal variations for the performance of live music

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

n/a

Non-standard timings. Where the premises will be used for the performance of live 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.

n/a

Section 11 of 19

PROVISION OF RECORDED MUSIC

Will you be providing recorded music?

(•) Yes ( ) No

Standard Days And Timings

MONDAY

Start _____ End 00:30

Start _____ End _____

TUESDAY

Start _____ End _____

Start _____ End _____

WEDNESDAY

Start _____ End _____

Start _____ End _____

THURSDAY

Start _____ End _____

Start _____ End _____

FRIDAY

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.

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

SATURDAY

Start	10:00	End	
Start		End	

SUNDAY

Start		End	00:30
Start	10:00	End	

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.

Recorded music will take place on the outdoor stage and in tented structures by way of sound systems, DJ performances or similar. There will be additional performance stages within tented structures that will have bands and DJ's performing with amplified music. Sound levels will be agreed in advance with the local authority environmental health department and licensing authority so as to limit the impact on the wider community. Sound checks will take place the day prior to the event and on the morning of the event, timings of which will be agreed in advance with the local authority environmental health department. Recorded music on the main outdoor stage will finish at 23:00hrs with music continuing within the tented arena stages until 00:30hrs. Recorded music at outdoor ancillary structures such as sponsor activations may continue but these will operate at a low-level in consultation with the local authority environmental health department and the event acoustic consultant.

The timings detailed in the schedule above show the end time on the following day (for example, Saturday end time for recorded music is 00:30hrs on the following day).

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.

n/a

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.

n/a

Section 12 of 19

PROVISION OF PERFORMANCES OF DANCE

Will you be providing performances of dance?

◉ Yes ○ No

Standard Days And Timings

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

MONDAY

Start		End	00:30
Start		End	

TUESDAY

Start		End	
Start		End	

WEDNESDAY

Start		End	
Start		End	

THURSDAY

Start		End	
Start		End	

FRIDAY

Start		End	
Start		End	

SATURDAY

Start	10:00	End	
Start		End	

SUNDAY

Start		End	00:30
Start	10:00	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.

Will the performance of dance 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.

Dance performances will take place on the outdoor stage and occasionally off-stage or in temporary tented structures. Dance performers will appear with some bands and artists who are performing at the event including DJ's.

The timings detailed in the schedule above show the end time on the following day (for example, Saturday end time for dance performance is 00:30hrs on the following day).

State any seasonal variations for the performance of dance

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

n/a

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

Non-standard timings. Where the premises will be used for the performance of dance 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.

n/a

Section 13 of 19

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

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

○ Yes ◉ No

Section 14 of 19

LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

◉ Yes ○ No

Standard Days And Timings

MONDAY

Start | End 02:00

Start | End

TUESDAY

Start | End

Start | End

WEDNESDAY

Start | End

Start | End

THURSDAY

Start | End

Start | End

FRIDAY

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.

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

SATURDAY

Start	23:00	End	
Start		End	

SUNDAY

Start		End	02:00
Start	23:00	End	

Will the provision of late night refreshment 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.

A variety of hot food and hot drink will be available for purchase. Vendors will operate from mobile concession units, marquees and tents. Limited indoor and outdoor seating will be available. Customers will be permitted to leave the premises with hot food and hot drink.
The timings detailed in the schedule above show the end time on the following day (for example, Saturday end time for late night refreshment is 02:00 hrs on the following day)

State any seasonal variations

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

n/a

Non-standard timings. Where the premises will be used for the supply of late night refreshments 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.

n/a

Section 15 of 19

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

(◉) Yes (○) No

Standard Days And Timings

© Queen's Printer and Controller of HMSO 2009

Continued from previous page...

MONDAY				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.
	Start		End	00:00
	Start		End	
TUESDAY				
	Start		End	
	Start		End	
WEDNESDAY				
	Start		End	
	Start		End	
THURSDAY				
	Start		End	
	Start		End	
FRIDAY				
	Start		End	
	Start		End	
SATURDAY				
	Start	10:30	End	
	Start		End	
SUNDAY				
	Start		End	00:00
	Start	10:30	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.

The timings detailed in the schedule above show the end time on the following day (for example, Saturday end time for sale of alcohol is 00:01 hrs on the following day)

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

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

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

The supply of alcohol will cease at 00:01 hrs on the days listed, with a further period of 30 minutes permitted past this time for alcohol consumption on the premises.

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

Name

First name	Mark
Family name	Allen

Enter the contact's address

Building number or name	46
Street	Genesta Road
District	
City or town	Westcliff on Sea
County or administrative area	Essex
Postcode	SS0 8DB
Country	United Kingdom
Personal Licence number (if known)	16687
Issuing licensing authority (if known)	London Borough of Tower Hamlets

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)

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

Section 16 of 19

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

© Queen's Printer and Controller of HMSO 2009

Continued from previous page...

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.

None.

Section 17 of 19

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

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.

MONDAY	Start		End	02:00
	Start		End	
TUESDAY	Start		End	
	Start		End	
WEDNESDAY	Start		End	
	Start		End	
THURSDAY	Start		End	
	Start		End	
FRIDAY	Start		End	
	Start		End	
SATURDAY	Start	10:00	End	
	Start		End	
SUNDAY	Start		End	02:00
	Start	10:00	End	

State any seasonal variations

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

n/a

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

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.

It is intended that the event will open at 10:30hrs each day, the application time reflects the ability to be able to open earlier to assist with the effective management of early arrivals should the need arise.
Clearance of the site will commence with the finish of entertainment. The closure time of the premises has been set to assist with a soft finish to the event and movement of persons back to the transportation points.

The timings detailed in the schedule above show the end time on the following day (for example, Saturday closure time for the premises is 02:00 hrs on the following day).

Section 18 of 19

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 applicant has previously held 2 annual premises licences for this event site and has considerable experience in organising and delivering We Are FSTVL in 2013 and 2014.

This application is for a time limited premises licence for 5 years rather than an annual licence as issued previously. The schedule attached to this application contains suggested conditions to ensure that through the lifetime of 5 year Premises Licence full consultation takes place prior to each event and that the Event Management Plan for each years Event is approved prior to the Event taking place.

This application also proposes an increase in capacity to 29,999,which it is proposed may be implemented in two stages. Firstly, it is proposed that the capacity for the 2015 event should be restricted to 24,999. Secondly, provided that the operation of the 2015 event is deemed successful by the Licensing Safety Advisory Group (LSAG), the licence capacity may then be increased by the licensing authority to 29,999 for the 2016 event and remaining events authorised to take place under the licence. Appropriate conditions are suggested in the schedule attached.

The application proposes that the licence will be limited to a single weekend within the period 1st May - 30th September each calendar year. It is proposed that the event dates are agreed by the Licensing Authority and responsible authorities and publicised at least 6 months prior to the event. Suggested conditions are in the schedule attached.

Each year a detailed Event Management Plan (EMP) will be prepared and finalised in consultation with the statutory authorities and relevant agencies for each event, including detailed pre-event meetings. The EMP will promote the licensing objectives and the organisers will demonstrate best practice in terms of crowd management and safety. The EMP which supports this application is more comprehensive that in previous years and has been prepared with the assistance of Live Nation (Music) UK Limited which has been retained by the applicant to assist with the production of the event.

The EMP including its appendices and the Site Plan which are submitted with this application for a premises licence are living documents which shall be subject to reasonable amendments and alterations as agreed with the relevant agencies and the LSAG.

The site comprising the car parks and entertainment arena will comfortably accommodate the proposed increases in capacity. All facilities, including but not limited to stewarding, traffic management, emergency services, sanitation, access and egress space will be tailored to absorb the extra capacity without causing any adverse impact on the licensing objectives.

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

The event consists of multiple stages and tented arenas. Separate tented structures selling alcohol, soft drinks, food and merchandise will be located in the site as well as other entertainment attractions including sponsor activations. Live music on the main outdoor stage will finish at 23:00hrs with music continuing within the tented arena stages until 00:30hrs. Fewer stages than previous years will operate after 23:00hrs. A staggered shutdown of the tented arena stages will take place prior to 00:30hrs to provide a soft finish to the event.

The licensable activities between 23:00hrs and 00:30hrs are designed to keep customers entertained on site whilst creating a slow wind-down to the event which will not create a disturbance to the surrounding areas. Late night refreshments (food and non-alcoholic beverages) will be the only licensable activity to run until 02:00 hrs on event days.

b) The prevention of crime and disorder

The applicant will contract a professional and competent crowd management company who will work closely with the Metropolitan Police Service (MPS), the licensing authority and other agencies to manage the potential for crime and disorder.
Planning meetings will be held in advance of each event with MPS and other relevant agencies to ensure that they are satisfied with the planning arrangements for the prevention of crime and disorder. Each year a Crime Reduction Plan will form part of the EMP.
A suitable entry policy will be formulated which will include procedures for the searching of persons and their belongings upon entry. Where required, ejections or refusal of entry to the event will be carried out by licensed security staff. A Crowd Management and Security Plan will form part of the EMP.
The applicant will require the contractor responsible for the bars to operate a strict Challenge 25 policy and all bar staff will be trained to adhere to this policy. A Bars and Alcohol plan will form part of the EMP.

c) Public safety

Safety and emergency procedures will be finalised and approved through each event planning phase.
Specific event risk assessments will be produced to ensure that all elements of risk are considered so far as reasonably practicable and suitable and sufficient control measures implemented. Event specific risk assessments will be incorporated into the EMP.
A Medical Management Plan will form part of the EMP. An agreed and appropriate level of emergency first aid and ambulance provision will be on site throughout each event. This will include mobile First Aid patrols, the levels of which will be determined by a medical risk assessment.
A detailed fire risk assessment will be produced and suitable levels of portable fire fighting equipment will be provided on site. The fire risk assessment will form part of the EMP.
Prior approval will be required for the use of special effects, and relevant health and safety information will be provided prior to each event.
The applicant will liaise with the London Borough of Havering Environmental Health Department prior to each event.
The applicant will liaise with the relevant agencies prior to each event to ensure that appropriate information is made available in relation to food handling and hygiene.
A multi-agency Event Control Room, managed by the applicant, will be operational throughout each event.

d) The prevention of public nuisance

The reduction of the potential for public nuisance is one of the main priorities of the event organisers and much of the planning work is focused on these issues.
The prevention of public nuisance will be managed through pre-event planning arrangements and liaison with the statutory agencies. The EMP will detail the policies and methods to address the prevention of public nuisance.
Each year the applicant will contract a competent acoustic consultant who, in liaison with the Licensing Authority, will produce a Noise Management Plan specific to each event. Furthermore, the acoustic consultant will be on site throughout each event to ensure that noise levels from the event remain within agreed limits. The Noise Management Plan will form part of the EMP each year.

e) The protection of children from harm

The entry policy at the event will be set to ensure that all persons entering are aged 18 years and above.

The Designated Premises Supervisor will ensure that all bar staff are fully aware and compliant of age verification

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

procedures and requirements for alcohol sales and a strict Challenge 25 policy will be applied.

Section 19 of 19

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.

Premises Licence Fees are determined by the non domestic rateable value of the premises.
To find out a premises non domestice rateable value go to the Valuation Office Agency site at http://www.voa.gov.uk/business_rates/index.htm
Band A - No RV to £4300 - £100
Band B - £4301 to £33000 - £190.00
Band C - £33001 to £87000 - £315.00
Band D - £87001 to £125000 - £450.00*
Band E - £125001 and over - £635.00*
*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then you are requried to pay a higher fee.
Band D - £87001 to £125000 - £900.00
Band E - £125001 and over - £1,905.00
There is an exemption from the payment of fees in relation to the provision of regulated entertainment at church halls, chapel halls, or premises of a similar nature, village halls, parish or community halls, or other premises of a similar nature. The costs associated with these licences will be met by Central Government. If, however, the licence also authorises the use of the premises for the supply of alcohol or the provision of late night refreshment, a fee will be required.
Schools and sixth form colleges are exempt from the fees associated with the authorisation of regulated entertainment where the entertainment is provided by and at the school or college and for the purposes of the school or college.
If you operate a large event you are subject to ADDITIONAL fees based upon the number of attendance at any one time.
Capacity 5000 to 9999 - £1,000.00
Capacity 10000 to 14999 - £2,000.00
Capacity 15000 to 19999 - £4,000.00
Capacity 20000 to 29999 - £8,000.00
Capacity 30000 to 39999 - £16,000.00
Capacity 40000 to 49999 - £24,000.00
Capacity 50000 to 59999 - £32,000.00
Capacity 60000 to 69999 - £40,000.00
Capacity 70000 to 79999 - £48,000.00
Capacity 80000 to 89999 - £56,000.00
Capacity 90000 and over £64,000.00

* Fee amount (£)	8,315.00

ATTACHMENTS – PROPOSED CONDITIONS, OPS CONSENT, SUPPORTING DOCUMENTATION

AUTHORITY POSTAL ADDRESS

Address

Building number or name	TOWN HALL
Street	MAIN ROAD
District	
City or town	ROMFORD
County or administrative area	ESSEX
Postcode	RM1 3BD
Country	United Kingdom

Queen's Printer and Controller of HMSO 2009

Continued from previous page...

DECLARATION

* I/we understand it is an offence, liable on conviction to a fine up to level 5 on the standard scale, under Section 158 of the Licensing Act 2003, to make a false statement in or in connection with this application.

You must check the box for this declaration

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

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: ROSS SWEET

* Capacity: HEALTH & SAFETY MANAGER

Date (dd/mm/yyyy): 22/10/2014

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/havering/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 ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Queen's Printer and Controller of HMSO 2009

APL Event
227 New Ridley Road
Stocksfield
Northumberland
NE43 7QD

Tel: 01661 842394
Fax: 0870 787 7469
Email: info@aplevent.co.uk
Web: www.aplevent.co.uk

Title: We Are Fstvl 2015
Damyns Aerodrome
Upminster

Client: Live Nation UK Ltd
London

Drawing: Proposed site layout

Date: 031014

Number: 15/03

Drawn: SVS

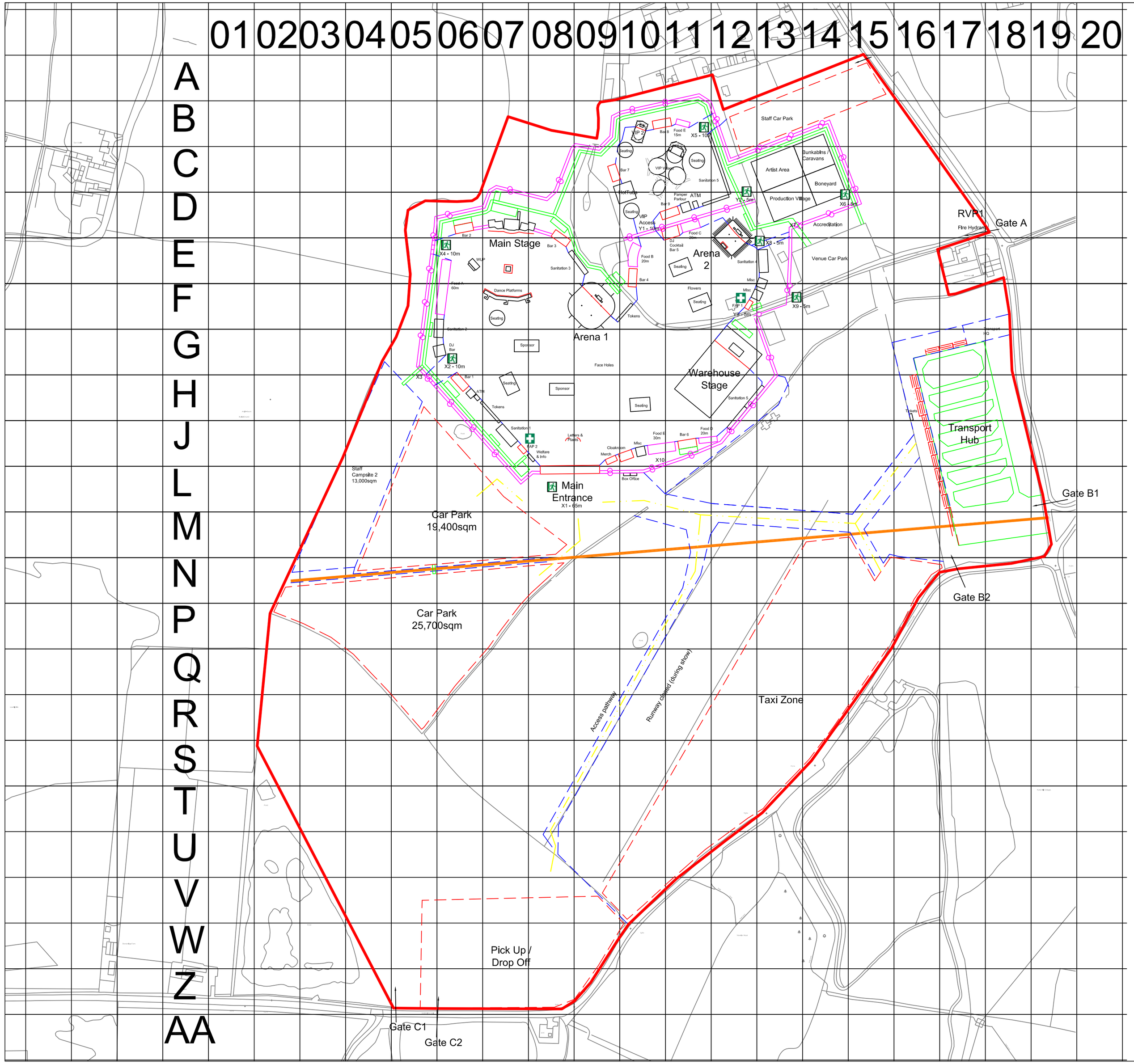
Scale: 1:3000 (A2)

The copyright of this drawing belongs to APL Event and may not be reproduced or ammended without permission

Changes:

NB. Structures, stages etc are purely indicative and may change subject to each event and agreement with relevant partners

Key:
- Perimeter Fence
- Internal Fence
- Crowd Barrier
- Pedestrian Routes
- Stage Barrier
- Trakway Road
- License Perimeter



Schedule of Proposed Conditions

The Conditions proposed are based on the licence conditions which were approved by the licensing sub-committee when granting the premises licence for the 2014 event. In addition, new conditions (shown in blue) are proposed to reflect that the application is for a period of 5 years and an increased capacity.

1. This licence may only be used for a maximum of three event days in each calendar year.

2. Event days must be consecutive and include a Saturday.

3. Event days may only take place in the period 1 May - 30 September in each calendar year.

4. Event dates must be agreed by the licensing authority and responsible authorities and once agreed publicised at least six months prior to each event.

5. The maximum audience capacity for the event in 2015 shall be 24,999 ticket holders.

6. With the prior written approval of the licensing authority (acting reasonably) the maximum audience capacity for the events in 2016 - 2019 shall be increased from 24,999 to 29,999 ticket holders.

7. The licence holder will liaise with the licensing authority, the responsible authorities and other relevant agencies throughout the planning process each year to ensure a joined up approach to multi agency working.

8. A draft Event Management Plan (including the appendices) will be provided by the licence holder to the licensing authority, members of the Safety Advisory Group (SAG) and responsible authorities at least five months prior to each event.

9. Site maps will be gridded with clear RV points to allow speedy access for emergency vehicles or location of casualties if needed.

10. The Event Management Plan will be subject to approval by the SAG at least six weeks prior to the relevant event. Any changes to the Event Management Plan after this approval may only be made with the prior written approval of the licensing authority. Each event may only proceed if there is an Event Management Plan in place approved by the SAG.

11. Each year the final Event Management Plan shall be adhered to in full by the licence holder.

12. A debrief meeting will be undertaken after each event to include the licensing authority, responsible authorities and other relevant agencies involved in the event.

13. Each year a Security Plan and a Crime Reduction Plan will be provided as part of the Event Management Plan.

14. Each year a Noise Management Plan will be prepared by specialist acoustic consultants as part of the Event Management Plan.

15. Outdoor music will finish at 23:00 hours and marquees operating after this time will be positioned to ensure minimum sound bleed and will have acoustic screening around the rear.

16. Programming and placement of sound sources will be undertaken with consideration for residents in the vicinity of the event. Sound systems will be selected for ability to create focused sound with minimum bleed.

17. A full and concise traffic management plan will be in place for each event and onsite parking will be managed by specialist contractors. Such plan shall be agreed by SAG prior to each event.

18. Shuttle buses will be provided to take people to and from the train stations and the on-site transport hub to avoid dwell time in the local area.

19. A direct hotline to the site management team will be in operation from 08:00 -21:00 hours for the duration of the set up and breakdown of each event and from 08:00 - 03:00 on each day of each event.

20. The licence holder will convene a meeting with residents to discuss the EMP in February each year, and again within one month of the SAG debrief following each event.

21. The licence holder will operate an emergency liaison team on site. This will consist of key people within the event including first aid, police, security, event managers, health and safety. This team will meet at regular intervals during each event to review the event and make any agreed changes needed.

22. The licence holder will employ specialist security contractors to work at each event.

23. Within each event there will be static and roaming security as well as perimeter security.

24. At each event there will be a full search at all entry gates to include wanding, bag searches and pat downs.

25. Each event will have clear conditions of entry - No glass bottles, no alcohol to be brought onto site, no illegal drugs, no legal highs, no weapons of any kind, antisocial behaviour will not be tolerated, organisers reserve the right to refuse admission.

26. No bands or artists will be booked that will be anticipated to attract anti-social elements to the relevant event.

27. The licence holder will provide a welfare/chill out space on the site and a vulnerable persons policy will be in place for those who may need assistance.

28. Each year the site will be designed to ensure so far as reasonably practicable that it does not present hazards to those attending. These measures will include but not limited to regular waste disposal, fire provision in place, trip hazard avoided, sound levels kept to safe levels, site designed to avoid pinch points, roaming and static security.

29. Each year the licence holder will work closely with technical suppliers to minimise disruption to local residents from the festival and will ensure that the event production schedule specifies deliveries/collections from the site between 8am and 8pm where possible.

30. All events are over 18 events which will be advertised in advance.

We Are FSTVL Premises Licence Application
Supporting Documentation

The following documentation has been submitted as part of this premises licence application:

Event Management Plan and Appendices

- Event Management Plan
- Appendix B Site Plans v1
- Appendix C Event Risk Assessment v1
- Appendix D Fire Risk Assessment v1
- Appendix E Crowd Management and Security Plan v1
- Appendix E Crime Reduction Plan v1.1
- Appendix F Medical Management Plan v1
- Appendix G Traffic Management Plan v1.2
- Appendix H Waste Management Plan v1
- Appendix I Showstop Procedure v1
- Appendix K Health and Safety Site Rules v1
- Appendix L Bars and Alcohol Management Plan v1.3
- Appendix M Noise Management Plan v1

Supporting Information

- Responses to We Are FSTVL 2014 Debrief Meeting
- C2C Rail Partnership Letter
- Ensign Bus Partnership Letter
- Local Hotel Report

All of the above information is available to view and download from:

https://ln2015.rex.ln-trust.com/

New users will need to register:

- Follow the link and select **register**
- Select **your role** from the options presented
- Input role, contact details etc.; **press register**
- Registration will be sent to an administrator for approval - a **confirmation email** will be sent to you shortly afterwards
- Follow instructions on confirmation email **to begin using the site**

REX site

- Any document you should require will be available for download in the **documents section**

For assistance with the information provided, please contact:
ukhealthandsafety@livenation.co.uk or call 020 7009 3333

Articles For Sale
0905 624 0595

Calls cost £1.02 per minute from a BT Landline. Other networks may vary, calls form a mobile could be considerably higher.
Text YABARGAIN (space) Advert up to a maximum of 150 characters and send to 83149 Texts cost £1.02 plus standard network rates.
If you do not want to recieve details on any other product or servies, please text the word EXIT at the end of your message.
(your advertisement will appear in the next available edition).
We do not accept bargain ads under £100 by fax post or person.

Classifieds

Business advertising by phone: 01268 503411 • e-mail: sales@yellowad.co.uk
By post: Yellow Adveriser, Acorn House, Great Oaks, Basildon, SS14 1AH

Public Notices

Notice of Application for a Premises Licence under Section 17 of the Licensing Act 2003

Lime Green Events Limited of 65A Station Road, Upminster, Essex RM14 2SU. PREMISES: Damyns Hall Aerodrome, Aveley Road, Upminster, Essex RM14 2TN To permit Regulated Entertainment: Saturday 10:00 hours to 00:00 hours, Sunday 00:00 hours to 00:30 hours and 10:00 hours to 00:00 hours, Monday 00:00 hours to 00:30 hours; Sale of Alcohol: Saturday 10:30 hours to 00:00 hours, Sunday 10:30 hours to 00:00 hours; Provision of Late Night Refreshment: Saturday 23:00 hours to 00:00 hours, Sunday 00:00 hours to 02:00 hours and 23:00 hours to 00:00 hours, Monday 00:00 hours to 02:00 hours. The application is limited to a single weekend in each calendar year only, for a period of 5 years. Full details of the application can be inspected at the address noted below during normal business hours.
Any representations by an interested party or responsible authority regarding this application can be made in writing to: Licensing Team, Housing & Public Protection, London Borough of Havering, c/o Town Hall, Main Road, Romford, RM1 3BD. Website: www.havering.gov.uk.
Such representation must be received in writing by: 19th November 2014, clearly stating the grounds upon which the representation is made in relation to the four objectives of the Licensing Act 2003.
It is an offence to knowingly or recklessly make a false statement in connection with an application. The maximum fine for which a person is liable on summary conviction for the offence is £5,000.00.

Articles for Sale

Conservatory Furniture
2 Seater Settee and 2 Armchairs with cushions
Good Condition
£60
Round Glass Table
4 Chairs with Cushions
£40
01708 748824

Articles Wanted

FOOTBALL PROGRAMMES WANTED
Local collector seeks especially pre-1970 items, Finals, European, England, Spurs, Arsenal, West Ham, Chelsea etc and whole collections.
01245 358 660

Bargain Buys

FAUX FUR COAT M&S, 7 to 8yrs, cream with brown fleck, £10. CREAM LEATHER SMALL CYCLINDER TRAVEL JEWELLERY BOX with diamonte clasp, £3. PLAY ON PINK KEYBOARD, 49key, Toys R Us, £15. PINK ZU ZU PUPPY, pink zuzu hamster, cream hamster, bed and pet carrier, £5. LARGE COLLECTION OF SOFT TOYS AND TEDDY BEARS, £15. GIRLS V'TECH ELECTRONIC DIARY, £5. Tel. 07961 270840

POLLY POCKET BUNDLE limo car, dolls clothes, shoes, £15. TWIST & ROLL 3 WHEELER SCOOTER, red, £6. DISNEY CARS BIKE, 12in wheel, stabilisers, parent handle, exe cond, £28. BOB THE BUILDER CONSTRUCTION SITE, many vehicles, £15. BOB THE BUILDER PLAY SET ROAD TRACK, boxed, new, £6. Tel. 07788 158076

DOLLS HOUSE EMPORIUM Classic 6 rooms. Partly renovated. 12th scale £60. Also furniture for sale. Westcliff Tel.07990022841

WALKING MACHINE GC, £20. Tel. 07708 132384

Bargain Buys

1950'S MINX DOLL £25. BLACK GEORGETTE COCKTAIL DRESS, worn once, M&S, £8. BLACK SUEDE ANKLE BOOTS, size 5, £7. BUTLER & WILSON COSTUME JEWELLERY, £5each. DARK BROWN CROCODILE CLUTCH with chain, £8. DAVID SHEPHERD ANIMAL PLATES, £10. ARTIFICAL 6FT XMAS TREE, £8. Tel. 01702 307023

WEEKEND TRAVEL SET 6 Pieces-Holdall W48cm D24cm, Tote Bag W28cm W13cm, Toilet Bag, Travel Wallet, Coin Purse, Luggage Tag. New £10. WHEELED HOLDALLS x2-Red W55cms D30cms. 1 New £10, 1 used £5 RUCKSACK with detachable Coolbag. 3 Bags in 1. H21" W14". New £10 Tel: 01708 459043

RANGE COOKER black with 3 electric ovens and 8 gas rings. Excellent condition £200. COTBED 56" x 28" with mattress. Excellent cond. Only occasionally used for grandchild. Suitable for babies to 4yrs old. £60. Tel. 01702 872943

BOYS BOOKS 30 plus, £5. V-TECH POCKET CONSOLE, 11 games, £30. 2 MINI FOOTBALL GOALS, £4. DISNEY CARS LAPTOP, £6. MAXI COSY CAR SEAT, £20. DIRT SCOOTER, scrambler, exe cond, was £129, sell £45. Tel. 07788 158076

2 CORNER UNITS glass display top, bottom cupboard, antique white, shabby sheek, £75 each. ROUND PEDESTAL TABLE and 4 matching chairs, shabby sheek, antique white, £100. Tel. 01977 645140

FISHER PRICE SONG AND STORY LEARNING CHAIR £18. CHILDRENS SIT ON CAR £15. MAMAS & PAPAS NURSERY SET, £50. SIT TO STAND DANCE/MUSIC TOWER, £10. Tel. 07817 980882

GUITAR Dean Vandetta electric, Stag L250 electric guitar, Yamaha acoustic, 2 bags, 2 stand, small amplifier and lead, VGC, £200ono. Tel. 01702 219531

MOSTYN CURTAINS fully lined. Green/Cream/Gold Stripe W117" D66" £30. WHISKY SHOT GLASSES-Edradour & Ord Distillerys, Boxed New £5 Tel: 01708 459043

Bargain Buys

SINGLE BED hi sleeper frame, self assembly, £75. 2 BIKES, one ladies, one boys, £25each. IKEA DINING TABLE, seats 4-10, beech effect, £50 Tel. 01702 525409

CONSERVATORY FURNITURE 2 seater settee, s armchairs and cushions, £60. ROUND GUARDS TABLE, 4 chairs and cushions, £40. Tel. 01708 748824

PIKES KITCHEN AND ACCESSORIES Fisher price garage and accessories, large dolls house and furniture, £100 or will separate. Tel. 01702 625459

WEST HAM HAMMER NEWS MAGAZINES 1995-97 30 Issues, colour posters & 2 Binders £30 HERITAGE MAGAZINES 2002-06, 30 Issues £5 Tel: 01708 459043

PIRATES OF THE CARIBBEAN 4 DVD's The Curse of the Black Pearl - At World's End - Dead Man's Chest - On Stranger Tides - £ 15 - Tel : 07929 934028

WASHING MACHINE white, modern, VGC, can deliver, £95. GAS COOKER, glass lid, 19.5 ins wide, modern, VGC, £95. Tel. 01708 469127

ANTIQUE PINE 2 door, 2 drawer wardrobe, 86 x 139 x 48cm, plus matching 1 drawer bedside cabinet, GC, £50. Tel. 07976 528404

DVD BOX SETS - Star Wars Trilogy, Rocky, Lethal Weapon, American Pie, Hannibal Lecter Trilogy. £5 each Tel: 01708 459043

WOODEN VENETIAN BLINDS custom made, 2 sets, 235 x 118 & 236 x 102, white, 5cm slats, cost £250 each, sell £99each. Tel. 07796 160305

ITALIAN STYLE TABLE with 6 chairs, inc 2 carvers, delicate small flower motif in centre piece, any reasonable offer. Tel. 01702 555108

CROSS TRAINER VFIT on board computer calories burned, distance etc buyer collect Romford £40 Tel. 01708 755697

3PCE SUITE dark red dreylon, loose seat and back cushions, cost £1300 new, sell £90. Tel.01702 342608

FREEZER INDESIT under counter TZAA10, 8mths old, as new, under warranty, £50. Tel. 01702 872057

ROBUST GOLF TROLLEY as new with Mizuno golf bag plus 32 golf balls £35-00 phone southend Tel. 01702 340470.

RADIATORS RAND NEW, STILL IN PACKAGING, VARIOUS SIZES, £30 EACH. Tel. 07854 725059

COTTAGE STYLE PINE TABLE AND 6 CHAIRS GC, 32 x 48ins, £40ono. Tel. 01702 526209 or 07758 321547

PINE FREE STANDING CHEVELLE OVAL MIRROR £20ono. Tel. 01702 526209 or 07758 321547

CEMENT MIXER WITH WHEELS AND STAND for sale. Used working 240V £80 buyer collects Tel. 01277 225375

QUEEN SILVER CROSS 3 IN 1 PRAM rain, cover, cosy toes and nappy bag, folds down, £70. Tel. 01268 455967

SOFA BED double, grey/white stripes, £50. Tel. 01702 342608

BURGUNDY FABRIC 3 SEATER SETTEE AND ARMCHAIR GC, £60. Tel.01268 524152 after 7pm

THERMAL INSULATION BOARDS 8ft x 4ft x 4ins, 7 off, £70, buyer collects. Tel. 01702 329087

FRIDGE UNDER WORK TOP white, perfect condition, £75, can deliver. Tel. 01708 453490

MOVING HOUSE BOXES 29 large, 13 small, £45. Tel. 01702 479244

STAIR GATE metal, £10. PINE COT BED, bedding and mattress, £70. .Tel. 01702 625459

IKEA CHAIR / GUEST BED VERY GOOD CONDITION £ 35. Tel. 07869114736

WROUGHT IRON GATE 27inch x 5ft 6. Arch top. Vgc. £40. Tel 07748132082

PACKING BOXES FROM AUSTRALIA approx. 10 available, £3each. Tel. 01702 341141

SELECTION OF LADYS COATS AND JACKETS size 10/12 & 14. Tel. 01375 409330

ADULT WHEEL CHAIR WITH CUSHION AND RAIN COVER £40. Tel. 01708 557797

MODERN MAHOGANY 6FT WARDROBE splits into 3, £100. Tel. 01708 469127

WHITE CIRCULAR WOODEN TABLE with 4 chairs, GC, £40. Tel. 01708 453398

Musical

THE PIANO MAN, 20/30 reconditioned pianos. Tuning, Removals, Rental scheme. We collect unwanted pianos. 01268 541001, 01708 343455

Pets & Livestock

WANTED
GOOD HOMES FOR RETIRED GREYHOUNDS
Ring Pat on
01708 551 689
Email: Pat@greyhoundhomer.co.uk
Web: www.greyhoundhomer.co.uk
(Charity 269668)

Wanted

RECORDS BOUGHT for CASH 12"-LP's 7"-Singles Punk Indie Metal. '60's R&B. Soul Disco Boogie Jazz Funk. Rap. Dance. Hip Hop. REGGAE Ska Rocksteady Dub. Whole vinyl record collections welcome. BEST PRICES PAID! £ Tel. 07788 209990

ADVERTISE YOUR KITCHEN SHOWROOM IN Yellow Advertiser 01268 503400

Aerial Satellite Services

ADVANCE AERIALS
Digital and Satellite Installation Specialist
Plasma TV Installation
System Health Checks
Multi Points
01708 348 086
07578 834 109
07534 403 885

Artexing & Plastering

AJT Plastering
Specialist in
• Plastering over artex • Re-skimming
• Coving • Outdoor rendering
Clean, reliable and local service
Call Adam on
01268 765 431 • 07894 905 411

People who look in this paper are ready to buy. **ADVERTISE TO THEM!**

ALL PLASTERING
35 years experience, highest quality, lowest prices.
Free estimates!
01708 479288
07976 971806

Building

PLASTERING
Re-skims, Cellings & Walls for a paint finish
Plasterboarding & Coving
Ornate Plaster Casts Supplied & Fitted
Rising & Penetrating damp & Condensation
Special Wall Effects... Marble finish, Textures and Metallic.
Insurance work
No Job too Small, 30 Years experience
Friendly Free Estimates
Call Chris
07956 983 343 - 01708 745 935
www.trowelfx.co.uk

NEW GARAGE ROOFS
GUARANTEED 20 YEARS
PRICES INC. ASBESTOS REMOVED AND REPLACED WITH 18mm. PLY TIMBER FRAME, UNDERLAY & TOP SHEET, NO NEED TO EMPTY GARAGE ★ 30 YEARS CITY & GUILDS
FOR FREE ESTIMATES CALL LES ON
01268 418 579 / 07931 621 219
UP TO 18m² **£760.00 INC VAT** SINGLE GARAGE SIZE

TERRY & STEVE'S
BUILDING & DECORATING SERVICE
All aspects of Building and Decorating
Renovations, Fencing, Extensions, Patios
Professional & Reliable
Free Estimates
07971 261 402
07473 917 397
01708 763 241
stephen.painterdecorator@live.co.uk

FOR FAST RESULTS
Yellow Advertiser

To advertise your business telephone our Yellow Classified Section 01268 503430

Building Repairs/Alterations

MASTER BRICKWORK
Quality Builders
New Builds, Extension, walling and patio specialist. All work undertaken.
Guaranteed Service & Reliability.
Fully Insured
Quality Assured!
07948 217 747
01708 735 695
View our work at:-
www.masterbrickwork.co.uk
masterbrickwork@hotmail.co.uk

SYNTECH
Building & Construction
All aspects of building work covered
Extensions & conservatories
Loft Conversions & windows
Plumbing, heating & electrics
Office/Shop fitting and refurbishments
Kitchens supplied & fitted
Office: 01708 760 205
Mobile: 07957 370 976
www.syntechbuilders.com
ALL BUILDING WORK IS INSURED AND COVERED

Carpentry

ALL CARPENTRY
www.allcarpentry.co.uk
Staircases, Laminate Flooring, Skirting, Dado Rails, Kitchens, Wardrobes.
Doors fitted from £25
Guild Qualified
30 years Experience
Call Steven
01708 525682
Mob 07950 384595

People who look in this paper are ready to buy. **ADVERTISE TO THEM!**

Electrical Services

ALEX ELECTRICAL CONTRACTS LTD
UNDER NEW MANAGEMENT
Tel: 01708 744 226
Any Electrical Work Undertaken
Re-wires
Part re-wire
Fuse Board upgrades
PAT Testing
Inspecting & Testing
Fault finding
e: info@alexelectrical.co.uk • www.alexelectrical.co.uk

TLM ELECTRICAL
• Rewires • Sockets
• Lights
• Storage & Immersion Heaters
• Showers • Fire Alarms
• No job too big or too small
24 hr Call Out
07817 101 305
01708 525 978
25 years experience

FULLY QUALIFIED ELECTRICIAN, rewires extra sockets and lights etc. One man business established for 12 years. Please phone Colin 01708 475483

SMALL ELECTRICAL JOBS SOCKETS, LIGHTS, COOKER INSTALLATION, IMMERSION HEATERS. 0208 5515595

FOR FAST RESULTS YELLOW ADVERTISER

Fencing

Scenery Fencing Manufacturers
Lowest Prices in Essex
For supply only or supply & erect
Top quality materials.
Free estimates
01708 370508
01708 377316

BURST PIPES?
LOOK FOR A PLUMBER IN OUR Yellow Classified SECTION

Havering
LONDON BOROUGH

Havering Safety Advisory Group

Wednesday 11 June 2014,
Meeting Room 3b, Town Hall

We Are Fstvl Debrief

Attendees
Mike Thomas, Events & Campaigns Officer, London Borough of Havering

Arthur Hunt, Licensing Officer
Paul Campbell, Licensing Officer
David Beament, Corporate Health & Safety
Marc Gasson, Noise/Environmental Health, London Borough of Havering
Louise Watkinson, Noise Manager, Environmental Health, London Borough of Havering
Jane Eastaff, Community Safety, London Borough of Havering
Trevor Meers, Emergency Planning, London Borough of Havering

Anthony Wilkinson, London Ambulance Service

David Hallam, London Fire Brigade
Steve Gray, London Fire Brigade

Shaun Marshal, Essex & Suffolk Water

Clare McCarthy, Safer Neighbourhood Inspector, Havering Met Police
Martin Young, Traffic Management, Havering Met Police
Charlotte Archer, Event Planning, Met Police
Vicky Lake, Event Planning, Met Police
Trevor Williamson, Counter Terrorism, Met Police
Jason Rose, Licensing Officer, Havering Met Police
Russ Taylor, Chief Inspector, Havering Met Police

We Are Fstvl
Claire Derbyshire, Vanguardia Consulting
Steve Bettesworth, SB Security Solutions
Lee McGiford, SB Security Solutions
Nikki Gordon, We Are Fstvl
Reece Miller, We Are Fstvl
Mel Wilds, Continental Drifts
Daniel Swain, First Aid Cover
Geoff Cox, CTC

Noise
Claire Derbyshire (CD) said that they dealt with complaints, with Gerpins Lane was most sensitive area at 65db. On the Sunday at 11pm, Gerpins Lane reading was 46.1db and was then reduced to 43.9db

There were two spikes in noise which were dealt within 20 minutes. There was a team of four noise technicians working on and off site, together with the Council, ensuring that any changes in noise due to weather conditions were identified and remedial action taken.

Most of the complaints to the event were about the noise, with the main stage the most dominant for noise. The complaints focussed around the low frequency and people 'feeling' the bass, rather than necessarily hearing it.
CD said that people closed their doors and windows to shut out the noise, but that actually makes it worse.

CD told the group that British Standards and WHO guidance provide more information around high frequency, as this is heard. There is very little about what can be done to reduce the impact of low frequency, other than monitoring and adjusting it as the event is taking place.

Reece Miller (RM) said that for 2015, they would look to reduce the show down to one main stage and it would face more towards the less populated areas of Lakeside and Belhus Woods. The general number of stages could also be reduced to limit the impact of noise. The 'indoor' marquee stages would go off between midnight and 00:30 to help facilitate egress.
RM asked for details of the complaints, so they could contact people to discuss any concerns. Arthur Hunt (AH) said that a copy of the complaints could be provided, but the names and addresses would have to be redacted due to date protection.

RM said he was happy to let people get in touch with him to discuss any issues and he could invite them to residents meetings.

Marc Gasson (MG) suggested an earlier finish, in line with the likes of V Festival who turn many of their stages off at 11:30pm. RM stated that because the We Are Fstvl doesn't have camping, having some of the stages going on later helps the egress of the event, as not everyone is leaving at once. This isn't a problem at V Festival because they provide camping.

Louise Watkinson (LW) suggested cutting the stages as not all of them were being used at the same time. RM said that they needed to have a certain number of stages so they could have some artist clashes, which helps with crowd management.

LW said that the start time of the event could be made later, as the stages were playing music when there wasn't anyone attending the event. By making the start time later, this could help reduce the impact on local residents.
RM said he is happy to look at reducing the working hours of the event and look to start later in the day.

CD said that the entertainment after 11pm was the main stage and just some smaller ones.

LW told the group that there was a technical issue with the phone line, so it didn't work on Saturday evening. This was rectified for Sunday but for next year it is strongly advised that there is a contingency for the phone line, perhaps a second line. Last year complaints were about the noise of event goers, this year it was more about the

Mike Thomas (MT) suggested that letters go out to residents earlier and that a communications plan was put in place.

Trevor Mears (TM) said that because of the weather conditions, Upminster residents think the music is louder because they didn't hear it last year. Consideration could be given to turning the stage towards the Thurrock gap.
MG said pointing the main stage at the least populated areas would be the best approach.

CD said that because they focussed on protecting the cottages, there are some lessons to learn about impact on other areas.

LW said focusing on neighbours nearest the event venue this year seemed the most obvious course of action. The event has been a bit of a learning curve.

CD said the main complaint area was Parkland Avenue area.

AH said that the complaints were being added to a mapping system. This could then be used to show which areas may need to be included in information for future events.

RESPONSE TO COMMENTS FOR 2015

Following complaints from the 2014 event a number of considerations have been made when looking at the 2015 site plan to improve the offsite noise levels. The major impact on the offsite noise levels will be the reduction from two large outdoor stages to one. The stage that has been removed for the 2015 event was located in the south of the site orientated towards Upminster. This is the stage that caused noise levels to reach the 65dB(A) limit at Gerpins Lane and was the most audible stage at Parkland Ave. Removing this stage will undoubtedly improve the noise levels at these two locations.

After 23:00 a number of stages need to remain operational in order to ease egress. Again the number of operational stages after 23:00 has been reduced from 6 significant sources to 4 and the orientation carefully considered for each stage. The closing times for each of the stages will be staggered and the latest running stage will finish at 00:30.

The Low Frequency noise from this event will be addressed in the noise management plan, the most appropriate method for management is from subjective assessment offsite and octave band reductions onsite during the event. However to further improve the LF noise offsite where appropriate cardioid sub arrangements will the used along with high-density barriers.

Traffic
RM stated they felt the drop off point could be improved and transport hub worked well.

Geoff Cox (GC) said the flow in the drop off point was slow and this wasn't helped by the weather. They will look for new areas to use for the drop off point and would still just look at using one area.

Mel Wilds (MW) said that they would look to increase the size of the entrances. GC suggested the potential use of an in and out gate. MG suggested that two

GC told the group that Whalebone Lane was more of an issue. MW said that there was a need for track-way.

TM said that the transport hub was under used and there was a contradiction in plan. The plan stated that all vehicles could go in, but later on in the plan it said they couldn't.
TM also felt that the road signs were confusing for cab drivers, because they have to go to the other side of the event when they drop off

GM said this was done to help keep the different cabs separate because of licensing around pre-booked and hackney. Next year they could look to segregate them once they are on site.
RM said that information and maps were sent to all of the taxi companies and this was followed up by visits.

TM suggested the Traffic Management plan could look to allow use of Stubbers Lane for access as an easy way to reduce traffic. GC said this was used for taxis, but not cars. TM suggested that local residents and businesses could be allowed to use Stubbers Lane

AH said that the marshals were not giving out consistent information. GC said that all the staff on the junctions did have crib sheets.

MG said some signage was removed and some areas signage wasn't easy to follow

GC met with AA signs to include local businesses open as usual signs. Two signs had to be removed as they didn't include the wording 'We Are Fstvl'.

MT said that TfL were aware of potential issues with tree strikes for buses. RM said that Ensign buses did five dry runs on the route and there wasn't any issues. RM said he would speak to TfL to clarify the situation.

MT said that one of the ward councillors had felt that the C2C bus replacement over the weekend added to the congestion. RM said that he had liaised with C2C and they told him there was no works taking place that weekend.

MT said that one of the local ward councillors suggested that it would be useful to have marshals at the taxi ranks and the station. RM said that C2C, BTP and event security were based at the station. Feedback from C2C and BTP was positive and that the crowd management worked well and there wasn't any trouble. If anything, they felt it was over staffed.

MW said that on the bus entrance to the event, a drain cover was an issue as some buses were catching it on their under-body and there was potential for passengers to sustain injury. MT said that provided the request was put in a good few months in advance, the council could look to move it, if the cost was covered by the organisers.

AH said that it took around two hours to get out of the car park. The marshals emptied one side of the car park before the other, which led to frustration by drivers waiting in the second half. GC said that the car park was split because of a gas main, which they were told by National Grid that it had to be fenced off. The issue of one side of the car park being held, was down to the need to prioritising the drop off/ pick up point. AH said there didn't appear to be any management of the situation. Paul; Campbell (PC) said that a separate exit would help and GC agreed.

AH said the issue led to people doing silly things like J-turning in mud. GC said that the entrance problems due to the wet weather slowed things down. If the weather had

been dry, things would have run much smoother. Also they didn't know how many cars were likely to turn up, but they would have a better idea of numbers for next year.

AH suggested that a park and ride scheme might work. RM said that they are looking again at this option, perhaps from Lakeside or Ford at Dagenham. MT suggested CEME could be another option (www.ceme.co.uk)

GC said that looking at a left in and left out situation with a one way on Warwick Lane may help. Also a possible speed restriction on Aveley Road was worth considering.

Feedback from local councillors for traffic was:

- Need for more signage
- Local residents and businesses found signage confusing
- Concerns about access to Gerpins Lane Refuse and Recycling Centre

RESPONSE TO COMMENTS FOR 2015

The comments listed have been addressed as far as possible within the revised and proposed TM plan. A greater area is planned for the drop off area and improved access and hard standing at entrances to reduce the risk of entrances / exits being compromised in adverse weather. Additionally signage has been reviewed and will be improved to advise businesses are open as normal. Information will be distributed to residents in advance of the event to ensure information is known and also public meetings will be scheduled where people can discuss the planning for the event.

We've agreed with local councillor Linda Van De Hende that we will circulate the final signage, road diversion, traffic routes as soon as they are all agreed by SAG consistently in advance of the event date.

Regarding congestion of Bus routes, both Sarah Jane Rodgers (Saturday) & Paul Campbell (Sunday) who work for Havering Council used the bus operation over the weekend and reported no issues from our bus operation in terms of congestion. Our bus provider also spoke of no congestion issues outside of the regular traffic that passes through the route over the event weekend.

The show is moving away from the busier bank holiday traffic to the last weekend in May so we don't encroach on the public bank holidays

We've added an additional bus service from the Huntsman & Hounds bus stop on Ockendon Road to pick up any drop offs in this area and ensure no one walks to the event site

Policing
Russ Taylor (RT) said that the police have been historically involved in events but this is now becoming less so due to resources. Commercial events have paid for police and their role would be reactionary rather than attending.

For the We Are Fstvl, Havering Met Police put in an application for additional assets for the event, but this was refused on the basis that the event went well last year and there was only limited crime and disorder.

The event was programmed into the roster for Havering Police's Squirrels Heath and Safer Transport Teams.
RT said that it isn't known what will happen for 2015 in terms of Policing at the event, but it was likely to be that they won't be attending.

RT said that the event documentation was very good and it was clear where responsibilities lie. The Police didn't look to jump in and needed to leave it to security.

For the honesty bins at the entry, those with small amounts of drugs for personal use were not arrested.

In terms of arrests, there was one Fire Arm (taser), Class C, three Class A with intent to supply, class B and selling 'legal highs'. For the 'legal highs' arrest, the trader had a large quantity (21,000) canisters seized and they were arrested. It isn't an offense unless they are selling it to under 18s, so difficult for the police to deal with.

RM told the group that they were clear that they did not allow or condone the use of 'legal highs' and in their opinion they are dangerous. Steve Bettesworth (SB) said not having 'legal highs' was part of the licensing condition.
RM said the stall holder should have been selling hoodies and there wasn't a lot they could do.

RT explained the police are waiting for advice on any steps they can take from their lawyers. The value of the stick was in the region of £32,000. The only thing he can suggest is making it a condition of entry.

RT told the group that the other main concern was around transport and traffic. He was pleased that it was much better than in 2013 and there was less people walking in the roads.

RT said that in terms of crime prevention, 50% of crimes were 'theft from person' relating to mobile phones. Twenty phones were picked up from the event and the police are looking to return them to the owners.
RT felt their needed to be clearer about the responsibilities for lost property and the process could be made slicker. Certain items of lost property could be handed over to the police after the event..

RT said that in terms of visibility, on the first day they did not wear their yellow jackets until late into the day. This was to help with their 'low key' community approach. The police aimed to be tolerant and were aware of the nature of the event and tried to maintain a good relationship with the audience.
For future events, it could be good to follow the Olympic approach of having stewards giving out information and assisting event goers when they become disorientated. This would help rather than just directing people to an information point. These stewards could have a different colour jacket on, so they stand out.

RT felt the maps and information available were good.

The VIP area was not policed, and it was felt there was more space for the 5000 VIPs and the posh toilets worked well.

RT said that there was an issue around the radio communications in the area, particularly for the Met Police. This wasn't helped by some radio communications at the event not being clear and detailed enough.

RT also said that mobile phone signals were not very good in the area. Was this known before the event? As event goers couldn't easily get in touch with their friends if they became separated.

RM said that historically festivals have a mobile phone company who will help provide increased network coverage, but this is only for venues with a capacity of 35,000 or more. For next year, they are looking to see if they can work with a satellite company to boost signal. They are aware people 'panic' when phones don't work, so they needed to point people to the information tent.

RT asked that if the police are on site next year, could they look at having the signal boosted too. The main concern would be the emergency services ability to respond to a major incident if the radios were not working. A 'blue lights' test may be required in the build-up to next year's event.

RT said in terms of the headline act performances, there were 21 officers spread out. There were few issues in crowd and one individual fight that may have just been moshing.

RT felt that the raised staged area/ grand stands were very good observation points.
RM said these had originally been intended for camera locations for filming.
RT said that at the Olympics elevated chairs and mega phones were used and found to be very effective for controlling crowds.

RT also felt that the strategic initiative to minimising crime was good.

Charlotte Archer (CA) said that there could be some improvements to the on site ELT. Also in preparation for next year, it would be good to have a discussion with the security about general issues before the Premises Licence application is submitted. This is needed, especially in the light of changes to the reduced role Police will have in the event.

SB said that his security team worked well with the police, although more meetings would be useful. Although there were radio communication problems, the cameras worked well in assisting security in catching fence jumpers, with the number down to less than 30. SB said that on both days they had 286 security and 79 bar staff.

SB said that there were very few fights, most of which had finished by the time security arrived.

The demographics of the event had change from the previous year. Having 'out look' security to identify potential issues really helped.

SB said there were issues with the scanners affecting access on Saturday. This caused delays in crowds accessing the event.
MT said that there had been reports of some people urinating in public areas, and the delay in gaining access may be linked. MT said there were also reports of persons urinating in local roads, who we suspect were those being dropped off by mini bus or coach away from the drop off point.

SB said the security built-up good relationships with local residents. One lady thought somebody at back of her house, so a search party was sent, which worked well. GC said that his staff also worked well with security and built-up a good relationship with local residents.

AH said that better signage was need on the VIP area and on Saturday only one member of staff was managing the exit, although this was resolved for the Sunday.

RESPONSE TO COMMENTS FOR 2015

Detailed meetings have already taken place with MPS to discuss planning for the Premises Licence application. There has been a change in Security Company, to Showsec, who have a great deal of experience of large major events. They also along with Live Nation have extensive working relationship with MPS.

In terms of radio communications this will be reviewed and the installation of radio repeaters will help to improve radio communications across the site on the organisers radio.

Blue light services are under contract with a national radio system as everyone is aware called Airwaves. The organisers have no control over this system and certainly it is aware that the Airwaves programme does suffer nationally where local emergency services have had to supply repeater trailers on site. We are happy to facilitate this arrangement on site.

There will be an improved multi agency control on site with all parties co located in a joint Event Control room. This has proven to work on all of Live Nation's events.

The Crowd Management team would not be in black hi vis as per the previous company. All staff will be in a highly visible coloured bib with a suitably sized number, which will be individual, to that operative. This will help customers on site to identify whom to go to for assistance.

Traders had been removed from any plans for the 2015 event as a aresult of the nitrous oxide incident. Although outside of the control of the organiser third parties would subject to random search on site.

A dedicated crime reduction plan and improved lost property procedure is also planned for to address the concerns indicated in the debrief.

First Aid

Anthony Wilkinson (AW) said that the number of casualties was in line with similar festivals. The radio communications was a big issue and he agreed with the earlier concern that this could be a problem when dealing with a major incident.
AW felt that the ELT worked well but felt the use of headsets would help reduce the amount of radio chatter.

AW asked that the site map has a small grid, as this would help to pin point a position much more easily.

Patient Contact Report

Presenting complaint	24 May	25 May	Total for both days
Minor injury	8	8	16
Major / Traumatic injury	0	0	0
Pre-existing Injury	1	2	3
Medical conditions	3	7	10
Pre-existing Medical Condition	8	8	16
Pain Medication request	18	18	36
Anti-histamine request	1	6	7
Insect sting/ bite	2	1	3
Intoxication / Drug related	12	10	22
Assault related injuries	2	2	4
Non reported contacts*	143	127	270
Totals	**198**	**189**	**387**

*non reported contacts comprises of social contacts (Plaster for a blister, requests for sanitary products) and non-treatments (Sent to welfare or declined treatment).

Ambulance Transfer record

Date	Time	Demographics	Presenting complaint
24 May	Day	Female / ? Age	Medical –Fit / query drug related
24 May	20:00	Female / ? Age	Medical – PV bleed
24 May	20:15	Female / 29	Medical – PV Bleed
24 May	23:50	Male / 19	Medical – Chest Pain / drug related
25 May	17:50	Male / 25	Injury – Dislocated shoulder

RESPONSE TO COMMENTS FOR 2015

A revised gridded plan is looked for as part of the ongoing planning for the event and also ALL radio operatives will be required to wear headsets in the Event Control room to reduce the noise within it.

As previously stated radio repeaters are being specified for the 2015 event.

Water
Shaun Marshall (SM) said that more signage for access to free water was needed. If it had been a hot day, there would be issue without water.
SM said there was a water leak on St Marys Lane that could have been an issue, but this was sorted quickly.

RESPONSE TO COMMENTS FOR 2015

Improved signage will be included within the site for future events and free water is always avaialable.

Litter
MT said that there had been complaints about litter left in the surrounding area, particularly Nitrous Oxide canisters and balloons.

RM said they did a photo survey of area before the event and they cleared up areas flagged as an issue.

MT said that the Council's street cleaners cleaner up some areas over two day. There had also been complaints about mud on the road, which could be mostly fixed by a mechanical street sweeper.
MT recommended speaking to the Council's street cleaning department, Streetcare, to consider some additional cleaning arrangements.

RESPONSE TO COMMENTS FOR 2015

All strett cleansing will be reviewed for the 2015 event and also the inclusion of a road sweeper on call will be made. If adverse weather is experienced then the road sweeper will be called to site to deal with any issues of mud on the road.

MG told the group that he was aware that some residents were looking to form an action group against the event. RM asked that he is provided details if possible, so he could speak with them about their concerns.

RESPONSE TO COMMENTS FOR 2015

Reece Miller has already held public meetings and this will continue during the planning for the event to ensure as far as possible the residents are informed.

MT said that the late request for on-site ticket sales was difficult to deal with as a SAG, as it came only a few weeks before the event and in the middle of the local Council elections. If possible, any potential options, such as on-site ticket sales, would be best to be included in the early planning, so that they could easily be implemented at a later date if they were required.

RESPONSE TO COMMENTS FOR 2015

This has been addressed within the new EMP.

MT thanked everyone for attending.

LOCAL HOTEL REPORT

Hotel?	How was weekend?	How were the guests?	Fullly booked?	Number of rooms	Av. Cost/room?	Takings
Devonshire Hotel	Very busy	More than fine - quiet/respectable.	Friday, Saturday and Sunday.	12	All diff	£3,343.50
Premier Inn Rainham	Very busy	Well behaved	Friday, Saturday and Sunday.	61	80/111	£17,523.00
Premier Inn Romford Central	Very busy	Well behaved	Friday, Saturday and Sunday.	82	70/100	£20,910.00
Harefield Manor	Very busy	Well behaved	Friday, Saturday and Sunday.	53	55/95	£11,985.00
Montrose Hotel Romford	Very busy	Well behaved	Friday, Saturday and Sunday.	14	68/98	£3,486.00
The Thurrock Hotel	Very busy	Well behaved	Friday, Saturday and Sunday.	70	89.5	£18,795.00
Park Inn by Raddison	Very busy	Polite + Well Behaved - bit muddy.	Friday no full, Saturday + Sunday - FULL.	97	49.5	£12,573.00
Premier Inn Thurrock East	Very busy	No trouble at all.	Sunday 77, Saturday 82, Friday 59	83	70/100	£18,460.00
Premier Inn Thurrock West	Very busy	really well behaved.	Friday + Saturday, Sunday 110	161	55/85	£30,270.00
Ibis Hotel Thurrock	Very busy	Behaved - no problems caused	Friday 87, Saturday 101, Sunday 83	102	50	£14,000.00
Travel Lodge Romford	Very busy	Lovely but muddy	Friday, Saturday and Sunday.	80	65	£15,600.00
Travel Lodge Thurrock	Very busy	Lovely but muddy	Friday, Saturday and Sunday.	48	63	£9,072.00
Orsett Hall	Very busy	Angels!	Friday, Saturday and Sunday.	40	135	£16,200.00
Hilton Dartford	Very busy	Great - no trouble!	Friday, Saturday and Sunday.	179	70	£37,590.00

We Are FSTVL 2015

Damyns Hall Aerodrome
Aveley Road
Upminster
Essex RM14 2TN

Saturday 30th
and Sunday 31st May 2015

EVENT MANAGEMENT PLAN

Version 1.4
Issued 08-10-2014

Live Nation (Music) UK Ltd
Regent Arcade House, 19-25 Argyll St, London, W1F 7TS
0207 009 3333
www.livenation.co.uk

CONTENTS

SECTION	ELEMENT	PAGE
1	Planning and Management	4
2	Venue & Site Design	6
3	Fire Safety	8
4	Major Incident & Emergency Planning	10
5	Communications	19
6	Crowd Management	21
7	Traffic Management	24
8	Structures	25
9	Barriers	25
10	Electrical Installations & Lighting	26
11	Food Drink & Water	27
12	Merchandising	28
13	Attractions & Activities	28
14	Sanitary Facilities	29
15	Waste Management	30
16	Noise	30
17	Special Effects	30
18	Camping	31
19	Accessibility	31
20	Medical Provision	31
21	Information & Welfare	32
22	Ticketing	32
23	Children & Vulnerable Adults	33
24	Artist & Entertainment Schedule	33
25	Television & Radio	33
26	Health & Safety / Legislation & Guidance	33
27	Event Handover Form	35
APPENDICES	**TITLE**	**CURRENT VERSION**
A	Contact Details	Issued at time of event
B	Site Plans	V1
C	Event Risk Assessment	V1
D	Fire Risk Assessment	V1
E	CM and Security Plan incl. Crime Reduction	V1
F	Medical Management Plan	V1
G	Traffic Management Plan	V1.2
H	Waste Management Plan	V1
I	Showstop Procedure	V1
J	Special Effects	Issued at time of event
K	Health & Safety Site Rules	V1
L	Bars and Alcohol Management Plan	V1.2
M	Noise Management Plan	V1

Version 1.4

INTRODUCTION

Since the events inception in 2013, We Are FSTVL has established itself as a trusted and well-known event in the annual festival calendar.

The 2015 event will take place on Saturday 30th and Sunday 31st May with an attendance of up to 25,000 people per day. Entertainment will take place over multiple stages consisting of both live and recorded music.

Previous events have indicated a typical audience demographic of 40/60 male/female ratio split, with a predominant age range of 18-30 years.

This will be the first year that Live Nation (Music) UK Ltd (LN) have been involved in the event. LN have extensive experience in staging similar events throughout the UK and worldwide.

This Event Management Plan has been provided as a supporting document to the Premises Licence Application and will be continually developed as planning for the events progresses through the Licensing Safety Advisory Group (LSAG). It is intended that this document remains 'living' and will be subject to on-going updates with a final plan issued no later than 28 calendar days prior to the event.

Lime Green Events Ltd will be the premises licence holder for the festival. The premises licence application is for a capacity of 29,999 with a restriction to 25,000 in 2015. Providing that the 2015 event is deemed successful by the LSAG, the full licence capacity will apply from 2016.

Event Management Plan

This document is intended to provide general information about the event, and also to detail the management plans and actions of the organisers with regard to public and worker safety.

Live Nation (Music) UK Ltd will make every effort to ensure that all information contained in this document is correct and circulated amongst the relevant organisations and authorities on a regular basis

For further information please contact:

Ross Sweet
Health and Safety Manager
Live Nation (Music) UK Ltd
+44 (0) 207 009 3333
ross.sweet@livenation.co.uk

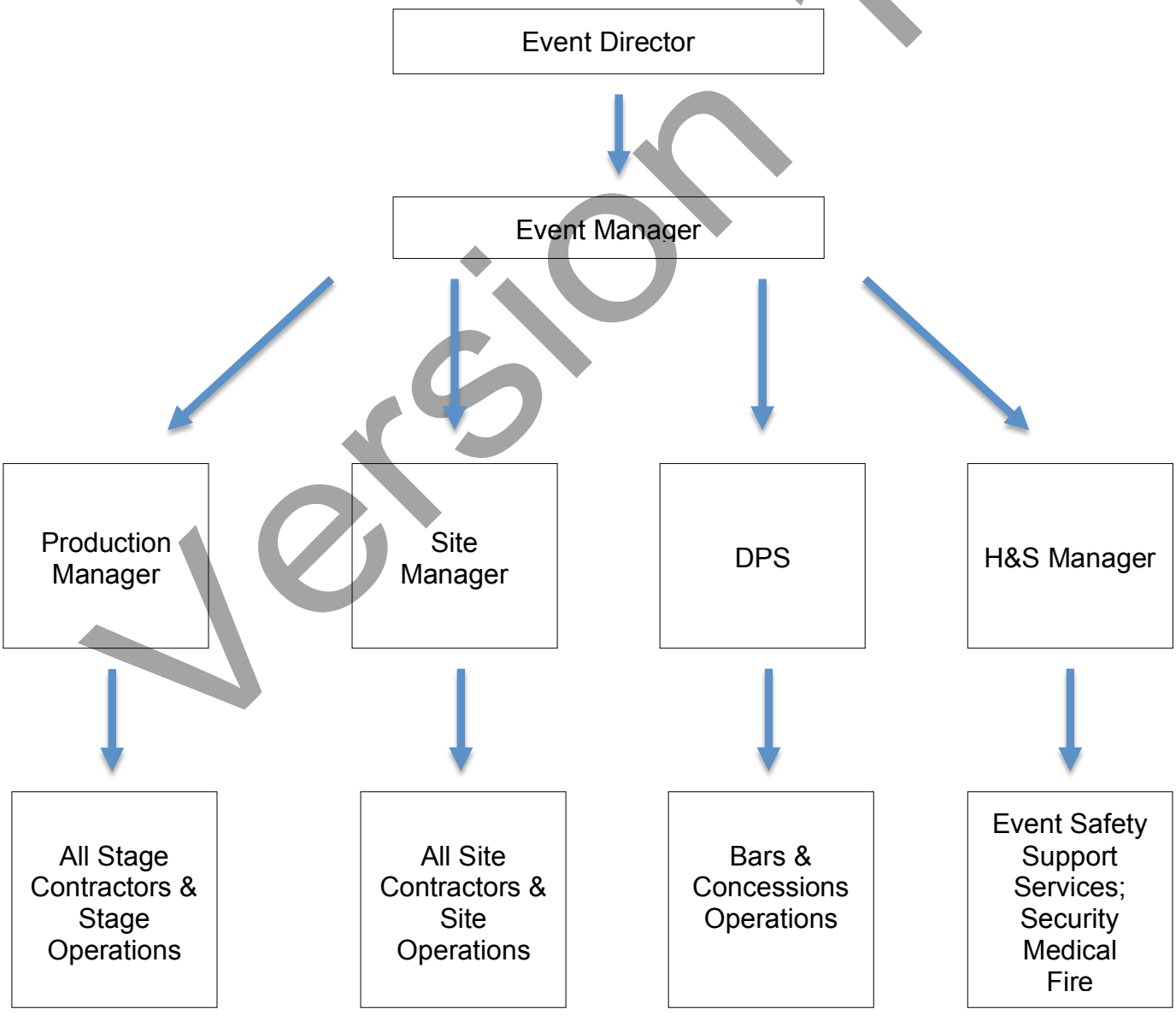
Version 1.4

Management of the event

Live Nation (Music) UK Ltd (LN) takes very seriously its responsibilities with regards to the safety of its staff, contractors and customers. It will ensure, so far as is reasonably practicable, at no time is any party put at unnecessary risk due to its actions.

To that end an experienced management team has been formed and these people are detailed along with their responsibilities. Additionally Live Nation (Music) UK Ltd undertakes to have detailed liaison with appropriate agencies including, but not limited to The London Borough of Havering (LBH) and the Statutory Emergency Services.

Event Management Structure



Version 1.4

Event Management Responsibilities

Event Director

Responsible for overall strategic decisions concerning the management and operation of the event including decisions concerning security and crowd management matters. In all circumstances other than a major incident, the final decision is that of the Event Director.

Event Manager

Responsible for the overall effective delivery of the event. Also deputises in the absence of the Event Director.

Head of Security

Responsible for the overall management of the stewarding and security operation, and for strategic decision making with regard to event security deployment. The Head of Security will liaise with the Event Director and the Health & Safety Manager with regard to decisions affecting crowd management and safety.

Site Manager

To ensure that all aspects of the site infrastructure are built to the correct specifications and that during the event all site infrastructure remains in place following local authority inspections and to deal with any site related problems that may occur during the event.

Health & Safety Manager

The Health & Safety Manager will be responsible for ensuring the implementation and operation of all health & safety matters for the event; including the planning; build; break and event periods of the Event. This includes advising the Event Director of any issues, which are likely to affect the safety of staff; contractors and customers.

Production Manager

To ensure that all stage activity is run to schedule and within the limitations set by the local authority.

Designated Premises Supervisor

To act as the on site Designated Premises Supervisor (DPS). To liaise with Live Nation (Music) UK Ltd on coordination of all bars on site, ensuring that they follow respective statutory and licensing requirements.

Version 1.4

Crowd Capacity

Area	Number
Audience (including guest and VIPs)	16,999
Guest and VIP	6,500
Staff	1,500

Site Build and Break periods

The Site Manager will be responsible for all aspects of the site plan and site management. They will ensure that a full build and break schedule will be available for each event; this will be placed at **Appendix B** of this document.

Site Build	Site Break
Commences 21st May 2015	Completed 5th June 2015

Site Plans

The Site Manager will ensure that scaled plans of the event site are available clearly showing all structures, access and egress routes, audience areas and facilities. The plan will have a grid reference system and be made available in sizes dictated by the scale of the drawing. A copy of the site plan is available at **Appendix B** of this document.

Stages

Main Stage

Located towards the North-West of the site, the main stage will be programmed to attract the bulk of the audience throughout the event. Constructed as a self-contained area with direct access from the rear of the stage for emergency service and artists vehicles. The main stage will consist of a traditional outdoor festival stage with video screens and a front of house (FoH) control structure located approximately 25 metres from the down stage edge. A wheelchair users platform and a tiered VIP viewing platform will be positioned in this arena. The available viewing area is **5,000m^2** providing a viewing capacity of **10,000** persons at a loading of 0.5m^2.

Warehouse Stage

This arena will be located in a TFS clearspan marquee. To allow for staging the useable viewing area is calculated at **3,750m^2** providing a viewing capacity of **7,500** persons at a loading of 0.5m^2. The density may reduce to 0.4m^2 giving an overall maximum of **9,375** persons, exit capacities of the tent will be set to meet this number.
As with all tented stages bad weather or heavy rain may lead to a greater demand for access.

Version 1.4

Arena 1
This arena will be located in a 65m x 40m (6-pole) big top. To allow for staging the useable viewing area is calculated at **2,000m^2** providing a viewing capacity of **4,000** persons at a loading of 0.5m^2. The density may reduce to 0.4m^2 giving an overall maximum of **5,000** persons, exit capacities of the tent will be set to meet this number.

Arena 2
This arena will be located in a 45m x 45m (4-pole) big top. To allow for staging the useable viewing area is calculated at **1,350m^2** providing a viewing capacity of **2,700** persons at a loading of 0.5m^2. The density may reduce to 0.4m^2 giving an overall maximum of **3,375** persons, exit capacities of the tent will be set to meet this number.

VIP Arena
This arena will be located in a Pentaspan structure. To allow for staging the useable viewing area is calculated at **1,500m^2** providing a viewing capacity of **3,000** persons at a loading of 0.5m^2. The density may reduce to 0.4m^2 giving an overall maximum of **3,750** persons, exit capacities of the tent will be set to meet this number.

All stages will be faced with crowd-loaded barrier of standard A-frame construction rated to withstand a minimum pressure of 5kN/m^2. All stage barriers will be signed off by the contractor as fit for use prior to public admission.

All stages will be isolated with fencing to restrict public access to the backstage areas.

Structure capacities and the available audience viewing areas will be agreed prior to the event with The London Borough of Havering (LBH) and London Fire Brigade (LFB) to meet the audience capacities stated in this document.

Proposed Opening Times

Area	Saturday 30th May	Sunday 31st May
Event Open to Public	1030hrs	1030hrs
Bars Open	1030hrs	1030hrs
Entertainment Starts	1030hrs	1030hrs
Outdoor Entertainment Finishes	2245hrs	2245hrs
Bars Close	0000hrs	0000hrs
Indoor Entertainment Finishes	0030hrs	0030hrs

Version 1.4

Fire Risk Assessment
A full fire risk assessment in line with the Regulatory Reform (Fire Safety) Order 2005 has been carried out and appended to this document at **Appendix D**.

Build & Break Periods
During the build and break periods, the Site Manager in conjunction with the Health & Safety Manager will ensure that there is sufficient FFE in designated areas along with appropriate signage. Additionally all persons on site will be briefed as to the action to be taken in the event of fire and be advised of the site assembly point. The Health & Safety Manager will be responsible for calling the fire brigade as necessary.

Event Arrangements
During events, specialist fire cover will be provided by the event organiser, this will be supported by the onsite crowd management team who have staff trained in the use of portable FFE. Minor outbreaks of fire will be dealt with by the on-site team while any fire involving a vehicle, concession unit or structure will be reported to London Fire Brigade immediately. Responding fire crews will be met at the designated RVP and escorted to the affected area. The on-site service will be deployed by the ECR Manager and they will remain under their direct control.

Security will ensure that the responding units from the fire brigade are met at the designated event
rendezvous point (RVP).

Number	Grid Reference	Location
RVP 1	F24	Gate A - Aveley Road

London Fire Brigade will be invited to undertake familiarisation visits to site with local attending crews and officers for the purpose of understanding the layout and access / egress routes on site.

Version 1.4

Emergency Exit Calculations

Flow rates are based on Guide 9 of the Regulatory Reform (Fire Safety) Order 2005 of 109 persons per minute per metre moving through unobstructed exits over level ground.

EMERGENCY EXITS			
Gate No	**Grid Ref**	**Location**	**Width**
X1	L8	South	65m
X2	H5	South-West	10m
X4	E6	West	10m
X5	B11	North-East	10m
X8	E13	East	5m
X10	F12	East	5m
Total Exit Width Available			105 Metres
Discounting Largest Exit			65 Metres
Remaining Exit Width			40 Metres
EXIT CAPACITY OVER 10 MINUTES @ 109 persons per metre per minute			**43,600 persons**

Total emergency exit capacity = 114,450 in 10 minutes
(105 metres x 109 persons per minute x 10 minutes)

Less largest exit (X1 @ 65 metres) = 43,600 in 10 minutes
(40 metres x 109 persons per minute x 10 minutes)

Even at a reduced crowd flow of 82 persons per metre per minute
40 metres = 32,800 persons in 10 minutes
(40 metres x 82 persons per minute x 10 minutes)

Version 1.4

Purpose of Emergency Plan

It is recognised that whilst the potential for a major incident to develop at a well-managed event is low, the consequences of such an incident are high. With this in mind, the organiser and the emergency services recognise that pre-event planning will need to take into account such an eventuality.

Based along existing major incident guidance and working practice and taking into account other relevant experiences, this document is designed to comprehensively detail the roles, responsibilities and actions which are to be taken by relevant parties involved in the management of We Are FSTVL.

Operation of Emergency Plan

Should an occurrence develop into a serious emergency or major incident, the initial response will be coordinated from the Event Control Room (ECR) facility under the command of the senior police officer present. Should the incident be fire or medically related, the senior officer of the appropriate service shall assume command.

Transfer of Command

Once a major incident has been declared by any of the three Statutory Emergency Services, or the site alert state has reached condition red (see below), the Event Director or his agent will hand over control of the event to the appropriate agency, this fact will be documented in the event log and an event handover form completed (available at Section 26).

Definition of a Major Incident

A major incident is any emergency that requires the implementation of special arrangements by one, or all of the organisations represented in the ECR. It will in general include the involvement either directly or indirectly of large numbers of people, but in general the risk of a major incident at We Are FSTVL has been identified as: -

- Fire
- Serious medical emergency
- Controlled evacuation due to suspected incidents (i.e. fire, bomb warnings etc.)
- Overcrowding
- Collapse of temporary structures
- Catastrophic failure of permanent structures

In addition to the above, the major incident plan also recognises that external major incidents, beyond the control of the event management team, may result in special arrangements being implemented. Examples of these types of incidents are: -

- Off-site major incident
- Major transport disruption
- Extremes of weather
- Crowd disturbance not attributed to the event
- CBRN Incident

Version 1.4

Declaration of a Major Incident
Whilst every organisation has to assess the impact of every incident on their own organisation and resources, with this event, a common agreement will be reached as to who has the authority to declare a major incident which effects the show in general.
The common aims of all organisations represented in the ECR and reinforced in the major incident plan are: -

- Preserve life
- Protect Property
- Safeguard the wider environment
- Ensure the safety of all staff and attendees at the event
- Respond effectively to any given emergency
- Reduce the impact on the local community
- Ensure a high degree of public confidence through professional conduct of all staff
- Restore normality

Event Alert State
To assist the ECR to monitor the site, it is intended to operate a simple three-tier system.

When raising the Alert State the ECR will use the relevant internal code word to notify all radio holders.

GREEN indicates
There is a free flow of public both inside and outside the site. No problems reported.

AMBER indicates
Unusually heavy pressure on gates with no free flow and areas of crowd density over 0.3m^2 per person in large areas or; there is a bomb threat, threat of fire or threat of crowd disorder.

RED indicates
On advice from the Head of Security or Health & Safety Manager in consultation with the police that the situation warrants a red grading or a suspected explosive device or confirmed serious fire, crowd disorder or structural collapse.

The evacuation of the site would depend upon the area and the information available.

Operational Method Condition Amber

In the event that Condition Amber is declared, the ECR Manager will activate the following plan.

1. ECR Manager will confirm with Police that they are aware of the situation.
2. ECR Manager will advise the Event Director, H&S Manager, Head of Security, Event Manager and Heads of Department.
3. The relevant area Security Manager will immediately go to the location as directed by the ECR and co-ordinate the incident. Resources will be deployed as requested.
4. The Head of Security, Event Manager and Silver Commanders of respective agencies will go directly to the ECR facility and co-ordinate the operation.
5. All Supervisors on the Command Channel are to maintain radio silence until contacted by the ECR. All radio holders on the Site Channel are to maintain radio silence and await instruction from the ECR.
6. All parties will be advised of the exact area of the incident by reference to a common grid map.
7. Evacuation "Stand By" for all teams will be as per Standing Instructions.

Version 1.4

8. All Exit & Entry gates prepared for evacuation of the site. Dependent on the circumstances, at this stage the public will not be informed of any preparations, any delay in admission will be explained as production problems.
9. The R.V. Points for Emergency Vehicles are to be manned and secured. Where the incident is contained, "Condition Green" will be declared and all parties will be advised using the "Stand-Down" code. Where the situation could become serious, a "Stand-By" for condition Red will be issued.

Operational Method Condition Red

Where the incident is considered as so serious as to force the cancellation of all or part of the event, the ECR will make this decision and assume command of all resources on site. Heads of Department will be informed and will direct all event staff to assist the Emergency Services as requested whilst the situation exists. The Head of Security will ensure the following:

1. All Exit and Entry gates prepared for evacuation of the site.
2. Designated R.V. Points to be secured for Emergency Services and Emergency routes to be cleared.
3. Cordon to be established around the effective area, cordon boundaries will be decided by the Head of Security.
4. Decisions made on available exit routes. Pedestrians to be directed away from the threat and the Incident area to be secured.
5. Designated stewards to be positioned in evacuation control areas to inform and manage audience.
6. Designated person to halt the show.
7. All staff to maintain radio silence until further notice.

DUE TO THE TYPE OF INCIDENT, THERE MAY BE A NEED TO DYNAMICALLY AMEND THE ABOVE LIST OF ACTIONS. UNDER SUCH CIRCUMSTANCES, THIS WILL BE DONE UNDER GUIDANCE OR LEADERSHIP OF THE METROPOLITAN POLICE SERVICE.

Kilo Codes

Should the alert state rise, then the ECR will notify all contractors and radio holders with a location and one of the following Kilo Codes: -

Kilo 1	MEDICAL EMERGENCY
Kilo 2	STRUCTURAL PROBLEM
Kilo 3	EXTREME WEATHER
Kilo 4	FIRE
Kilo 5	STAGE INVASION BY CROWD
Kilo 6	MAJOR CROWD PROBLEM
Kilo 7	MINOR CROWD PROBLEM
Kilo 8	SUSPECT PACKAGE FOUND
Kilo 9	BOMB THREAT
Kilo 10	LOST CHILD OR VULNERABLE ADULT
Kilo 11	POSSIBLE PERSONAL ASSAULT
Kilo 12	SECURITY REQUIRED URGENTLY

Version 1.4

Depending on the type of incident, certain crew and contractors, may start to make preliminary action ready to assist, should they be needed. For example, if there is an amber alert due to a structural problem (Kilo 2), then the rigging team, under the direction of their crew boss, may assemble in one location, and don on their climbing PPE to be ready for deployment if required.

Emergency Announcements

In order for all event staff to effectively carry out their duties in the event of a major incident it is essential that all parties are aware when the alert state is raised. In the event of a situation or incident that could lead to a major incident or evacuation, the following message will be broadcast over the event PA and radio channels.

"STAFF ANNOUNCEMENT CAN THE AMBER TEAM LEADER REPORT TO EVENT CONTROL"

This is a warning that the alert state has been raised to **AMBER**. If the situation or incident is likely to result in a part or full evacuation of the site, the following message will be broadcast, following confirmation from the ECR.

"STAFF ANNOUNCEMENT CAN THE RED TEAM LEADER REPORT TO EVENT CONTROL"

This is a warning that the alert state has been upgraded to **RED**. All personnel should stand by for further instructions on an evacuation of the site.

Emergency Evacuation Announcement

If a full evacuation is to be carried out the following announcement will be made over all stage PA systems:

"LADIES AND GENTLEMAN THIS IS A SAFETY ANNOUNCEMENT. DUE TO CIRCUMSTANCES BEYOND OUR CONTROL WILL YOU PLEASE VACATE THE CONCERT ARENA BY WALKING TO ANY AVAILABLE EXIT AS QUICKLY AND QUIETLY AS POSSIBLE".

If the evacuation is to be contained to a specific area of the site. A local evacuation of the site will take place under the control of the head of security.

Stand Down

If the situation is contained the following message will be broadcast.

"STAFF ANNOUNCEMENT THE GREEN TEAM LEADER HAS ARRIVED AT EVENT CONTROL"

All personnel may then stand down unless otherwise instructed.

Version 1.4

Emergency Evacuation Procedures
Depending on the type and size of the incident, a decision may be taken to evacuate all or part of the event arena. In order for this to take place in a controlled manner, pre existing authority to call an evacuation must be clearly understood by all concerned. This authority does not replace any statutory duty held by any one organisation, however it is designed to avoid confusion and duplication of any decision. The evacuation therefore may be: -

- Small scale and localised only
- Full scale and affect the entire site

Authority to evacuate
The responsibility for crowd management on site is under the direction of the Head of Security and Operational Security Managers. If a situation escalates to a full or part evacuation of the venue, all production crew will be advised by their supervisors as to the action to be taken. The decision to evacuate will be taken by the Event Director or in their absence the Health & Safety Manager, this will be done in consultation with emergency services and other agencies via the ECR time allowing. Specific attention should be drawn to the following:

Show Stop Procedure
Stopping a show in the middle of a performance can some times create unexpected problems such as crowd surges, violent behaviour or confusion and should only be used as a last resort if a situation or incident can not be resolved whilst the show continues (a copy of the show-stop procedure is appended to this document **Appendix I**).

The Event will operate two types of show stop as follows;

Change in Operational State
If a situation or incident develops to the point where the operational condition for the event is changed to Amber and the ECR have consulted with all parties and feel that the show should stop, the person designated by the organiser as being responsible for stopping the show is the Event Manager and in her absence, the Health & Safety Manager. Stopping the entertainment on any stage may not mean that the whole site is to be evacuated as the incident may only be contained to the area around that stage. However, if any part of the event activity is stopped then the whole site is to be put on to Amber alert as a precaution.

Immediate Stop required by Security
Each stage will have a pit supervisor who is in charge of the pit area in front of the stage. In addition to this a crowd spotter may be positioned to observe the audience in the densest areas and monitor anyone who may be distressed, injured or have fallen down and not resurfaced. If for any reason either the pit supervisor or the spotter feels that someone's life is in immediate danger they will activate a pre-arranged show stop call with the Stage Manager for that stage. Once this has happened, the Health & Safety Manager and Head of Security will attend the incident and the ECR will assess the situation and decide what steps are to be taken next.

The show may only need to be stopped on a temporary basis and all efforts will be made to restart it as soon as possible following consultation by the Health & Safety Manager with the ECR.

Version 1.4

If the show is to be cancelled then this decision must be a joint one made by the Event Director; Event Manager; Health & Safety Manager; Head of Security and the Senior Police Officer on site at the event. If the show has to be cancelled, particular attention should be paid to the following:

Isolation of power supplies
Ensure that the event PA systems are not required to assist with the evacuation of the venue before isolating the supply.

Evacuation of Artist & VIP's
The evacuation of artists and VIP's and their entourage into a public area can be a hazard in itself. The security team working in that area will handle movement of the artists to a safe place.

Evacuation Methodology
The generally acceptable standard is that customers in a greenfield event site should be able to be evacuated either completely, or to a place of safety within 10 minutes of a decision to evacuate being made.

FULL EVACUATION
Once the ECR have advised that a full evacuation is necessary, it will be carried out as per Standing Instructions. Further instructions will be given by the Head of Security or ECR Manager as follows:

1. Decide on appropriate evacuation routes.
2. Place all radios and operators under the direction of the ECR.
3. Advise site medical staff.
4. Direct any enquiries for casualty information to Police Control.
5. Direct any press or media to Police Control.
6. Arrange for electricians to supply emergency incident lighting [as required].
7. Vendors not in the immediate danger zone will be instructed to remain with their units in position.
8. No vehicle movement, other than emergency services, will be permitted.
9. The decision on which way to clear the site will be dependent on the location of the incident. Staff will be deployed sweeping the site in one direction to the outer boundary of the event. Grid refs will be provided.
10. Disabled patrons to be held in a place of safety until evacuation of the site is complete by others.
11. Once the site has been evacuated, all gates will be closed and staffed by security. All other staff will be instructed to report to their R.V. Points for accountability.

Emergency Plan Significant Locations

Incident Control Point
The incident will be managed from the ECR facility. If this position becomes unsuitable or untenable the ECR will relocate to an alternative location to be decided.

Forward Control Point
This will be established dependent on the location and nature of the incident.

Version 1.4

Rendezvous Points

Number	Grid Reference	Location
RVP 1	F24	Gate A - Aveley Road

An inner cordon will be established around the immediate scene. The cordon will be used to protect the initial area, taking into consideration of any hazards, the protection of the responding agencies and preservation of any crime scene. It will also ensure access is restricted to non-authorised persons. The inner cordon will initially be maintained by event security until the London Fire Brigade arrive on site.

Outer Cordon
The Metropolitan Police will establish an outer cordon to facilitate the effective flow of emergency vehicles to and from the scene. Whilst this will primarily be a police role, assistance may be sought from event security personnel and stewards. This request will be made via the ECR.

Media Briefing Centre
The onsite briefing area will be agreed upon on site if possible dependent upon location of the incident and infrastructure available.

If no facilities are available due to the nature of the incident then the Metropolitan Police will coordinate this.

Designated Hospital
The Ambulance Incident Officer from the London Ambulance Service (LAS) will determine the hospital(s) to be used dependent upon local protocol and availability.

For Damyns Hall Aerodrome the main receiving hospital would be Queen's Hospital, Romford, Essex. Should this hospital be unavailable for whatever reason, the Senior Ambulance Officer will determine an alternative hospital and route to it accordingly.

Body Holding Area
If a body holding area is required this will be determined via the relevant on-site agencies. Initially a temporary body holding area may be used until arrangements can be made to activate the Resilience Forum Temporary Mortuary Arrangements.

Temporary Mortuary
If a temporary mortuary is required, The London Borough of Havering will establish this in consultation with the Coroner and the Metropolitan Police. It will be established on the authority of the Chief Executive Officer as per the Resilience Forum Arrangements.

Friends and Relatives Reception Centre
A Friends & Relatives Reception Centre would be established by the Metropolitan Police in consultation with The London Borough of Havering and staffed by these organisations and suitably trained voluntary organisations. In the event of a Friends and Relatives Reception Centre being established a dynamic decision will be made as to a suitable venue.

Version 1.4

Casualty Clearing Station and Ambulance Circuit
The primary area for the management of casualties will be the on-site medical centre which will be resourced by a medical team including first aiders and ambulance staff with a number of other first aid posts identified around the site. In the event of a major incident the on-site medical centre will be nominated as the "Casualty Clearing Station" (CCS) and the normal ambulance loading circuit used for the safe and rapid extraction of casualties.

In the event that the on-site medical centre is not available to be used as the CCS then an alternative location and facility will be nominated by the Ambulance Silver Commander. Due to the wide spread and open nature of the venue no specific location has been identified as a dynamic decision will be made which could draw upon an alternative on-site location, an alternative off-site location or an ambulance service facility specifically designed for this purpose.

Survivor Reception Centre
A Survivor Reception Centre might be established and run initially by the emergency services until The London Borough of Havering becomes engaged in the response and assumes the lead role. In the event of a Survivor Reception Centre being established a dynamic decision will be made as to the suitable venue.

Emergency Plan Roles & Responsibilities

The London Borough of Havering (LBH)
The Local Authority has the responsibility to:

- Support the emergency services.
- Provide technical advice and resources.
- Manage Environmental Health.
- Long-term co-ordination of the restoration of normality.

It must be remembered that the Local Authority is not a 24-hour emergency service and as such may require a long period of notification to respond to an incident.

If any organisation at the event feels that the local authority will be able to provide or support part of the response to an incident, this request should be made via Emergency Liaison Team who in turn should consider facilitating the request.

Event Stewards
Event Stewards in responding to an incident at the event will assume the general responsibilities as follows: -

- Save life in association with the emergency service.
- Alert the Head of Security and the Health & Safety Manager of actual or potential major incidents.
- Manage the evacuation of the venue under direction of the Head of Security and the ECR.
- Collate and provide accurate incident information to Event Management and the ECR.
- Continue to provide stewarding staff after the evacuation under the command of the police providing it is safe to do so.
- Assist the police if appropriate in maintaining any cordon around the incident.

Version 1.4

Certain stewards will be assigned specific tasks during the event, which are vital to the overall safe management of an incident. Whilst not deviating from the principle of saving life, stewards with specific tasks must not become involved with other tasks to the determent of the wider event safety role. An example of this would be the treatment of a member of the crowd, to the determent of maintaining the flow of persons through an emergency exit.

Role of Metropolitan Police (MPS)

- The saving of life in conjunction with the other emergency services.
- Co-ordination of the emergency services and other organisations on scene during the immediate response phase.
- Protection and preservation of the scene through the establishment of cordons.
- Investigation of the incident in conjunction with other investigating bodies.
- In association with the NHS/medical service collate and then disseminate casualty information.
- Identification of victims and the deceased.
- Restoration of normality.

In addition to the above, the police will co-ordinate the press and any news releases, which need to be issued. However, this does not mean that the police will deal with all press matters and the Production Team should appoint a media spokesperson as soon as possible to assist the police in this matter.

Role of London Fire Brigade (LFB)

- Saving of life.
- Tackling of fires, containment of chemical spillages and hazardous occurrences.
- In conjunction with the ambulance service, rescue trapped casualties.
- Health & Safety advice to emergency services and others present at the scene and management of the inner cordon.
- Assist the ambulance service at Casualty Loading Points.
- Assist the police with the recovery of bodies.
- Restoration of normality.

If the evacuation has resulted from fire, then the fire brigade are to respond with a pre-determined attendance of fire appliances and resources. These resources will, in most cases result in a significant number of personnel arriving on scene. The first officer on scene will require significant amounts of information. The ability to provide site plans and drawings would assist in the effective management of the incident. Copies of site plans and drawings and a full briefing will be made available by the on-site fire safety team.

Role of London Ambulance Service (LAS)

- Saving of life.
- To provide a focal point for the NHS and other medical resources.
- The treatment and care of the injured.
- In conjunction with the fire service, rescue of trapped persons.
- Determine the priority of evacuation of the injured.
- Establish receiving hospitals.
- Transport of the sick and injured.
- Decontamination of patients affected by chemical or toxic release.
- Restoration of normality.

Version 1.4

As part of the event medical arrangements, LAS will already have officers at the event. In addition to this, a dedicated event medical service will also be in attendance at the event with various grades of medical staff and considerable resources.

In association with the Metropolitan Police release relevant casualty information to the media.

Role of the Event Organiser and Production Crew
The event organiser and any contractors engaged by them, whilst not an emergency service, may have skills and expertise they can offer to the responding agencies. This could be especially true at incidents involving structural collapse, or with special resources on site. Whilst not placing any member of staff in any danger, the responsibilities of production are: -

- To save life in association with the emergency services.
- Provide site-specific information especially relating to temporary structures.
- Under the direction of the police, assist in the evacuation of the ground where possible.
- Provide media spokesperson to work in conjunction with the Police Press Officer, and assist with any information broadcasts.
- Assist LBH and the event management with the restoration to normality.

SECTION 5 - Communications

Telephones
The organisers will install multiple telephone lines enabling external landline communications at all times.

A list of site contact numbers will be provided to the relevant agencies prior to the event and at each telephone position.

Two Way Radio
A two-way radio system will be installed for communications during the build / break and the event. Repeaters will be installed on key channels in 2015 to further improve radio reception across the site. Radio channel lists will be made available to all radio users on-site.

Because of the volume of mobile telephone traffic experienced during large events, mobile phones are not expected to be a reliable form of communication, therefore ALL KEY PERSONNEL ARE EXPECTED TO COLLECT AN EVENT RADIO ON SHOWDAY.

A robust communications system with dedicated telephone lines and internet connections will operate from the ECR throughout the show; radio communications will also be managed and logged at this facility.

Event Control Room (ECR)
During the event it is proposed that an ECR will be operational with representatives of each statutory emergency service, on site medical team, and The London Borough of Havering Council.

Version 1.4

The ECR will be located within a dedicated facility. Additionally, a separate area will be available adjacent to the ECR for multi agency meetings. The ECR will have a designated manager throughout the duration of the event. The ECR will also be responsible for the co-ordination of the represented organisations during the event and maintenance of the event log.

Heads of Departments represented in the ECR will meet at predetermined intervals for a brief discussion and update so that all parties are kept fully informed. These meetings shall be minuted.
An event log will be maintained in the ECR where all occurrences and actions reported to the team will be noted along with the time.

The membership of ECR and roles are as follows:

ECR Manager
The ECR Manager is the Event Directors representative and is in communication with the Event Manager; Health & Safety Manager; Head of Security and Site Manager. The ECR Manager will ensure that requests regarding the event infrastructure are recorded and appropriate action taken to ensure the rectification of any fault or issue. The ECR Manager is also responsible for the maintenance of the event log and coordinating the activities of the other ECR members as appropriate.

Metropolitan Police
The police will assume their statutory role outside the site perimeter as well as supporting the event security and management with various functions within the site if required and as agreed during the planning stages of the event. The police representative in the ECR will be responsible for coordinating police actions including those of traffic police.

Medical Services
Representatives from the London Ambulance Service and the event medical provider – Events Medical Service will control and co-ordinate the deployment of medical resources around the event, including responding to reports and evacuating casualties from the site.

London Fire Brigade
London Fire Brigade will co-ordinate the response to any fire incident on site that cannot be managed by the event organiser. The ECR will deploy on-site response as appropriate and provide coordinated security and medical support if required.

CCTV
CCTV cameras will be monitored and operated from the dedicated facility in the ECR. Intelligence from CCTV will be relayed to any agency which requires it, CCTV images will be treated as data under the Data Protection Act and appropriate safeguards will be taken.

Security Controllers
On-site security resources will be directed by the Head of Security via the controllers located in their respective control facilities. The security company will have a specific liaison manager within the ECR to ensure immediate contact. Security liaison managers will liaise with medical controllers and other agencies to provide a swift and suitable response to reported incidents.

Version 1.4

SECTION 6 - Crowd Management

Under normal circumstances executive control for ALL operational security matters will rest with the Head of Security, with operational decisions taken by the various Security Managers.

Backstage & Pit	Showsec
Arena	Showsec
Perimeter	Showsec

Showsec International will supply a liaison officer in the ECR who has radio contact back to security control; responsibility for co-ordination of the security through the ECR will be that of the ECR Manager.

In addition to the control exercised by the various Heads of Department the Event Director and the Health & Safety Manager will have the authority to direct any member of the security staff to perform any duty in the interest of event safety. This authority will be confirmed by the production of a photo pass.

Roles and Responsibilities

Within the event there will be three separate areas of responsibility. Stewarding numbers and deployment along with method statements are appended to this document (see **Appendix E**).

Backstage & Pit Duties

Are responsible for all security matters relating to the backstage, pit and hospitality areas. This includes:

- Management of the hospitality areas.
- Control of the pit barrier including bringing customers over should they be in distress, or in need of medical attention.
- Artist security in conjunction with the artist security team.
- Control of stage access.
- Management of vehicle movement in the backstage area.
- Staffing of backstage emergency exit gates.
- Evacuating the backstage and pit areas in the event of an incident requiring this action.

Arena Duties

Are responsible for all security matters relating to the arena. This includes:

- Management of audience members within the main arena.
- Control of vehicle movement within the arena outside curfew times.
- Control of non-public areas within the arena i.e. rear of concessions and delay towers.
- Control of emergency exit gates within the main arena.
- Evacuating the main arena in the event of an incident requiring this action.

Version 1.4

Perimeter Duties

Are responsible for all security matters relating to the event perimeter. This includes:

- Maintaining the integrity of the venue perimeter.
- Management of the queuing lanes at the main entrance, pit entrance and ambulance gate.
- Provision of incident response.
- Maintenance of emergency egress routes outside the perimeter during the event.
- Assisting with the evacuation of the audience should this become necessary.

Arena Operational Method

Ingress

Public ingress to the arena will be through the main entrance. Barrier lines will be formed outside the entrances to manage the crowd flows; customers arriving early will be held in the barrier lanes.

Queues will be managed by stewards and spotters will be stationed in strategic points to monitor crowd flow. Additional monitoring will be provided by CCTV and relayed to the ECR.

Dedicated lanes will be provided at the main entrance for Press, VIP and Media. A dedicated disabled entrance will also be provided.

General ingress operational methodology

On arrival at the queuing lanes, each person must produce a valid ticket or wristband, no money will be taken on the gates. A level of search as pre-agreed with relevant authorities prior the event will be instigated. Once the search is completed, customers will proceed through the lanes where tickets will be torn and scanned. All ticket stubs will be retained for auditing purposes.

Provisional ingress figures:

Name	Capacity	No of Lanes	PPLPM	Ingress over 60 minutes
Main Entrance	16,799	40	3	7,200
Disabled	200 (100+100)	2	2	240
VIP/Press/Media	6,500	20	3	3,600

Pedestrian flow rates and queues will be monitored throughout ingress by senior supervisors to establish attendance. This will be monitored via the Security Control Room. Once the event site is approximately at 75% of its capacity, entry lanes will then be progressively closed and barriers cleared to allow additional egress routes. The staff on entrance gates will then be re-deployed. Provision will be made for late arrivals at the entry points.

Version 1.4

Entry
The following is a brief outline of the entry conditions at the event, please see terms and conditions for further information:

- Admission will be by ticket or wristband only.
- All production and working staff will be in possession of valid accreditation and enter only through designated entry points.
- All persons entering the event must be aged 18+.
- No professional cameras, video, or sound recording equipment will be allowed.
- No alcohol will be permitted in to the event.
- No glass will be permitted in to the event.
- No picnics, tables, cooking equipment or gazebos will be permitted in to the event.
- No illegal substances or legal highs will be permitted in to the event.
- Rucksacks and baggage will be deterred from being allowed into the event.

Egress
This section details with routine egress only; emergency egress is discussed in Section 4 of this document.

Internal operating methodology
All concessions and bars within the arena will be permitted to operate from opening until as specified in Section 11.

The stage screens will be utilised to display information about potential transport delays or interruptions.

Signage will be in place indicating direction to the transport hub and car parks.

Once the majority of customers have left the arena, stewards will form a cordon line and move through the arena clearing any remaining customers.

Ticket holders wishing to leave the event before the end of the entertainment will be directed to the main entrance. However, within the last 60 minutes or at the discretion of the ECR Manager and the Head of Security, exit gates may be opened to allow for localised egress to take place.

Further details can be found in the Crowd Management and Security Plan at **Appendix E**.

Emergency Exits and Egress Flow Rates
Fire exit calculations and egress flow rates can be found in Section 3.

Crime Prevention
The Metropolitan Police and the Event Organisers are committed to reducing crime at events. Measures will be taken to ensure that opportunist criminals and organised groups do not have the opportunity to spoil the event for the majority of customers.

Any persons apprehended by security staff in the commission of a criminal offence will be passed to the Police before being ejected from the site. Security staff will also assist, where possible, in the identification and apprehension of offenders and the prevention of crime.

Version 1.4

Glass
No glass will be allowed within the arena. Any glass either not surrendered or found during searching will be disposed of at the point of entry. Stewards and cleaning staff will be especially observant for discarded glass within the event. Glass will not be sold at any concession outlet or bar, any trader found selling glass containers will be asked to remove them from sale or face closure.

Acceptable Behaviour
The organisers will not accept racist or aggressive behaviour amongst audience members, any reports of such incidents will be fully investigated and the perpetrators, if apprehended, ejected from the event. The organisers are also committed to reducing audience injuries through crowd surfing and will implement a two strikes policy, leading to ejection for those persons who persist in this activity. Where the audience and artist profile suggest that this behaviour is likely, signage and messages on the screens will be displayed in an effort to raise public awareness of the dangers.

Show-Stop Procedure
Stopping a show in the middle of a performance can some times create unexpected problems such as crowd surges, violent behaviour and confusion and should only be used as a last resort if a situation or incident can not be resolved whilst the show continues. The organisers have developed a robust show-stop procedure which will be made available to relevant parties. All personnel involved in the stopping of the show at any point will be fully briefed as to their respective roles.

SECTION 7 - Traffic Management

Production Traffic

Build & Break
During the construction period site and production traffic will be managed by Showsec International via radio contact with the Site Manager and Event Production. Suitable signage will be placed externally to ensure event related traffic is directed to the correct entrance(s).

Parking within the event site will be limited and additional staff parking will be allocated at a pre-determined location for permit holders.

Event
On event days production traffic will follow the build and break route with additional support from event stewards. Production traffic during the event days will consist of artist movements and essential site services only, traffic movements at these times will be kept to a minimum.

During peak audience phases a curfew may be enforced to restrict all vehicle movements. The ECR Manager will decide on implementation of the curfew in consultation with the Event Manager and/or Health and Safety Manager.

Version 1.4

Customer Traffic and Car Parking
CTM have been contracted to provide transport management services for the event.

In consultation with Live Nation and the relevant authorities, CTM will compile a Transport Management Plan (TMP) and apply for any necessary Temporary Traffic Regulation Orders (TTROs) for the event, to include any required road closures and parking suspensions. CTM will also provide transport related infrastructure and personnel to implement the requirements listed in the TMP.

A comprehensive customer transport system will operate from the Transport Hub on site; this includes a national coach service, shuttle bus service to local stations, private hire and hackney carriage taxis.

Public parking will be available close to the site with a dedicated area being provided for disabled customers. Parking will be available for purchase in advance.

A detailed Traffic Management Plan is available at **Appendix G.**

SECTION 8 - Structures

Stages
All stage and tower structures will be supplied by competent contractors who will issue full structural plans and calculations to the Site Manager and relevant agencies as required.

A stand by team from the supplying company will be on site for the duration of the event to deal with any problems that may occur relating to structural integrity and weather conditions. Detailed actions relating to periods of inclement weather will be provided in the Adverse Weather Plan closer to the events.

Tents
All tentage will be supplied and erected by competent contractors and will be accompanied by appropriate fire retardancy certification.

All built structures will have a completion certificate issued by a competent person from the supplying company. These will be collated by the Health & Safety Manager.

SECTION 9 - Barriers

Barriers
Three types of barrier will be used at the events:

Bike Rack Barrier
This is the traditional galvanised barrier used as a way of creating sterile areas or restricted access points at locations that will only experience low-density crowd movement.

Pit Barrier
Traditional A-frame load bearing barrier to a rating of at least 5 kN/m^2 that will be used in areas of high crowd density such as front of stage, and around structures in close proximity to the stage.

Version 1.4

Police Barrier
Similar to Bike Rack but with low profile tubular feet that do not create a trip hazard and absorb light crowd pressure enabling them to be used in locations with a higher density of crowd movement.

Fencing
Three types of fencing will be used at this event:

Heras
2.5m high block and mesh fencing, used to segregate areas, can be used braced or with 'triangles' to provide a load bearing barrier; will only resist light crowd pressure.

Readyhoard
Pressed steel sheeting and in fills set in blocks similar to Heras, designed to segregate areas and restrict sightlines, braced where necessary.

Steel Shield
Pressed steel sheeting, 3m high and pinned to the ground; the panels are also braced and able to absorb light to moderate crowd pressure.

SECTION 10 - Electrical Installations & Lighting

Power
Temporary electrical supplies, including all generators, distribution cabling and end connection for the arena will be installed by specialised contractors in accordance with the site plan and power specifications.

All temporary power supplies will be installed to BS 7909, fitted with RCD or RCBO protection where necessary, and suitably earthed. The electrical contractor will sign off all installations as correctly installed and tested before use. These will be collated by the Health & Safety Manager.

Lighting
Lighting across the event site will be provided via mix of festoon and lighting towers. Full lighting checks will take place in consultation with The London Borough of Havering. Exit and way finding signage will be illuminated as appropriate.

Version 1.4

The Designated Premises Supervisor for the events will be Mark Allen of Mama Bars Ltd.

Food Concessions
Food concession units will be located around the site, offering a wide variety of hot and cold food and drink.

All concessions will have suitable fire fighting equipment and sanitary and washing facilities for staff.

Arena concessions will cease trading in line with the finish of entertainment at 0030hrs. Concession units located at the transportation hub will continue to operate until clearance of customers from the site.

All drinks will be sold in plastic cups or PET containers.

LPG will be in use by concessions but will be managed on the basis of one cylinder in use per appliance plus one spare. All other cylinders will need to be stored in agreed cylinder stores at strategic points on site. The stores will be decided upon during the build element of the site. The onsite event fire officer, will be responsible for ensuring that the stores are clearly marked on site plans in the ECR and that they are monitored at all times for correct use. The stores will be clearly signed with flammable gas and no smoking signs. Additional portable FFE will be sited nearby.

Bars
Bars will be managed and operated by Mama Bars Ltd. Each bar will be managed by an experienced bar manager that holds a personal licence. All bars will open at 1030hrs and will be required to close 30 mins prior to the finish of the entertainment or by prior agreement with responsible authorities during the pre-planning stages.

All bars will have sufficient lighting and fire fighting equipment, as well as sanitary and hand washing facilities for staff.

Bar fronts will be faced with plastic bar control barrier or similar to assist with maintaining good order and safety and are subject to closure by the Health & Safety Manager or the ECR Manager if the situation demands.

A Challenge 25 policy will be in operation and all bar managers will ensure that persons under 18 are not served and that all drinks are dispensed in plastic cups or PET containers only.

Further details are provided in the Bars and Alcohol Management Plan at **Appendix L**.

Water

Mains supply
Drinking water will be available at all times whilst the events are open to the public. Suitable dispensing units will be distributed at various locations of the Arena and will be clearly marked on the site plans. The water points will be suitably signed to ensure members of the public are aware of their position.

Version 1.4

The event organiser will liaise with Essex and Suffolk Water to ensure potability of the event water supply. This will include an appropriate testing procedure to ensure suitability of the supply prior to the event.

A competent contractor will be appointed to ensure that all supplies and delivery meet with the statutory requirements.

Bottled Water
A reserve of bottled water will be maintained by the organisers in the event of water supply failure or extremes of weather.

Pit Water
Water will be available at stage pits and will be dispensed to members of the audience by security staff.

SECTION 12 - Merchandising

Merchandising units selling authorised artist/band merchandise will be located around the arena and will be identified on the site plans.

The organisers will co-operate with the Metropolitan Police and London Borough of Havering Trading Standards Officers in order to manage unlicensed traders. It is recognised that as well as offering inferior or even dangerous goods to the public, illegal or unlicensed traders often cause an obstruction around areas of high pedestrian traffic or access and egress routes.

SECTION 13 – Attractions & Activities

There will be a range of attractions and activities on site. These will be in the form of sponsor-activated areas as well as other attractions providing entertainment for patrons.

Further details will be provided as planning progresses.

Version 1.4

SECTION 14 - Sanitary Facilities

Toilets will be located throughout the arena in combined male and female compounds, the numbers provided will be in-line with those stated in the Purple Guide (3rd edition 2014). Sanitation areas will be manned by security with access routes for cleaning and replenishing provided outside of public areas.

These will be the minimum provision as required, but to reduce queuing further additional toilets will also be provided over and above the minimum specification.

'For events with a gate opening time of 6 hours or more, with alcohol and food served in quantity.'

Female	1	Toilet per	75
Male	1	Toilet per	400
Male	1	Urinal per	100

Arena
Attendance 16,799
Ratio Split Male / Female = 40% Male / 60% Female

	Audience 16,799
Total Female	**135**
Total Male	**17**
Total Urinals	**68**

VIP
Attendance 6,500
Ratio Split Male / Female = 40% Male / 60% Female

	Audience 6,500
Total Female	**52**
Total Male	**7**
Total Urinals	**26**

Accessible facilities
Accessible facilities are detailed in Section 19.

Additional facilities
In addition to the sanitation levels listed above, further facilities will be placed external of the arena at the event entrances and transportation hub to attempt to reduce anti-social behaviour in the local community. Facilities will also be placed in staff work and rest areas across the site.

Version 1.4

SECTION 15 - Waste Management

Live Nation (Music) UK Ltd will make every endeavor to reduce waste to a minimum and will actively encourage all contractors, customers and staff to recycle where possible.

Bulk Waste
All waste management including litter-picking activity will be arranged through an experienced site cleaning contractor who will hold knowledge and expertise in the complexities of waste disposal at an event of this nature. A cleaning schedule is provided at **Appendix H**.

Liquid Waste
All grey wastewater and toilet effluent will be the responsibility of the event organiser and arrangement will be sought to ensure the correct transfer and disposal.

Sustainability
The end aim of all waste on site will be a diversion from landfill, with all waste taken off site either being sorted for recycling or entering an energy from waste system.

SECTION 16 - Noise

The sound levels for the events will be set in accordance with the code of practice for sound control of open-air concerts.

We Are FSTVL have contracted **Vanguardia Consulting Ltd** to monitor noise levels in the surrounding area and investigate any complaints. The sound monitoring team will be in contact with the ECR should any action need to be taken during the event.

During the construction phase of the events, noisy works will be restricted between the hours of 0800hrs and 2000hrs to limit disturbance to local residents.

Due regard is made to the Control of Noise at Work Regulations 2005. These regulations relate to employees and workers and not members of the public, although hearing protection notices will be displayed; customers are also advised via ticket conditions. Hearing protection will be available for members of the public to purchase whilst on site if required.

A Noise Management Plan is appended to this document at **Appendix M**.

SECTION 17 - Special Effects

Special effects including pyrotechnics and lasers will be used during the festival. Risk assessments and safety documentation relating to these effects will be made available to responsible authorities prior to the event and a copy will be held by the H&S Manager on site.

Version 1.4

SECTION 18 - Camping

There is no public camping associated with this event.

A limited staff camping area will be provided and this will be equipped with the necessary sanitation and infrastructure.

SECTION 19 - Accessibility

Due to the greenfield nature of the event, the supplying of facilities for disabled customers may be difficult. However, Live Nation (Music) UK Ltd accept their responsibility to take all reasonably practicable steps to ensure that people with disabilities are catered for, and as such will have a dedicated Access Coordinator on-site to assist with access and facility requirements.

Bookings will be pre-arranged, and information given to those persons needing assistance on where to park, how to access the site, and the facilities available. The Access Coordinator will liaise with the Event Manager and Site Manager throughout the preplanning stages of the event to ensure suitable facilities will be provided.

Dedicated wheelchair accessible viewing platforms will be located at all stages. Wheelchair access to other areas on-site will be dependent on crowd densities at the time. Designated parking will be provided and staffed appropriately for customer requirements.

Power will be available at the main stage viewing platform for charging of electric wheelchairs.

Accessible toilets will be provided at the following locations; arena sanitation compounds, viewing platform(s), first aid points, VIP/guest area, backstage production village / artist area. The numbers provided will be set via liaison with the Access Coordinator and in-line with the anticipated attendance.

SECTION 20 – Medical Provision

Medical provision at the events will be managed in conjunction with Live Nation (Music) UK Ltd by a specialist event medical provider who will supply various grades of staff, including a dedicated Medical Manager.

First aid posts will be located strategically around the arena taking in to account access and egress arrangements and event demographic.

Additionally, medical response teams will patrol the arena and respond to incidents reported to the ECR.

Location

Name	Location	Grid Ref	Size
FAP 1	Adjacent to X1	J7	10m x 15m
FAP 2	Adjacent to X2	F12	10m x 15m

Version 1.4

Build and Break
First Aid will be available during normal site hours throughout the construction and breakdown periods of the events. Outside of these times the overnight security team will cover First Aid requirements.

Further details are provided in the Medical Management Plan at **Appendix F.**

SECTION 21 - Information & Welfare

An arena Information and Welfare unit will be available at the events where members of the public will be able to obtain advice and assistance from experienced welfare staff.

The welfare operation is to be confidential and other agencies should only become involved when the welfare staff request assistance.

Along with providing general event information, the welfare unit will also manage a lost property service.

This facility will be available at all times whilst the event is open to the public.

SECTION 22 – Ticketing

There are two levels of tickets available for the event, general and VIP. Tickets will be sold on a four-tier basis with the price increasing gradually on the lead-up to the event.

In addition to the tiered pricing, a limited amount of Earlybird tickets will be released for sale offering further reduced prices for early bookers and previous event attendees.

Both single day and weekend tickets are available.

Ticket prices are indicated on the event website www.wearefstvl.com

Both standard ticket stock and e-ticket/print at home will be used for this event. Scanning systems at the event entrances will reject duplicated and/or forged tickets.

VIP ticket holders will have their ticket exchanged for a wristband upon entry.

A limited number of tickets will be on sale from the Box Office adjacent to the Main Entrance on event days. Sales will be managed by the following process:

- Sell tickets from the onsite box office, the box office will be manned by upto 6 staff to deal with the sales
- Queues for the box office will be manned with extra security & ped barrier fencing
- We will provide queuing lanes & signage to explain the system to our customers
- A contingency of 250 sales will be withheld once we reach 1750 on the day we will advertise via social networks, e-flyer, text message to our audience that we've now sold out and the contingency will allow us to mop up those arriving on site. The contingency will be kept confidential from our audience.

Under no circumstances will we allow the capacity to be exceeded. If we reach capacity we will send back any customers on shuttle bus back to the station and advise our car park staff to turn away cars where we have trained traffic & security staff already in place.

Version 1.4

SECTION 23 – Children and Vulnerable Adults

All children and vulnerable adults regardless of age, disability, gender, racial or ethnic origin, religious belief or sexual identity have a right to protection from bullying, harm or abuse.

Live Nation (Music) UK Ltd takes very seriously its responsibilities in relation to the protection of children and vulnerable adults from harm and will ensure that adequate resource is made available for the safeguarding of these persons.

In line with the conditions of entry, an age restriction of 18 and over will be in place at this event. Security staff on the entrances will carry out ID checks and a Challenge 25 age verification policy will be in operation for alcohol sales.

SECTION 24 - Artists & Show Times

A full line up and running order will be available on the lead up to the event. Additionally an artist risk assessment will be carried out, the findings of which will be passed to the security and medical teams prior to the event.

SECTION 25 - Television & Radio

We Are FSTVL will be filmed for the purposes of archive, broadcast and show relay. Various radio partners will be involved in the event and radio broadcasting may take place.

SECTION 26 - Health & Safety / Legislation & Guidance

Health & Safety Policy
It is the policy of Live Nation UK Ltd to achieve high standards of Health and Safety in all parts of the group and to provide efficient management and resources to improve our performance in this function. To that end LN will ensure the maintenance and monitoring of safe systems of work which comply with or exceed current legislation for the protection of our employees, others working on our sites and our customers.

Health, Safety and Welfare ranks in equal priority with the commercial objectives of Live Nation UK.

The promoter of this event recognises that a number of activities which are undertaken, or are undertaken on their behalf, could potentially involve risk to the health, safety and welfare of it's employees, contractors, agents, guests, members of the public and others, together with the risk of damage to and loss of equipment, or property.

It is the policy of the promoter of this event to seek, as far as is reasonably practicable, safe working conditions for employees and all other personnel working on behalf of the event, and to ensure that any activity undertaken by the event does not adversely affect the health and safety of other persons.

Version 1.4

The Production Health & Safety Policy is available on request.

Contractors

All contractors will be required to demonstrate their competence and present relevant method statements, risk assessments, structural calculations and insurance details relating to the work they are contracted to carry out at this event before being allowed to commence work on site. Contractors' details will be maintained by the Health & Safety Manager in the Contractors H&S file.

Legislation & Guidance

The following legislation and guidance has been taken into account during compilation of the site heath & safety policy.

- Health & Safety at Work etc. Act 1974
- The Health & Safety (First-Aid) Regulations 1981
- The Control of Substances Hazardous to Health Regulations 2002
- The Noise at Work Regulations 2005
- The Construction (Head Protection) Regulations 1989
- The Manual Handling Operations Regulations 1992
- The Personal Protective Equipment at Work Regulations 1992
- The Construction (Design and Management) Regulations 2007
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- The Health & Safety (Safety Signs & Signals) Regulations 1996
- The Regulatory Reform (Fire Safety) Order 2005
- The Provision and Use of Work Equipment Regulations 1998
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Working at Height Regulations 2005
- The Purple Guide 3rd Edition 2014
- Managing Crowds Safely - HSG154 Health and Safety Executive
- Working at heights in the broadcasting and entertainment industries - HSE Guidance Entertainment Sheet No. 6 (Rev 1)
- Working with VDUs - INDG36 (rev3) Health & Safety Executive
- Emergency Preparedness, Guidance on Part 1of the CCA 2004 and Emergency Response and Recovery, non statutory guidance to complement Emergency Preparedness
- The Electricity at Work Regulations 1989
- Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes – BS 7909

Version 1.4

Event Handover Form

Event:	Date:

Due to circumstances outside of the control or expertise of the event organiser, Live Nation (Music) UK Ltd, it is agreed that control and responsibility for the event will pass to _____

or (delete as appropriate)

Following a period of control by _____ it is now agreed that control for the event can return to the event organiser, Live Nation (Music) UK Ltd:

Organisation name: _____

Due to the following reason(s):

_____

Date: _____ Time: _____

Signed on behalf of Live Nation (Music) UK Ltd:

Signature: _____

Name: _____

Signed on behalf of above named organisation:

Signature: _____

Name: _____

<u>This record should be placed on the event health & safety file</u>

Version 1.4

We are FSTVL 2015

APPENDIX C

EVENT RISK ASSESSMENT

Version 1
Issued 18-09-14

Risk Assessment
A comprehensive risk assessment has been compiled covering the build, show and load out elements of this event.

Risk Assessment Explanatory Notes
Severity Indices

1. Minor Injury = Abrasions, bruising, minor burns (reddening of the skin).
2. Significant Injury = Lacerations leading to blood loss, secondary burns (leading to blistering), sprains & strains, muscle & ligament injury, minor head injuries, acute representations of underlying conditions e.g. asthma, epilepsy, diabetes, hyper/hypothermia.
3. Serious Injury = Fractures, trauma leading to significant blood loss, head injuries leading to periods of unconsciousness. Acute representations of underlying conditions such as angina.
4. Major Injury = Multiple fractures, spinal or cervical injury, multiple trauma, injury affecting respiratory system, head injuries leading to significant periods of unconsciousness. Myocardial Infarction.
5. Major Incident/Fatality = Single or multiple fatality or large numbers of injuries in cat 3-4.

Risk x Probability Values

Risk x Probability	**1**	**2**	**3**	**4**	**5**
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

Acceptable Risk Risk Acceptable with Adequate Control Measures Unacceptable Risk

Risk Assessment

This assessment is designed to assess the risk to the following:

1. Workers employed in the construction of the event.
2. Workers employed during the running of the event.
3. Members of the public, both during construction and the show.

It is the responsibility of the safety manager to ensure that an on going assessment take place throughout the duration of the event by individual supervisors and team leaders of each department. Any changes resulting in the escalation of either the severity or the probability rating of an identified hazard or the discovery of a new hazard are to be reported immediately.

Severity		**Probability**	
1	Minor Injury	1	Unlikely
2	Significant Injury	2	Possible
3	Serious Injury	3	Highly Possible
4	Major Injury	4	Probable
5	Major incident/Fatality	5	Certainty

The probability and severity rating associated with each individual hazard, is calculated before the controls are put into place. Once the controls are in place, the hazard and its severity may not change, but the probability will be reduced to a maximum of 'Unlikely'.

ALL CONTRACTORS WORKING ON THE EVENT WILL BE REQUIRED TO SUPPLY RELEVANT RISK ASSESSMENTS AND SAFE SYSTEMS OF WORK FOR THE WORK THEY ARE CONTRACTED TO CARRY OUT. COPIES OF THESE AND ANY OTHER DOCUMENTS SUCH AS TECHNICAL DATA MUST BE AVAILABLE TO THE SAFETY OFFICER FOR INSPECTION ON REQUEST.

Subject Area	Hazards	To Whom	Severity Rating x Probability= Primary risk based on no controls S x P = R			Control Measures	Severity Rating x Probability = Residual Risk S x P = R			Action Required Where Risks are Not Adequately Controlled and other Comments
Installation of Event Infrastructure **Environmental Factors**	Hyperthermia Hypothermia	Contractors and staff	3	3	9	All workers to have access to foul weather clothing (PPE). Facilities to be available for hot and cold drinks and shelter from foul weather. Barrier cream to be provided where required.	3	1	3	All contractors to provide their employees with appropriate PPE and sufficient environmental protective measures.
	Injury from carelessly discarded litter		3	3	9	Area to be visually checked before work commences. Suitable gloves (PPE) and facilities for the disposal of litter to be provided.	2	1	2	
	Assault by member of the public		3	2	6	Perimeter fence to be installed around working area. 24 hour security to be provided.	3	1	2	
Installation of Event Infrastructure **Vehicle Movements**	Collision RTC	Contractors and staff. Other users of the venue. Members of the public	5	4	20	All drivers to observe site speed limit. 10 mph. Drivers to use headlights or orange beacon. (Not Hazard Lights) All crew working to wear hi-visibility equipment (PPE). Vehicles only to move in designated areas. No reversing without a Banksman. No access to site without permission of the site office. Mobile phones and radios not to be used whilst driving unless fitted with hands free adapter. All plant drivers to provide copies of certification to the site office.	5	1	5	
Installation of Event Infrastructure **Movement of Equipment**	Failure to maintain control of equipment and plant	Public, contractors and staff	5	4	20	A competent site manager has been appointed to oversee the work of installation and to liaise with production, contractors and statutory authorities. An Event Safety Manager/Officer will be on site during the build/break period to maintain H&S compliance. Production Schedule available in site office. All contractor vehicles/plant movement to be supervised. All persons to be trained and competent. Contractor checks carried out in advance. Site rules provided for all contractors to be observed at all times on site. Contractor Risk Assessments available in advance. Site plant procedure in place from site office, including licence and plant checks.	5	2	10	
Installation of Event Infrastructure **Movement of Equipment**	Overhead loads	Contractors and staff.	5	4	20	All lifting equipment to be accompanied by certificate of inspection and SWL (LOLER) or subject to a provable audit trail. Lifting equipment/plant only to be used by those who can demonstrate competence, i.e. certification.	5	1	5	

	Manual Handling Use of plant (Telehandlers/Forks)		3 5	4 4	12 20	All lifting operations to be individually assessed prior to commencement by the plant operative. Exclusion area to be established around site of lift. Hard hats, safety boots and hi-vis (PPE) to be worn at all times during these operations in the identified area. Job specific risk assessment by individual contractors. Tasks undertaken by trained staff of competent contractors. Appropriate design of equipment. Delivery of materials to as close as possible to point of use. Manual handling to be undertaken only where necessary. Lifting equipment (forklift) available for heavy lifting operations. All gangways and access/egress routes to be kept clear at all times.	3 5	1 1	3 5	
Installation of Event Infrastructure **Underground and Overground Services**	Contact with active services e.g. water, gas, electricity Work in underground ducts, voids or chambers	Contractors and staff Contractors and staff	5 5	3 3	15 15	Site owner/manager to provide details of any existing services or hazards. Site manager to investigate existing site services and produce hazard map. Survey of site undertaken where appropriate. Site design to incorporate separation between infrastructure and existing services. Contractors and suppliers provided with LN site rules prior to commencement of work. All contractors to report to site office prior to commencing work. Contractors provided with site hazard plan prior to commencement of work. Underground services to be marked on ground as appropriate. Separation distances to be observed between overhead power-lines, infrastructure and vehicles. Designated crossing points to be provided underneath overhead power-lines. Contractors to undertake ground scan prior to installation of ground fixing and anchorage points and prior to commencing ground works. No access to underground ducts, voids or chambers without permission of site manager and/or Safety Officer. Existing safe systems of work followed at the premises. First aider available during site hours.	5 5	1 1	5 5	Contractors to receive briefing prior to ground fixing or work near overground power-lines or other known site hazard.
Installation of Event Infrastructure **Lighting**	Insufficient visibility for working	Public, Contractors and staff	4	3	12	Main build/breakdown to be undertaken during hours of daylight where possible. Temporary lighting to be provided where night working required.	4	1	4	Temp lighting to be inspected daily. On call electricians to deal with any faults.
Installation of Event Infrastructure **Use of generated mains power**	Electrical Shocks or Burns Fire	Contractors and staff.	5 5	4 5	20 25	All electrical supplies to be installed by competent contractor. Competent Electrician to be on-site during build/break and show-day. All individual contractors own power supplies to be certified as appropriate. All installations to BS7909 Requirements for Temporary Electrical Installations.	5 5	1 1	5 5	

Distribution of power and control cables. **Use of power tools**	Electric Shock Burns Fire Tripping Electrocution Personal Injury Tripping	Contractors, staff and visitors	5 5 5 3 5 3 3	4 4 4 4 4 3 3	20 20 20 12 20 9 9	Electrical distribution to be provided with RCD or RCBO protection as required. Use of 110V or battery operated tools where practicable. Portable tools and equipment to be examined and certificated. Contractor's general safety documentation checked in advance. Metal structures to be earth bonded as appropriate. Suitable fire-fighting equipment to be provided at source and termination of supply All cables to be installed by a competent person, in such a way as not to obstruct gangways, exits or cause trip hazards. All cables in public area to be buried or run through cable ramps or other suitable covering. Tools only to be used for purpose intended by persons who have received appropriate training. All electrical installations to be inspected and certified by competent person. All Class 1 electrical appliances to be earth bonded. Good housekeeping with regard to trailing cables. PPE to be worn where appropriate.	5 5 5 3 5 3 3	1 1 1 2 1 1 1	5 5 5 6 5 3 3	
Installation of Event Infrastructure **Stacking and handling of equipment** **Rigging/flying of equipment**	Manual handling injury Falling objects Obstruction Falls Falling objects	Contractors and staff. Contractors, staff and visitors	3 5 5 5 5	4 3 2 2 2	12 15 10 10 10	Manual handling procedures to be implemented as per individual's companies' manual handling training. All crew to be competent and able in the task they are to undertake and all work to be supervised by a competent person. All equipment to be positioned in a way that will not obstruct gangways, emergency routes or fire exits and will not endanger the health and safety of others. All stacked equipment to be positioned in such a way so as it is not unstable. Appropriate PPE to be worn in designated areas. All motors and rigging points to be installed by a competent person. All flown equipment to be supported by suitable lifting equipment and accessories. Secondary 'safety' bonds to be used where appropriate. All flown equipment, including cables to be rigged in a way that will not endanger the health and safety of others. All multi-hoist lifts to be controlled by one appointed and competent individual. Access to areas beneath overhead works to be restricted by barriers where possible. All flown equipment and structures to be 'deaded' off' as soon as is possible. Tools and equipment used at height to be attached by appropriate strops/lanyards where practicable. All work at height carried out by competent persons. Suitable personnel fall protection system in use, and rescue policy in place. As much work as possible carried out at ground level to reduce work at height.	3 5 5 5 5	2 1 1 1 1	6 5 5 5 5	
Installation of Event Infrastructure						Combustible materials to be kept to minimum on site good				

Fire	Damage by fire or smoke to persons and/or property	Public staff and contractors	5	3	15	housekeeping to prevent build up of flammable waste. Waste combustibles collected regularly on-site. Fire extinguishers to be kept easily accessible at pre-identified locations. Extra facilities required for the show will be allocated fire extinguishers as required. Petrol generators not permitted for use. Event Control to be advised of any fires, even after they are considered out. Robust system for alerting fire service. Regular fire patrols around arena and back of house areas. LPG only to be used in accordance with site rules. Spare and empty LPG cylinders to be stored in designated area(s). No smoking zones around fuel and LPG storage points, inside tented structures and on/around stages. Any flammable liquid, substance or material such as diesel, paints, thinners etc. to be stored appropriately and away from vehicle route. Separate detailed fire risk assessment in place.	5	2	10	
Installation of Event Infrastructure **General Production**	Trips/ falls caused by infrastructure Noise/hearing damage Lack of welfare and first aid facilities	Public, Staff and Contractors	3 3 4	3 4 3	9 12 12	H&S patrols carried out by Event Safety Manager/Officer, identified hazards removed or controlled as necessary. H&S signage and access prevention systems to be located/used where required. H&S reporting system in place and H&S site log maintained by Event Safety Manager/Officer. Contractors informed of site rules and responsibilities. Contractors responsible for their own working areas during build/break period. Notices erected to indicate trip hazards that cannot be removed. Good housekeeping to prevent accumulation of hazardous material. Hearing protection zones to be established where necessary. Hearing protection (PPE) available. Qualified First Aider on duty during site operating hours. Drinking water, catering, shelter and sanitary facilities to be provided.	3 3 3	2 2 1	6 6 3	Production staff to report any noted trip hazards or obstacles that become apparent during the event. Stand by site crew to deal with notified hazards.
Installation of Event Infrastructure **Medical Provision**	Cross contamination Needlestick injury Assault or aggression	Public, Staff and Contractors Staff	5 5 4	2 2 3	10 10 12	Medical personnel to use appropriate equipment when dealing with bodily fluids (PPE) Usual aseptic techniques for open wounds where possible. Use sharps bins for disposal of medical sharps. Medical provider to supply specific risk assessment. Staff to be aware and maintain observation on patients. Security staff to be on hand at treatment facilities if risk of aggression.	5 5 4	1 1 1	5 5 4	
Staff and Contractor Camping	Criminal activity, theft Fire, burns, smoke inhalation	Staff and Contractors Staff and Contractors	3 5	2 2	6 10	Designated areas provided for staff and contractor camping. Secure perimeter, security patrols in place. Adequate lighting in place. Portable FFE equipment deployed in camping area. Fire lanes maintained.	3 5	1 1	3 5	

	Slips, trips and falls	Staff and Contractors	3	2	6	Good housekeeping to limit build-up of combustible waste. Regular waste removal. Sufficient means of escape from area. Suitable camping area provided. Hazardous areas including any ditches and water fenced off. Suitable access and egress routes designated. Adequate lighting in place.	3	1	3	
	Welfare	Staff and Contractors	4	2	8	Sanitation and washing facilities provided. Staff catering and refreshment facilities available. Qualified first aider on site.	4	2	8	

The remainder of this assessment relates to the event. The hazards and control measures identified above still apply to any activity that may be carried out throughout the show.

Subject Area	Hazards	To Whom	Severity Rating x Probability = Primary risk based on no controls S x P = R			Control Measures	Severity Rating x Probability = Residual Risk S x P = R			Action Required Where Risks are Not Adequately Controlled and other Comments
Event/Arena										
Arena Capacity	Overcrowding Crushing Tripping Crowd disturbance	Members of the public, contractors and staff	4 5 3 4	4 4 4 3	16 20 12 12	Arena capacity calculated and agreed with local authority. A-frame barrier in front of stages and delay structures. Robust show-stop procedure in place. Sufficient exits to allow for arena evacuation within a reasonable period. Experienced security contractor employed. Detailed stewarding plan completed by contractor. Constant crowd monitoring by security staff and Event Control.	4 5 3 4	1 1 2 1	4 5 6 4	Showstop procedures are appended to the EMP; the stage manager has the ability to halt the show if they feel that there is a danger to public safety.
			3	3	9	Use of stewards to restrict access if surface becomes untenable. Sit-reps relayed back to Event Control to assist with identification of possible areas of concern. Secure ticketing and pass system in place. Secure perimeter fence.	3	1	3	

Event/Arena **Arena Capacity** **Cross flows and trapping points**	Overcrowding Crushing Tripping Crowd disturbance	Members of the public, contractors and staff	4 5 3 4	3 3 4 3	12 15 12 12	Arena designed to allow adequate circulation around stages and attractions. Managed and barriered queuing lanes at entrance(s). Spotters to warn Event Control of developing situation. Steward response teams available to form cordon lines. Good quality extensive signage to assist customers in direction finding. Identified trapping points to be engineered out or access restricted.	4 5 3 4	1 1 2 1	4 5 6 4	
Event/Arena **Audience Activity Movement**	RTC Collision Crushing	Members of the public, contractors and staff	5 5 5	4 4 4	20 20 20	No unauthorised vehicles allowed on site during event. Vehicle curfew in public areas 1 hour before customers enter the arena. Restricted to key vehicles. Restriction on all vehicle movements in arena during public access other than where authorised by Event Control. No vehicles allowed into arena after show until curfew lifted by Event Control. All vehicles moving in arena to display flashing orange beacon or headlights on. All vehicles moving in arena during event to have pedestrian steward escort.	5 5 5	1 1 1	5 5 5	A multi level vehicle pass system will be in operation. There may be a case for production or ambulance buggies to enter the arena, this will go through Event Control first.
Event/All Areas **Adverse Weather**	Wet/Cold Weather Hot Weather High Wind Electrical Storm	Members of the public, contractors and staff	4 5 5 5	3 3 3 3	12 12 15 15	Adverse weather plan in place. Robust event management plan and emergency procedures in place. Weather forecast monitored throughout event. Suitable medical and welfare facilities available on site. External medical care <30 minutes. Structures and infrastructure suitable for environment. PPE and welfare available for staff.	4 5 5 5	2 2 2 2	8 10 10 10	
Event/Arena **Unstable Structures**	Collapse Crushing Trapping	Members of the public, contractors and staff	5 5 4	3 3 3	15 15 12	All temporary structures supplied and erected by competent contractors. Contractors to supply appropriate documentation and technical specs to be held by Event Safety Manager/Officer. Contractors to sign off all structures prior to opening. Contractor to satisfy Local Authority requirements for integrity of structure prior to public opening as required. Wind monitoring on appropriate structures. Show stop procedure in the event of unsafe conditions. All structures suitable for the environment in which they will be used and suitably ballasted where relevant. Public capacities for viewing platforms etc. set prior to the event and managed by security.	5 5 4	1 1 1	5 5 4	All tentage, barrier and staging contractors to have crew on-call during the event.

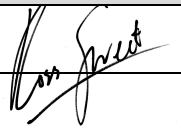
Event/Arena **Noise**	Permanent hearing damage Temporary shift damage	Members of the public, contractors and staff	3 2	3 4	9 2	All working personnel to have access to appropriate hearing protection (PPE). Sound level monitoring throughout event. 3m moat between active PA and audience at stages. Mandatory hearing protection zones established for working personnel. Appropriate signage to be placed in hearing protection areas.	3 2	1 2	3 4	Sound monitoring team to liaise with other agencies and production via Event Control.
Event/Arena **Fire**	Burn injuries Smoke inhalation	Members of the public, contractors and staff	5 5	4 4	20 20	No open fires within arena. (zero tolerance) Good housekeeping to ensure no build up of combustible waste. Fire control equipment positioned strategically around event site. Constant monitoring of site by spotters. Robust fire plan and communications operated by Event Control. Sufficient means of evacuation from affected areas. Diesel generators only. All concessions to have adequate portable FFE. Concessions to be located where any fire will not affect major structures. No flammable material to be stored in audience area. Cleaners to ensure removal of build up at waste points. Prohibited items removed from audience at entrance (gas cylinders, fireworks etc.) Experienced and competent Fire Safety Officer on site whilst event open to the public.	5 5	1 1	5 5	
Event/Arena **Audience Activity**	Personal Injury from; Crowd surfing/Moshing	Members of the public, contractors and staff	4	5	20	Barrier configuration to reduce pressure and assist crowd separation. Adequate working area in pit, stepped barrier to reduce strain on pit stewards. Pit policy to eject repeat offenders. Constant monitoring of audience by crowd safety team. Crowd spotter on stage for high-risk artists. Artist risk assessment undertaken to identify high-risk periods.	4	2	8	
Event/Arena **Audience Activity Queuing**	Crushing Trapping	Members of the public, contractors and staff	5	5	25	Sufficient queuing lanes to ensure throughput and holding facility. Lanes to be of adequate construction to resist crowd pressure. Arena opens in good time for audience access. Signage to inform audience of preferred routes around site. Use of stewards to restrict access to congested areas Queuing lanes and entrances designed to avoid cross-fill. Sufficient lighting on access and egress routes. Signage to direct audience member once in the arena.	5	1	5	

Event/Production **Artist Areas**	Presence of VIP's Crushing Hysteria Breach of secured area	Members of the public, contractors and staff	5	3	15	All artist areas to be made secure and adequate numbers of security staff to be allocated. Artists to be isolated from public areas. Security barriers/fencing in use where appropriate. No access without appropriate level of accreditation. All movement of artist to be supervised by tour security/competent person.	5	1	5	
Event/All Areas **Audience Egress**	Overcrowding Crushing Tripping Crowd disturbance	Members of the public, contractors and staff	4 5 3 4	2 3 4 3	8 15 12 12	All exits clearly signed and adequately lit. Additional lighting on gates and preferred routes. Stewards with megaphones to direct audience along preferred routes. All exit routes to be free from trip hazards and obstructions so far as reasonably practicable. No routes to be used which could result in trapping or funnelling of audience members. All gates to be marked with gate designation. Pre-arranged egress plan in place.	4 5 3 4	1 1 2 1	4 5 6 4	
Event/All Areas **Public Emergency Egress**	Movement of large numbers of people under duress leading to; Crushing Tripping Public disorder	Members of the public, contractors and staff	5	4	20	Emergency evacuation procedure to be put into action. All crew and production staff to be aware of such procedures. Movement of crowd to be monitored and managed by security/crowd management teams. All evacuation routes to be staffed and kept clear at all times. All emergency gates to be staffed while arena is operational. All emergency gates to be in radio contact with security control. Suitable audience lighting to be made available and activated to assist with evacuation of areas during periods of darkness. Access to FOH and monitor engineer to be available to relay instructions regarding emergency announcements. Stage PA to form focal delivery point of evacuation messages.	5	2	10	
Event/All Areas **Criminal/Terrorist Activity.**	Criminal/Terrorist Activity Leading to Personal Injury	Members of the public, contractors and staff	5	3	15	Event security planning with statutory agencies prior to event. Professional and experienced security contractor employed. Licenced security staff in attendance. MPS to maintain presence in event control. All crowd activity to be monitored at all times by security personnel and CCTV. All unacceptable behaviour by members of the public to be dealt with accordingly. Regular agency meetings to take place throughout event.	5	2	10	Multi-agency meetings to be held throughout events.

Event **Assault**	Assault Physical Abuse Verbal Abuse	Contractors staff and members of the public	4	4	16	Regular security patrols. All steward / security supervisors to be in radio contact with either security control or Event Control. Security response teams to assist staff who require support.	4	2	8	Ejection policy for anyone caught committing criminal damage, stealing or abusing staff or fellow event goers.
Event **Pyrotechnics**	Fire Burns/Injury	Performers, Staff, Contractors and members of the public	5	4	20	All pyrotechnics pre-planned. Product sourced from reputable suppliers. All data sheets / risk assessments / method statements supplied in advance. All pyrotechnics stored appropriately prior to use, and operated and disposed of inline with manufactures instructions. Pyrotechnics transported in appropriate vehicles. Only to be used by competent/trained persons. No firing without line of sight. Open-air pyrotechnics subject to approval by the CAA where applicable. All persons working near to fire zone to be briefed. Pyrotechnic product suitable for environment, and portable FFE available. Safety demonstrations to be carried out in advance of performance where required. All effects subject to approval by Local Authority/Venue.	5	2	10	

Event **Special Effects (other than Pyrotechnics)**	Fire Burns/Cold Burns/Injury Ocular Damage Photosensitive epilepsy	Performers, Staff, Contractors and members of the public	5	4	20	All special effects pre-planned and subject to separate risk assessments. All effects to be suitable for environment and COSHH data supplied prior to event where applicable. Professional products sourced from reputable suppliers and installed and operated by competent persons to the manufactures instructions and relevant HSE guidance. All consumables appropriately stored and disposed of inline with manufactures instructions. No operation without line of sight. Open-air effects including balloons and lasers subject to approval by the CAA where applicable. All persons working in affected areas to be briefed. Portable FFE available. MPE levels to be followed where applicable. No direct laser scanning of audience members, appropriate safeguarding of workers to be in place. Compressed gas to be appropriately stored and handled. Loose media products to be fire retardant and non-conductive. Warning signage to be displayed at public entrances and location of effects as appropriate. Artist/acrobat effects to be carried out by experienced persons and rehearsed prior to performance. Safety demonstrations to be carried out in advance of performance where required. All effects subject to approval by Local Authority/Venue.	5	2	10	
Event **Customer Car Parking and Vehicle Access.** **Coach And Shuttle Services.**	Collision RTC Theft Fire	Members of the public / customers	5 5 5	2 2 2	10 10 10	Car park / site speed limit in place 10mph. Competent and experienced traffic management contractor employed. Traffic management plan in place and pre event transport meetings with relevant agencies. Appropriate signage in place. Designated and suitable access routes in place. Car parks, PUDO and on site vehicle routes to be adequately staffed with competent persons. Queuing lines in place at coach, shuttle bus and taxi pick up points. Suitable crossing points selected and suitably staffed to assist members of the public to cross roadways where necessary. Members of public strongly discouraged to walk on highway, standby vehicles in place to sweep roads of pedestrians. Adequate temporary lighting in place. Security patrols of designated car parks. Experienced and competent Event Fire Officer on site whilst event open to the public. Adequate levels of PFFE on site.	5 5 5	1 1 1	5 5 5	

Event **Provision of Food and Drink**	Food or Waterborne Illness	Performers, Staff, Contractors and members of the public	4	3	12	Installation of temporary water systems by competent contractor. Drinking water installation to meet statutory requirements and tested prior to use to ensure potability. Where in use, water storage vessels to meet requirements for length of storage etc. Plumbing contractor on-site throughout event. Competent and experienced catering supplier contracted for event. All concessions and catering suppliers vetted prior to event. All concessions and catering suppliers required to provide food safety / HAACP documentation along with risk assessments and registration details prior to event. Liaison with local authority environmental health department prior and during event.	4	1	4	

Date of Assessment	Carried out by	Signature
18th September 2014	Ross Sweet	
Date of next review	18th March 2015 or sooner as required	

We Are FSTVL 2015

APPENDIX D

FIRE RISK ASSESSMENT

Version 1
Issued 18-09-14

FIRE RISK ASSESSMENT

1.0 Event Information		1.1 Roles	
Venue/Establishment Name			
We Are FSTVL. Damyns Hall Aerodrome		**Head of Establishment**	Reece Miller
Address			
Aveley Road, Upminster, Essex RM14 2TN		**Responsible Person**	Ross Sweet
Event Name(s)	**Event Date(s)**		
We Are FSTVL	30-05-15 & 31-05-15	**Competent Person**	Ross Sweet
		Person responsible for ensuring the Fire Risk Assessment is distributed to all relevant parties	Ross Sweet
Area of Risk			
Entire Site, to include: Stages, public viewing areas, temporary structures, hospitality areas, concessions, bars and car parks.			

1.2 Fire Risk Assessment Dates				
Date of Initial Fire Risk Assessment (Version1)			18/02/2014	
Review	**Date**	**Version**	**Assessor**	**Comments**
1.	28/04/2014	1	Ross Sweet, H&S Manager, Live Nation (Music) UK Ltd.	Issued as supporting document for premises licence application.

2.0 Fire Risk Assessment Explanatory Notes

To allow for universal understanding of the document and for the purposes of review, the Fire Risk Assessment in Section 3.0 will be divided into five categories:

3.1 Ignition Sources
3.2 Sources of Fuel
3.3 Fire Detection and Warning
3.4 Fire Fighting Equipment and Facilities
3.5 Escape Routes

2.1 Levels of Risk

Each hazard will be examined, the risk will be calculated using a 5x5 Matrix and classified by one of the following risk levels:

Low
Normal
High

The level of risk associated with each individual hazard, is calculated based on the existing control measures that are implemented by the event. If the level of risk is still above the normal level, then further action will be proposed to reduce or eliminate the hazard and the new level of risk will be recorded based on the proposed actions being implemented by the event.

2.2 Risk Groups

1. Workers employed in the construction of the event.
2. Workers employed during the show stage of the event.
3. Members of the public, both during construction and the event.

2.3 Areas of Risk

Due to the size of the event and in order to adequately assess the level of risk, it will be necessary to divide the site into the Areas specified in the table below. It is acknowledged that further division of these Areas may be necessary upon review.

AZ1	Arena Zone	Stages, VIP area, back of stages, public viewing areas, bars, concessions, merch units.	Approx. size of area	TBC
PZ1	Production Zone	Artist dressing rooms and green rooms, press area, crew catering, production offices, boneyards	Approx. size of area	TBC
CPZ1	Carpark Zone	Customer parking, transport hub, production/staff parking, build/break vehicle check-in and holding area.	Approx. size of area	TBC

2.4 Review of Fire Risk Assessment

To ensure that both existing and proposed control measures within the Fire Risk Assessment are being implemented, to assess how effectively the risks are being controlled and to monitor significant changes on site that may affect existing fire precautions, it will be necessary to continually monitor the Fire Risk Assessment and where necessary revise. For the purposes of this event, the assessment will be reviewed during the following five phases:

1. Planning, prior to the Event and Build Up and Load In.
2. Build Up and Load In, during the building of infrastructure and delivery and installation of equipment and services.
3. The Event, while the site is open to the public.
4. The Load Down and Break Down, during the removal of equipment and services and dismantling of infrastructure.
5. Post Event

The current levels of Fire Risk, for both individual hazards and Site Areas, have been calculated based on the present understanding of site layout, site procedures and site polices. It is acknowledged that these levels may change when a review is conducted.

If during any of the three site based phases above (Phases 2-5), a process, activity or hazard is identified, that poses a serious fire risk, then the event fire team will issue a Deficiency/Enforcement Notice, containing controls measures to reduce or eliminate the risk, in conjunction with the amendments to the Fire Risk Assessment. A copy of the Deficiency/Enforcement notice will be given to the Event Safety Officer and Event Manager.

2.5 Monitoring of Fire Safety on Site

Unless otherwise agreed or stated, the principal agency for monitoring Fire Safety on site is event organisers appointed fire team. Unless otherwise agreed or stated they will conduct an audit of the Catering Units/Concessions or Market Traders fire safety arrangements and will routinely patrol the site monitoring LPG cylinder management, waste accumulation, separation, availability of escape routes, etc. Details of all inspections and patrols will be recorded on a Daily Log Sheet.

2.6 Enforcement of Fire Safety on Site

Unless otherwise agreed or stated, the level of enforcement for Fire Safety Deficiencies, in relation to Catering Units/Concessions and Market Trade/Merchandising (where appropriate) will follow a similar format to that below:

- **Level 1** Written Deficiency/Enforcement Notice by event fire team, giving the Concession or Market Trade/Merchandising Stand a fixed time period to improve any Fire Safety deficiencies
- **Level 2** Written Closure of a Concession or Market Trade/Merchandising Stand by event fire team, for a fixed time period to allow improvements of any Fire Safety Deficiencies
- **Level 3** Written Closure of a Concession or Market Trade/Merchandising Stand by event fire team, permanently and the potential prosecution of the operator by the Local Authority.
- **If the Fire Safety Deficiency poses a serious and imminent risk to life, then Enforcement Levels 1 and 2 will be bypassed and an Enforcement Level 3 will be implemented.**

In all cases, copies of the Deficiency/Enforcement Notice Form will be issued to the:

- o Concession or Market Trade/Merchandising Stand on site representative,
- o Site Safety Officer,
- o Event fire Issuing Officer
- o In the case of an Enforcement Level 3 Deficiency, the Local Authority Fire & Rescue Service – Fire Safety Team will be notified by either the Site Safety Officer or the Event Fire Team Issuing Officer

2.7 Distribution of Fire Risk Assessment

The listed responsible person will ensure that this information is appropriately distributed to all relevant parties.

2.8 Gas Safety

The event fire team will be a registered Gas Installer with the Gas Safe Register and has engineers available who hold Nationally Accredited Certification Scheme qualifications in both Natural and Liquefied Petroleum Gas (LPG). If contracted to be on site, these engineers have the necessary equipment to locate any suspected gas escapes and ensure that any faulty appliances or installations are isolated and made safe, where necessary, and an appropriate Warning/Advice Notice will be issued, as required by the Gas Industry Unsafe Situations Procedures. If not contracted to be on site, these engineers are available to give professional advice to the on-site Event Fire Prevention Officer.

3.0.0 Fire Risk Assessment							
Fire Risk Assessment Area	Arena Zone 1 (AZ1)		**Fire Risk Level of Area**		Normal		
Stages	VIP	Back Of Stages	Public Viewing Areas	Bars	Concessions	Merchandising Units	
It is acknowledged that further division of this area, within this fire risk assessment may be necessary upon review.							
Version	V1		**Approximate Size of Area**		TBC		

3.0.1 Ignition Sources.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Poorly Maintained Vehicles and Plant Equipment during build up and break down	1 & 2	All vehicles are to comply with current testing legislation in respect of their type and use.	Low		
Radiated Heat from vehicles.	ALL	Vegetation to be maintained to appropriate level to prevent contact with vehicles. Adequate separation between vehicles.	Low		
Radiated heat form Generator Exhausts	ALL	Staff awareness of site polices during site induction, supplemented by regular patrols of area by Security.	Normal		
Road Traffic Collision	ALL	Robust traffic management plan, limiting vehicle movements. All drivers to observe site speed limit (10 mph). Stewards to Marshall parking of cars. Banksman to be used where appropriate.	Low		
Portable Appliances within temporary structures	1 & 2	All electrical equipment is visually inspected, prior to use.	Normal	All electrical equipment is inspected and tested at the appropriate frequencies, by a competent person, in accordance with The Electricity at Work Regulations 1989.	Low
Portable Appliances within Stages.		All electrical equipment is inspected and tested at the appropriate frequencies, by a competent person, in accordance with The Electricity at Work Regulations 1989.	Low		
Site Provided Electrical Installations	ALL	All electrical supplies to be installed by competent contractor to BS7909 Requirements for temporary electrical installations.	Low		

		Electrical contractor onsite during build up, event and break down.			
Electrical Installations within Stages	ALL	All electrical supplies to be installed by competent contractor to BS7909 Requirements for temporary electrical installations. Electrical contractor onsite during build up, event and break down.	Low		
Electrical Installations within Merchandising Units	ALL	All electrical supplies certified and protected by RCD / RCBO protective devices, where required under BS7909.	Low		
Electrical Installations within Concession Units	ALL	All electrical supplies certified and protected by RCD / RCBO protective devices, where required under BS7909. Copies of electrical certificates provided to the Central Concessionaire and Local Authority Environmental Health Officers for inspection. Central Concessionaire to accredit and audit the health and fire safety arrangements for all caterers, as they arrive on site. Private Fire Prevention Officer to conduct a rolling 10% audit of the caterers fire safety arrangements, on behalf of Live Nation.	Low		
Gas Installations within Concession Units	ALL	All gas installations to have current compliance certificates, copies of which are provided to the Central Concessionaire which are then forwarded to Local Authority Environmental Health Officers for inspection prior to the event. Central Concessionaire to accredit and audit the health and fire safety arrangements for all caterers, as they arrive on site.	Low		

		Private Fire Prevention Officer to conduct a rolling 10% audit of the caterers fire safety arrangements, on behalf of Live Nation.			
Gas Cookers/Burners within Concession Units	ALL	As per the requirements of the Central Concessionaire all fat fryers should be equipped with thermostatic cut out controls and flame failure devices to prevent gas escape and build up. Central Concessionaire or the Central Concessionaires appointed consultant is responsible for checking this equipment.	Low		
Radiated Heat from Concession Units	ALL	Adequate separation between units of approximately 2.5m. All concessions to be designed and built to current regulations and to be inspected prior to use.	Low		
Radiated heat between temporary structures.	ALL	Sufficient separation between structures to prevent fire spread.	Low		
Barbeques and Open Fires	ALL	No Barbeques or Open Fires permitted on site. Regular patrols by Security and Private Fire Prevention Officer.	Low		
Poorly maintained LPG systems within Caravans and Campervans.	ALL	All gas burners, ovens and fridges to be visually checked prior to use.	Low	All gas burners, ovens and fridges to be serviced in accordance within current guidelines and manufactures recommendations.	
Radiated Heat between caravans, bunkabins and tents.	ALL	Sufficient separation between camping units.	Low	Security to monitor Staff and Contractor Camping Area.	
Barbeques and Open Fires	ALL	No Barbeques or Open Fires permitted on site. Regular patrols by Security and Private Fire Prevention Officer.	Low	Security to monitor Staff and Contractor Camping Area.	
Arson	ALL	All items of plant and machinery to be parked in a secure area when not in use with regular patrols by Security. Regular collections of waste as specified in	Normal		

		waste management plan in order to prevent build up.			

3.0.2 Sources of Fuel.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Drapes, Marquee Sheeting and Soft Goods	ALL	Drapes, marquee sheeting and soft goods for all stages will be certified to the relevant fire resisting/retardant standard and provided with certification.	Low	Samples to be made available for testing if required.	
Combustible Waste	ALL	Receptacles provided throughout the site, which are emptied at regular intervals, as specified in waste management plan in order to prevent build up. Regular patrols by Security.	Low		
LPG	ALL	LPG only to be used in accordance with Site Rules. One cylinder in use per appliance and one spare. All other cylinders to be stored in the designated, secure and well vented compound. Central Concessionaire will advise individual concessions of this policy and Private Fire Prevention Officer will conduct on site sample audits.	Normal		
Fuel Leaks – Poorly Maintained Vehicles	ALL	All vehicles are to comply with current testing legislation in respect of their type and use.	Low		
Flammable liquids minor spills	ALL	All minor spills to be promptly cleared using spill kits.	Low		
Flammable liquids significant spills	ALL	All major fuel spills to be reported to Site Manager and/or Health & Safety Manager. London Fire Brigade (LFB) & Environment Agency to be notified of any significant spills for further assistance and guidance.	Normal		

Onsite Refuelling	ALL	Onsite refuelling is only to be carried by nominated/authorised contractors, using suitable vehicles and equipment.	Low		
Vegetation	ALL	Vegetation to be maintained to an appropriate safe level.	Low		
Vehicles	ALL	Adequate separation between vehicles, professional stewards to mark out car parking areas	Low		
Caravans, bunkabins and tents.	ALL	Sufficient separation between camping units.	Low	Security to monitor Staff and Contractor Camping Area.	
Tents, clothing and bedding	ALL	Security to monitor Staff and Contractor Camping Area No Barbeques or Open Fires permitted on site.	Low	.	

3.0.3 Fire Detection and Warning.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Fire developing un-noticed	ALL	Regular patrols of area by Security.	Normal		
Fire developing un-noticed where staff are sleeping.	1&2	Regular patrols of area by Security. Sleeping within arena discouraged where possible. Security to check the remainder of site is clear at the end of each show day and will be briefed on the location and number of people staying on site.	Normal		
Failure to notify all persons within the area of a significant fire.	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons	Low		

		from the hazard area.			
Failure to notify persons within the area of the need to evacuate part of, or the whole of the area	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area.	Low		

3.0.4 Fire Fighting Equipment and Facilities.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Fire extinguishers failing to perform.	ALL	All fire extinguishers serviced in accordance with BS5306 part 3 by a competent contractor. All fire extinguishers refilled in accordance with BS5543 part 1.	Low		
Insufficient quantity of portable fire extinguishers	ALL	Appropriate quantities of fire extinguishers distributed around the area. Security mobiles to be issued with fire extinguishers. Minor outbreaks of fire to be dealt with by onsite resource. All other fires will be reported to LFB via the ECR.	Low		
Incorrect use of portable fire extinguishers by site staff	1 & 2	Instruction given on selection and use of fire extinguishers by competent contractors, when issued to site staff, with clear guidance on not to use an extinguisher, unless trained and safe to do so.	Low		
Incorrect use of portable fire extinguishers by members of the public	3	Limited numbers of fire extinguishers in public areas. Extinguisher type signs fitted above extinguishers, indicating suitability.	Low		

Loss or Misuse of portable fire extinguishers	ALL	Fire Extinguishers to be issued to site staff/security.	Low		

3.0.5 Escape Routes					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Obstructions in Emergency Exits and Escape Routes	ALL	All Emergency Exits to be kept clear and staffed at all times, whilst the Event is open. Regular patrols by Security to ensure Emergency Exits and Escape Routes are kept free of obstructions. Adequate numbers of exit gates of the appropriate width Emergency Exit Calculations included within EMP.	Low		
Obstructions in emergency routes.	ALL	Regular patrols by Security to ensure emergency routes are kept free of obstructions.	Low		
Obstruction in Fire Lane	ALL	Regular patrols by Security to ensure Fire Lanes are kept free of obstructions. Routes clearly signed and marked on site plans. Routes for fire appliances have road widths of not less than 3.7m, clear width at gates not less than 3.1m and clear height of not less than 3.7m. Routes are provided so no part of the event, where fire fighting may be required, is greater than 50m from a fire lane or adjacent existing suitable thoroughfare. If a turning circle is provided, it has a diameter not less than 16.8m.	Low		

Poor lighting of emergency route	ALL	Tower lights and festoon lights strategically positioned throughout the site and escape routes.	Low		
Uncontrolled evacuation of area. Crushing and tripping.	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas Staff and contractors to be made aware of site emergency procedures and escape routes, during their Site Induction. This information includes: action to be taken on discovering a fire, arrangements for notifying emergency services, details of escape routes, etc. Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area. During the Build and Break period, all staff and contractors are made aware of site emergency procedures and escape routes, during their Site Induction, which is based on the information provided to all staff and contractors, prior to their arrival on site and includes any revisions or amendments. Staff and contractors cannot enter the site without first receiving this induction. Inductees sign to say they have received and understood the induction and records are held at the accreditation office. All managers are then responsible for ensuring that there is a cascade of information to staff if they do not go through the formal induction route during the build and break process.	Low		

		All fire exits and escape routes are appropriately signed.			
Large number of people unfamiliar with site.	1 &2	As per the existing controls detailed above.	Low		

3.1.0 Fire Risk Assessment				
Fire Risk Assessment Area	Production Zone 1 (PZ1)	**Fire Risk Level of Area**	Normal	
Artist Dressing & Green Rooms	Press Area	Crew Catering	Production Offices	Boneyards
It is acknowledged that further division of this area, within this fire risk assessment may be necessary upon review.				
Version	V1	**Approximate Size of Area**	TBC	

3.1.1 Ignition Sources.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Poorly Maintained Vehicles and Plant Equipment during build up and break down.	1 & 2	All vehicles are to comply with current testing legislation in respect of their type and use.	Low		
Radiated Heat from vehicles.	ALL	Vegetation to be maintained to appropriate level to prevent contact with vehicles. Adequate separation between vehicles.	Low		
Radiated heat form Generator Exhausts	ALL	Staff awareness of site polices during site induction, supplemented by regular patrols by Security.	Normal		
Road Traffic Collision	ALL	Robust traffic management plan, limiting vehicle movements. All drivers to observe site speed limit (10mph). Stewards to Marshall parking of cars. Banksman to be used where appropriate.	Low		
Portable Appliances within temporary structures	1 & 2	All electrical equipment is visually inspected, prior to use.	Normal	All electrical equipment is inspected and tested at the appropriate frequencies, by a competent person, in accordance with The Electricity at Work	Low

				Regulations 1989.	
Site Provided Electrical Installations	ALL	All electrical supplies to be installed by competent contractor to BS7909 Requirements for temporary electrical installations. Electrical contractor onsite during build up, event and break down.	Low		
Electrical Installations within Concession Units and Catering Facilities	ALL	All electrical supplies certified and protected by RCD / RCBO protective devices, where required under BS7909. Copies of electrical certificates provided to the Central Concessionaire and Local Authority Environmental Health Officers for inspection. Central Concessionaire to accredit and audit the health and fire safety arrangements for all caterers, as they arrive on site. Private Fire Prevention Officer to conduct a rolling 10% audit of the caterers fire safety arrangements on behalf of Live Nation.	Low		
Gas Installations within Concession Units and Catering Facilities (including Staff Catering Marquee)	ALL	All gas installations to have current compliance certificates, copies of which are provided to the Central Concessionaire which are then forwarded to Local Authority Environmental Health Officers for inspection prior to the event. Central Concessionaire to accredit and audit the health and fire safety arrangements for all caterers, as they arrive on site. Private Fire Prevention Officer to conduct a rolling 10% audit of the caterers fire safety arrangements, on behalf of Live Nation.	Low		
Gas Cookers/Burners within Concession Units and Catering	ALL	As per the requirements of the Central Concessionaire fat fryers should be	Low		

Facilities (including Staff Catering Marquee)		equipped with thermostatic cut out controls and flame failure devices to prevent gas escape and build up. Central Concessionaire will accredit and audit the health and fire safety arrangements for all caterers as they arrive on site.			
Radiated Heat from Concession Units	ALL	Adequate separation between units of approximately 2.5m. All concessions to be designed and built to current regulations and to be inspected prior to use.	Low		
Radiated heat between temporary structures.	ALL	Sufficient separation between structures to prevent fire spread.	Low		
Poorly maintained LPG systems within Caravans and Campervans.	ALL	All gas burners, ovens and fridges to be visually checked prior to use.	Low	All gas burners, ovens and fridges to be serviced in accordance within current guidelines and manufactures recommendations.	
Radiated Heat between caravans, bunkabins and tents.	ALL	Sufficient separation between camping units.	Low	Security to monitor Staff and Contractor Camping Area.	
Barbeques and Open Fires	ALL	No Barbeques or Open Fires permitted on site. Regular patrols by Security and Private Fire Prevention Officer.	Low	Security to monitor Staff and Contractor Camping Area.	
Arson	ALL	All items of plant and machinery to be parked in a secure area when not in use with regular patrols by Security. Regular collections of waste as specified in waste management plan in order to prevent build up.	Normal		

Page 111

3.1.2 Sources of Fuel.

Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Drapes, Marquee Sheeting and Soft Goods	ALL	Drapes, marquee sheeting and soft goods for all stages will be certified to the relevant fire resisting/retardant standard and provided with certification.	Low	Samples to be made available for testing if required.	
Combustible Waste	ALL	Receptacles provided throughout the site, which are emptied at regular intervals, as specified in waste management plan in order to prevent build up. Regular patrols by Security Team to monitor build up.	Low		
LPG	ALL	LPG only to be used in accordance with Site Rules. One cylinder in use per appliance and one spare. All other cylinders to be stored in the designated, secure and well vented compound. Central Concessionaire will advise individual concessions of this policy and Private Fire Prevention Officer will conduct on site sample audits.	Normal		
Fuel Leaks – Poorly Maintained Vehicles	ALL	All vehicles are to comply with current testing legislation in respect of their type and use	Low		
Flammable liquids minor spills	ALL	All minor spills to be promptly cleared using spill kits.	Low		
Flammable liquids significant spills	ALL	All major fuel spills to be reported to Site Manager and/or Health & Safety Manager. LFB and Environment Agency to be notified of any significant spills for further assistance and guidance.	Normal		
Onsite Refuelling	ALL	Onsite refuelling is only to be carried by nominated/authorised contractors, using suitable vehicles and equipment.	Low		

Vegetation	ALL	Vegetation to be maintained to an appropriate safe level.	Low		
Vehicles	All	Adequate separation between vehicles, professional stewards to mark out car parking areas.	Low		
Caravans, bunkabins and tents.	ALL	Sufficient separation between camping units.	Low	Security to monitor Staff and Contractor Camping Area.	
Tents, clothing and bedding	ALL	Security to monitor Staff and Contractor Camping Area No Barbeques or Open Fires permitted on site.	Low		

3.1.3 Fire Detection and Warning.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Fire developing un-noticed	ALL	Regular patrols of area by Security.	Norma		
Fire developing un-noticed where staff are sleeping.	1&2	Regular patrols of area by Security. Bunkabins fitted with smoke alarms. Security to check the remainder of site is clear at the end of each show day and will be briefed on the location and number of people staying on site.	Normal		
Failure to notify all persons within the area of a significant fire.	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas. Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area.	Low		
Failure to notify persons within the area of the need to evacuate part of, or the whole of the area	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas	Low		

		Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area.			

3.1.4 Fire Fighting Equipment and Facilities.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Fire extinguishers failing to perform.	ALL	All fire extinguishers serviced in accordance with BS5306 part 3 by a competent contractor. All fire extinguishers refilled in accordance with BS5543 part 1.	Low		
Insufficient quantity of portable fire extinguishers	ALL	Appropriate quantities of fire extinguishers distributed around the area. Security mobiles to be issued with fire extinguishers. Minor outbreaks of fire to be dealt with by onsite resource. All other fires will be reported to LFB via the ECR.	Low		
Incorrect use of portable fire extinguishers by site staff	1 & 2	Instruction given on selection and use of fire extinguishers by competent contractors, when issued to site staff, with clear guidance on not to use an extinguisher, unless trained and safe to do so.	Low		
Incorrect use of portable fire extinguishers by members of the public	3	Limited numbers of fire extinguishers in public areas. Extinguisher type signs fitted above extinguishers, indicating suitability.	Low		
Loss or Misuse of portable fire extinguishers	ALL	Fire Extinguishers to be issued to site staff/security.	Low		

3.1.5 Escape Routes

Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Obstructions in Emergency Exits and Escape Routes	ALL	All Emergency Exits to be kept clear and staffed at all times, whilst the Event is open. Regular patrols by Security to ensure Emergency Exits and Escape Routes are kept free of obstructions. Adequate numbers of exit gates of the appropriate width Emergency Exit Calculations included within EMP.	Low		
Obstructions in emergency routes.	ALL	Regular patrols by Security to ensure emergency routes are kept free of obstructions.	Low		
Obstruction in Fire Lane	ALL	Regular patrols by Security to ensure Fire Lanes are kept free of obstructions. Routes clearly signed and marked on site plans Routes for fire appliances have road widths of not less than 3.7m, clear width at gates not less than 3.1m and clear height of not less than 3.7 m. Routes are provided so no part of the event, where fire fighting may be required, is greater than 50m from a fire lane or adjacent existing suitable thoroughfare. If a turning circle is provided, it has a diameter not less than 16.8m.	Low		
Poor lighting of emergency route	ALL	Tower lights and festoon lights strategically positioned throughout the site and escape routes.	Low		
Uncontrolled evacuation of area. Crushing and tripping.	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas	Low		

		Staff and contractors to be made aware of site emergency procedures and escape routes, during their Site Induction. This information includes: action to be taken on discovering a fire, arrangements for notifying emergency services, details of escape routes, etc. Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area. During the Build and Break period, all staff and contractors are made aware of site emergency procedures and escape routes, during their Site Induction, which is based on the information provided to all staff and contractors, prior to their arrival on site and includes any revisions or amendments. Staff and contractors cannot enter the site without first receiving this induction. Inductees sign to say they have received and understood the induction and records are held at the accreditation office. All managers are then responsible for ensuring that there is a cascade of information to staff if they do not go through the formal induction route during the build and break process. All fire exits and escape routes are appropriately signed.			
Large number of people unfamiliar with site	1 &2	As per the existing controls detailed above.	Low		

3.2.0 Fire Risk Assessment			
Fire Risk Assessment Area	Car Park Zone 1 (CPZ1)	**Fire Risk Level of Area**	Normal
Customer Parking	Transport Hub	Production Parking	Build and Break Vehicle Check-In
It is acknowledged that further division of this area, within this fire risk assessment may be necessary upon review.			
Version	V1	**Approximate Size of Area**	TBC

3.2.1 Ignition Sources.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Poorly Maintained Vehicles and Plant Equipment during build up and break down	ALL	All vehicles are to comply with current testing legislation in respect of their type.	Low		
Radiated Heat from vehicles.	ALL	Vegetation to be maintained to appropriate level to prevent contact with vehicles. Adequate separation between vehicles.	Low		
Road Traffic Collision	ALL	Robust traffic management plan, limiting vehicle movements. All drivers to observe site speed limit (10 mph). Banksman to be used where appropriate.	Low		
Site Provided Electrical Installations	ALL	All electrical supplies to be installed by competent contractor to BS7909 Requirements for temporary electrical installations. Electrical contractor onsite during build up, event and break down.	Low		
Arson	ALL	All items of plant and machinery to be parked in a secure area when not in use with regular patrols by Security. Regular collections of waste as specified in	Normal		

Page 117

		waste management plan in order to prevent build up.			

3.2.2 Sources of Fuel.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Combustible Waste	ALL	Receptacles provided throughout the site at regular intervals, regularly emptied as specified in waste management plan in order to prevent build up.	Low		
Fuel Leaks – Poorly Maintained Vehicles	ALL	All vehicles are to comply with current testing legislation in respect of their type.	Low		
Flammable liquids minor spills	ALL	All minor spills to be promptly cleared using spill kits.	Low		
Flammable liquids significant spills	ALL	All major fuel spills to be reported to Site Manager and/or Health & Safety Manager. LFB and Environment Agency to be notified of any significant spills for further assistance and guidance.	Normal		
Onsite Refuelling (Lighting Towers)	ALL	Onsite refuelling is only to be carried by nominated/authorised contractors, using suitable vehicles and equipment.	Low		
Vegetation	ALL	Vegetation to be maintained to an appropriate safe level.	Low		
Vehicles	All	Sufficient separation between vehicles	Low		

3.2.3 Fire Detection and Warning.					
Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Fire developing un-noticed	ALL	Regular patrols of area by Security.	Normal		
Fire developing un-noticed where staff are sleeping.	1&2	No Camping within Car Parks.	Normal		

		Regular patrols of area by Security. Security to check the remainder of site is clear at the end of each show day and will be briefed on the location and number of people staying on site.			
Failure to notify all persons within the area of a significant fire.	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area.	Low		
Failure to notify persons within the area of the need to evacuate part of, or the whole of the area	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area.	Low		

3.2.4 Fire Fighting Equipment and Facilities.

Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Fire extinguishers failing to perform.	ALL	All fire extinguishers serviced in accordance with BS5306 part 3 by a competent contractor. All fire extinguishers refilled in accordance with BS5543 part 1.	Low		
Insufficient quantity of portable fire extinguishers	ALL	Appropriate quantities of fire extinguishers distributed around the area. Security mobiles to be issued with fire	Low		

		extinguishers. Minor outbreaks of fire to be dealt with by onsite resource. All other fires will be reported to LFB via the ECR.			
Incorrect use of portable fire extinguishers by site staff	1 & 2	Instruction given on selection and use of fire extinguishers by competent contractors, when issued to site staff, with clear guidance on not to use an extinguisher, unless trained and safe to do so.	Low		
Incorrect use of portable fire extinguishers by members of the public	3	Limited numbers of fire extinguishers in public areas. Extinguisher type signs fitted above extinguishers, indicating suitability.	Low		
Loss or Misuse of portable fire extinguishers	ALL	Fire Extinguishers to be issued to site staff/security.	Low		

3.2.5 Escape Routes

Hazard	Risk Groups	Existing Control Measures	Level Of Risk	Proposed Action To Reduce Or Eliminate Hazard and Other Comments	Level Of Risk
Obstructions in Emergency Exits and Escape Routes	ALL	All Emergency Exits to be kept clear and staffed at all times, whilst the Event is open. Regular patrols by Security to ensure Emergency Exits and Escape Routes are kept free of obstructions. Adequate numbers of exit gates of the appropriate width Emergency Exit Calculations included within EMP.	Low		
Obstructions in emergency routes.	ALL	Regular patrols by Security to ensure emergency routes are kept free of obstructions.	Low		
Obstruction in Fire Lane	ALL	Regular patrols by Security to ensure Fire Lanes are kept free of obstructions. Routes clearly signed and marked on site	Low		

		plans. Routes for fire appliances have road widths of not less than 3.7m, clear width at gates not less than 3.1m and clear height of not less than 3.7m. Routes are provided so no part of the event, where fire fighting may be required, is greater than 50m from a fire lane or adjacent existing suitable thoroughfare. If a turning circle is provided, it has a diameter not less than 16.8m.			
Poor lighting of emergency route	ALL	Tower lights and festoon lights strategically positioned throughout the site and escape routes.	Low	In the absence of sufficient existing ambient lighting, tower lights will be strategically positioned in off-site parking and drop-off points.	
Uncontrolled evacuation of area. Crushing and tripping.	ALL	Public Address System covers the Arena Area whilst it is open to the public, Site Radio System, Security Patrols and Site Staff to notify other areas Staff and contractors to be made aware of site emergency procedures and escape routes, during their Site Induction. This information includes: action to be taken on discovering a fire, arrangements for notifying emergency services, details of escape routes, etc. Security Teams to be briefed by Supervisors and Managers on their specific roles during an emergency, as detailed in the Security/Crowd Management Plan. Security Patrols to evacuate all persons from the hazard area.	Low		

		During the Build and Break period, all staff and contractors are made aware of site emergency procedures and escape routes, during their Site Induction, which is based on the information provided to all staff and contractors, prior to their arrival on site and includes any revisions or amendments. Staff and contractors cannot enter the site without first receiving this induction. Inductees sign to say they have received and understood the induction and records are held at the accreditation office. All managers are then responsible for ensuring that there is a cascade of information to staff if they do not go through the formal induction route during the build and break process. All fire exits and escape routes are appropriately signed.			
Large number of people unfamiliar with site	1 &2	As per the existing controls detailed above.	Low		

We Are FSTVL 2015

APPENDIX E

CROWD MANAGEMENT AND SECURITY PLAN

Version 1
Issued 29-09-14

Crowd Management Plan

We Are FSTVL - 2015

Louise Stockden

07825130252

Louise.stockden@showsec.co.uk





Table of Contents

1.0 Introduction 8
1.1 Introduction 8
1.2 Client 8
1.3 Contract 8
1.4 Designated Premises Supervisor 8
1.5 Service Provider 8
1.6 Principles of Crowd Management 9
2.0 Showsec Information 11
2.1 Security Command & Control Structure 11
2.2 Security Control Room 12
2.2.1 Radio Contractor 12
2.2.2 Radios 12
2.2.3 Radio Controllers 12
2.3 Insurance 13
2.4 Recruitment & Training 13
3.0 Risk Assessment 14
3.1 Event Risk Assessment 14
3.2 Site Security Survey 14
3.3 Staffing Risk Assessment 15
3.4 Staffing Levels 15
3.4.1 Staffing Levels 15
3.4.2 Licensable Activities 16
3.5 Event / Artist Profile 16
3.6 Audience Profile 16
3.6.1 Management of Crowd Behaviour 17
3.7 Health & Safety 17
3.7.1 Health & Safety Policy 17
3.7.2 Noise Levels 17
4.0 Security Plan 19
4.1 Security Assessment & Physical Security 19
4.1.1 Perimeter security fence 19

4.1.2 Fixtures and fittings – site 20
4.1.3 Security Awareness 21
4.1.4 Access control systems 21
4.1.5 Security Passes 21
4.1.6 Integrated security systems – CCTV and lighting 21
4.2 Search Plan 22
4.2.1 Searching of persons entering the event 22
4.2.2 Search Sector Plan in case of emergency 22
5.0 Statement of Intent 23
5.1 The role of the company with reference to Crowd Management 23
5.2 The role of the company in reference to security 23
5.3 Areas of responsibility 23
5.3.1 Perimeter Protection 23
5.3.2 Access Control 24
5.3.3 Entrances 24
5.3.4 Arena Crowd Management 24
5.3.5 Contingency and Emergency 24
5.4 Areas that the company are not responsible for 25
6.0 Pre Event 26
6.1 Meetings 26
6.1.1 Advisory Group Meetings 26
6.1.2 Security & Police Meetings 26
6.1.3 Client Planning Meetings 26
6.1.4 Internal Planning Meetings 26
6.1.5 Liaison with other agencies 27
6.2 Event / Licensing Conditions 27
6.3 Subcontractors 27
6.4 Supervisor Briefing 27
6.5 Staff Briefings 27
7.0 Build & Break 28
7.1 Security Guarding 28
7.2 Duties 29
7.3 First Day of Build 29

7.4 Communications 29
7.5 Accreditation System 30
7.6 Vehicle Arrivals: Contractors 30
7.7 Vehicle Arrivals: On-site 30
7.8 Deliveries 31
7.9 Theft, Vandalism and Crime scene preservation 31
7.10 Occurrences & Incidents 31
7.11 Handover 31
7.12 Site Safety Rules 32
7.13 Pedestrians on the Roadways 32
8.0 Event Open – Arrival 33
8.1 Walkup 33
8.2 Transport 33
8.3 Soft Check 33
8.4 Queuing Area 34
8.5 Queue Management 34
8.6 Ticket Collections 34
8.7 Information 35
8.8 Preparation for Entrances 35
9.0 Event Open - Ingress 36
9.1 Access Control & Accreditation 36
9.2 Ticket Systems 36
9.3 Lighting 36
9.4 Ingress Flow 36
9.5 Search Procedure 37
9.6 Enhanced Drugs Search Procedure 38
9.7 Drugs Policy 38
9.8 Restricted & Prohibited Items 38
9.9 Contingency 39
9.9.1 Wet weather 39
9.9.2 High intensity ingress 39
9.9.3 Radio Communication 40
9.10 Age Restrictions 40

10.0 Event Open 41
10.1 Staffing Positions 41
10.2 Pre Event Checks 41
10.3 Occurrence Logging 41
10.4 Incident Reporting 42
10.5 Ejection Process 43
10.6 Lost Children 43
10.7 Management of Localized Density 43
10.7.1 Stage and Tented Structures 44
10.7.2 Crowd Spotter 44
10.7.3 Decision to close 44
10.8 Welfare Services 45
10.9 Lighting 45
10.10 Fire Points & Equipment 45
10.11 Medical Points 45
10.12 Disabled Access 45
10.13 Backstage 45
10.13.1 Access Control 45
10.13.2 Vehicles 46
10.13.3 Stage Area 46
10.13.4 Mixer & Delay Areas 46
11.0 Front of Stage Barrier Operations 46
11.1 Structure and Design 46
11.1.1 Water and Medical Provision 46
11.1.2 Photographers 47
11.1.3 Crowd Spotters 47
11.1.4 Evictions and Ejections 47
11.1.5 Artists 47
12.0 Hospitality 48
12.1 Bars 48
12.2 Closure of arena each day 48
13.0 Normal Egress 49
13.1 Pre-Egress Meeting 49

13.2 Redeployment of Staffing Resources 49
13.3 Pre-Egress Checks....49
13.4 Communications 49
13.4.1 Radio Silence 50
13.5 Key egress personnel....50
13.6 CCTV Monitoring 50
13.6.1 Egress Routes 50
13.6.2 Event Areas of Note 50
13.6.3 Merchandise.... 51
13.7 Stand Down of Staff 51
14.0 Contingency....52
14.1 Liaison with other agencies....52
14.2 The role of the Emergency Liaison Team (E.L.T.) 52
14.3 Alert & Emergency Procedures 52
14.3.1 Condition Green 52
14.3.2 Condition Amber 52
14.3.3 Condition Red.... 53
14.3.4 Stand Down 53
14.4 Allocating Resources 53
14.5 Emergency Egress....53
14.5.1 Part Evacuation 53
14.5.2 Full Evacuation 54
14.5.3 Cancellation.... 54
15.0 Complaints Structure & Management 55
15.1 Customer Complaints....55
15.2 Client Complaints 55
16.0 Counter Terrorism Briefing 56
17.0 Recruitment....57
17.1 Selection Process....57
17.2 Screening Process....58
18.0 Training....58
18.1 Training & Development Centre 59
18.2 Full Time Training....60

18.3 Casual Worker Training 60
18.3.1 Steward Training 60
18.3.2 SIA Training 60
18.3.3 Modular Training 61
18.3.4 Event Specific Training 61
18.3.5 Supervisor & Team Leader Training 61
18.3.6 Supervisors Training 62

1.0 Introduction

1.1 Introduction

This document will describe the proposed plan for the management of the Crowd & Security for this year's We Are FSTVL Event, held in Upminster, Essex, London Borough of Havering in 2015.

The site used will be Damyns Hall Areodrome, which is approximately 2 miles from Upminter station. The lay out of the event site is detailed in appendix A. This event will be based on previous years of the Festival and will also use previous experiences of this type and size of festival from Showsec's experience.

1.2 Client

The client is Lime Green Events Ltd.

Showsec's key client contacts are: Reece Miller and Ross Sweet.

The Festival Director is Reece Miller of Lime Green Events Ltd.

1.3 Contract

Showsec have been contracted by Lime Green Events Ltd to provide the Crowd Management & Security Services to this year's We Are FSTVL 2015.

1.4 Designated Premises Supervisor

The Designated Premises Supervisor for the Festival is Mark Allen.

1.5 Service Provider

This plan is specific to the Showsec operation within the event site, which involves the:

- Build & Break and Site Security
- Entrances
- Front of House Arena
- Perimeter
- Front of Stage Barriers

- Backstage & Guest Areas/VIP Areas

For more information on Showsec and their experience at other festivals, events and venues please visit www.Showsec.co.uk.

1.6 Principles of Crowd Management

Crowd Management is "the systematic planning for, and supervision of, orderly movement, assembly and dispersal of people. Note that Crowd management involves the assessment of the people handling capabilities of a space prior to its use. It includes:

- Evaluation of projected levels of occupancy;
- Adequacy of means of ingress and egress;
- Processing procedures, such as assisting and directing members of the public;
- Expected types of activities and group behavior;
- Evaluation of crowd dynamics and crowd safety.

"Referenced from the BS8406 Event Stewards"

This Crowd Management Plan will also draw on principles from current guidance documents:

- The Event Safety Guide
- The Guide to Safety at Sports Grounds
- The Guide to Fire Precautions in Existing Places of Entertainment and Like Premises.
- Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work Act 1974
- Management of Health & Safety at work regulations 1999
- HSE Guidance to Crowds in Public Venues
- HSE Guidance to Managing Crowds Safely
- British Standards in Door Supervision, Event Stewards and Static Security
- NACTSO Counter Terrorism Protective Security Advice for Major Events

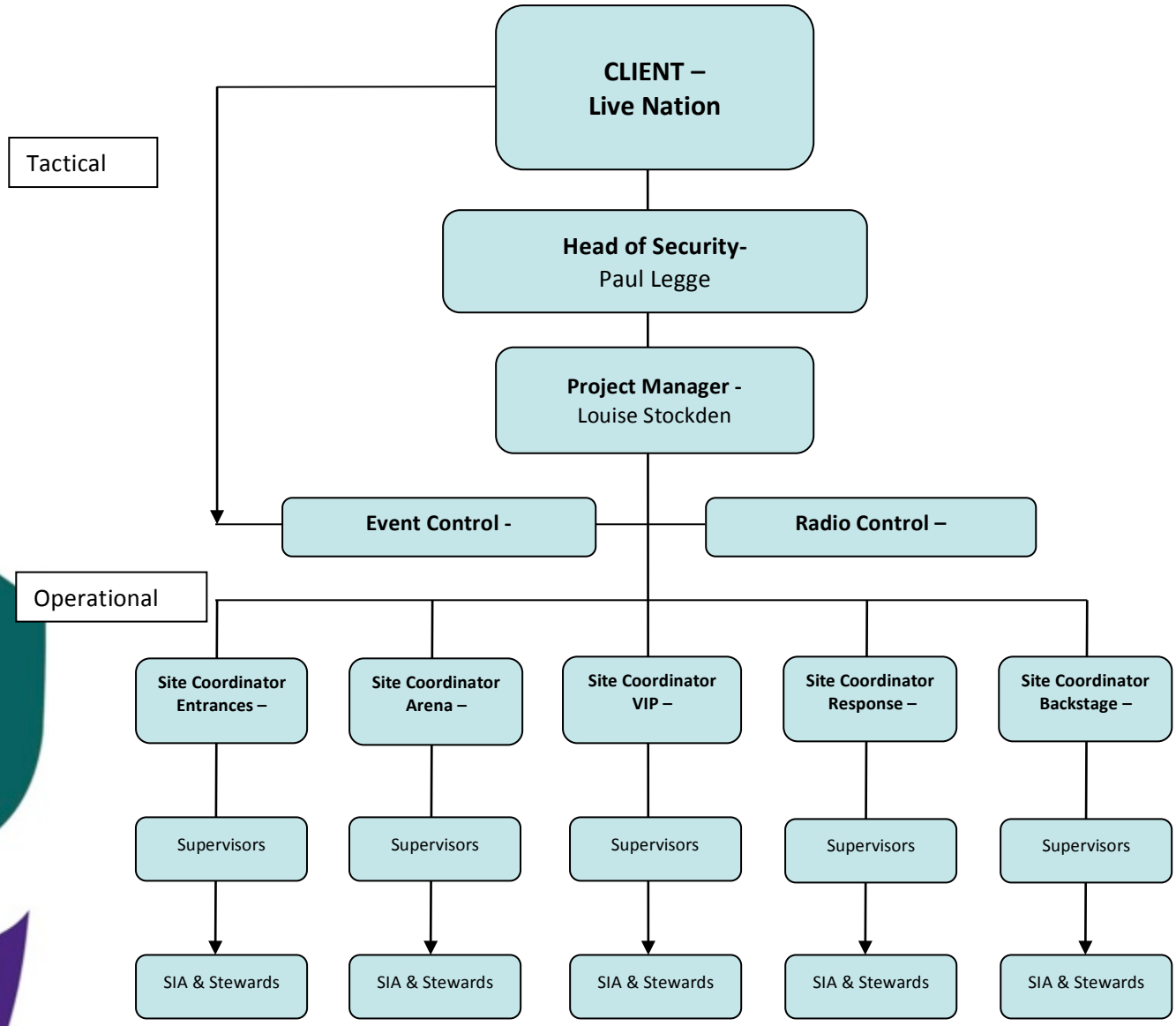
Showsec are involved with the planning stages of the event and a representative will attend the following meetings:

- Event Planning Meetings (involving multiple agencies such as the Event Organizers, Local Authority, Police, Fire, Ambulance)
- Police and Security Meetings
- Tabletop Exercises

Live Nation (and/or the local authority) minutes all meetings and the minutes are distributed and stored. Showsec are consulted on Crowd Management decisions with relation to the event site design, however the final decision lies with Live Nation.

2.0 Showsec Information

2.1 Security Command & Control Structure



2.2 Security Control Room

The Security control room at the event will be the hub of Showsec communications on site. The control room will be located in the producton village.

2.2.1 Radio Contractor

Showsec will contract 2cl to provide the hand held radio system for the event open period. They will provide the equipment, installation and support service to the provision of this equipment.

2cl has the experience of working with Showsec at events of a similar size.

2cl are assisting us in gaining dedicated licensed frequencies for use at the event for our repeater and back-to-back radio channels. Copies of these licenses issued by Ofcom are available upon request.

2.2.2 Radios

The Showsec operatives will use Motorola DP3400 digital radios. The radios will operate with a minimum of 3 channels relevant to the site:

Channel 1 (Repeater) – Entrances and Arena

Channel 2 (Repeater) – Backstage and VIP

Channel 3 (Repeater) – Response and Externals

2.2.3 Radio Controllers

In the control room there will be 3 radio controllers and a senior controller. Each channel will have their own radio controller; the senior controller will sit additionally on the Channel 1. The controllers will ensure that all the pre-event logs are up to date along with gathering any further incident reports after an incident.

The senior controller will drive through the event timeline. This is a series of planned events and actions that must occur. They will also ensure that each channel controller is obtaining

the regular situation reports (sit-reps). The senior controller will then prepare regular updates to be emailed to the event management team.

2.3 Insurance

Available on request are the Insurance documents for Showsec. These have recently been reviewed and are valid until 31st October 2015 (they will be renewed upon this expiry date). The documents available are:

- Public/Products Liability Insurance, not less than £5 million.

Policy Number: YMM824299 & G21979363003

- Employers Liability Insurance, not less than £10 million.

Policy Number: YMM824298

These are both undersigned by:

- Aon Limited

205-208 Kings Road

Reading

RG1 4LW

T – 0118 926 1100

F – 0118 966 7458

For further details please contact the Finance department on

0116 204 3315 or finance@Showsec.co.uk

2.4 Recruitment & Training

The Showsec recruitment & training procedures are detailed in the appendices. All staff are screened in advance and all staff are trained to a minimum level 2 standard.

3.0 Risk Assessment

3.1 Event Risk Assessment

The organiser, in advance of the event, will carry out the event risk assessment. This document will be made available to Showsec and it will be read and considered in the writing of the Showsec Crowd Management Plan and Staff Risk Assessment.

The principal steps to risk assessment are as follows:

a) Identify the various hazards associated with the site and/or event's activities;

b) Identify those people who are at risk, who might be harmed and how;

c) Evaluate the risks and decide if the existing precautions are adequate or can be improved;

d) Record all findings, recommendations and remedial actions implemented;

e) Review the assessment and revise as necessary.

"Referenced from the BS8406 Event Steward"

3.2 Site Security Survey

At the planning meetings both internally and with other agencies, there are several considerations taken into account. There are constant changes to the site design leading up to the event. Showsec will survey the site each time a revision of the site plan is published by the client and consider the following:

- Staffing levels;
- Safe methods of ingress and egress;
- Emergency egress and ingress;
- Public arrival points;
- Screening of visitors, staff and customers to the site;
- Ticket/access control systems;
- Control of localized density;
- Accurate accounting of capacity;
- Audience profile;
- Artist or event profile;

- Control of cultural behavior;
- Welfare services;
- Lighting and identification of black spots or dimly lit areas;
- Identification of all fire points and the location of fire appliances;
- Identification of any areas set aside for the treatment of first aid and related equipment.

3.3 Staffing Risk Assessment

A staffing risk assessment will be written to support this Crowd Management & Security Plan; this is available upon request. This will detail the risks associated with the delivery of the Crowd Management & Security Plan.

An assessment of the risks is carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) and complies with the Management of Health and Safety at Work Regulations (1992).

3.4 Staffing Levels

A full staffing deployment will be created for this event and will be available upon request at a later date. This details the following for each day of the Build, Event, Overnight and Break period of the event:

- Staffing position number
- Grid reference of the position
- Position name
- Description of duties of position
- Function of the position (SIA / ST)
- Number of staff in that position
- Start and Finish Time

3.4.1 Staffing Levels

Capacity for the 2015 event is set at 25,000, staffing has been taken from past festival information and has been adapted for this years event, based on the recent site plan.

For the purposes of the Private Security Industry act 2001, the site is deemed as licensed, only during the open and licensable hours of each day (where alcohol sales are permitted). Inside of these hours then only 'Door Supervisor' SIA Licenses will be in use for licensable activities. Outside of these licensed hours then 'Security Guarding' SIA Licenses may be in use in addition to the 'Door Supervisor' SIA Licenses.

3.4.2 Licensable Activities

Whether the position is classed as a licensable position or a non-licensable position is taken from the Private Security Industry act 2001. Further information is given in the SIA guidance: http://www.sia.homeoffice.gov.uk/Documents/licensing/sia_security_at_events.pdf

3.5 Event / Artist Profile

The line up for this festival is to be confirmed. As each artist is announced a profile will be completed and included within this plan.

3.6 Audience Profile

The majority of the crowd are expected to be similar to those who have attended in previous years. It is anticipated that the majority of the audience will be 18-26 years of age attending in their friendship groups for the positive, and fun experience of the festival.

Further audience profile information may be able to be gathered from the ticketing information should it be available. The ticket information can tell us how people will choose to arrive, the demographic, etc.

The audience is expected to attend for the positive experience of the events and to be part of the event experience. From the information provided to date, any disorder or crime has historically been to a minimum and no change to this is anticipated. The audience will likely to be experienced in attending music concerts either at venues, festivals or other events, including previous We Are FSTVL events. Due to the nature of the event and the crowd, it is expected to being some illegal substance use, and this will be acknowledged when writing the search procedures. This also brings an audience that will have high demands in terms of customer service, so excellent communication skills are required from the staff.

3.6.1 Management of Crowd Behaviour

Due to the nature of some of the acts performing at the festival, the audience may participate in activities such as low impact moshing, and some lateral sway will be expected. NO crowd surfing is expected at this event.

Each band is risk assessed before the event so that resources can be adequately deployed in anticipation of any high-risk crowd activity.

Across the festival, constant situation reports will be fed into the control room and analysed to look for trends. This data gathering will be used for profiling of the acts in future years.

Should any dangerous activity take place either incited by the crowd or the act on stage then a Show stop policy is in place to ensure there is a process of stopping the show at any time.

3.7 Health & Safety

3.7.1 Health & Safety Policy

The company has a Health & Safety Policy supported by Codes of Safe Working Practice (CoSWP). All company employees and workers are made aware of their responsibilities whilst on site and that they must observe the Health & Safety Regulations in place on the site.

All staff receive Health & Safety training. This is at different levels depending on the role undertaken by the member of staff. Further details are available from our training department.

The Supervisors will receive a briefing sheet summarising the company's Codes of Safe Working Practices relevant to the event. They will brief all the staff on the specific hazards in their area and methods of reducing any perceived risk.

3.7.2 Noise Levels

A code of safe working practice is in place for the control of Noise at work regulations 2005. The noise regulations came into place for the music and entertainment sectors on April 6th 2008 and require the following of an employer:

- Provide workers with hearing protectors and to make sure that they use them properly.
- Identify areas where the use of hearing protection is compulsory
- Ensure that the hearing protectors are properly used and maintained.

All Showsec workers at the events are issued with hearing protection when they sign in to work. The Supervisors will cover the wearing of hearing protection in their daily briefing. The Supervisors will then monitor to ensure that the workers are wearing the hearing protection at all times where necessary and in the correct way.

The Showsec Health, Safety & Facilities Manager will audit the wearing of hearing protection on site as part of his Health & Safety checks whilst on site.

4.0 Security Plan

The security planning for the event is wide reaching and incorporated in this Crowd Management & Security Plan. The security part will consider:

- Aims of the Crime Reduction Strategy, to be agreed with the Police.
- Details of all the protective security measures to be implemented, covering physical, information and personnel security.
- Instructions on briefing content to security staff including type of behaviour to look for and methods of reporting.
- Instructions on how to respond to the discovery of a suspicious item or event.
- A coordinated search plan.
- Evacuation plans and details on securing the attraction in the event of a major incident
- Business continuity

4.1 Security Assessment & Physical Security

A security risk assessment will be carried out using the template in Appendix B.

Security risk is difficult to quantify, because the basic assumptions for calculating mathematical probability cannot be met; that is, the variables are neither independent nor random.

There will be several physical security measures deployed across the festival to ensure its security. There will be a search policy in place for public persons on entry to the site.

4.1.1 Perimeter security fence

The perimeter fence will go up during the build for the event. The fence will be constructed of "Steel Shield" type fencing and "Herras" style fencing with the minimum following specifications:

Steel Shield

Panel size	Weight	Crowd pressure	Normal height	Pin depth	Colour	Gate access	Pedestrian access
3mx2.4m	72kg	2.0kn/m	3.0m	40cm - 1.0m	Green	2.4m or 3m	1.2m + door

Herras Fencing

Panel size	Weight	Crowd pressure	Normal height	Feet	Colour	Gate access	Pedestrian access
2mx3.5m	17kg	N/A	2.4m	Blocks	Steel	3.5m	1.1m door

No items should be located around the perimeter of the fence to limit the risk of devices being left in these, and no vehicles should be parked under the fencing to prevent any unauthorised access to the site by means fo climbing the fence.

There should be no structures directly outside the perimeter of the proposed fence line. The duty of the external patrol teams, to minimise the risk of anyone climbing anything that will allow public access onto site with no ticket, will be to monitor these.

The fence line will have some areas that are more at risk than others. Where hot spots are identified, a patrol team and a dog team will be allocated to that location to ward off any public who may consider climbing or interferring with the fencline. Notably the area adjacent to the local scrap-yard at the rear of production has been highlighted and will be subject to enchanced detail.

4.1.2 Fixtures and fittings – site

During the build period it is important that items are looked after and not left lying around. This is particularly important on the perimeter where items used during the build could be used to help gain access over the fence line. Staff will remind the crew to store all tools and equipment safely.

4.1.3 Security Awareness

Security awareness will be instilled into all personnel working at and attending the event. This will not just be the Security staff but also the event management, contractors, bar workers, cleaners, etc. As well as this there should be a strong, clear security message given out to the visitors attending the events to improve their awareness and demonstrate how and when they should report something suspicious.

4.1.4 Access control systems

There will be several layers of access control systems from staffing of access points to the tracked areas locking down and opening up of areas during the festival period. The security staff will ensure that access control is monitored to minimise unauthorised access. All the access points will be monitored centrally in the event control room

4.1.5 Security Passes

The organiser will introduce a thorough and clear accreditation system to allow the security to restrict access to certain areas of the site at certain times of the build, open and break period. Pass boards should be made available to security staff, either mounted at the access control locations and/or included in their briefing document handbook.

4.1.6 Integrated security systems – CCTV and lighting

During the open period the site will be covered by a CCTV system that will be monitored while the site is open by a CCTV Operator. The CCTV may be used to track the patrol teams but it will mainly be for Crowd Management & Security across the site; there may be some limitations to the visibility due to the number of trees, particularly on the perimeter of the site. Its main role will be to:

- Monitor the crowd movement dynamics of the audience attending the event.
- Cover the main entrances and exits to the event and other visible areas that are critical to the safe management and security of your operation.
- Proactively monitor the activities of members of the public whether they are in public areas or on private property.
- Use cameras to focus on the activities of particular people either by controlling or directing cameras to an individual's activities.
- Use cameras to look out for particular individuals.

- Use recorded CCTV images to identify individuals or to investigate their activities.

Adequate lighting must be installed across the site to ensure there is good visibility for the security teams when patrolling.

4.2 Search Plan

4.2.1 Searching of persons entering the event

The search of persons entering the event will support the integrity and security of the site. It is key to ensure that:

- All persons understand there is a right to refuse entry unless searched
- All persons are advised that a search may be carried out
- Staff are trained on their powers of search and what they are searching for
- There is adequate space available for search areas
- There is sufficient staff for safe ingress and reliefs
- Search queues allow profiling of visitors
- Arrival patterns of visitors are taken into account – transport, groups, peak time

4.2.2 Search Sector Plan in case of emergency

The site will be divided into sectors to allow the thorough search of the site in a swift timescale. Dividing event into search sectors allows each Supervisor to be responsible for their area of work. They will know what is or is not supposed to be present in their area of work, allowing them to highlight any unattended items quickly. If a package is found then the following protocols will be adhered to:

1. Do not touch suspicious items.
2. Move everyone away to a safe distance.
3. Prevent others from approaching.
4. Communicate safely to staff, visitors and the public.
5. Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover.
6. Notify the police.
7. Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

5.0 Statement of Intent

Based on the site survey, the risk assessment and input from other agencies the statement of intent can be drawn up as follows. This outlines the responsibilities of Showsec as the Crowd Management & Security Company at the event.

5.1 The role of the company with reference to Crowd Management

Crowd Management is:

"The systematic planning for, and supervision of, orderly movement, assembly and dispersal of people. Note that Crowd management involves the assessment of the people handling capabilities of a space prior to its use. It includes:

- Evaluation of projected levels of occupancy;
- Adequacy of means of ingress and egress;
- Processing procedures, such as assisting and directing members of the public;
- Expected types of activities and group behavior;
- Evaluation of crowd dynamics and crowd safety.

"Referenced from the BS8406 Event Stewards"

5.2 The role of the company in reference to security

The role of the security company at the client's premises is:

To protect the client from any accidental or deliberate act that could cause loss, damage or destruction to its property, personnel or operations.

5.3 Areas of responsibility

5.3.1 Perimeter Protection

- To deter, prevent or detect any attempts at unauthorised access or egress through the site perimeter.
- To patrol the perimeter checking the security of the site perimeter and recording this patrol.

- To raise awareness of the importance of security on site and the protection of both the clients and visitors assets whilst they are on site.

5.3.2 Access Control

- To provide an efficient and effective means of verifying the authority of all persons seeking to enter the site and to prevent any unauthorised persons from gaining access.
- To record the entry and exit of vehicles visiting the site.
- To enforce the pass system designated by the client in the front of house or backstage area.

5.3.3 Entrances

- To provide a courteous and effective service at entrances to the site, in order to properly receive visitors and verify their status.
- To search visitors at the entry point to ensure that they comply with the site policies and procedures based upon the current threat assessment.

5.3.4 Arena Crowd Management

- To monitor the ingress of visitors into the site in a safe and orderly fashion.
- To where reasonably possible, proactively employ crowd management methods to ensure the safe population of the various areas of the site.
- To monitor the safety of the visitors whilst in the site and assist where necessary.
- To monitor and deter visitors from theft and vandalism of any temporary or permanent structures where practical and reasonable with a view to reporting to the necessary authorities

5.3.5 Contingency and Emergency

- To provide every possible assistance to the Emergency Services in the effective handling of any emergency incident arising within the areas of operation.
- To make provision for the protection of the clients assets and personnel in the event of a major crisis or disaster

5.4 Areas that the company are not responsible for

- Crowd Management or Security of people outside the agreed extremities of the Licensed Area or pre-planned egress routes.
- Traffic management around the externals of the site except for the pre-planned egress route, or parking on the surrounding public roads.
- Any co-ordination or responsibility of lost property or lost children. Staff will, however, direct lost property to the appropriate handling station and escort lost children to the designated point(s).
- Any Health and Safety issues regarding any parties other than those who are employed by the company or actions taken by agents other than those contracted directly by Showsec.
- Provision of direct Medical Services (other than to assist the contracted event medical supplier personnel with all reasonable requests to establish a safe working environment for treatment of casualties).
- Coordination or movement of cash around the site
- Any assets on the concessions stands.
- The personal security of artists or any members of bands appearing at the events (unless any unforeseen activity takes place).

6.0 Pre Event

6.1 Meetings

There will be several meetings to attend over the course of the planning and implementation stages of the project. A meeting timeline will be created by the client to capture the different meetings along with their location, attendance and where the minutes are stored.

6.1.1 Advisory Group Meetings

These meetings are held regularly. At these meetings there is a set agenda which will generally allow each agency involved with the event an opportunity to update the group on their planning and raise any questions or concerns that they wish to be discussed. Showsec will have a representative attend each of these meetings. This will primarily be the project manager or the head of Security.

6.1.2 Security & Police Meetings

The Security and Police partnership is key to the success of the event. Both agencies will meet on a regular basis to discuss; crime reduction, joint strategies, threat level, search protocols, and liaison.

6.1.3 Client Planning Meetings

Showsec & the client will meet regularly to ensure that the clients needs and wants are communicated to Showsec. This will allow for successful implementation of the security service at the event.

6.1.4 Internal Planning Meetings

The Showsec project management team will meet regularly to ensure that internally all parties are updated on external meetings. These meetings will also ensure that the implementation of the security service is on time and that the service is tailored to exactly what the client wants.

6.1.5 Liaison with other agencies

With an event of this scale, there will be many agencies involved that will have an opinion on how the security service should be delivered. There will also be several contractors who will have specific needs and wants with reference to their involvement at the event. Showsec will request that any specific requests in relation to the security service are made through the client so that they can assess the priority of the requests as well as any budgetary impact. Showsec will however make every effort to carry out any reasonable requests to ensure the highest level of service.

6.2 Event / Licensing Conditions

The licence conditions relevant to this Crowd Management & Security Plan will be added at a later date.

6.3 Subcontractors

At present there are no plans to subcontract any of the festival to any supplier on the Showsec approved contractors list. Should this becaome necessary, Live Nation will be informed and the names of the companies used will be added to the plan.

All suppliers are aware that they may be required to submit staff details to the Police, Department for Work & Pensions and the UK Border Agency for further checks.

6.4 Supervisor Briefing

The supervisors briefing will take place in various stages leading up to the event. This will be conducted both on-line using the online platform and on site in the form of a familiarisation brief.

6.5 Staff Briefings

Staff briefings will be given out as a hand out booklet to each member of staff. The booklet will reinforce their training to ensure that it covers a minimum of:

- Roles and responsibilities of Security / Steward
- Patrolling
- Access Control

- Searching
- Security and emergency systems
- Fire safety
- Health & Safety at work
- Emergencies
- Customer care and social skills
- Communications and reporting
- Equality and diversity
- Communication skills and conflict management

7.0 Build & Break

7.1 Security Guarding

As stated in 3.4.1, Security Guarding SIA Licenses will only be used in reference to non-licensed hours of the day. Within licensed hours (alcohol sales) then Door Supervisor SIA licenses will be used.

The term "security guarding" used in the scope of this event applies to activities, which are described as follows in the Private Security Industry Act 2001:

- Guarding premises against unauthorized access or occupation, against outbreaks of disorder or against damage;
- Guarding property against destruction or damage, against being stolen or against being otherwise dishonestly taken or obtained.

References to guarding premises against unauthorized access include references to being wholly or partly responsible for determining the suitability for admission to the premises of persons applying for admission.

References to guarding against something happening include references to so providing a physical presence, or carrying out any form of patrol or surveillance, as to deter or otherwise

discourage it from happening; or to provide information, if it happens, about what has happened.

7.2 Duties

The prime responsibility of the build & break security should be to protect the clients people, property and assets at all times, as far as they can reasonably do so.

Typical duties could include, but are not limited to:

- Regularly checking that the site is secure;
- The management and/or monitoring of movement of people, goods or transport;
- Undertaking site patrols to inspect for breaches in security or other specified changes;
- Making check calls and/or receiving and handling external calls and enquiries;
- Managing the movement of keys and/or other items of equipment for which the organization is responsible;
- Unlocking and re-securing of designated gate where the need is to get site infrastructure inside.
- Managing and reporting incidents and emergencies.

7.3 First Day of Build

Upon arrival on site the Supervisor will report to the Site manager. The build and break staff will be briefed and deployed to the predetermined static positions. Due to the fluid nature of the site in the early days of the build, the staff will be having a flexible and proactive approach.

7.4 Communications

During the build and break, positions will be issued with, and be responsible for a radio. All Showsec staff will be on one radio channel. All radio traffic will pass through the Supervisor on the day with a designated position logging any issues on the daily occourence log. The Supervisor, and the productoin entrance, will also have a production radio to be in contact with the Site Manager. These positions will be the point of contact should any information/issues need to be communicated.

7.5 Accreditation System

The client will implement a stringent accreditation system for the event. An accreditation centre will be set up by the client adjacenet to gate X7. This is the point on site where all the accreditation will be issued. Any visitors wishing to access the site must either have received their accreditation in advance or collect it from this point. When collecting the accreditation the visitor may be asked to provide photographic ID, either a Driving Licence or Passport; no accreditation should be issued if the identity of the person cannot be verified.

For the early part of the build the accreditation system will not be in place. During this time, daily sticky passes or wrist bands will be issued by the security at a designated point on the site. These will only be issued to the visitors who are on the list provided at this point. The site manager must update the accreditation point regularly on any changes, additions or deletions from this list.

7.6 Vehicle Arrivals: Contractors

Contractors should go to the accreditation point to receive their accreditation and a parking pass. The type of parking pass will denote where on site the contractor can park.

7.7 Vehicle Arrivals: On-site

The site will have various vehicles arriving and leaving from site. This will include deliveries during the build period, concessions stocking their units, artists sound checking and site contractors.

During the build and break period they will arrive at the production gate where they will undergo the following process:

- Be met by security.
- Vehicle will be crosschecked against the list of arrivals for the day. This should correspond with the driver, make, model and registration of the vehicle as well as the arrival time and expected load of the vehicle.
- Once the vehicle has been checked then the driver will be issued with a delivery pass or sent to the accreditation point to pick up their accreditation.
- All vehicles should exit the site out of the same point

7.8 Deliveries

Any deliveries that are not required to be dropped off on site should be delivered to another location to be determined by the site manager. At this location the team will take receipt of packages and other post and check it in. Once the delivery has been checked then the relevant department will be contacted and the security supervisor will do a drop off to the production office every 3 hours.

7.9 Theft, Vandalism and Crime scene preservation

When a crime, or other incident requiring Police attendance, is reported to, or discovered by, a Security operative, Showsec have undertaken to ensure that their staff obtain as much detail as is possible, with particular importance being placed on identifying victims, suspects, witnesses, and scenes of crime. Each agency will also endeavour to provide a named contact person when requesting the attendance of another agency, and will also provide a location at which to meet, so as to avoid confusion with interagency site designations and map references the Supervisor will endeavour to send a representative to meet the arriving officers at a pre-determined RV point.

7.10 Occurrences & Incidents

All Occurrences and incidents will be reported immediately to the Supervisor on duty, should the severity of the incident require it then the Duty Manager will be called to the scene. All staff involved will fill out an incident report form and the report will be scanned and filled electronically on the Showsec incident report database. All incident report forms will be available to the site manager at the end of day debrief and handover to night crew.

7.11 Handover

The Supervisor should be invited by the Site Manager to the daily production meeting. This will allow them to keep up to date with the production schedule and any changes to the agreed plan. It will also allow the supervisor to hand over the information to the night security team.

The day and night supervisor will go through a handover process at the shift change time to ensure that all information is passed efficiently between the day and night teams. A hand over jot form will be filled in and stored and sent to the PM, the HOS and Ross Sweet.

7.12 Site Safety Rules

All staff will proactively enforce and adhere to the Health and Safety Site rules. These rules will be made clear to the Supervisor and all staff who will enforce them onto all contractors and staff who enter the site.

7.13 Pedestrians on the Roadways

Staff will be positioned on the site exit points to request that public do not walk on the roads. Signage will be in place to enforce this message. The staff do not have any legal right to prevent people walking on the road, they are there to enforce a message. Should anyone ignore the message then the member of staff should communicate this to the Supervisor. On the event open days then this should be communicated to the event control room.

8.0 Event Open – Arrival

8.1 Walkup

The event will offically open its gates at 10:30am on May 30th 2015. Based on previous events there will be some early queues. Depending on pre-event ticket sales there will be a walk up expected to buy tickets on the day, or pay for VIP upgrades.

8.2 Transport

There are several methods of transport available to the public to allow them to travel to the festival. Due to the location some people will drive to this event. The main public transport options will be:

- TFL London Underground – Upminster Station – District Line
- Upminster Station – c2c – overground trains
- TfL Bus Network
- Hackney Carriage Taxis
- Private Hire Taxis

There will be a free shuttle bus service provided for ticket holders from Upminster, Hornchurch, Elm Park, Rainham, Gidea Park, Romford, Harold Wood, Harold Hill, Brentwood, Billericay, Southend, Basildon, Chelmsford. Paid services will also be available to East, West, South, North and Central London.

For further information on TfL networks please see: www.tfl.gov.uk

8.3 Soft Check

There will be a soft check in place for this event. Showsec stewards will be placed in front of the search lanes organising the queues and preparing the customers for the search.

8.4 Queuing Area

It is anticipated that due to the numbers attending the events there may be a queue for access into the site at certain times; this may coincide with the arrival of the shuttle busses. The queuing area will be designated using low density pedestrian barrier. This will define to the public the area in which area they should queue. A sufficient area should be made available to the queuing public, with access to toilet facilities.

The queuing area should be based on 0.5m2 for each person to allow for a comfortable space to wait.

8.5 Queue Management

Queue management teams will be deployed from early each day. The night security patrol team will arrange any arrivals overnight. Any public arriving to queue will be managed in the following way:

- Staff will inform the early arrivals of the process for queuing including:
  - Viewing ticket
  - Anticipated waiting time
  - Preparation for search lanes when they open
- Clear bins should be provided for the disposing of alcohol and other waste. Honesty bins will also be in place for the disposal of any banned substances.
- The queue will also be set back from the entrance lanes by a minimum of 5m.
- Breaks should be set in the queue to ensure that it is managed into smaller penned areas.

8.6 Ticket Collections

Any ticket collections will be from the box office on site, located at the main entrance.

Security will be deployed at the box office areas to ensure that the public are queued. They will also ensure that any ticket touts are moved away from the box office areas. Any ticket touts that are identified operating near to the box offices will be reported to control and requested to move on.

8.7 Information

To ensure the swift yet thorough entry of the public attending the event it is important to have good, clear lines of communication. The organiser should use their normal lines of communication to ensure that the public have as much information about the event in advance of arriving at the event. This will minimise the communication required by the Security staff at the entrances.

8.8 Preparation for Entrances

Each day a similar process will take place. There will be Showsec stewards deployed in front of the search lanes to prepare the public for the search regime. Staff will request the following from the public:

- Removal of large items from pockets
- Unzipping of any jackets or coats being worn by customers
- To highlight to the security staff any restricted items they are aware of
- To prepare their bag to be searched by security staff

9.0 Event Open - Ingress

9.1 Access Control & Accreditation

There will be a robust ingress system at the main entrances. All persons entering the site will have to produce accreditation, or a valid ticket to enter. Pass boards will be clearly displayed at each entrance showing what accreditation is and is not allowed past that point.

9.2 Ticket Systems

There may be several ticket types in use for the events. This will depend on the ticketing agency that has been used to sell the tickets.

All tickets should be compatible with the festival scanning system. The system should provide the event control with regular situation reports on the amount of public who have entered the site and the period of time they have entered. This will provide useful ingress flow rates for use by the Event Management team.

9.3 Lighting

Adequate lighting should be at the entrance and approach routes to the entrance. This should be 24 hour lighting so that the entrances are clearly visible to the security staff at all times. A full lighting checkwill be completed the evening before the event.

9.4 Ingress Flow

The public ingress will be carried out through lanes. Each lane is set at a unit width of 1.2m to allow for continual flow through each lane. There are two stages to the ingress flow:

1. Person & bag search (Showsec)
2. Ticket Scan (Showsec)

The calculations for each entrance have been worked out using the working capacity of 25,000.

Name	Capacity	No of Lanes	PPLPM	Ingress over 60 minutes	Ingress over 120 minutes
Main Entrance	16,799	40	3	7,200	14,400
Disabled	200 (100+100)	2	2	240	480
VIP/Press/Media	6,500	20	3	3,600	7,200

9.5 Search Procedure

The search on entry will be conducted in the same way on all public entrances.

All bags will be subject to a thorough hand search.

For the full bag search lane this will involve the public:

- Taking any large items out of their pockets.
- Placing their bag on the search table where the security will search the bag.
- Collecting their bag and their belongings, once they have gone through the search.

Showsec only searches on behalf of, and under the instruction of, the client. Often attitude or the persona of an individual makes staff aware that there maybe an issue with them and they may have something to hide so a search will be instigated; the policy Showsec adheres to is as follows:

- Search Policy is set by the clients Event Management team before the start of the event.
- Only the Event Control in conjunction with the Security Manager can change the Search Policy.
- Ensure that all staff are familiar with the list of prohibited items.
- Permission must always be sought before a search is carried out.
- Same Sex Person Searching only.
- Bags are classed as objects and therefore can be searched by either sex.
- Nobody is exempt from the Search Procedure.
- Right of admission reserved subject to search as part of the ticket conditions.

- Polite and courteous manner to be maintained at all times.
- All non-desirable/illegal items found should be reported to the Supervisor and the Event Control Room.
- Staff will never handle people or property without their permission.
- All illegal items found should be reported and a supervisor/manager should deal with this issue. Event Control will be contacted.
- Always thank all parties involved for their co-operation

9.6 Enhanced Drugs Search Procedure

For certain events there is an anticipation that customers will attempt to enter with suspected illegal substances. To combat this hazard an enhanced drugs search operation will take place at the Main entrance for certain agreed events. This procedure will be detailed in the Appendix – Enhanced Drugs Search Procedure, if applied.

9.7 Drugs Policy

The client has a zero tolerance approach to the use of drugs on its premises. Each member of staff should be vigilant and look out for signs of illegal substance use or illegal substance dealing. If any suspected illegal substances are seized or found on an individual by SIA staff, the Head of Security and the Event Management should be informed through the Event Control room. The site coordinator will attend and makes the judgment whether to eject or detain for the police; this will be evaluated by the amount of suspected illegal substance that is seized.

If any drugs are found on the premises, these should be handed to a supervisor who will contact event control. The Police will then be requested to collect these from a point decided during the planning stages of the event.

9.8 Restricted & Prohibited Items

Once a prohibited items list has been formulated and agreed upon, an 'actions on' plan will be created in a similar format to the below. This will be included as an appendix in a later version.

Item found	Action On	Reported To	Support from
Alcohol	Advise that this is not allowed entry as per the published restricted items.	Supervisor	None required
Knives	Advise that this is not allowed entry onto the site as it is a prohibited item	Supervisor then to control.	Police

9.9 Contingency

Contingency planning for ingress of the event should consider as many conceivable scenarios as possible. However, exhaustive lists of scenarios are generally unfeasible. What is important with any contingency planning is ensuring that the command and control systems are in place with sufficient expertise to allow for dynamic decision making to provide solutions for potential issues that may arise and affect ingress. Below are some examples of issues that could pose ingress related complications.

9.9.1 Wet weather

With any outdoor site, inclement weather is always a consideration and can affect ingress routes, particularly if there are accumulations forming on areas of high footfall. The positioning of gates needs to be considered and historical and local knowledge of ground conditions to determine the best locations of gates. Contingency arrangements should consider the use of designated lanes as a back-up, in the case of the primary entrance points being unusable. Further to this ground reparation works need to be considered to allow a continued ingress.

9.9.2 High intensity ingress

Contingency plans should consider the occurrence of a large influx of persons during a certain time frame; this may be early arrival before gates officially open.

Pre-planning can ensure that the correct number of access points can meet the peaks in arrival trends. This can be supplemented by redeploying additional staffing resources from other parts of the site. Sufficient queuing space and communication methods would aid pressure and anxiety of queuing audience.

9.9.3 **Radio Communication**

Should the Radio communication system stop working then the immediate step is for the control room to move over to the use of mobile phones; the control room has a list of all key Showsec personnel. An engineer from the radio contractor will be contacted to attend the site to resolve the issues. If the problem is likely to persist then the option to utilise some of the clients radio network would be explored; providing a small amount of radios to key positions.

9.10 **Age Restrictions**

This event is restricted to persons aged 18 years and older. Age verification checks will be carried out on entrances.

A challenge 25 system will be in place at all bars.

10.0 Event Open

10.1 Staffing Positions

The staffing positions are displayed in the staffing spreadsheet. This will be available upon request to a limited circulation due to the detailed and sensitive nature of the sheet.

10.2 Pre Event Checks

Approximately 30 minutes prior to opening doors, the Supervisor will carry out the pre door checks to ensure that the site is safe for both Showsec and the public to enter. Pre event check sheets are called in to the control room and a copy stored by the Logistics team; this confirms that all specified event areas are safe and prepared for the entry of the public. The key areas covered in the pre event checks are:

- Checking Fire Exits are clear, signed and in working order.
- Checking any areas that require cleaning.
- Checking the Front of stage barrier is in place and that there is water in the pit area.
- Checking that fire extinguishers are in place and operational.
- Ensuring that the FOH Desk barrier is set up correctly.
- Confirm the Toilets are in a clean and working order.
- Ensure all exit gates are clear externally.
- Observe for anything that looks out of place.

10.3 Occurrence Logging

Any occurrences that happen are reported by the operatives to the Supervisor. All workers have a notebook and pen to write down general occurrences throughout the event day.

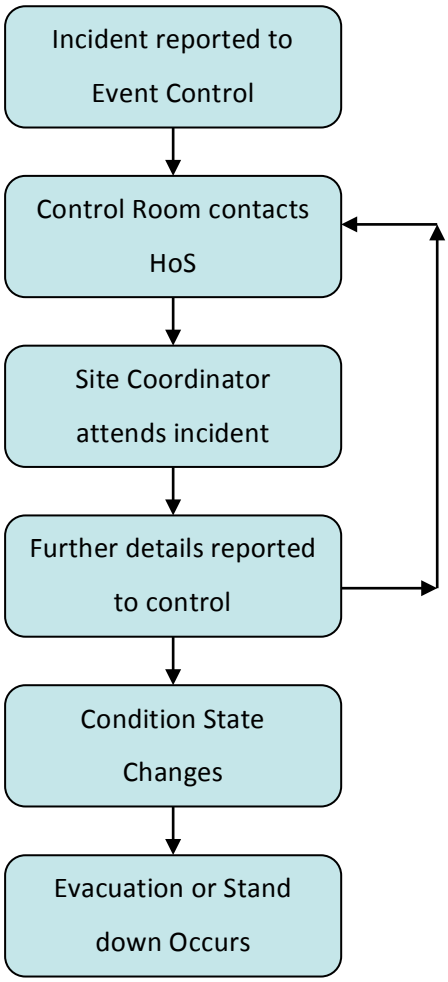
The Supervisors will regularly give situation reports into the control room either over the radio of via telephone. These sit reps will be logged in the control room log sheet.

10.4 Incident Reporting

To maximize the communication of incidents or issues, a comprehensive reporting system exists within Showsec. This will facilitate the passage of information from steward to management.

Contingency planning involves all parts of the Operational plan. As part of this all efforts will be made to record incidents, retain witnesses, preserve incident and crime scenes and report through these actions through control.

There are various incidents that can occur across the site during the event. Although each incident has its own specifics, the way that each incident is dealt with follows a similar structure.



A debrief after the event will allow staff to bring up any concerns with the supervisors who will ask for an incident report if so required and will be passed onto the event control.

The full reporting process is:

- Pre Event Report Form
- Pre Event Check Sheet
- Radio Control (Occurrence) Log
- Incident and/or Accident Report Form
- Post Event Report Form

10.5 Ejection Process

A full ejection procedure will be developed for the event in consultation with the event organiser.

10.6 Lost Children

In line with the age restriction for entry, lost children are not expected at this event. However, the event organisers in consultation with Showsec have developed a lost child policy that will be adapted for this event and will be available to view upon request.

10.7 Management of Localised Density

Each event arena and stage should have a set capacity and will have stewarding teams deployed to that area. If the event area approached capacity then it may be necessary to reduce access or seal the area until such time as the occupancy decreases. Should an area be required to be closed then the following policy will be used at each area. The following process may be used at sponsor areas as well, depending on their dimensions.

The stage line up should be considered when the event site is made up of tented areas. The line-up often dictates busy periods in a stage tent and sufficient staffing should be ensured at these times.

10.7.1 Stage and Tented Structures

At We Are FSTVL 2015, there will be one large outdoor stage, three undercover/tented stages and one VIP tented stage. The available viewing area and capacity for each stage are detailed within the Event Management Plan. Viewing areas at each stage are calculated at 0.5m2 and 0.4m2 although it should be noted that crowd densities directly in front of the barrier are likely to be 0.3m2.

It will be decided by the site health and safety manager as to whether the sides of the tent structures will remain on, or will be removed. Having the sides off the tent will reduce any capacity issues and the closure of the tents during busy periods. The client should also consider the stage timings of the more popular acts, to reduce any capacity issues.
Should the tent sides remain on, and in and out system will be designed and built using barrier, to ensure the tent is evenly loaded, and entry to the tent can be safely managed in case of any closures.

10.7.2 Crowd Spotter

A crowd spotter should be deployed at the Front of stage areas to ensure the comfort factors are not impeded. The nominated medical team should monitor any casualties from the front of stage area specifically checking for signs of theoretic injury.

10.7.3 Decision to close

Should the capacity be reached, as per tent capacity calculations, entry lanes will be closed with public queued away from the entrance in an orderly manner. This should be a centrally co-ordinated operation from event control in consultation with the Security Manager, Site Coordinators and the Stage Tent supervisors. Extra staff should be deployed to the exit area to ensure a breach of the ingress policy does not occur.

10.8 Welfare Services

A welfare point manned by trained and experienced personnel should be available at an easily located point on the site.

All Showsec staff will know where this point is and who should be sent there.

10.9 Lighting

The organiser should provide adequate lighting across the site. The Head of Security should attend a lighting test to identify any dark areas that may require additional resources at certain times of the event.

10.10 Fire Points & Equipment

Security staff will be aware of all fire points across the site. The organisers appointed fire safety contractor should work with Showsec to ensure that staff are adequately briefed on the locations.

10.11 Medical Points

Two medical points are positioned within the arena. All staff will be aware of these locations and where to direct any patients.

10.12 Disabled Access

There will be disabled viewing areas located at the stages. Staff will ensure that disabled customers are directed to the correct location that they are looking for. Live Nation will provide a dedicated team to assist on the day with any queries, or issues, any disabled ticket holders may have.

10.13 Backstage

10.13.1 Access Control

Access to the backstage areas will be strictly by the accreditation only. All persons will be subject to a search on entering or leaving the backstage area.

10.13.2 Vehicles

Enough space should be set-aside to park between 2-3 vehicles in a secure area behind the stage. Only key artist and production vehicles will be given accreditation to access the backstage area.

10.13.3 Stage Area

The stage area will be secured on the production and show days to ensure no unauthorised personnel are allowed access. The security will liaise with the Stage Manager to add further restrictions to the accreditation system at points throughout the day where the stage is congested.

10.13.4 Mixer & Delay Areas

Staff will be positioned in order to discourage members of the public climbing on these structures in order to gain better sight lines. These areas will be used to monitor the crowd for density problems or criminal activity

11.0 Front of Stage Barrier Operations

The front of stage barrier area is a working area and as such admission should be restricted through the accreditation system to working personnel only. It will be the duty of Showsec to act as a rescue facility in the front of stage barrier system, extracting those appearing to be in need of medical attention and administrating water where practicable.

11.1 Structure and Design

The Front of Stage Barrier system will be a de-mountable type with a minimum loading of 5 kilo Newton per meter, run at a height of 1.2 meters. At the main stage security will require a working walkway or deck of a minimum of one meter in depth, running the length of the barrier to enable safe extraction of members of the audience.

11.1.1 Water and Medical Provision

Medical provision will be stationed at one end of the barrier and will be available to assist a casualty when required to by pit staff. IN each front of stage barrier, there will be a provison of water for the staff to give out to the public, to prevent any dehydration.

11.1.2 Photographers

Photographers shall be escorted in and out of the pit, by the pit supervisor and/or the event press representative.

11.1.3 Crowd Spotters

There will be a stage spotter positioned on the side of the stage at the stage level. For acts where it has been assessed that there will be greater crowd movement or popularity then an additional crowd spotter may be positioned on the other side of the stage to give a more consistent view of the audience. The Crowd spotters will be in communication with the front of stage supervisor to enable them to inform them of any customers in distress, crowd surges, crowd collapses or other areas of concern.

If the crowd spotter witness's signs of distress at the front of stage barrier, including crowd collapses with persons failing to surface or moshing the Show stop procedure will come into effect.

11.1.4 Evictions and Ejections

Any ejections from the barrier system must follow the event ejection procedure and be logged with control. Persons being ejected will be exited via the stage left and right where they should be handed over to the response team.

11.1.5 Artists

It is not the responsibility of Showsec to protect the artists. The artists should have sufficient personal security to undertake this function. If the artist does plan to leave the stage and enter the front of stage area then their team should inform the event organisers, who should then inform the event control. Once made aware of this then the control room will pass on any relevant information to the supervisors and staff.

12.0 Hospitality

There will be a hospitality, guest and press area within the arena. Each area will have its own accreditation access.

12.1 Bars

The Bar areas will be manned by an external security company providing solely to Mama Bars, under the direction of the designated bars manager.

12.2 Closure of arena each day

Areas of the arena will close daily at the end of the entertainment period.

13.0 Normal Egress

13.1 Pre-Egress Meeting

At 19:00 hrs every event open day a pre-egress meeting will take place in the Control room. The key parties involved in the egress should attend this. They should be those involved with the internals of the site and any agencies involved in the egress externally of the site.

13.2 Redeployment of Staffing Resources

There will be some key re-deployment of staffing and supervisory resources to ensure that the egress plan is safe and delivered successfully. This redeployment will be detailed in a future version of this document.

A detailed plan for the external egress deployment will be created separately to support this document.

13.3 Pre-Egress Checks

As with the pre-event checks, the control room will drive the recording of the pre-event checks. These will be to confirm that each supervisor has deployed their staff to the egress positions, has the correct infrastructure deployed and that they have adequate means of communicating to the crowd and back to the control room.

Pre-egress checks will be completed a minimum of 30 minutes before the expected egress time.

13.4 Communications

The communications are key to the successful delivery of the egress plan. All managers and supervisors will have a handheld radio to communicate with the control room. The pre-egress checks will confirm that there is a good communication link between the supervisors 'on the ground' and the control room.

13.4.1 Radio Silence

There will be a radio silence announced by the control room as soon as the egress commences. This will be announced with the exception of any urgent medical or life-threatening messages. All personnel must refrain from using their radios with the exception of the key egress personnel. The control room landline number will still be available for radio holders to call the control room for non-urgent messages.

13.5 Key egress personnel

The Key egress personnel will be identified in this plan at a later date. The control room will know who are the key egress personnel, to allow them to speak through the control room to each other. The control room operator will log the messages in the radio control log.

Either the Security Manager or their Deputy will be located in the control room to ensure that the command and control structure and decision making process is adhered to.

13.6 CCTV Monitoring

The Event Control Room throughout the egress will monitor CCTV.

13.6.1 Egress Routes

All exit routes will be manned at all times during opening hours by Showsec stewards.

13.6.2 Event Areas of Note

There will be typically busy areas on egress and as such there should be some supervision and staffing deployment to these areas to manage any congestion, queues and the direction of exit. Historically this event has been able to offer a diverse range of entertainment, meaning the event will take the audience evenly across the site.

13.6.3 **Merchandise**

Merchandise stalls should be positioned away from egress routes. These are historically busy at the end of event days as people are reluctant to carry purchases all day whilst attending an event. Any particularly busy areas will have a queuing system implemented for this period.

13.7 **Stand Down of Staff**

At the end of egress and the event then supervisors should confirm that their area is clear of public and that it is secured.

All gates should be locked closed unless in use and manned by overnight security.

Only the control room will give the authority to stand down. This should be requested from the Client first. Once the client has given the OK to stand down then the control room will contact each supervisor.

14.0 Contingency

14.1 Liaison with other agencies

The liaison with other agencies takes place in the Event Control Room. All communications are coordinated here by the Event Control Room Manager. Upon the event state rising from Green to Amber then the Security Manager or their Deputy will attend the Event Control Room to form the Emergency Liaison Team (E.L.T.)

14.2 The role of the Emergency Liaison Team (E.L.T.)

This is detailed in the Event Management Plan

14.3 Alert & Emergency Procedures

Showsec will be subject to emergency procedures of the site as a whole. Any incident within the site may have an impact on the event. Showsec should adhere to the event emergency procedures and work alongside these. In the event of an emergency the following Standard Operating Procedures would be followed:

14.3.1 Condition Green

Would indicated normal situation

14.3.2 Condition Amber

In the event that an Amber Condition is declared, the Radio Controller would activate the following plan.

- Event Control informs Showsec Crowd Manager of the incident.
- All parties will be advised of the exact area of the threat.
- If necessary ingress will cease and information given to members of the public regarding the situation to prevent disorder.
- Evacuation standby will be issued for all teams. The entrance team should prepare their area to be clear for an egress.

14.3.3 **Condition Red**

Responsibility for stopping the show is documented in the event management plan.

When the incident is considered as very serious and has been informed so by the Event Manager, the Showsec Senior Controller will issue the following instructions.

- Declare “Condition Red”.
- All Exit and Entrances to be cleared of any obstructions ready for egress.
- Customers to be directed away from the threat and the incident area to be secured.
- Emergency Services and Helicopter RV point should be staffed to ensure quick direction to the incident.
- Designated person to halt the show and an approved public announcement made.

14.3.4 **Stand Down**

Where the condition is contained, “Condition Green” will be declared and all parties will be advised using the “Stand Down” code. Where the situation could become serious, a “Stand-By” for Condition Red will be issued.

14.4 Allocating Resources

With the Security Manager (or their Deputy) based in the Event Control Room, they will be best placed to have an overview on available resources.

The senior controller will also be able to task the controllers to ask the supervisors who may have spare or available resources to assist.

14.5 Emergency Egress

14.5.1 **Part Evacuation**

Where condition Red is in a controlled area i.e. Backstage area, the event may not be halted, so as to reduce the possibility of panic. However the area will be restricted until the Condition Green is given.

14.5.2 Full Evacuation

The evacuation plan for the event is detailed in the Event Management Plan produced by the organisers. The following calculations have been completed for the emergency egress plan.

Gate X1 – South of the site – 65m

Gate X2 – South-West of the site – 10m

Gate X4 – West of the site – 10m

Gate X5 – North-West of the site – 10m

Gate X8 – East of the site – 5m

Gate X10 – East of the site – 5m

Total Exit width available is 105m, discounting the largest exit of 65m, leaves an exit width of 40m. This allows the site to egress 43,600 people in 10 minutes, using the calculation of 109 people per minute, per metre.

The main RVP point will be at Aveley Road, this will be the meeting point for any emergency vehicle that need to gain access to site.

Once it has been decided that a full evacuation is necessary, it will be carried out as per the agreed procedures. Emergency evacuation strategy should recognise empirical research by Sime into crowd psychology during escape from disaster i.e. t1 (time to interpret) + t2 (time to move).

14.5.3 Cancellation

Consideration must be given to the cancellation of an event or being unable to restart an event. A procedure should be set for making the audience aware of the situation as well as dealing with any property that has been lost or abandoned in an evacuation. There may also be an expectation of compensation or the re-issuing of tickets

15.0 Complaints Structure & Management

15.1 Customer Complaints

Issues should be dealt with at the time of complaint, if at all possible. On site, the Supervisor may be called to speak to members of the public. Any complaints received should be communicated to control (via landline not radio) and then passed onto the client Customer Service team.

Written letters or emails received directly by Showsec should be passed to the client Customer Service team. Once received then the client Customer Service team will communicate the complaint to Showsec who will respond to event-related complaints.

General comments about the venues services and facilities should be made to the client Customer Service team. They should also be communicated to control (via landline not radio).

The Initial response from Showsec must be made within 48 hours of receiving the complaint from the client. It is aimed that all complaints will be closed within 10 working days of the complaint being raised to Showsec.

15.2 Client Complaints

Issues should be dealt with at the time of complaint, if at all possible. The event representative should raise their complaint with the Showsec at the time of the event.

Should the event representative wish to refer the complaint to another person then this should be communicated to the line manager. An agreed resolution date will be set and the process agreed by which the resolution will be reached.

Any non-urgent complaints will be dealt with after the event. The initial response to any complaint will be made within 48 hours of the end of the event detailing the process for investigating the complaint. A full response and proposed resolution will be made within 10 working days of the end of the event.

16.0 **Counter Terrorism Briefing**

The following is an example of a briefing that our Showsec operatives would receive at an event.

If you come across a suspicious person, object, or vehicle, report it

Immediately to the control room via your supervisor, radio or the telephone number provided.

What are the suspicious signs that can give away a terrorist bomber?

External appearance:

- Clothes unsuitable for the time of year (e.g., a heavy coat in summer).
- Anything protruding in an unusual way under the person's clothing.

Suspicious behaviour:

- Nervousness, tension, profuse perspiration.
- Walking slowly while glancing right and left, or running in a suspicious manner.
- Repeated attempts to steer clear of security staff.
- Repeated nervousness concerning something underneath clothing.
- Nervous, hesitant mumbling.

Suspect equipment, tools and accessories:

- A suitcase, shoulder, handbag or backpack.
- Electrical wires, switches or electronic devices sticking out of the bag or pocket.

How to identify a suspicious vehicle?

- Vehicle license plate looks "improvised" or mismatched (different front and back plates).
- Tax Disc is not present, out of date or registered to another vehicle.
- A vehicle parked suspiciously for a prolonged time in a central place or in a no-parking area.
- A vehicle is noticeably loaded down.

What to do if you suspect something?

- Contact control via your supervisor, radio or the phone number provided and give the as many details as possible about the suspect or the vehicle.

- While speaking to control, try to keep an eye on the suspect or vehicle from a safe distance.
- Wait for response or police to arrive.

What to do during a terrorist attack?

- Leave the area immediately, moving to an open space or a protected area.
- Avoid, as best you can, tall buildings, glass windows, and vehicles.
- If there are police in the area, follow their instructions.

What to do as soon as the terror incident is over?

- If the police have not arrived yet – call 999 immediately. Follow the Instructions of the police and rescue teams.
- Do not form or join a crowd! Leave the area immediately: there may be additional explosive charges around.
- Make a route clear for rescue vehicles.
- Observe your surroundings, and report immediately any suspects or additional explosive charges to the police.
- If you have any information that may help apprehend suspects or locate a vehicle involved in an attack, contact the police at once.

How to behave if you find yourself around a suicide bombing or shooting?

- Keep calm and don't panic
- Keep alert, especially in crowded places.

If you come across a suspicious person, suspicious object or suspicious vehicle – alert a police officer or call 999.

17.0 Recruitment

17.1 Selection Process

We take great pride in our recruitment process, constantly being updated to comply with the stringent Home Office requirements. The department also stays ahead of the game in respect of legal changes, anti-discrimination rules and minimum wage amendments.

The selection process assesses the candidates:

- Physical ability to carry out the services required;
- Aptitude and demeanor;
- Literacy and verbal communication abilities;

- Personal documentation (proof of name, age, address, SIA license etc.);
- Details of SIA-approved qualifications, other training and additional skills.
- The area of work that would be most suited to the individuals' competencies. These may include one or more of the following:

o Build, Break, Overnight & Static Guarding
o Customer Experience
o Screening and Search
o Backstage and Access Control
o Corporate and Hospitality areas
o Front of Stage Barrier
o Response Teams

17.2 Screening Process

The applicant will be required to provide an up-to-date information to Showsec including:

- Details of career history of not less than five years immediately prior to the date of the application or back to the date of ceasing full time education;
- The names of at least two persons, who may be former employers, from whom a reference can be obtained. All security staff working at the events will have an SIA Door Supervisors License; as part of the SIA License application process a CRB check is undertaken by the SIA. All non-licensed stewards working at the events will be required to allow their details to be submitted to the Police. The Police will be able to check the details on the Police National Computer (PNC) to ensure that no criminals are able to work at the events. When workers sign in to work at the event they will have to show their Showsec ID Card.

18.0 Training

Showsec is committed to providing the highest standards of training and education for its staff and service partners. The on-going development of all staff is the cornerstone to Showsec's ethos and has helped us gain Investor in People status. We Are committed to helping people develop to their full potential and confidently fulfil their role within the company.

18.1 Training & Development Centre

Showsec is unique in that it has a dedicated in-house Training and Development Centre, with 30 trainers delivering a comprehensive range of courses to create a team that provides the UK's highest standard of crowd management and security services to its clients.

The Training & Development Centre is accredited to deliver a range of Highfield Awarding Body for Compliance and MAYBO courses, including the SIA Level 2 Award in Door Supervision and MAYBO Physical Intervention course which teaches holds and disengagement. We also have trainers approved to deliver the SIA Public Space Surveillance (CCTV) qualification.

Staff development has included the creation of in-house modular based courses which have led to the Company commissioning and creating accredited bespoke training courses. Examples of the aforementioned courses are as follows:

- Front of Stage Pit Barrier Training
- Supervisors Training
- Operations Executive Training
- Managers Training
- Health & Safety Training

We have invested heavily in staff training and development by providing extra administration support, which helps to increase the rate at which courses are delivered and widens the choices available to our staff. This has led to the development of an e-learning platform enabling us to deliver some of the content, securely over the Internet. This has given staff greater access to training and the ability to work at their own pace when receiving training.

The continuous development of staff through industry related accredited qualifications, has seen over two thousand academic achievements in the last two years in an array of subjects ranging from steward qualifications through to foundation degrees in Crowd Management.

All training and qualification information is recorded and monitored internally by the centre, referencing courses that members of staff have undertaken. This allows us to quickly gain access to records should clients wish to see the staff training certificates.

18.2 Full Time Training

All full time members of the Showsec team are either working towards or have completed the Foundation Degree in Crowd Safety Management. This is run in conjunction with the University of Derby Corporate. The content consists of 'inhouse' modules, university led modules and work based projects combined together to build up their credits to gain the Foundation Degree.

18.3 Casual Worker Training

Every new Showsec member of staff undergoes the 'Working for Showsec' Company Induction Module online. This module introduces the Company and our goals, and everything from Terminology used at Events to Uniform and Personal Appearance to Debriefing.

18.3.1 Steward Training

Every new Showsec member of staff undergoes a Company Induction Module via the e-learning online platform (introducing the Company, Health & Safety Policy, Quality Policy etc.,). This is prior to undertaking a further training course, which provides each individual, if successful, with the equivalent for the following industry recognised qualification:

- L2 Award in Door Supervision – Module 1, Working in the Private Security Industry
- Plus further Modular Training

Upon successful completion of the course, the new stewards are closely monitored and supervised during their initial period of employment, to ensure that they learn the skills necessary 'on the job', and quickly build-up their confidence and knowledge. Further assessments and training are carried out at regular intervals, or as and when identified/required.

18.3.2 SIA Training

If a Steward would like to work in the security area of our company they would have to supply us with a ten-year checkable work record. They will then receive the HABC Level 2 Award in Door Supervision Training, this is an industry standard. Our Training Department is recognised to train HABC Award in Door Supervision & Physical Intervention.

18.3.3 Modular Training

All Showsec workers are offered a number of modular courses during their first few weeks of work to enable them with the basic skills to perform their role to the highest standard possible. For example:

- Customer care and communication skills
- Ingress & Egress
- Counter Terrorism
- Health and Safety Level 1
- Front of Stage Pit Barrier
- Working in the Radio Control Room

This 'in-house' training enables Showsec to maintain control and keep up the high standards that we expect of our employees. In addition, it allows us to pass on venue and client specific information through the training courses.

18.3.4 Event Specific Training

Certain aspects of a stewards or licenced staff role require additional training. We offer further modular training for event specific roles, for example:

- Working at outdoor events
- Search and Screening at outdoor events
- Traffic Management at outdoor events

18.3.5 Supervisor & Team Leader Training

Once potential Team Leaders have gone through a rigorous selection process, including an interview, they are booked onto our Training Course. The training begins with the online module 'The Role of an Event Supervisor'. Examples of units included in the training are:

- The Qualities of a Good Supervisor
- Leadership and Delegation
- Coaching and Motivation
- Briefings

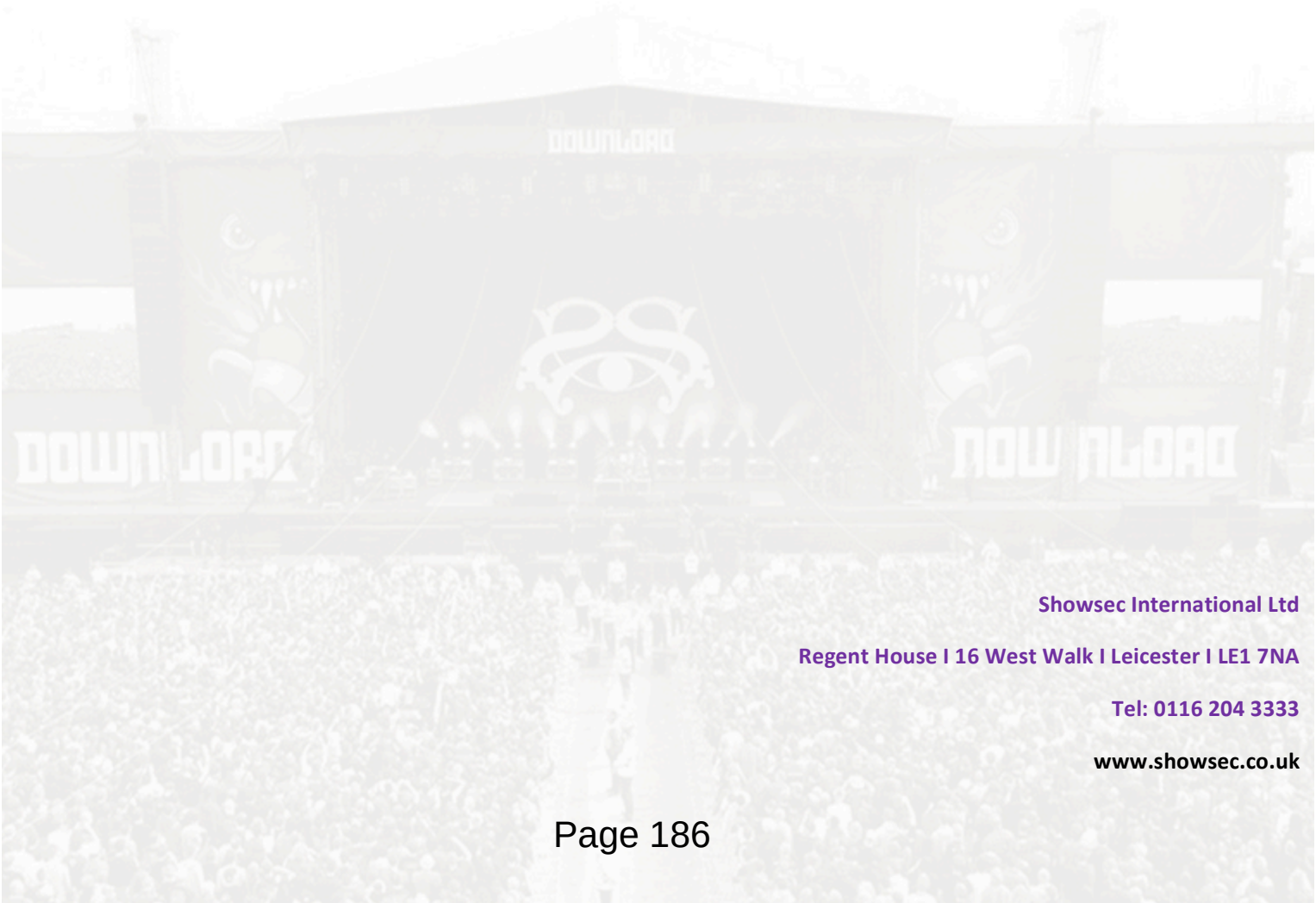
Once they've completed this then they will move onto further classroom-based training that will continue their development and advance their technical knowledge.

18.3.6 **Supervisors Training**

All Supervisors working for Showsec will go through the standard training to become a supervisor; detailed above. Their site-specific training will take place in advance of the event through the company's e-learning platform. This will allow the Supervisors to have overview knowledge of the outdoor events as well as a specific understanding of their role at the events. Where relevant the training will cover:

- The role of a supervisor
- Team behaviour
- Leadership
- Decision Making
- Problem Solving
- Communication skills
- Performance review
- Time management
- Customer Service
- Health & Safety at work
- The protection of premises and property
- Electronic security systems
- Law
- Arrest procedures
- Contingency planning
- Disaster recovery

SHOWSEC
Crowd Management



Showsec International Ltd

Regent House I 16 West Walk I Leicester I LE1 7NA

Tel: 0116 204 3333

www.showsec.co.uk

Crime Reduction Plan

We Are FSTVL May 2015

Paul Legge

07771502407

Paul.legge@Showsec.co.uk





Table of Contents

Table of Contents 2

1. Introduction 3

1.1. Objective 3

1.2. Process 4

2. Overview of the event 5

2.1. Artists of note 5

3. Pre-Event Information and Intelligence 6

3.1. Previous Years' Events Crime Summary 6

3.2. Previous Years' Events Security Information 6

4. Threat Assessment 7

5. Crime Reduction Roles & Structure 8

6. Crime Prevention Methods 10

6.1. Briefing Process 11

6.2. Crime Teams (Entrance Deployment) 16

6.3. Enhanced Prohibited Items Search 21

6.4. Perimeter Defence 23

6.5. Crime Teams (Internal) 25

6.6. Response Teams 25

6.7. Eviction Centre 28

7. Other Physical Security Measures 30

8. Other Supportive Reduction Measures 30

9. Review Process 30

1. Introduction

The following document is written for the We Are FSTVL event, in Upminster, in May 2015. This document will outline the Crime Reduction methods to be used by the event security team.

The content has been kept to a high level. Other supporting documents are available as Appendices, which go into further detail of processes. These as well as the Crowd Management Plan are available on request.

The contents and supporting documents are proposals and suggestions and subject to change after consultation with the stakeholders.

1.1. Objective

The objective of the document is to review the previous year's crime and incident figures, assess the likelihood of these offences reoccurring and detail the crime reduction methods that Showsec can implement onsite to reduce these.

The document is written primarily for Showsec Management & Supervisors however should be clear enough to be read and understood by other stakeholders. Where clarification is sought then the reader should contact paul.legge@showsec.co.uk

This is the first year Showsec have been involved with the event, so any historic crime stats are not fully known. Showsec will liaise with the Festival Management team, and the local police force to get as much info as possible regarding last year's event, with this info we shall be able to look at crime reduction targets in detail for the 2015 festival.

1.2. Process

1. Review Crime Figures from previous years event
2. Review Intelligence from other events
3. Review intelligence relating to this event
4. Threat Assessment
5. Mitigation of Crime
6. Joint Intelligence Briefing
7. Security Staff Measures
    a. Structure and Roles of Crime Prevention Team
    b. Crime Teams (Entrance)
    c. Enhanced Search
    d. Perimeter Defence
    e. Crime Teams (Arena)
    f. Patrol Teams
    g. Response Teams
    h. Eviction Centre
8. Physical Measures
9. Review other reduction measures
10. Debrief

2. Overview of the event

We Are FSTVL 2015 will be held for the third time at Damyns Aerodrome. The festival will be held over two days at the end of May in 2015. The Festival has grown in audience numbers year on year, and in 2015, the promoters have brought in Live Nation and Showsec.

The audience profile will be 18-30 with a mixed 40/60 m/f. The festival is based around dance music and popular DJ's. A line up is yet to be announced.

2.1. Artists of note

Showsec operate at a large percentage of the live music venues in the UK. Each event is followed by a Head of Security report that details incidents and occurrences at the event. This information is reviewed to look at trends of artists and crowd profiles to identify where crimes may be committed. This information is (where necessary) fed into the Police's National Mobile Phone Crime Unit; similarly they return any intelligence that may be useful to Showsec's operations.

At this event the following artists have been identified as having previous issues. These are:

Saturday –

- None at Present

Sunday –

- None at present

Artists will continue to be reviewed in the lead up to the event to ensure that any information that comes to light is included in the intelligence briefing.

3. Pre-Event Information and Intelligence

This information is not yet available to Showsec.

3.1. Previous Years' Events Crime Summary

A meeting has been held (LN, Showsec, Event organisers and Police) with some info of crimes from last year notable phone thief, prohibited substances and unauthorised access (Fence jumpers). With this info we can start to build a plan for this year's event.

3.2. Previous Years' Events Security Information

This will be a detailed summary of the information provided by the previous Security company on any issues, the search policy, the amount of drugs found, and the number of ejections.

This information is not yet available to Showsec.

4. Threat Assessment

From the Pre-Event Information and Intelligence that will be provided, the threat assessment will identify the crimes that are a potential threat to the event in 2015. In Appendix B the Threat assessment will consider:

- The likely Crime / Activity that may take place on the site.
- Who the crimes may affect (customers / staff).
- If the historical data and/or intelligence suggest that crimes will take place.
- Whether the design and maintenance of the event site makes it easier for crime to occur.
- What other control measures can be put in place to reduce the risk
- What the overall outcome of the risk is to the event.

The detail of the Threat Assessment is available as Appendix B.

Priority Offences are identified as:

1. Theft from Person.
2. Prohibited Substances.
3. Unauthorised Access (Fence Jumpers).

5. Crime Reduction Roles & Structure

The Crime Reduction Structure sits alongside the Security Structure as detailed in the Crowd Management & Security Plan.

The following structure will show the roles and communication process in relation to crime reduction. All communications will flow through the Multi-Agency Control Room.

Crime Reduction Manager – Responsible for the tactical implementation of the Crime Reduction Plan; to be agreed in the SAG Police & Security Sub Group. This person will liaise with the Crime Reduction Coordinator (Showsec).

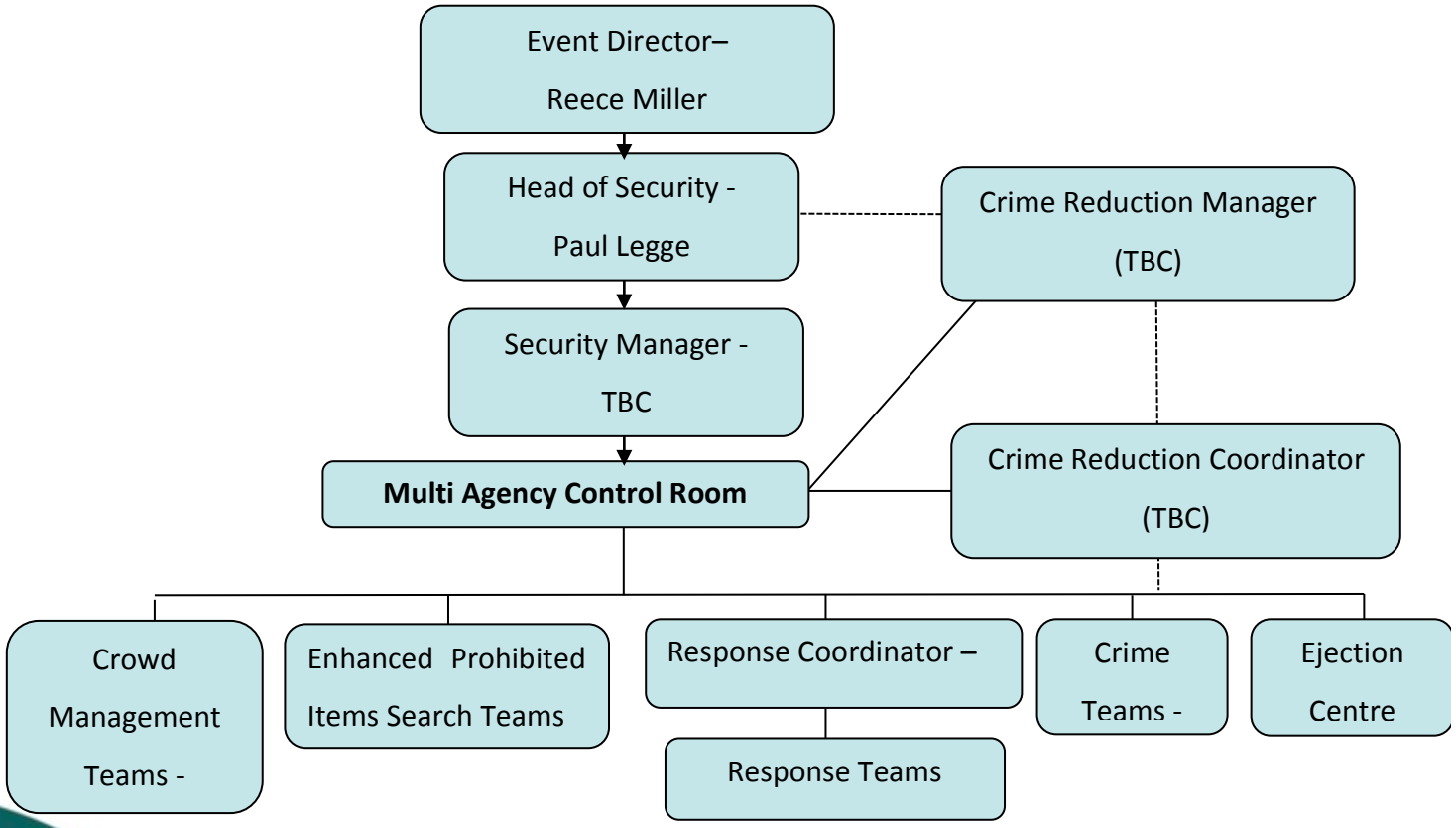
The Crime Reduction Manager should peer test the Security operation ensuring that it is operating as per the agreed plan and identifying where improvements/adjustments can be made.

Crime Liaison Coordinator – Responsible for the liaison between Showsec and the Crime Reduction Manager. Will coordinate the Showsec Crime teams and Enhanced Search teams on the ground and feed intelligence into both the control room and Crime Reduction Manager.

Multi-Agency Control Room – The control room will have Security, Police, Festival management , Local Authority and Medical located in one place. The communications will pass through this point to ensure that messages can be passed swiftly to the relevant party.

Response Coordinator – Responsible for the operational deployment of the Response Teams.

Eviction Centre – Responsible for the processing and decision making of any evictions/ejections-taking place on site.


Event Director–
Reece Miller
Head of Security -
Paul Legge
Crime Reduction Manager
(TBC)
Security Manager -
TBC
Multi Agency Control Room
Crime Reduction Coordinator
(TBC)
Crowd
Management
Teams -
Enhanced Prohibited
Items Search Teams
Response Coordinator –
Response Teams
Crime
Teams -
Ejection
Centre

6. Crime Prevention Methods

Several Crime Prevention Methods will be deployed to reduce crime at the 2015 event. These will be deployed at certain locations at certain times across the day. This will be as per the plan unless a need arises to amend this where the Crime Reduction Manager deems it necessary. They will communicate any change to the Crime Reduction Coordinator and/or the relevant crime team through the control room.

A Full deployment and Dot Plan will be available in Appendix C and D respectively.

Typical timeline of methods to be used:

Time	Location	Activity	Staffing
09:30	Control Room	Briefing.	All Crime Teams
10:00 – 15:00	Main Entrance	Crime Reduction Teams (Profiling).	SU SIA (Plain Clothes) SIA Uniformed
10:00-18:00	Perimeter	Perimeter Patrols of identified areas where fence breaches could occur.	SIA (Eastern Perimeter) SIA (Western Perimeter)
15:00-18:00	Main Entrance	Crime Reduction Teams (Profiling).	1SU SIA (Plain Clothes) SIA Uniformed
15:00-18:00	Main Stage & Big Top (alternating periods)	Crime Reduction Team (Internal).	SU SIA (Plain Clothes) SIA Uniformed SIA Spotters

18:00-23:00	Main Stage & Big Top (Fixed team on each location). Unless deployed elsewhere because of intelligence.	Crime Reduction Team (Internal).	SU SIA (Plain Clothes) SIA Uniformed
18:00-00:00	Perimeter (Supplemented by Redeployment from Entrance Search)	Perimeter Patrols of identified areas where fence breaches could occur.	SIA (Eastern Perimeter) SIA (Western Perimeter)
18:00-00:00	Big Top (redeployed from Entrance Search)	Monitoring of the entrance/exit points of the Big Top for any suspected prohibited activity.	SIA
12:00-00:00	Arena Internals	Response Teams	Response Team (3 x SIA per team)
12:00-00:00	Eviction Centre	Processing of all potential evictees at Eviction Centre.	SIA
Throughout	Main Entrance	Targeted person search on exit.	SIA

6.1. Briefing Process

Through the planning process The festival management team, Live Nation and Showsec will work closely with the Police to ensure a joined up and thorough Crime Reduction Plan. The plan will be disseminated through all organisations to ensure that operational staff understand the plan and it's objectives.

It is key that the Crime Reduction Manager the Operational Showsec Teams and the Police Teams meet regularly to discuss the Crime Reduction Plan. This will be covered later in the review process section.

They will also hold a joint briefing to ensure that information is passed to the specific teams who can use it to help reduce crime. Showsec will prepare this and the briefing will be attended by the Crime Reduction Manager, Showsec Crime Teams and the Police Inspectors and Sergeants working the event (and any other Police teams they would like to invite).

Joint Intelligence Briefing

An example Joint Intelligence Briefing is below. Further information will be added in the lead up to the event once all the information is gathered:

Event	We Are FSTVL
Date	30th May 2015
Day	1 of 2
Aim	Showsec's 1st year at the Festival, aims of the Crime reduction plan and the typical crime stats from 2014. All Security staff should be briefed on crime prevention to reinforce the importance of their actions in reducing crime. Staff should be encouraged to report any intelligence that they think might be helpful in this aim.
Target Crimes	1. Theft from Person 2. Possession of Prohibited Substances 3. Unauthorised Entry
Offender Profile (Based on Incident Info)	1. Majority Males 2. In the main 18-24.

	3. No common ethnicity noted
Victim Profile	1. TBC 2. – 3. –
Artist / Event Profile	The audience profile will be 18-30 with a mixed 40/60 m/f.
Intelligence from other Sources (Showsec Heads of Security Network, Police Intelligence, Other sources)	Artists that may attract an element of mobile phone crime are: • TBC
Methods	Showsec • Crime Teams (Entrance) • Enhanced Prohibited Items Search • Crime Teams (Internal) • Response Teams • Eviction Centre • Other Security & Preventative Measures Police • Drugs Search Operation • Other TBC
Key Personnel	Showsec – Police -
Key Duties	1. Ensure that staff are briefed on the Profiling on the Entrance as per the 'Reduction of theft from person guidance'. 2. Where possible refusals should be logged.

	3. A full-prohibited items search will take place on the entrance. 4. Intelligence form to be made available to all staff where it can be utilised. 5. Monitor densely populated areas. 6. Big Top Tents require particular attention to potential crime. 7. Report Perimeter fence breaches. 8. All evictions to go through the Eviction Centre.
Risk Assessment	1. Ensure that the personal safety of all Staff, Customers and Colleagues is the priority at all times. 2. Report all occurrences and incidents into control and request CCTV where possible. 3. Where a crime is believed to be or has been committed then the Police must be informed via Event Control.
Communications	• Radio Comms • CCTV • Intelligence Form • Eviction Centre • Incident reports (and where necessary statements) must be completed for all incidents • Incident Log numbers will be issued from Event Control • All communications should feed into Event Control
Human Rights and other Legal Issues	1. There must be grounds for approaching someone once they have entered the site. 2. There is no legal right to search – it is only a

	condition of entry and permission must be sought. 3. Where a crime is in progress or has been committed then the Police must be contacted via Event Control.
Any Other Relevant Information	TBC

6.2. Crime Teams (Entrance Deployment)

Specialist Crime teams will have two roles across the event and will work on two distinct tasks. Firstly this will be the Crime Disruption Profiling on the entrances and Secondly Internal Crime Disruption. The Profiling will be undertaken by specific Crime teams as well as through specifically briefed response teams tasked to the duties at a particular time.

Each team contains:

1 x Supervisor

4 x Plain clothed Security Staff

2 x Uniformed Security Staff

There will be two teams deployed to this activity at the earlier part of the day and then re-deployed later as per the timeline.

These are trained by Showsec and licensed by the SIA. These teams contain staff who undertake this role regularly at venues, events and festivals; ensuring that they are experienced and well versed in profiling at events. These teams are briefed before and during the event on specific items to profile for in addition to their event briefing.

Additionally staff at the main entrance point will undertake a targeted search of customers upon exit. Staff tasked to this role will profile customers in line with the theft awareness briefing for the event.

Searches may pause during peak audience phases e.g. egress where the flow of people prohibits successful profiling but will operate at all other times throughout the event.

Example layout of a ten lane entrance

Key:

Steward –

SIA Licensed Security –

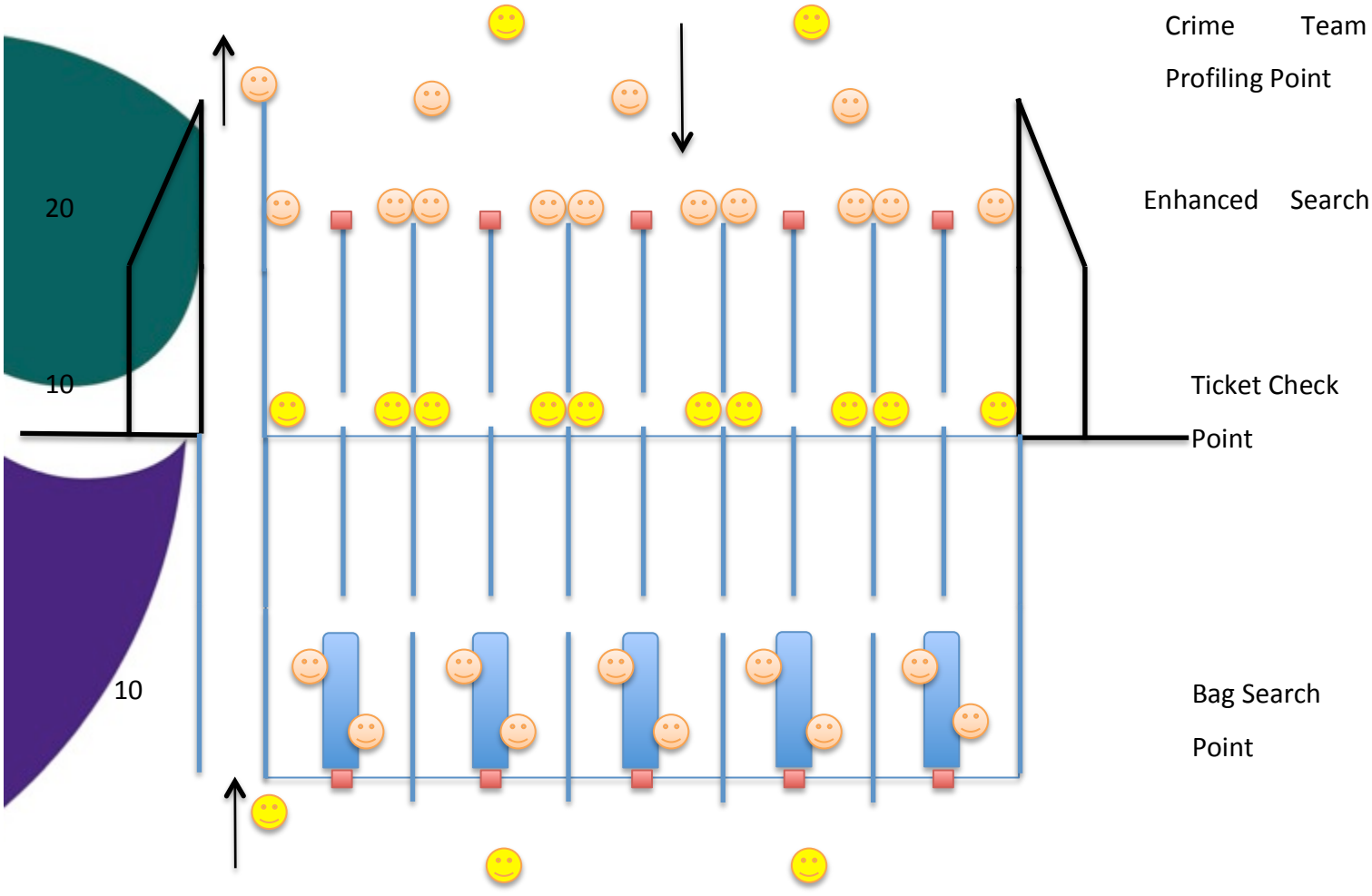
Heras Fencing –

GT Barrier –

Tables –

Bins –

Layout:



Example Theft Awareness Briefing Sheet

Step 1: Awareness

- Does the person fit the demographic of the event as provided in the briefing?
- Does their dress code fit the audience type?
- Are they behaving out of the ordinary?
    - Looking uncomfortable
    - Holding back if they see searching taking place
    - Hovering around / Watching people
    - Moving between lanes

Step 2: Engaging

If you have any doubts about any of the points in step 1 then engaging with the public is the best way to find more information out by asking some simple questions:

- About the event:
    - Who are they here to see?
    - What type of music do you prefer?
    - Have they been to the festival before, when and who was on?
    - Who is their favourite band?
    - What is their favourite song?
- Were their tickets hard to get? / Where did they get their ticket? / How much? / How did they pay?
- How was their journey to the arena?
    - Local knowledge?
    - Who are they here with? Can they point out someone who?

Step 3: Searching

If you feel that someone needs to be searched then there are lots of key points which help to identify a potential pick pocket. For Example:

- People carrying large empty bags – try and encourage large bags into info
- Draw string bags in pockets / bags etc.
- Tights underneath loose jeans

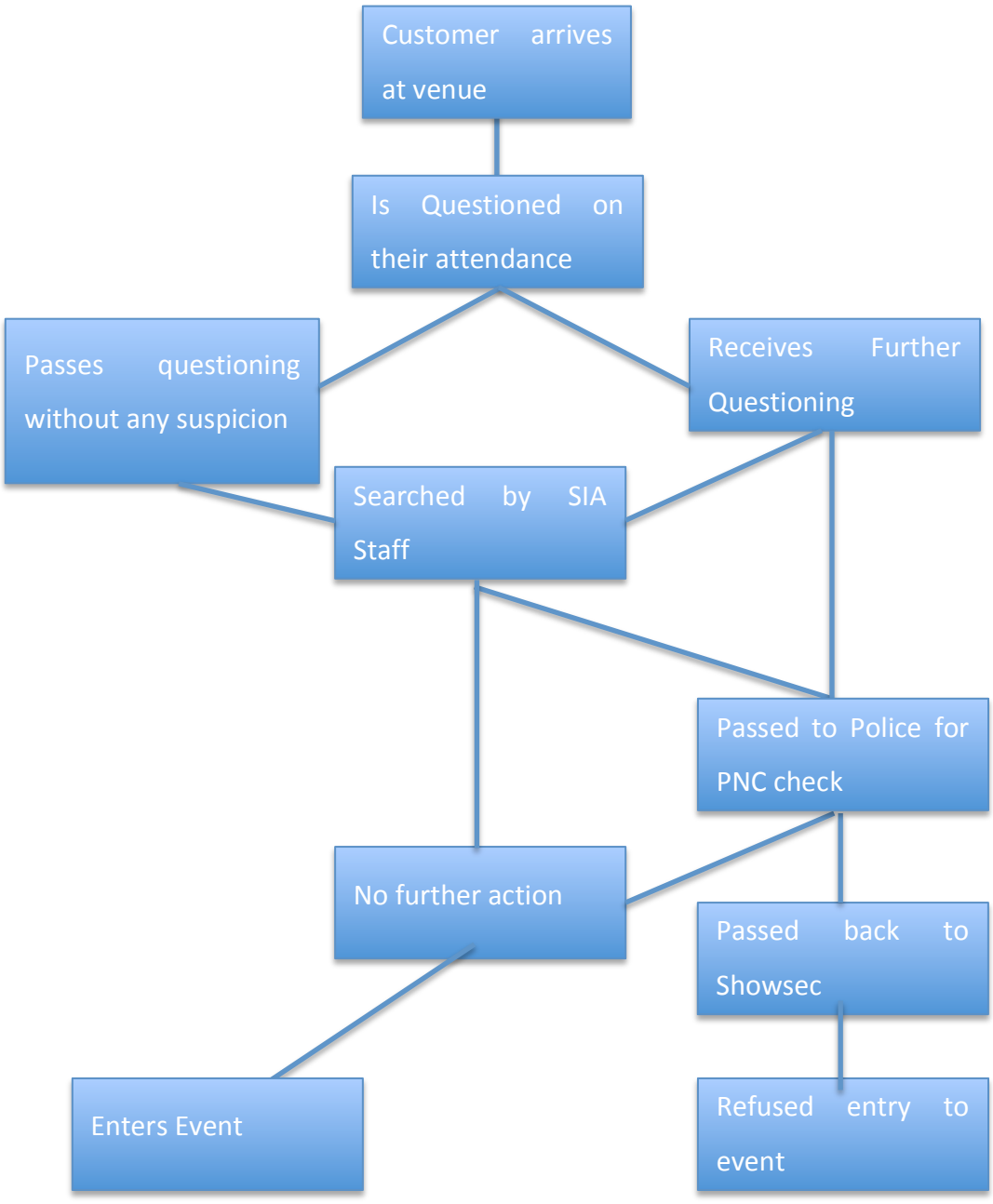
- If we suspect people then lock the arena down and search people on the way out
- Monitor people leaving early
    - With large bags
    - Trying to leave via fire exits

Additional Procedures

Additional procedure can be put in place to help to minimise the potential risk of people pick pocketing, such as:

- Handing out awareness leaflets
- Verbally notifying customers entering
- Soft ticket checks away from the door

Process Flow of Crime Team Profiling



Where possible, if a person is refused entry then this is logged using the refusal form - http://shows.ec/Refusal-Form. Some people will refuse to give details.

6.3. Enhanced Prohibited Items Search

The number of lanes open on the entrance will fluctuate across the day depending on flow rates and arrival times. There is an example layout of a ten-lane entrance

Example layout of a ten lane entrance

Key:

Steward –

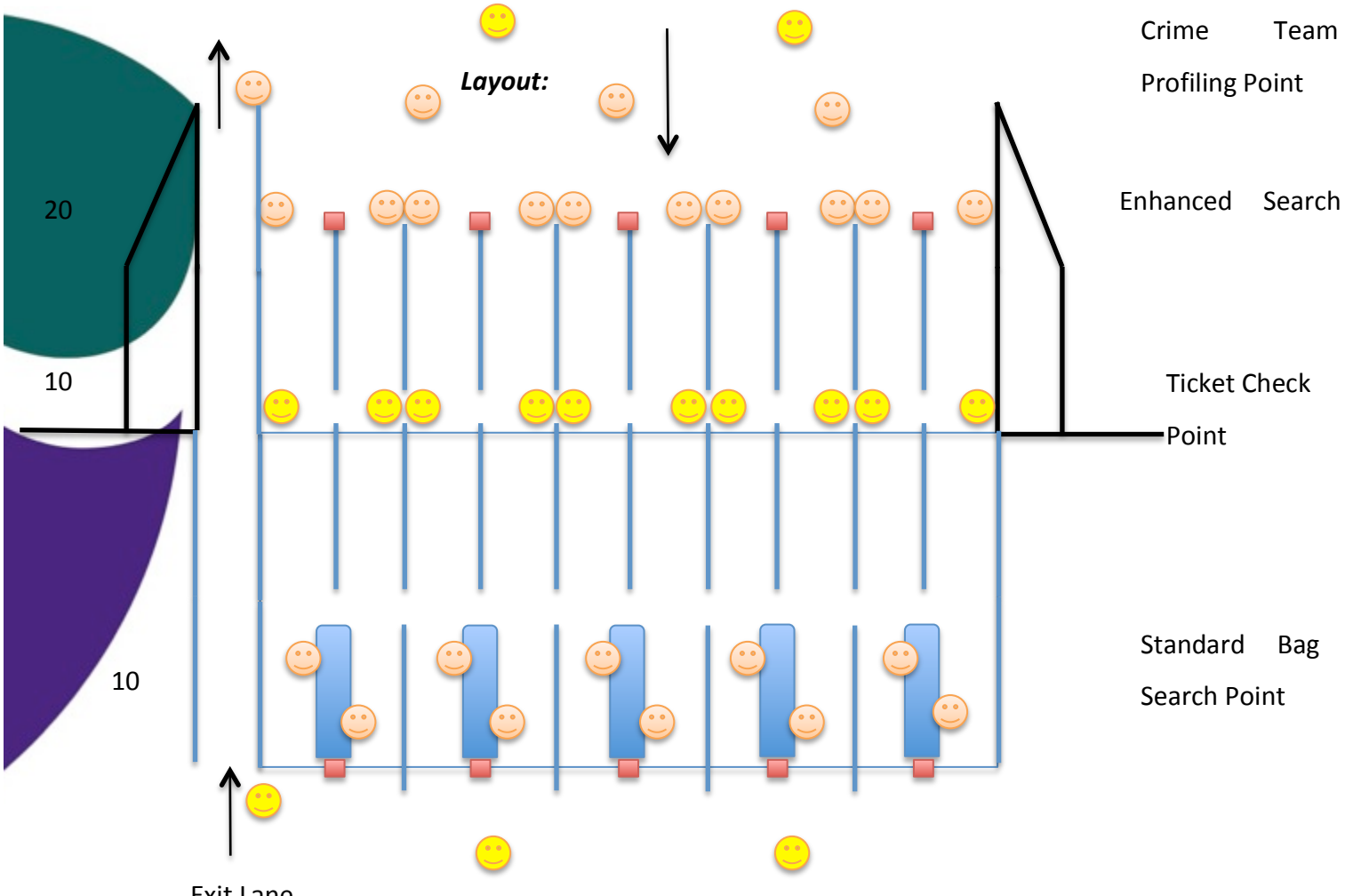
SIA Licensed Security –

Heras Fencing –

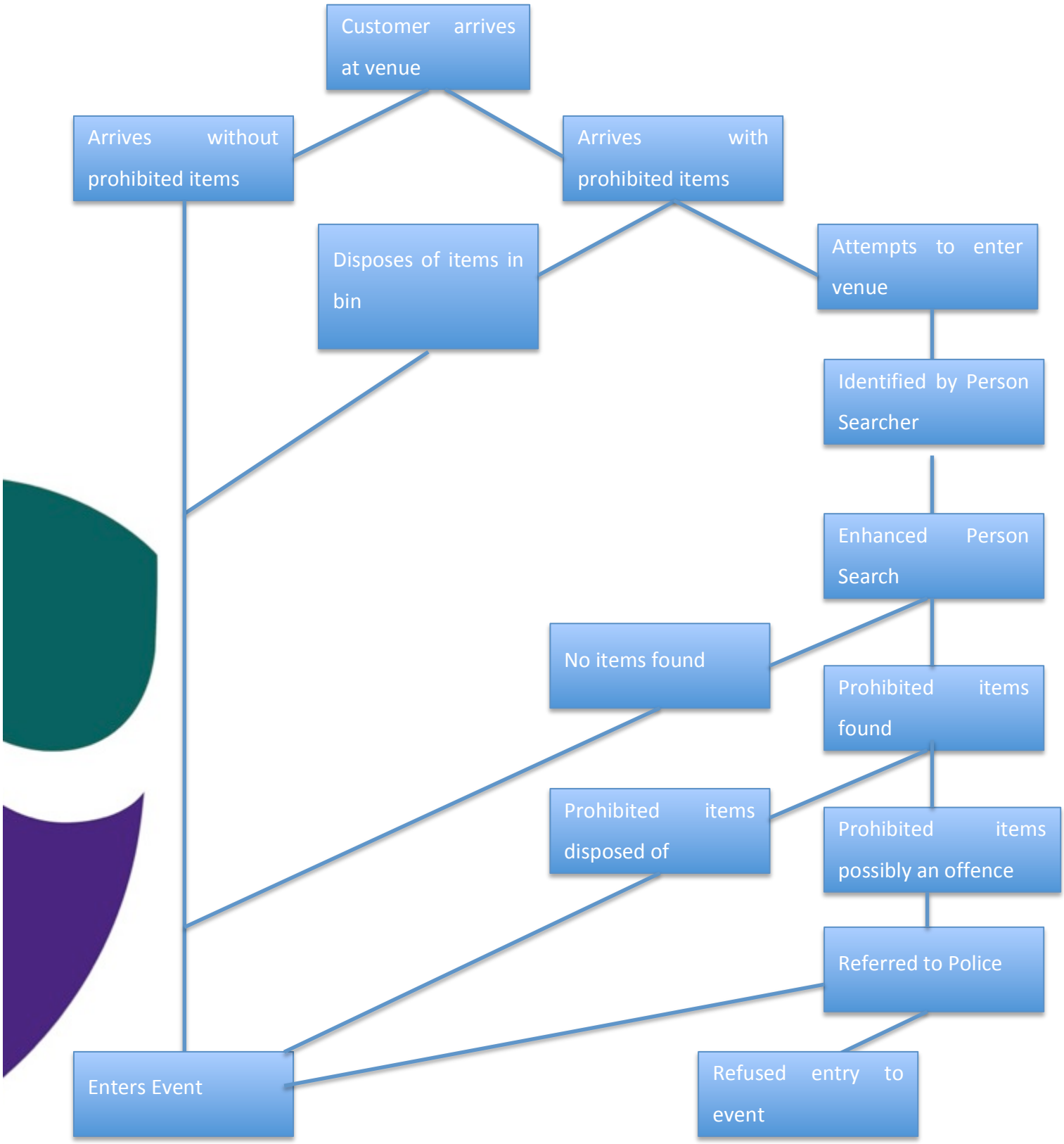
GT Barrier –

Tables –

Bins –



Process Flow of Search



6.4. Perimeter Defence

Defending the line of the perimeter of the site is key to reducing crime on the site. It has an additional benefit of aiding counter terrorism measures. From the Site assessment the key weak points of the perimeter have been identified as:

1. North fenceline to include area adjacent to the local scrap-yard at the rear of production.

This is in addition to general weaknesses at pedestrian gates such as fire exits. However staff are always deployed at these gates.

The following methods will be put into place to defend the line around the site. These will include:

- Outer Vehicle Checkpoints – These will be located at vehicle access points. The staff there will hold and check vehicles in at these points to ensure that they are accredited vehicles. GT barriers and cones will be used to restrict unauthorised access.
- Inner Vehicle Checkpoints – These will be located on the perimeter fenceline of the site and need to be well defended. Due to the length of time that the gates will be required to be opened, there is a risk of unauthorised access. These will be designed with an outer GT barrier section and then an inner Heras Fence defence; whilst the steel shield perimeter gates are open there is still some defence of the perimeter. This will be supported by SIA security staff at these points.
- Weak Perimeter Points External – These points are areas of the perimeter that are known for 'fence jumping' or the throwing of objects into the site to avoid the search, they have been split into Zones for ease of staffing and looking after.

  Actions:

  - Any weak points of note on the perimeter fence line will be assigned to a GP dog patrol team.
  - It will also be looked at the CCTV visibility in these locations.

- Lighting will be improved in these sections where practicable.
- It has been requested to Heras and close off the path on the Northern Perimeter to then have Dog and SIA Patrols in this closed area.
- Internal all gates are manned.
- From 18:00, further SIA officers are deployed in teams of 2 to areas that have come under pressure from unauthorised access.

6.5. Crime Teams (Internal)

Crime teams will have two roles across the event and will work on two distinct tasks. This will be the Crime Disruption Profiling on the entrances and Internal Crime Disruption. Once the entrances go quiet then the Crime Teams will move from the entrances to the Internals. Firstly one team, then both as detailed in the timeline.

- The Internal teams will work as a combined team of 1 Supervisor and 6 SIA Staff (7).
- Each unit will work as a uniformed team of 1 SU and 2 SIA, along with two further teams of 2 SIA in plain clothes.
- The teams are trained by Showsec and licensed by the SIA. They are experienced in working in similar roles at other venues, events and festivals through the year.
- The teams will be in radio contact with each other and the control room
- The teams will use an Intelligence form on their mobile phone to record intelligence leads and observations into the control room - http://shows.ec/Intel-Form
- Plain-clothes teams will not engage with customers. They will contact uniformed teams and the uniformed teams will engage.
- Reports will be completed as soon as possible to ensure chain of evidence.
- Police will be contacted where it is believe a crime is or has taken place. This will be via the control room.

These teams will work in areas identified to be at risk of crime; notably the Big Tops and Main Stage areas. They will patrol these areas monitoring for any potential criminal activity.

6.6. Response Teams

There will be a number of three man response teams to be allocated across the event site. The Response Coordinator will coordinate these. They will be allocated as deemed Necessary in the event planning.

It is the aim of the Head of Security to use the staffing resources in an efficient and effective manner, hence all calls for response teams should made via the Showsec radio control following the same criteria:

- Clearly stating the caller call sign
- Grid reference location (if at a tent the nearest numbered entrance),
- Nature of the call and a brief overview of incident
- Reason for the requesting of a response team
- Request for CCTV coverage
- Full description of any persons involved in the incident:
- Height
- Weight
- Hair and eye colour
- Complexion
- Clothing and uniquely identifying features (such as any tattoos or defining marks the suspect may have had).

Response teams will respond to incidents involving the following:

- Conflict management
- Crowd density
- Persistent or serious anti-social behaviour
- Where a suspected crime has been committed (Police will be made aware as well via the control room).
- Medical emergency (Escort provision) where a request via Event Control has been given
- Support of medical staff in a potential conflict situation
- Unauthorised access to the venue

Response teams will not respond to occurrences involving the following:

- Lost person or property (other than children) unless a crime is believed to have been committed
- General welfare issues, which can be dealt with by the welfare team
- The covering of staff breaks
- Situations where they will be permanently deployed unless agreed by the Head of Security
- The above occurrences will be managed within the normal stewarding operation.

It is the aim of the response team deployment to offer an overt reassurance to the customers that there is a Security presence on site. In addition to this, the overt presence will help disrupt and deter any criminal activity at the event.

6.7. Eviction Centre

The Eviction Centre is the central point where all persons will be brought to if they have gone against the festival policies and procedures and it is believed that they should face eviction.

The Eviction centre makes decision on whether to evict (or eject) from site. This will be based on the seriousness of the incident and the vulnerability assessment of the person.

The Eviction centre records all required information about the individual(s) and a photograph of the individual(s) is stored.

If an eviction is required then the Eviction Centre will check if the Police (who are located adjacent to the Eviction Centre) are required to deal with the incident as a suspected crime or if reparations are required for damage caused.

All the incidents are logged on a central log, which is available immediately in the Event Control Room.

A summary email will be sent to the Event Management Team for all serious incidents.

Once the Individual(s) has been processed then they are issued with an eviction slip to advise them of what the process has been and their means to challenge the decision post event.


Incident Reported to Security Control
Permission Granted, VBRT
Security Control updates Event
Permission Refused, RT stands
Vehicle Bourne Response Team
Permission Granted, RT
Arrive at Eviction Centre and briefs
Details and Photo Taken and
Incident Reports Completed
Assessment of Vulnerability
Decision made on Issue Warning WB
Details passed to Police
Passed back to Showsec
Detained by Police
Eviction takes place to agreed
Logged with Control. Incident

7. Other Physical Security Measures

Other Physical Security Measures will be as follows. These will be considered by the Event Management Team and Security Team when developing plans for the event.

- Dog Teams
- Accreditation System
- Ticketing System
- Outer checkpoints
- Infrastructure
- Clear Signage
- Lost Property reporting from Welfare

8. Other Supportive Reduction Measures

Other Supportive Reduction Measures will be as follows. These will be developed by the Event Management Team and Security Team during pre-event planning:

- Communication of vulnerability awareness
- Provision of mobile phone lanyards to customers within the event
- Clear Signage
- Challenge 25 system, although this event is for persons aged 18 years and above
- Welfare & Customer Service Facilities
- First Aid
- Counter Terrorism measures

9. Review Process

To ensure that the Crime Reduction Plan is being implemented correctly there will be regular meetings taking place on site. These meetings will be with the Crime Reduction Manager, Crime Liaison Manager, and Metropolitan Police Bronze Crime. It will also include (where available to attend) Head of Security (Showsec) and the Licensee.

These meetings will take place at the control room and occur at the following times:

- 09:30 – Pre-event briefing to include any late intelligence
- 10:00 – Doors open (meet at Main entrance)
- then subsequently at 14:00 / 16:00 / 18:00 / 20:00 / 22:00 and 00:00

The meetings will follow the same rough agenda:

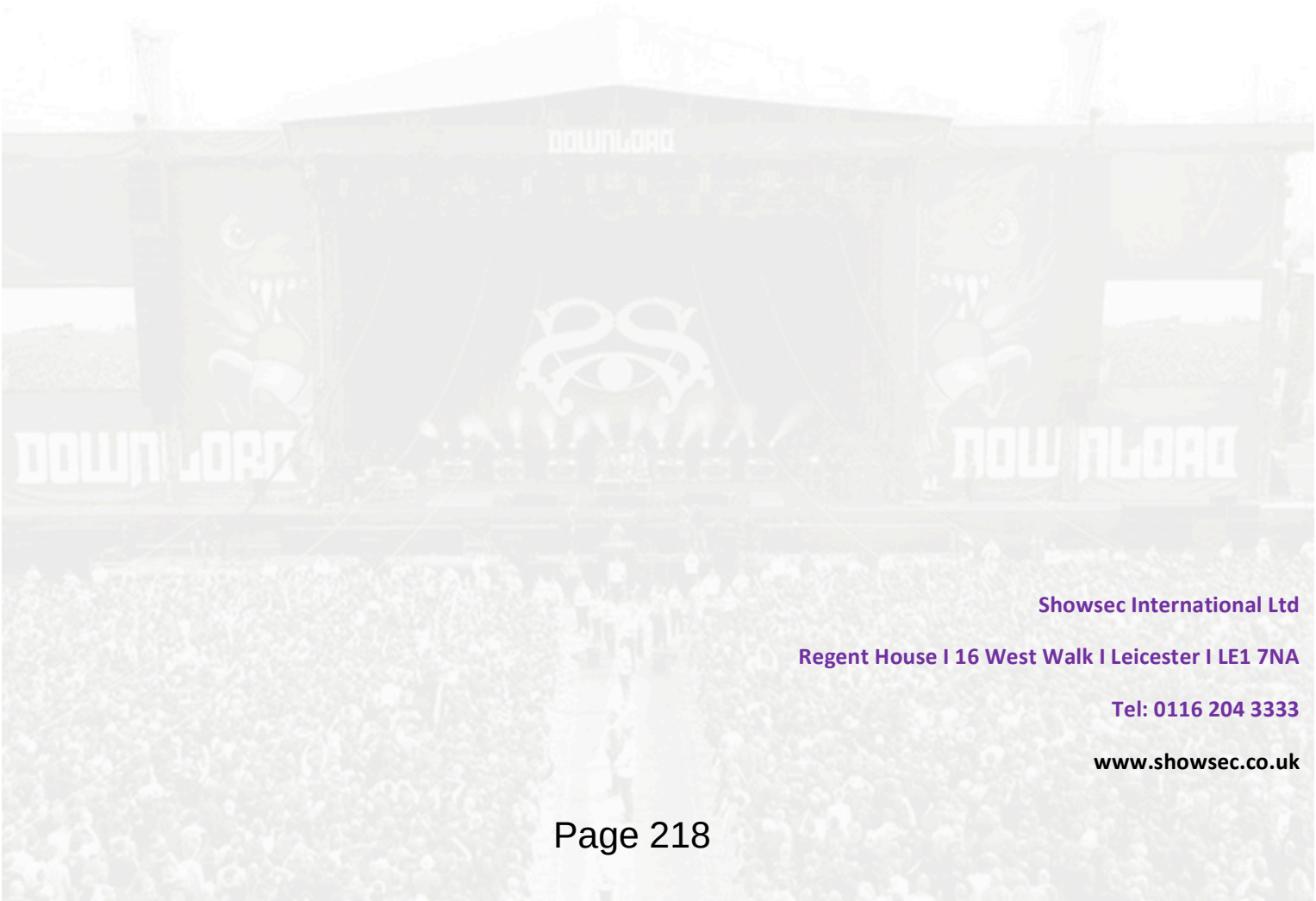
- Update on intelligence (Police/Showsec)
- Update on crime figures (Police)
- Update on incidents & ejections (Showsec)
- Update on peer testing (Crime Reduction Manager)
- Tactics and Operation for the next time frame (Crime Reduction Manager)
- AOB (all)

Debrief

Following the event there will be a debrief report collated by Showsec. This will then be used at a debrief meeting with the Police and Live Nation to discuss the Crime Figures, Incident & Ejection figures, feedback from stakeholders (including residents and local authority) and feedback from We Are FSTVL customers.

Learning's and Improvements will then be set out with clear action points for the 2016 event.

SHOWSEC
Crowd Management



Showsec International Ltd

Regent House I 16 West Walk I Leicester I LE1 7NA

Tel: 0116 204 3333

www.showsec.co.uk

We Are FSTVL 2015

APPENDIX F MEDICAL MANAGEMENT PLAN

Version 1
Issued 23-09-14

Contents

Section	Sub Section	Element	Page
1.0		**Overview**	
1.0	1.1	Event Management	3
1.0	1.2	Medical Responsibilities	4
1.0	1.3	Medical Planning	4
1.0	1.4	Build and Break Medical Provision	4
2.0		**Resources**	
2.0	2.1	Table of Provision	4
2.0	2.2	First Aid Post Locations	5
2.0	2.3	Command & Control	5
2.0	2.4	Equipment	5
3.0		**Records**	
3.0	3.1	Patient Report Forms	5
3.0	3.2	RIDDOR Reporting	6
4.0		**Major Incident**	
4.0	4.1	Major Incident	6
Appendices	A	Medical Risk Assessment	7

Introduction
This document is an appendix of the main Event Management Plan and should be read in conjunction with that document.

The purpose of this document is to contain information relating to medical provision and management for the event.

Any queries relating to this document should be directed to:

Ross Sweet
Health & Safety Manger
Live Nation (Music) UK Ltd
Tel: +44 (0) 20 7009 3333
ross.sweet@livenation.co.uk

1.0 OVERVIEW

1.1 Event Management

The organisers of the event, Live Nation (Music) UK Ltd, have appointed a management team to manage all elements of the event. A detailed management flowchart is provided within the Event Management Plan.

For simplicity the principal persons responsible for the management of the site in relation to infrastructure and maintenance are:

Role	Name
Event Director	Reece Miller
Project Manager	Jen-e Jones
Site Manager	Vicki Ludford
Health & Safety Manager	Ross Sweet

1.2 Medical Responsibilities

Role	Name
Live Nation (Music) UK Ltd Medical Liaison	Ross Sweet
Statutory Ambulance Service	London Ambulance Service NHS Trust
Statutory Ambulance Service Liaison Officer	TBC
Provision of on-site Medical Services	Events Medical Services Ltd

1.3 Medical Planning

During the course of planning for We Are FSTVL, medical planning will take place between all relevant agencies and companies. A medical planning meeting will agree a common working policy to ensure the co-operation of all parties in the delivery of high quality medical care.

1.4 Build and Break Medical Provision

During the build up and break down periods of the event, Live Nation (Music) UK Ltd (LN), will ensure suitable and sufficient medical provision is available for staff working on site as required under the HASAW Act. Staff will be made aware of on site provision at induction to the site and site signage.

First Aid Kits and Emergency Eye Wash Stations will be located:

- Site Office
- Safety Team
- Security Entrance Gate A

2.0 Resources

2.1 Staffing Levels

All cover levels will be agreed between the respective medical provider and Live Nation (Music) UK Ltd based on any previous assessment and/or experience of the event and artists. The cover takes into consideration the guidance as provided in HSG195 (Second Edition). A medical risk assessment has been undertaken and is available at Appendix A.

All paramedics will be registered with the Health & Care Professions Council (HCPC) and all Nurses will be registered with the Nursing & Midwifery Council (NMC). All doctors will be registered as medical practitioners in their own particular area of skill with the UK General Medical Council (GMC).

All medical providers will hold appropriate levels of qualifications, with proof of medical qualification and competencies collated by the event medical supplier.

All medical provision on-site will be dedicated to the event and not form part of any core emergency cover for the surrounding area.

2.2 First Aid Post Locations

First aid posts will be located strategically around the arena taking into account access and egress arrangements and event demographic.

The FAP locations for We Are FSTVL 2015 are:

Name	Location	Grid Ref	Size
FAP 1	Adjacent to X1	J17	10m x 15m
FAP 2	Adjacent to X3	J12	10m x 15m

2.3 Command & Control

All medical services will come under one central control facility provided by Live Nation (Music) UK Ltd. Close joint provider liaison will be maintained with regular meetings between them and the promoter Live Nation (Music) UK Ltd. The principal medical provider, Events Medical Services, will designate the lead medical officer.

Additionally representatives of the medical services will be located in the Event Control facility on site.

2.4 Equipment

Events Medical Services will provide or arrange for all equipment specific to medical treatment, including the provision of Advanced Life Support equipment and drugs.

Live Nation (Music) UK Ltd will provide tented structures, power, lighting, water, and furniture.

3.0 Records

3.1 Patient Report Forms

Events Medical Services will be the lead organisation in relation to the recording of patient data. This provision is on behalf of the promoter, Live Nation (Music) UK Ltd. Patient records will be retained by EMS for at least 10 years or at least 3 years beyond the age of 18 years of age in the case of a child.

3.2 Riddor Reports

Events Medical Services will ensure that any incident that may be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations are advised to the promoters Live Nation (Music) UK Ltd.

4.0 Major Incident

4.1 Major Incident

It is recognised that the potential for a major incident to develop is low, but the consequences are high. With this in mind, medical planning will take into account such an eventuality. This is based along existing guidance and working practice as laid down in current NHS guidance and locally agreed working practices between all the emergency services. In the absence of any such guidance the principles, as laid down in current Home Office guidance will apply.

This document also recognises that in the event of a major incident, the London Ambulance Service NHS Trust has the executive responsibility to manage the health aspects of the response as detailed in current guidance. In the event of a major incident LAS will have executive control over the private medical providers on-site.

In the initial stage of any major incident the on-site medical teams will initiate triage and treatment as necessary utilising on-site resources and facilities. The on-site medical coordinator will ensure that a full handover is given on the arrival of LAS commanders who will then assume responsibility for the incident.

Rendezvous Points

Number	Grid Reference	Location
RVP 1	F24	Gate A - Aveley Road

Appendix A – Medical Risk Assessment

Event Medical Risk Assessment

Event	We Are FSTVL	Venue	Damyns Hall Aerodrome
Date (s)	30th and 31st May 2015		

Section 1 Type of Event

Classical Performance		2
Public Exhibition		3
Pop/Rock concert		5
Dance event		8
Agricultural show / country show		2
Marine event		3
Motorcycle Display		3
Aviation		3
Motor Sport		4
State occaison		2
VIP Visit / Summit		3
Music Festival		3
Bonfire / pyrotechnic display		4
New Year celebration		7
Demonstrations/Marches/Political events		
Disorder risk	Low	2
	Medium	5
	High	7
Opposing factions involved		9

Sectional score	3

Section 2 Venue

Indoor	1
Stadium	2
Outdoor in confined location, eg park	2
Outdoor, non confined location	3
Widspread public locations eg streets etc	4
Temporary outdoor structures	4
Includes overnight camping	5

Sectional score	2

Section 3 Viewing Arrangements

All seated	1
Mixed	2
Standing Only	3

Sectional Score	3

Section 4 Audience Profile	
Full mix, in family groups	2
Full mix, not in family groups	3
Predominately young adults	3
Predominately children & teenagers	4
Predominately elderly	4
Full mix, rival factions	5
Sectional Score	3

Section 5 Past History	
Good data, low casualty rate less than 1%	-1
Good data, medium casualty rate 1%-2%	1
Good data, high casualty rates more than 2%	2
First event, no data	3
Sectional Score	3

Section 6 Expected Crowd Capacity	
< 1000	1
< 3000	2
< 5000	8
< 10,000	12
< 20,000	16
< 30,000	20
< 40,000	24
< 60,000	28
< 80,000	34
< 100,000	42
< 200,000	50
< 300,000	58
Sectional Score	20

Section 7 Expected Queuing	
Less than 4 hours	1
More than 4 hours	2
More than 12 hours	3
Sectional Score	1

Section 8 Time of Year	
Summer	2
Autumn	1
Winter	2
Spring	1
Sectional Score	2

Section 9 Proximity to Definitive Care	
Less than 30 minutes by road	0
More than 30 minutes by road	2
Sectional Score	0

Section 10 Profile of Definitive Care	
Choice of A&E Departments	1
Large A&E Department	2
Small A&E Department	3
Sectional Score	1

Section 11 Additional Hazards	
Carnival	1
Helicopters	1
Motor Sport	1
Parachute Display	1
Street Theatre	1
Catering Units	1
Contact Sport	1
Fairgrounds	1
Unticketed Event	1
Body Surfing Expected	1
Licenced Bar	1
Water Sports	1
Sectional Score	2

Section 12 Total Risk Score	
Section 1 Type of Event	3
Section 2 Venue	2
Section 3 Viewing Arrangements	3
Section 4 Audience Profile	3
Section 5 Past History	3
Section 6 Expected crowd Capacity	20
Section 7 Expected Queuing	1
Section 8 Time of Year	2
Section 9 Proximity to Definitive Care	0
Section 10 Profile of Definitive care	1
Section 11Additional Hazards	2
TOTAL RISK SCORE	**40**

Section 13 Mitigating Factors

Suturing	-2
X-ray	-2
Minor Surgery	-2
Plastering	-2
Psychiatric Services	-2
GP Services	-2

Sectional Score	-4

Section 14 Total Event Medical Risk Score

TOTAL RISK SCORE	40
MITIGATING FACTOR SCORE	-4

TOTAL EVENT MEDICAL RISK SCORE	**36**

Section 15 Operational Resources

Score	Ambulances (inc crew)	First Aiders	Ambulance Personnel	Doctors	Nurses	NHS Manager	Support Unit
<20	0	4	0	0	0	0	0
21-25	1	6	2	0	0	Visit	0
26-30	1	8	2	0	0	Visit	0
31-35	2	12	8	1	2	1	0
36-40	3	20	10	2	4	1	0
41-50	4	40	12	3	6	2	1
51-60	4	60	12	4	8	2	1
61-65	5	80	14	5	10	3	1
66-70	6	100	16	6	12	4	2
71-75	10	150	24	9	18	6	3
>75	15+	200+	35+	12+	24+	8+	3

COMMENTS:

We are FSTVL 2015

APPENDIX G

TRAFFIC MANAGEMENT PLAN

Version 1.2
Issued 07-10-14

We Are FSTVL Traffic Management Plan 2015

Venue Dates:21st May – 5th June 2015

Event Dates: 30th – 31st May 2015

Venue: Damyns Hall Aerodrome

Aveley Road

Upminster

RM14 2TN

Prepared by: Geoff Cox

CTM Ltd

36 Bennetts Road South

Coventry

CV6 2FP

Tel: 024 7633 6417

Mob: 07971773041

Fax: 024 7657 8787

Email: info@ctm.uk.com

geoff@ctm.uk.com

Web: www.ctm.uk.com

Table of Contents

1. Overview ..... - 5 -

1.1. The Proposed Event ..... - 5 -

1.2. Site Description and Access Points ..... - 6 -

1.3. Overview of Road Layout in Proximity to the Site ..... - 6 -

2. Event Traffic ..... - 7 -

2.1. Expected Traffic Levels and Arrival Times ..... - 7 -

2.2. Access Routes ..... - 7 -

2.3. Vehicle Labeling System ..... - 9 -

2.4. Pre and Post Event Traffic ..... - 9 -

3. Ingress Operations ..... - 10 -

3.1. Disabled ..... - 10 -

3.2. Campervans ..... - 10 -

3.3. Rail and Ride ..... - 10 -

3.4. Free Buses ..... - 10 -

3.5. Coach Packages ..... - 11 -

3.6. Motorbikes ..... - 11 -

3.7. VIP, Production and Artists ..... - 11 -

3.8. Crew and Trader Staff ..... - 11 -

3.9. Pick Up/ Drop Off Operation ..... - 12 -

3.10. Taxi and Private Hire Operation ..... - 12 -

4. Ingress Routes ..... - 13 -

4.1. Public ..... - 13 -

4.2. Emergency Services Access Routes ..... - 13 -

4.3. Pedestrian Routes ..... - 13 -

4.4. Local Access Routes ..... - 14 -

5. Egress Operation ..... - 15 -

5.1. Egress Routes during Peak Ingress ..... - 15 -

5.2. Post Event Egress Routes ..... - 15 -

5.3. Special Arrangements ..... - 16 -

DRAFT

6. Ticket Accreditation and Sales ..... - 17 -
6.1. Public Vehicle and Occupants ..... - 17 -
6.2. VIP/Artists and Crew Vehicle and Occupants ..... - 17 -
6.3. Pedestrians ..... - 17 -
7. Pedestrian Safety and Access ..... - 18 -
7.1. Pedestrian Routes On Site ..... - 18 -
8. Car Parking Operation ..... - 19 -
8.1. Description of Areas and Access ..... - 19 -
8.2. Car Park Capacities ..... - 19 -
8.3. Parking Plan ..... - 19 -
9. Emergency Services ..... - 20 -
9.1. General ..... - 20 -
9.2. Police ..... - 20 -
9.3. Fire ..... - 20 -
9.4. Medical ..... - 20 -
9.5. Access Routes ..... - 21 -
10. Lighting ..... - 22 -
10.1. Car Parks ..... - 22 -
10.2. Access Points ..... - 22 -
10.3. Pedestrian Routes ..... - 22 -
10.4. Road Junctions ..... - 22 -
11. Maintaining Routes To and From Site ..... - 23 -
11.1. Vehicle Recovery and Tow Away ..... - 23 -
11.2. Road Cleaning ..... - 23 -
12. Traffic Management ..... - 24 -
12.1. Local Highways ..... - 24 -
12.2. Highways Agency ..... - 24 -
12.3. Police ..... - 24 -
12.4. TTROs ..... - 24 -
12.4.1. Road Closures and Traffic Management ..... - 24 -
12.4.2. One Way Systems ..... - 27 -

DRAFT

12.4.3. Speed Restrictions ..... - 29 -
12.4.4. No Waiting Restrictions ..... - 29 -
12.4.5. Temporary Traffic Lights ..... - 29 -
13. Signage Plan ..... - 30 -
13.1. Route Signage ..... - 30 -
14. Contingency Routes ..... - 31 -
14.1. Inclement Weather ..... - 31 -
15. Notes ..... - 32 -
15.1. Health and Safety ..... - 32 -
16. Appendices ..... - 33 -
16.1. Plans of Site ..... - 33 -
16.2. Maps of Routes ..... - 34 -
16.2.1. Shuttle Bus Route ..... - 34 -
16.2.2. Taxi and Private Hire Route ..... - 35 -
16.2.3. Coach Route ..... - 36 -
16.2.4. Public Vehicles Route South ..... - 37 -
16.2.5. Public Vehicles Route North ..... - 38 -
16.2.6. Diversion Routes ..... - 39 -
16.3. Suggested Improvements ..... - 40 -

DRAFT

1. Overview

1.1. The Proposed Event

WeAre Fstvl 2015 is a music and entertainment event, to be held over 2 days in May 2015. The inaugural festival in 2013 was only a one day festival. The organisers expanded on the success of the 2013 event, and in 2014 the event became a two day event

The event is to be held at Damyns Hall Aerodrome, and is organised by Lime Green Events Limited, who are based locally to the event in Upminster. Production of the event is the responsibility of Live Nation, one of the biggest and most successful event production companies in the UK. CTM are the appointed Traffic Management contractor for the event. CTM will liaise closely with both Lime Green Events and Live Nation throughout the planning stages, to ensure a robust and workable Traffic Management Plan can be developed.

The 2013 event caused some traffic issues in the immediate vicinity and surrounding areas. In 2014, changes to the Traffic Management Plan and site layout, along with some additional investment from the event organisers, addressed those problems to ensure there was no repeat of the issues experienced in 2013. On the whole, the 2014 event did not experience any major traffic issues, although there were some delays around the entrances to the car and coach parks during both the ingress and egress phases.

For 2015 and beyond, the event organisers wish to raise the number of attendees from 15,000 per day in 2014 to 25,000 per day in 2015 and to 29,999 in 2016 and beyond. To achieve this without causing any further traffic issues and delays, the organisers have committed to several alterations and improvements at the venue, to speed up access and egress for vehicles. This Traffic Management Plan is based on the assumption that the required improvements and alterations are all put in place prior to the event in 2015. A list of the improvements and alterations can be found in Appendix 16.3 Suggested Improvements.

It is imperative for an event to become a successful annual event that the needs and comforts of local residents are always at the forefront of any Traffic Management planning. As such, CTM will need to become involved in all pre event meetings with the council, highways, police, residents, etc, to ensure that the needs of all stakeholders are fully addressed.

Signage advising of access to local businesses will be added to the signage schedule for 2015, to alleviate any issues encountered by business owners in 2014.

Shorter diversion routes will be utilised, where possible, to reduce inconvenience to local residents.

A dedicated “Traffic Hotline”, will be installed onsite, and manned by a CTM trained operative from 0900 – 1700 Monday to Friday, for 2 weeks before the event, and from 0800 - 0200 on event days.

1.2. Site Description and Access Points

Damyns Hall Aerodrome is situated approximately 3 kilometres south of the town of Upminster. Every day access and egress is via a gravel driveway off Aveley Road. For the duration of the event, other gateways around the perimeter of the event will be utilised for different types of visitor.

The existing entrance mentioned above will be called Gate A. A new entrance and exit to the field immediately south of this gate, onto Aveley Road, will be GateB1. A secondary entrance to this field, on Warwick Lane will be Gate B2. Two existing gateways into the field to the south of the airstrip will be Gates C1 and C2.

Gate A will be used for production vehicles, Artiste vehicles, and emergency services.

Gate B1 will be used as access and egress gates to the event Transport Hub, which will accommodate buses and coaches.

Gate B2 will only be used as a contingency for access and egress for the Transport Hub, should Gate B1 become unusable for any reason.

Gates C1 and C2will be for access and egress to the public car park, pick-up / drop off area, and Taxi Zone.

1.3. Overview of Road Layout in Proximity to the Site

The event site is bounded by Aveley Road to the East, Warwick Lane to the South, and Gerpins Lane to the West and North.

The B1421 Corbets Tey Road and Ockendon Road run to the North of the area, linking North Ockendon to the East with Upminster to the North. This road also links with the A127 Southend Arterial Road, providing access to south Essex to the East, and London and the A12 to the West.

The A1306 New Road runs to the South of the site, connecting Rainham and Hornchurch to the West with Purfleet and the A13 to the South.

The A13 is a major trunk road, connecting London to the West with South Ockendon, Thurrock and the M25 to the East.

The area is served by the M25 London Orbital Motorway via Junction 29 and Junction 31.

DRAFT

2. Event Traffic

2.1. Expected Traffic Levels and Arrival Times

Gates to the car parks on each day open at 0830. All parking areas will need to be manned and ready for use by this time.

As the majority of event goers are expected to utilise the various public transport options for the festival, it is not expected that traffic levels in the surrounding area will be adversely affected.

It is likely that up to 1500 cars will park at the event. Due to the nature of the event, arrival times are impossible to predict, as many festival goers will want to see different/particular artistes, and will plan their arrival time accordingly. Car parks will be fully staffed throughout the day, to ensure that peak arrival times can be catered for without causing any adverse traffic conditions on the public highway.

2.2. Access Routes

All vehicle routes to and from the event site are shown in 16.2 Maps of Routes.

The event website will advertise the following routes for various classes of visitors and vehicles:

Gate A:

From the North and East, use M25 J29, A125 Southend Arterial Road, Hall Lane, Station Road, Corbets Tey Road, Ockendon Road, Stubbers Lane, Bramble Lane, and Aveley Road. Exit via Aveley Road, Harwood Hall Lane to the junction with Corbets Tey Road, then reverse of inbound journey.

From the South and South East, use M25 J30/31, A13, A1306 New Road, Sandy Lane, Romford Road, and Aveley Road. Exit via Aveley Road, Gerpins Lane, Warwick Lane, Romford Road.

From Rainham, London and the West, use A1306 New Road, Upminster Road North, Berwick Pond Road, Park Farm Road, and Aveley Road. Exit via Aveley Lane, Gerpins Lane, Warwick Lane, Upminster Road North.

As the majority of these vehicles will be production vehicles, it is expected that local access will be sought around the site without following the above routes. This access should be granted, however these vehicles must not contravene any temporary traffic regulation orders that are in place. (See section 12.3).

DRAFT

Gate B:

Free bus services will run from the event to Upminster, Aveley, Romford, Gidea Park, Collier Row, Harold Hill, Harold Wood, Rainham, Elm Park, Hornchurch, Brentwood, Billericay, and Chelmsford.

The shuttle service from Upminster Station will approach the venue via Upminster, Corbets Tey Road, Ockendon Road, Stubbers Lane, Bramble Lane, Aveley Road, and into site via Gate B1. Return route will be left out of Gate B1, Aveley Road, Harwood Hall Lane, and Corbets Tey Road.

Buses to other parts of London will use the above route if approaching from the North, otherwise they will approach via Aveley Road. These buses will arrive to the venue empty, but should follow their arrival routes when leaving.

Coaches:

All private coaches, regardless of their departure points, along with pre booked coaches operating a travel and ticket scheme, will be advised and signed to use the following route:

M25 J30, A13, A1306 New Road, B1335 Sandy Lane, Romford Road, Aveley Road, and left into Gate B1.

Gate C:

Taxis and Private Hire Vehicles

All taxis and private hire vehicles will access the site via Corbets Tey Road, Ockendon Road, Stubbers Lane, Bramble Lane, Aveley Road and Warwick Road, and into site via Gate C2. Exit will be via an internal roadway to the Transport Hub, and left out of Gate B1 to the junction with Park Farm Road. From here, either direction can be taken, depending on the destination of the passenger.

Private Cars and Pick Up/Drop Off:

Various routes will be utilised and signed to direct cars to the public car park or drop off point via Gate C1.

From Upminster, the route described above via Corbets Tey Road will be used. At the Aveley road junction, cars will be directed straight over onto Warwick Lane. However, signage in the Upminster area will advise drivers to follow the route from Hornchurch, as detailed below, to keep the bus and taxi route as free of other vehicles as possible, and to minimise the number of vehicles needing to make a right turn into Gate C1. This will either be via St Marys Lane, Upminster Road and Hacton Lane, or Gaynes Park Road and Hacton Lane.

DRAFT

Page 238

From the Rainham area, the route will be via A1306 New Road, Launders Lane and Warwick Lane. No event traffic will be directed to use Upminster Road North, as a width restriction on this road would cause undue and unnecessary delays for both festival visitors and local residents.

From the Hornchurch area, route will be via Upminster Road, Hacton Lane, Berwick Pond Road and Warwick Lane.

From the Purfllet /Aveley / South Ockendon area, the route will be B1355 Aveley By pass/Sandy lane, A1306 New Road, Launders Lane and Warwick Road.

2.3. Vehicle Labeling System

A robust vehicle labelling system will be used to identify vehicles wishing to access the site. These will include labels for Access All areas, production vehicles, crew vehicles, staff vehicles, and Artiste Vehicles. Any vehicles not clearly displaying a pass or label will be directed to follow the public routes into the public car park. The event organisers should ensure that this information is passed on to all relevant and interested parties, to alleviate any conflict or delay at road closure points.

Public vehicles with pre-paid parking for the public car park will be issued with window passes to differentiate them from those vehicles needing to pay when arriving in the car park.

Residents in affected roads will be issued with residents vehicle passes to allow access to their properties. These passes will not allow access through a closed section of road, or along a one way section of road the wrong way, purely for convenience. They are only issued where access to a residents property could be hampered or refused by a road closure.

2.4. Pre and Post Event Traffic

It is not expected that pre and post event traffic will cause any major issues or delays to through traffic or local residents. Advance warning signage will be in place in the vicinity of the event site, and a dedicated haulage route will be identified for contractors wishing to access the site for the event build.

Page 9

3. Ingress Operations

3.1. Disabled

A dedicated parking section at the front of the main public car park will be designated as disabled parking only. Only vehicles displaying a blue badge will be entitled to park in this area.

3.2. Campervans

There is NO overnight camping at the event. Although visitors to the event may wish to travel in a campervan type vehicle, they will not be allowed to remain in the car park overnight.

3.3. Rail and Ride

A dedicated, free shuttle service will run between Upminster Rail station and the event site. This service is provided by Ensignbus, a local bus operator based in Purfleet.

The route from Upminster Station will be Station Road, Corbets Tey Road, Ockendon Road, Stubbers Lane, Dennises Lane, Bramble Lane and Aveley Road. The return route will be Aveley Road, Harwoods Hall Lane, Corbets Tey Road and Station Road.

There will be up to 38 buses on a continual loop, with an additional 5 buses on the Saturday to cope with increased traffic levels in Upminster. Journey times will vary, depending on the levels of traffic and congestion in Upminster, but an average journey time has been calculated at 21 minutes round trip. To allow for loading and unloading time, calculations have been based on a 30 minute round trip.

This will mean that there will be a maximum of 76 buses per hour, giving a maximum carrying capacity of 6080 people per hour, based on 80 people per bus.

3.4. Free Buses

In addition to the service from Upminster Station, additional services for the ingress will operate from the Huntsman and Hounds public house on Corbets Tey Road, and also from the Park Tavern public house in Aveley. These services will help to ensure that no event visitors walk to the event.

There will be several services operating to various destinations in and around Greater London for the egress phase. This will also be a free service, to ensure all festival visitors can get home safely at the end of the day. Additionally, chargeable services will run to areas further afield.

3.5. Coach Packages

There will be several private charter coaches, arriving from all over the country, as well as coach packages operated by a specialist “transport and ticket” provider from all regions of the country.

All coaches will follow the coach route as described above, into Gate B1 and the dedicated coach park.

3.6. Motorbikes

There is no hard standing area available for motorcycle parking. All motorcycles will be directed into the public car park. Parking marshals should, where possible try to identify a safe area for motorcycle parking.

3.7. VIP, Production and Artists

Although VIP tickets will be on sale, these do not entitle the holder to any privileged parking areas, and all ticket holders arriving by car will be directed into the public car park.

Production and Artiste vehicles will access the site via Gate A.

3.8. Crew and Trader Staff

The majority of staff working at the event, both crew and traders/concessions staff, will be encouraged to use the free shuttle bus service from Upminster station. If they do need to arrive by car, they will only be allowed to park in public car parking. A dedicated area will be allocated for crew parking within the public car park. Parking passes will be issued to crew and staff, any vehicles not displaying a pass will be charged the appropriate parking fee, and will only be allowed to park in the public car park. Concessions, traders, contractors, etc, should make sure that vehicle passes have been issued to their employees before arrival on site.

DRAFT

3.9. Pick Up/ Drop Off Operation

A dedicated pick up / drop off area will be set up at the southern end of the public car park. Access and egress to this area will be via Gate C1. The area will be fenced off to differentiate it from the public car park, and to stop event visitors, many of whom may be disorientated, from wandering around the public car park looking for their lift. A pedestrian holding area will be created using crowd barrier, for visitors to wait in until they have confirmed that their lift has arrived. Vehicles will be parked in double rows, and will be directed to exit away from the holding area, to minimise the risk of any pedestrian/vehicle conflict.

3.10. Taxi and Private Hire Operation

Black Cabs will drop off and pick up in the Taxi Zone, via Gate C2. It is expected that there will be a demand for up to 1000 private hire vehicle journeys per day, and up to 2000 black cab journeys per day, based on figures from 2014.

The event organisers will "pre book" up to 300 private hire vehicles per hour, from W1 cars, which is a subsidiary of Addison Lee. These will be available from 2100 on both days, to ensure that there is always a supply of vehicles on site. It is unlikely that this number of vehicles will be required, but they will be on "stand by" in case of a failure in the supply of black cabs to the venue. These vehicles will also use the Taxi Zone via Gate C2. W1 cars will have an operative based on site, to take booking details from passengers prior to getting into taxis, to ensure that the passengers are insured whilst travelling.

This operation will be in addition to any private hire vehicles having been pre booked by individuals, which will also pick up and drop off in the dedicated Taxi Zone via Gate C2.

DRAFT

4. Ingress Routes

4.1. Public

Public arriving by car should follow the routes as described in section 2. Buses, taxis, private hire vehicles and coaches will also follow the routes as described in the preceding section. Event signage will also be used to further direct vehicles to the correct routes.

Pre event advertising, and the event website, should advise people NOT to follow sat nav directions to the Aerodrome.

4.2. Emergency Services Access Routes

Emergency service vehicles wishing to access the site under normal conditions will utilise whichever is the easiest route for them to access the event site.

Should an emergency arise, the primary route for access to the site will be via Park Farm Road and Aveley Road into Gate A. However, emergency service vehicles will be allowed to access the site through any gate, and via any route, subject to road closures.

In the event of a major incident, Park Farm Road, from the junction with Hacton Lane to the junction with Aveley Road, could be utilised as a temporary holding area for the emergency services vehicles. This will allow quick access to the site via any Gate, as and when required.

4.3. Pedestrian Routes

There are NO official pedestrian routes to the event site. Many of the roads in the area surrounding the event site are poorly lit, with no footpaths. All advertising literature and the event website will categorically state that there are no pedestrian access routes to the site. A free shuttle bus will run from the junction of Harwood Hall Lane and Corbets Tey Road to Upminster, to pick up anyone who is trying to walk to or from the event along Harwood Hall Lane. There will also be a free service from The Park Tavern public house on Aveley Road, to discourage people walking from here.

4.4. Local Access Routes

Residents in the immediate vicinity of the venue will undoubtedly need to gain access/egress to their properties during the event. Residents living within a closed section of road will be allowed to proceed through the closures to gain access to their property, although any one way restrictions will not be allowed to be breeched. Residents passes will be issued to those who need them, to reduce delays at closure points.

Diversion routes around the event site will be clearly identified, to allow residents from the vicinity of the event but not actually within a closure to circumnavigate the event with the minimum of disruption. At the CTM Managers sole discretion, parts of the one way system being put in place for buses and taxis may be used by general public, to alleviate unnecessarily long journeys. The official diversion route from Corbets Tey to Aveley is approximately 12 miles, so where possible, a shorter route utilising Stubbers Lane and Bramble Lane may be used. Should the use of this “short cut diversion” become problematic to taxis and buses wishing to access the site, the original diversion route will be used. The management of which diversion route to use will be by the CTM Operations Manager, who will be able to make “on the spot” decisions as to when to change routes.

DRAFT

5. Egress Operation

5.1. Egress Routes during Peak Ingress

Vehicles wishing to leave the public car park during the main inbound period will be allowed to do so, as the access track will be sufficiently wide. Vehicles leaving the public car park will be directed to turn right out of Gate C1. Taxis, private hire vehicles, and vehicles dropping people off will be directed to turn left out of Gate C2.Exit routes away from site will be the reverse of entry routes for all cars leaving gates C1 and C2. Vehicles leaving Gate B1 will be directed to turn left along Aveley Road.

5.2. Post Event Egress Routes

Gate A:

All vehicles will turn left out of gate A, to the junction with Harwood Hall Lane, whereby they can proceed straight on or right, depending on their destination.

Gate B1:

Buses on the Upminster Station shuttle service will turn left out of Gate B1 onto Aveley Road, to the junction with Harwood Hall Lane, right onto Harwood Hall Lane, and then left onto Corbets Tey Road.

Buses on services to after party venues, and to other destinations, will be allowed to turn either left or right out of Gate B1, depending on their destination.

Coaches will leave the venue via Gate B1, and will be directed to turn right onto Aveley Road to follow the dedicated coach route.

All taxis and private hire vehicles will leave the site via Gate B1. They will be allowed to turn left or right from Gate B1, depending on the destination of the passenger. They will not be allowed to go straight over onto Bramble Lane.

Gate B2:

If, for any reason, Gate B2 needs to be used for egress, all vehicles will be directed to turn left out of Gate B2. At the junction with Aveley Road, they will follow routes as described above.

Gate C:

Cars from the public car park will be directed to turn right out of Gate C1, and will use Warwick Lane, to the junction with Berwick Pond Road. From here, they will either turn left onto Launders Lane for the M25, or turn right onto Berwick Pond Road, to follow the exit route back to Upminster.

DRAFT

Page 245

5.3. Special Arrangements

Should a situation arise, either on the event site or in the immediate vicinity, whereby a particular exit route cannot be used, alternative routes will be identified. All event route signage will have switchable arrows to enable alternative routes to be quickly brought into use.

In the event of a major incident or fatality on the public road network, there is a likelihood that any particular stretch of road may be closed for investigation purposes for a considerable length of time. In this instance, an alternative route for both festival traffic and through traffic will need to be identified. Whilst it is impossible to list suggested alternative routes unless the exact location of an incident is known, the design of the event signage will be such that directional arrows can either be turned or added as appropriate, to direct the different classes of event traffic to the correct locations.

Should the incident occur on any of the roads in the vicinity of the venue, through traffic would be advised to follow the event diversion routes. If the incident occurs on a road that is part of the diversion route, alternative routes will be utilised. The option of temporarily removing ttro restrictions on roads within the event plan will also be available.

In all incidences of a major RTA or fatality, CTM will operate in conjunction with directions from the Metropolitan Police, London Ambulance Service, or London Fire Brigade, as appropriate. In all instances, the CTM Operations Manager will liaise directly with the relevant parties. Information will then be passed down the CTM chain of command via the CTM radio network or mobile phone network, as appropriate.

DRAFT

6. Ticket Accreditation and Sales

6.1. Public Vehicle and Occupants

There will be a box office on site to sell event tickets, unless the event is “sold out” prior to show days. Visitors not in possession of an entry ticket will need to pay the car parking fee and park their vehicles, and then walk to the box office. All event visitors must be in possession of a valid ticket or accreditation to gain access to the venue.

To avoid congestion on the surrounding road network, all ticket checks will take place within the relevant car parks, and not at any gates.

Check lanes within the public car park will be established, to ensure that only ticket holders are using the car park.

Parking tickets will be on sale for those visitors who have purchased an admission ticket but not a parking ticket, and for visitors wishing to buy an admission ticket from the box office.

6.2. VIP/Artists and Crew Vehicle and Occupants

All vehicles will be checked by security personnel to ensure that only accredited personnel enter the backstage/production areas.

6.3. Pedestrians

There are no advertised pedestrian routes to the venue. Undoubtedly, some visitors will arrive on foot, these will be directed to the festival entrance via the quickest route to get them off the public highway.

Visitors arriving by bus, coach, taxi, or drop off, will have tickets checked at the main entrance into the event arena.

DRAFT

7. Pedestrian Safety and Access

7.1. Pedestrian Routes On Site

There are no public rights of way over the land being used for the festival. As such, all pedestrians on the site should be associated with the festival, either as a paying customer or as crew.

Stewards will be used to direct pedestrians around the site, and between the transport hub and parking areas and the main venue entrance. VMS signage will also be utilised during the egress period to further assist pedestrians, directing them to the relevant area of the Transport Hub.

Vehicles in the public car park will be parked in such a way that pedestrian movement away from the vehicles is forward only, through stationary parked vehicles only. Where deemed necessary, Herras fence or pedestrian crowd barrier will be used to provide a physical barrier between pedestrian and vehicle routes.

DRAFT

8. Car Parking Operation

8.1. Description of Areas and Access

The public car park is situated in a field to the South West of the event arena. The field is predominantly grass. Access to the car park will be via Gate C1, and along a double width temporary roadway, constructed of steel Trakway or similar.

8.2. Car Park Capacities

The main car park is split into two by an “exclusion zone”. The two sections have a combined area of approximately 20 acres.

For calculation purposes, we would use the figure of 150 cars per acre. This gives a car park capacity of 3000 cars. This is more than sufficient to accommodate the expected number of vehicles.

A high pressure gas main has been identified as lying beneath the surface of the car park. Advice from National Grid is that a 6 metre wide exclusion zone be enforced over this pipeline. This will be fenced off, to prevent vehicular access. At the point where vehicles need to cross this zone, steel Trakway will be laid to evenly spread the load. The location of this pipeline means that the parking field will be split diagonally.

8.3. Parking Plan

Once vehicles are in the car park, they will be directed into pay lanes to have tickets checked, and to purchase parking tickets if required. They will then be directed into the parking area. Vehicles will be parked in double rows, facing the existing airstrip. 4 metre avenues will be left between each double row. A central avenue, 6 metres wide, will be marked out using steel pins and rope, to create a fire lane through the centre of the car park, and to assist with access and egress. It is not envisaged that the flow of vehicles into the public parking area will be sufficiently heavy to require parking in more than one section at a time.

The pick-up and drop off area will be parked in a similar fashion to the main public parking area. Wider avenues will be left between rows of cars, to facilitate the movement of pedestrians to and from the vehicles.

Marshals from taximarshals.com will co-ordinate the pedestrian movement within the pick-up / drop off area.

Page 19

9. Emergency Services

9.1. General

The Emergency Services will play an integral role in the efficient and effective management of traffic for this event, both under normal operating conditions, and in the event of an emergency. CTM will liaise closely with all of the Emergency Services throughout the planning and operational stages.

Under normal operating conditions, all emergency service vehicles will be required to follow directions, one way routes, etc, and to recognize and abide by any road closures. In the event of an emergency, vehicles from these services will be allowed to pass through a road closure, provided that the section of road they are entering is not subject to a one way restriction. If emergency service vehicles need to travel the wrong way along a restricted one way section of road, they should wait until the steward at the relevant closure point has informed the steward at the other end of the section of road. The vehicle should only proceed once it has been confirmed that the section of road is clear.

Representatives from each of the Emergency Services should ensure that ALL drivers within their service are aware of the closures, restrictions, and ttro's in place for the duration of the event.

9.2. Police

There have been no specific requests or requirements from the Metropolitan Police or Essex Police with regards to this Traffic Management Plan.

9.3. Fire

There have been no specific requests from The London Fire Brigade with regards to this Traffic Management Plan.

9.4. Medical

There have been no specific requests or requirements from the London Ambulance Service with regards to this Traffic Management Plan.

The on-site medical provider will be given the same vehicular access as blue light services.

DRAFT

9.5. Access Routes

All access routes to the site will be available for all emergency service vehicles at all times. However, certain road closures will mean that some roads will become one way. Emergency service vehicles, even in an emergency, should not assume that a particular route into the site will be clear. Emergency services operatives in Event Control should, at all times, liaise with the CTM Operations Manager, to ensure that road closure marshals are aware of proposed routes for emergency services vehicles. Public vehicles can then be held at specific points, to ensure a safe, unrestricted route into the site for the emergency services.

DRAFT

10. Lighting

10.1. Car Parks

Car parks, pick up/drop off, and Taxi Zone will all be lit with portable towerlights. The transport hub will be lit by a mixture of tower lights and temporary festoon lighting and floodlights, powered by a generator situated away from the area, to minimise noise disturbance to local residents. All floodlighting will be low level, and angled downwards, to minimise light pollution.

10.2. Access Points

Gates A, B1, B2, C1 and C2 should be lit using a portable tower light.

10.3. Pedestrian Routes

All pedestrian routes on site will be lit using festoon lighting.

10.4. Road Junctions

Various public highway junctions will need portable tower lights. These junctions are:

Bramble Lane / Aveley Road

Aveley Road / Gerpins Lane

Warwick Lane / Gerpins Lane

Stubbers Lane / Ockendon road

Stubbers Lane / Denises Lane

Sunnings Lane / Bramble Lane

Hacton Lane / Berwick Pond road

DRAFT

Page 22

11. Maintaining Routes To and From Site

11.1. Vehicle Recovery and Tow Away

Heavy vehicle and normal vehicle recovery units will be available exclusively for the use of the event, should a breakdown on key routes require vehicle removal. Vehicles parked illegally within the “no waiting” restrictions will be dealt with by the enforcement authorities. A “tow away” operation will be in place for the duration of the event. Any vehicles parked within the no waiting areas described in section 12.4.4 will be removed to a secure area within the festival site. This operation will be carried out by Redcorn Limited, a specialist vehicle removal company, in conjunction with the CTM Operations Manager, Havering Council enforcement officers, and Metropolitan Police officers, as appropriate. Recovery vehicles will be on call for the duration of the event.

11.2. Road Cleaning

A road sweeping vehicle will be on call for the duration of the event, to keep roads surrounding the event site clear of mud and debris from the site.

DRAFT

12. Traffic Management

12.1. Local Highways

Havering Council and Thurrock Council are the local authorities responsible for the road network in the area. Consultation will be continuous between CTM and Havering and Thurrock Councils, to ensure all TTRO requirements are met and adhered to. Havering Council Highways Department have agreed to provide liaison with Thurrock Council, to ensure that all ttro's, signage, temporary traffic lights, etc., have been properly approved and authorised by the relevant departments.

12.2. Highways Agency

No input has been received from the Highways Agency regarding the event. As a matter of courtesy, CTM will contact the Highways Agency prior to the event, to advise them of the event, and to take advice on any proposed strategic network road closures, planned works, etc.

12.3. Police

It is not anticipated that any assistance from police traffic officers will be required on the public highway.

12.4. TTROs

12.4.1. Road Closures and Traffic Management

All road closures will be placed and manned by suitably qualified (Chapter 8) trained staff. All closures will be operated from 0800 until 0200 each day. Temporary lighting will be supplied where required, and advanced warning signage will be erected 2 weeks prior to the event to advise motorists of the road closures.

The table and map below shows the road closures and Traffic Management measures which will be put into place.

DRAFT



Road Closure and Traffic Management Points

Point No.	Location	Type of Traffic Management Required	Reason	No of Staff
1	Harwoods Hall Lane, junction with Corbets Tey Road	Road Closure	No vehicular or pedestrian access to festival, enforce 1 way system along Harwoods Hall Lane	2
2	Sunnings Lane, junction with Ockendon Road	Road Closure	No access to festival, residents only	1
3	Ockendon road, junction with Stubbers Lane	Stop/Go Boards	Prioritise bus and taxi route, allow public vehicles on diversion access when deemed suitable	2
4	Stubbers Lane, junction with Dennises Lane	Stop/Go Boards	Facilitate right turn onto Dennises Lane	2
5	Sunnings Lane, junction with Denisses Road	Road Closure	No access to festival, residents only	1
6	Bramble Lane, junction with Aveley Road	Road Closure	Access to buses, taxis and residents only, no left turn from Warwick Lane to Aveley road	2
7	Gate B1	Steward	Access to/from Transport Hub, authorised vehicles only	2
8	Gate B2	Steward	Access to/from Transport Hub, left turn only	2
9	Gate A	Steward	Access to Authorised vehicles only	2
10	Aveley Road, junction with Gerpins Lane	Road Closure	No access to festival, Access for residents and Gate A only	2
11	Aveley Road, junction with Harwoods Hall Lane and Park Farm Road	Road Closure	No access to festival. Access to residents, Gate A, local businesses and public waste site only	2
12	Park Farm Road, junction with Hacton Lane and Berwick Pond Road	Steward	Enforce public route to car parks	2
13	Berwick Pond Road, junction with Upminster Road North, Launders Lane and Warwick Lane	Temporary traffic lights	Prioritise traffic flow into car parks	2
14	Gerpins Lane, junction with Warwick Lane	Road Closure	No access to festival, access for residents, through traffic and diverted traffic only	2
15	Gate C1	Temporary traffic lights	Access and egress to and from public car park e	1
16	Gate C2	Temporary traffic lights	Access and egress to and from taxi zone and drop off zone	1

DRAFT

Traffic Management Points

The road closures at point 1 and point 6 will have VMS signage installed, which will incorporate cctv cameras. Additionally, the road closure at point 1 will also include a footpath closure, to prevent pedestrians walking to the event. Stewards at this closure will advise festival goers to use the free shuttle bus service.

12.4.2. One Way Systems

A one way loop will be utilised, to prioritise access for buses on the shuttle service from Upminster station, and for private hire cars and black cabs. All buses, private hire vehicles and black cabs coming from the Upminster area must follow this route to gain access to the venue.

Harwoods Hall Road, from the junction with Aveley Road and Park Farm Road, to the junction with Corbets Tey Road, will be one way Eastbound.

Stubbers Lane in its entirety will be one way Southbound.

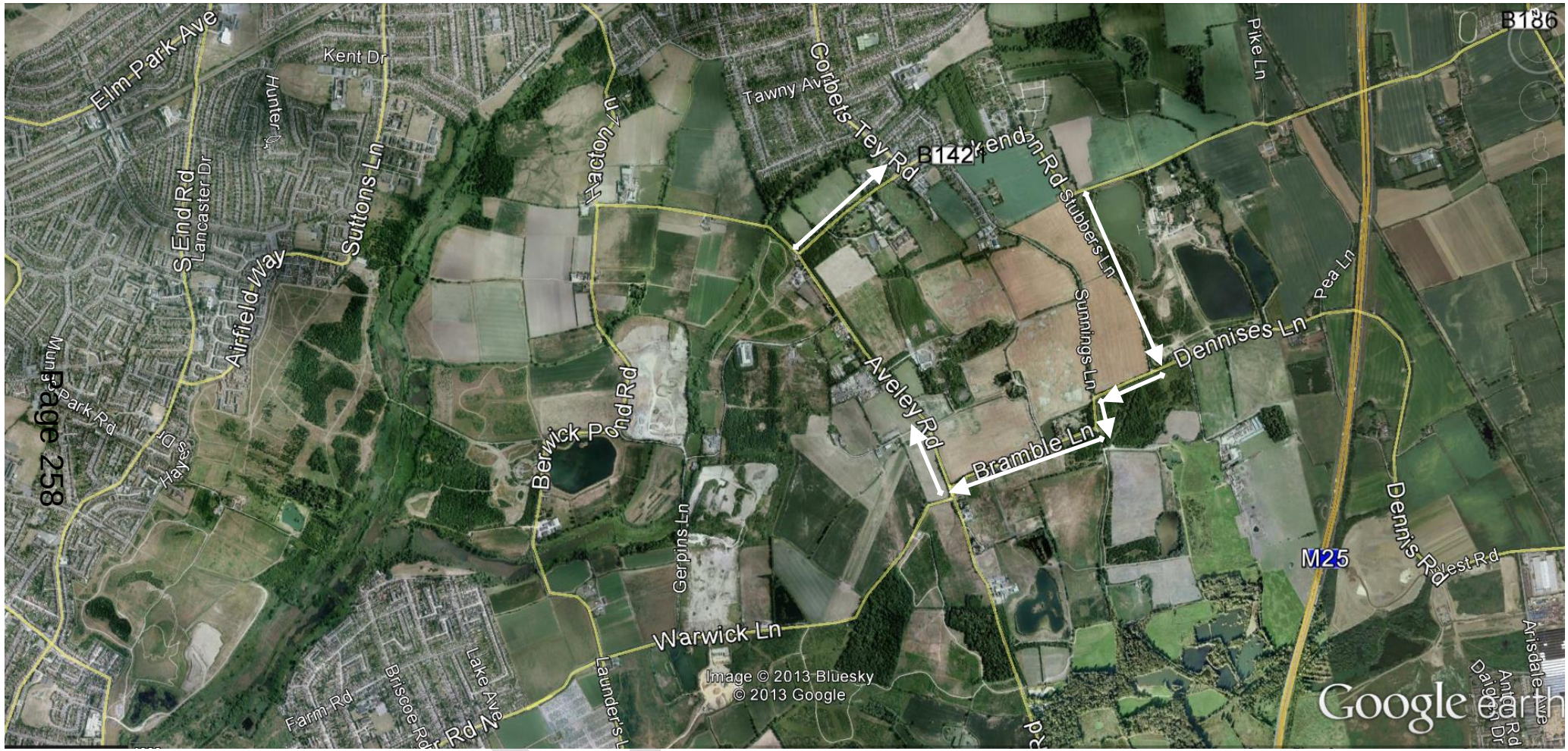
Dennises Lane, from the junction with Stubbers Lane, to the junction with Bramble Lane, will be one way Westbound.

Bramble Lane, in its entirety, will be one way Southbound / Westbound.

Aveley Road, from its junction with Bramble Lane to Gate A will be one way Northbound.

The map below shows these one way sections of road.

DRAFT



One Way Routes

12.4.3. Speed Restrictions

A temporary speed restriction of 30 mph will be in force on Warwick Lane, from the junction with Aveley Road to the junction with Gerpins Lane.

12.4.4. No Waiting Restrictions

No waiting restrictions for the duration of the event will be in place on the following roads:

Berwick Pond Road, from the junction with Park Farm Road to the junction with Warwick Lane.

Park Farm Road, from the junction with Berwick pond Road to the junction with Aveley road.

Aveley Road, from the junction with Park Farm Road to the junction with Warwick Lane.

Warwick Lane, from the junction with Aveley road to the junction with Berwick pond road.

Gerpins Lane, in its entirety.

Harwoods Hall road, from the junction with Aveley Road to the junction with Corbets Tey Road.

CTM will ensure that no waiting cones and signs are correctly placed. Enforcement of any breaches of the no waiting restrictions will fall to the local authority enforcement team.

12.4.5. Temporary Traffic Lights

Portable temporary traffic lights will be used at the 4 – way junction of Warwick Road, Launders Lane, Berwick Pond road and Upminster Road North. These lights will assist traffic flow to and from Gates C1 and C2, and help minimise delays to local residents and through traffic.

Portable temporary traffic lights will also be used at Gates C1 and C2, to assist the control of traffic through these gates.

All lights will be operated by suitably trained and Chapter 8 qualified operatives. Lights will be operated manually when required, to assist traffic flow. If deemed necessary, Stop/Go boards will be utilised to speed up traffic flows.

DRAFT

Page 259

13. Signage Plan

13.1. Route Signage

AA Signs Limited, a specialised event signage contractor will provide signage for the event. CTM will oversee the installation, maintenance and removal of all event signage.

Copies of the signage plan are available, via CTM, for inspection.

DRAFT

14. Contingency Routes

14.1. Inclement Weather

Stubbers Lane and Bramble Lane are susceptible to localised flooding during periods of prolonged rainfall. Should these roads become impassable, it will have an adverse effect on the one way system for buses on the Upminster loop. In this instance, the one way system would be removed, and buses would be directed to turn right at the top of Corbetts Tey Road into Harwoods Hall Lane, then left onto Aveley Road. Additional traffic marshals will be deployed to manage the right turn into the Transport Hub, and also the narrow, single lane section of Harwoods Hall Lane.

It is possible that Warwick Lane may also suffer from localised flooding during heavy rain. Dependant on the location of the flooding, alternative routes can be utilised to get vehicles to and from their destination.

DRAFT

15. Notes

15.1. Health and Safety

CTM will ensure that all operatives working on the public highway will be supervised by suitably qualified and accredited staff.

Risk assessments, insurances, etc, are all available for inspection from CTM.

DRAFT

Page 32

16. Appendices

16.1. Plans of Site



16.2. Maps of Routes

16.2.1. Shuttle Bus Route



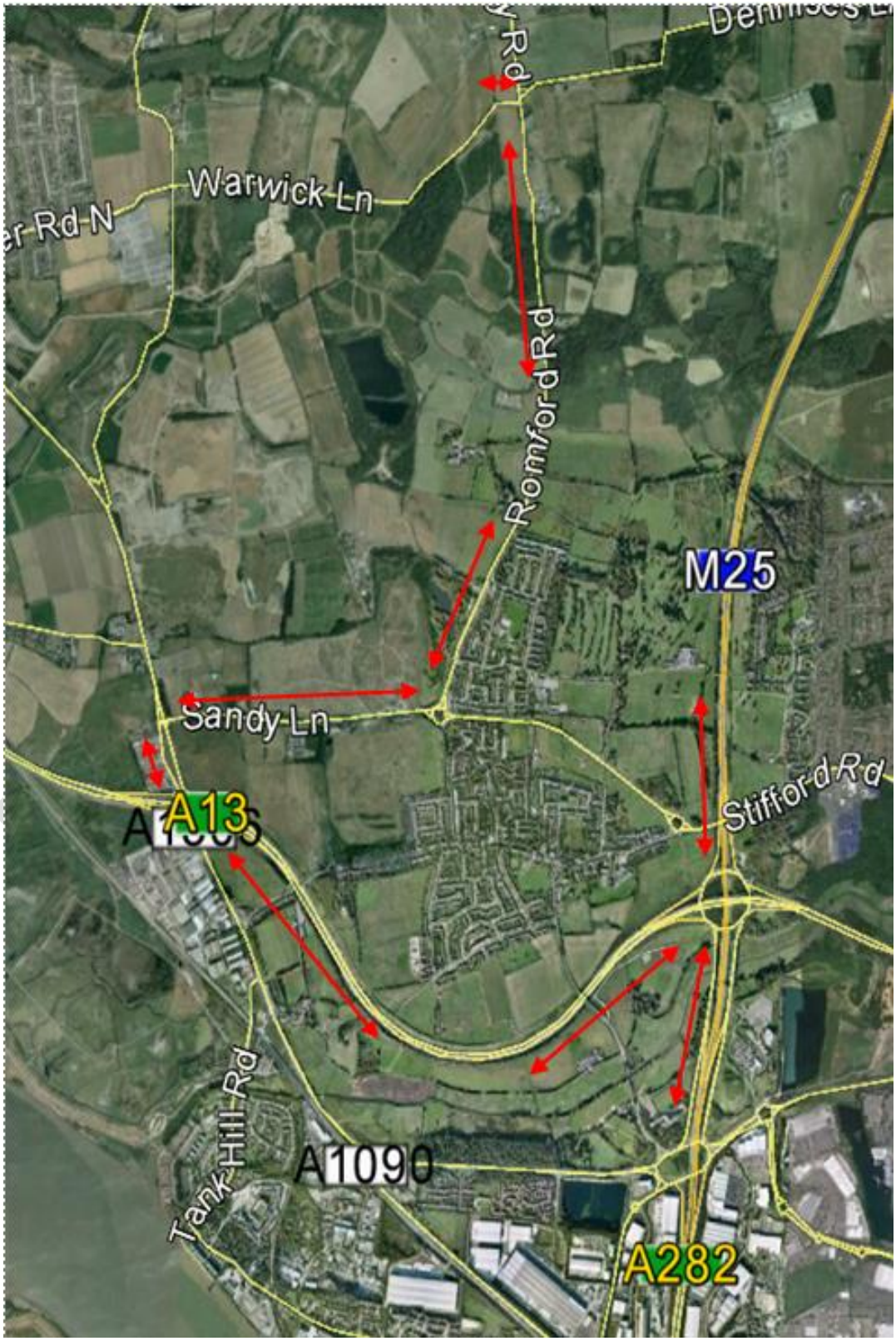
Page 264

16.2.2. Taxi and Private Hire Route



Page 265

16.2.3. Coach Route



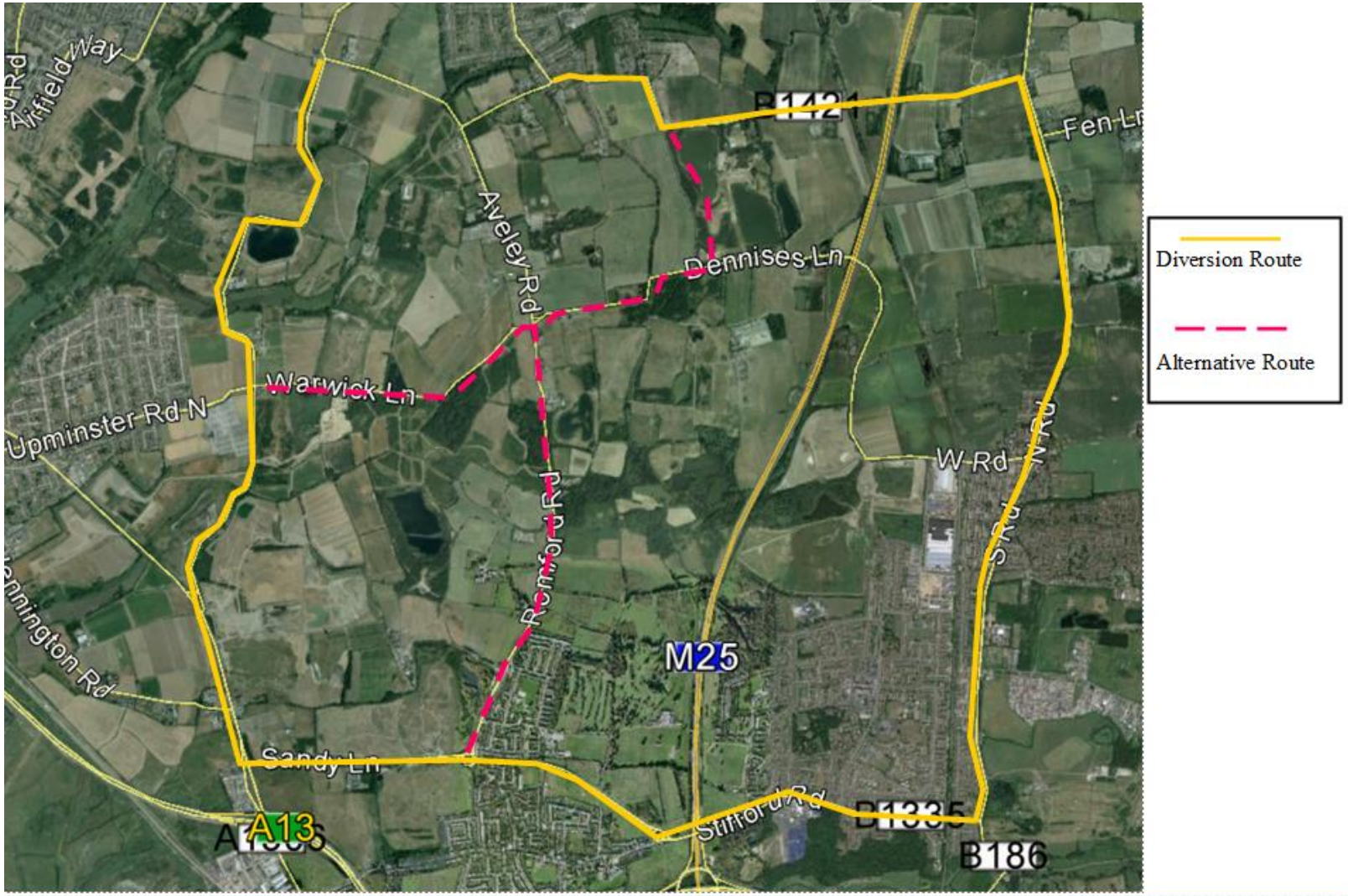
16.2.4. Public Vehicles Route South



16.2.5. Public Vehicles Route North



16.2.6. Diversion Routes



16.3. Suggested Improvements

Infrastructure and Venue Improvements

Gateways

The gates into the Transport Hub on Aveley Road, and the 2 gates into the car/coach park and pick up/drop off area on Warwick Lane, will all need improvements.

Each of these 3 gateways are currently unsuitable to accommodate the volume of traffic expected. Each gateway should be widened to 12 metres, and a concrete pad/apron should be constructed in each gateway, 12 metres wide by a minimum of 5 metres deep, to stretch from the edge of the roadway into the relevant field. It is important that these concrete entrances are permanent, not temporary, and they should meet the adjoining roadway. The two gates on Warwick Lane will also need a permanent internal roadway linking them to each other. This roadway should be a minimum of 5 metres wide.

In addition, each gateway should have permanent gates fitted, which, when opened, will provide a minimum 10 metre wide uninterrupted opening. This would be achieved by using 4 x 3 metre gates, with the facility to remove the central gateposts.

The positions of these gateways are shown on the pictures below:

Transport Hub Entrance, Aveley Road



Car Park Entrances, Warwick Lane



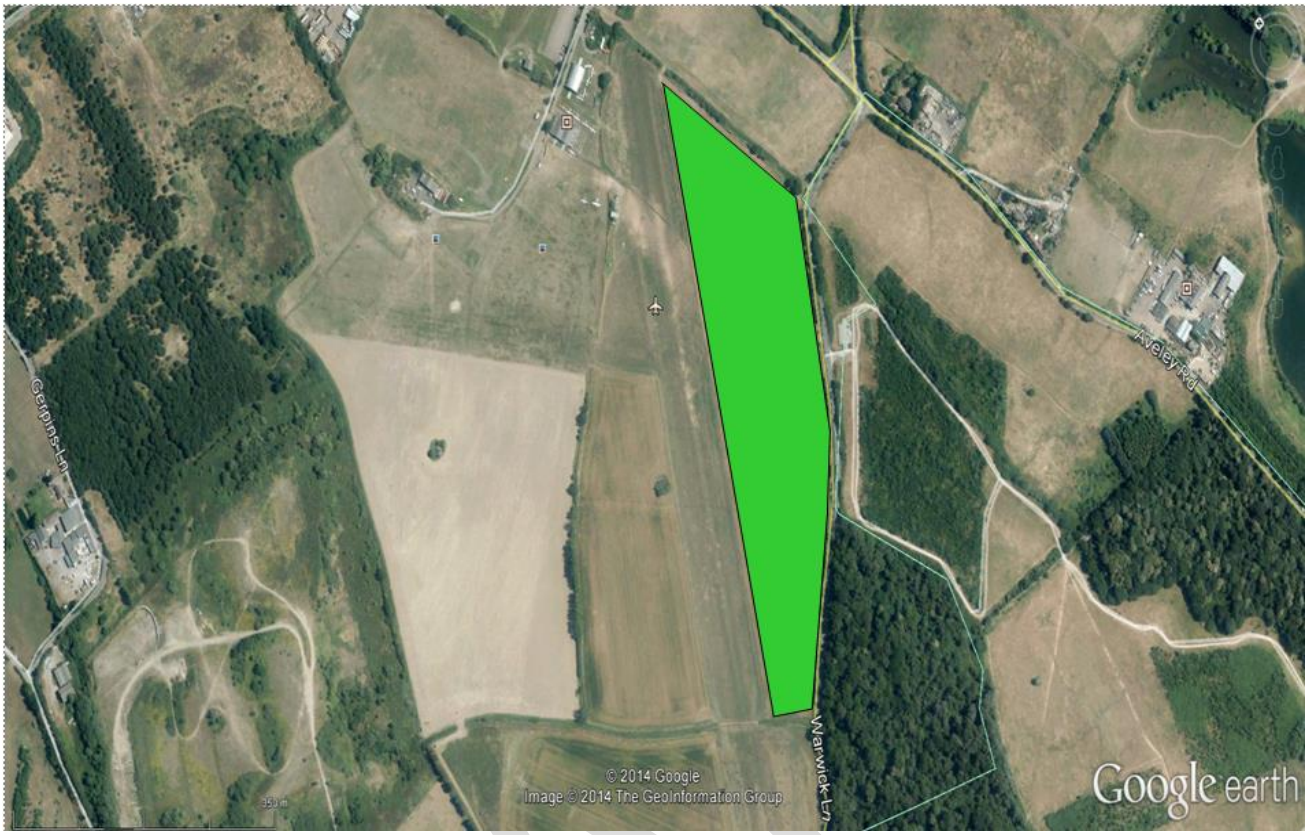
<u>Event Site</u>

Additional land will be required within the venue, to accommodate the increased number of vehicles. This land should be available to be used as either part of the car park, or the Transport Hub, depending on expected travel modes. If the trends from 2014 are repeated, it is highly likely that the extra land will be utilised as part of the taxi hub. The picture below shows the land required:

DRAFT

Page 271

Additional Land Required



To ensure that this land is suitable for use in 2015, it should be planted with a suitable crop.

DRAFT

Additional internal roadway will be required, in comparison to what was provided for the 2014 event. This roadway will link the car park, pick up /drop off area, and coach park, and will provide multiple vehicle routes within the event site. This will ensure that, should one particular point become blocked, alternative vehicle routes can easily be brought into operation.

These roadways should either be of Trakway or similar temporary roadway, or ideally, of a permanent concrete or similar structure. The picture below shows the additional internal roadways required:

Additional Roadways



LIVE NATION

We Are FSTVL 2015

APPENDIX H WASTE MANAGEMENT PLAN

Version 1
Issued 23-09-14

Waste Management Plan

We Are FSTVL 2015
Damyns Hall Aerodrome
Upminster
Essex RM14 2TN

Introduction

This document provides information in relation to pre-event, event day(s) and post-event cleaning. Timescales and teams are based on an event capacity of 25,000 people per day and will be set in line with the anticipated attendance. This document will be updated as planning for the festival progresses.

Organisation and Management

Cleaning Manager
Duties are to organise and collate all management areas together.

Safety Advisor
Duties are to prepare H&S information including Risk Assessments and Method Statements and be the main point of contact for safety advice in relation to the festival cleaning operation.

Production Manager
Duties are to organise and deploy cleaning teams to where necessary prior to, during and after the festival.

Festival Day Managers
Duties are to organise and deploy cleaning teams to where necessary during the festival opening hours.

Night Shift Managers
Duties are to organise and deploy cleaning teams to where necessary during the nights, organise and supervise night clean up and liaise with waste company ensuring all waste is removed from site.

Office Manager
Duties are to record all wages, agency numbers and hours, record all cleaning times and problems in all areas of festival arena and associated areas used by Live Nation.

Complete Festival Cleanup Managers
Duties are to ensure all areas are left litter free and completed as per deadlines and site specifications.

Build Period

Build day one
Production manager and operatives will arrive on site to commence organising and planning for the week ahead and outline any immediate jobs. The cleaning production manager will be in communication with festival production at all times.
1 / Roro, 5 / 1,100ltr bins and 10 / 240ltr bins to be delivered to site and placed by the cleaning contractor.

Build day two to eight
Production manager and operatives to commence on site duties maintaining the production offices, toilets, showers and general litter picking of the site as required.
A further 90 / 1,100ltr bins and 180 / 240ltr bins to be delivered to site.
2 High-side open Roro to be delivered to site on build day six and placed by the cleaning contractor.

Build day nine
Production manager and operatives will continue with site duties and ensuring all associated areas including dressing rooms and VIP area's are ready. Placement of bins will be completed and all waste removed to the designated areas. 2 / RCV lorries will arrive on site on build day nine and be placed in their designated positions for the duration of the festival.

Show Day(s) – 30th and 31st May 2015

The production manager will deploy operatives to the following areas:

External event site including car parks, transport hub and key perimeter areas (areas and staffing levels to be agreed through pre-event planning)
Supervisor and operatives to litter pick.

Main Entrance
Supervisor and operatives will litter pick this area and empty bins at check point to designated area.

Disabled Entrance
Operatives will litter pick this area and empty bins and remove waste to designated area.

VIP Area
Supervisor and operatives will litter pick and maintain the toilets, empty bins and remove waste to designated area.

Dressing Rooms / Back Stage Areas
Supervisor and operatives will ensure all dressing rooms and associated areas are litter free and clean at all times, waste will be removed to designated area.

Bins in Arena:
Supervisor and operatives will continuously monitor and empty the bins within the arena and remove waste to designated area.

Production Area
Operatives will ensure production offices, toilets and showers are maintained and waste removed to designated area.

Litter Picking in Arena
Supervisors and operatives (split) will litter pick the arena all day ensuring there is no build up of waste and remove waste to designated area.

Concessions / Bars
All concessions / bars will have bins behind and will be continuously monitored by operatives and waste removed to designated area.

Festival - Night Clean

Night Manager, supervisors and operatives will commence a full clean of the arena and associated areas. Supervisor and operatives will commence cleaning of dressing rooms, production offices and VIP area. The tractor and trilo will commence once vehicle curfew is lifted. All bins and waste picked during the night shift will be removed to the designated lorries. Any external site areas will be picked during the night shift clean (areas to be agreed through pre-event planning).

Break Period

Break day one
Production manager and operatives will litter pick and remove all waste as infrastructure is removed.

Break day two to four
Production manager and operatives will ensure all areas are litter free and waste is removed to designated area.

Break day five
Production manager and operatives will do a final pick and remove waste to the designated area and do the final sign off with Live Nation and Venue. The last remaining waste equipment will be removed from site and site handed back to the venue.

LIVE NATION

We Are FSTVL 2015

APPENDIX I

SHOWSTOP PROCEDURE

Version 1
Issued 18-09-14

In the unlikely event that we have to stop the show, the procedures laid down in this document must apply. All persons who may have a role in this procedure **MUST** be familiar with the actions detailed in this document.

IMPORTANT
ALL PERSONS PERMITTED TO STOP THE SHOW WILL HOLD A RED SHOWSTOP LAMINATE. THESE ARE THE ONLY PERSONS PERMITTED TO STOP A SHOW.

There are two scenarios where the show may have to be stopped; the stop may only be temporary while a problem is resolved, or may be the first step in an evacuation of the site. The scenarios are:

Immediate due to risk to life:

1) The show may need to be stopped because of crowd related issues, either temporarily, or finally. This request will come from the individual pit managers, crowd spotters or a red showstop laminate holder to the stage manager.

Controlled show stop due to event related incident:

2) The show may need to be stopped on request of Festival Management, because of structural collapse, off-site events, crowd issues, extreme weather conditions or any other occurrence. If this is the case either **FESTIVAL DIRECTOR; FESTIVAL H&S MANAGER or EVENT CONTROL** will contact the stage manager and request showstop.

Specific instructions for designated individuals are detailed below:

1. Stage Manager
2. House Sound Engineer
3. Guest Sound Engineer

EMERGENCY SHOWSTOP PROCEDURES
STAGE MANAGER

IMMEDIATE SHOWSTOP

If you are approached by a SHOW STOP LAMINATE holder and requested to stop the show you must immediately approach the artist on stage and request they stop their performance advising them that there is a crowd related emergency.

You must then ensure an appropriate message is relayed to the crowd via the emergency microphone or lead vocal. NB: *messages at back of this procedure.*

CONTROLLED SHOWSTOP

If approached by a member of the Festival Management Team (Festival Director; Festival H&S Manager; Head of Security or Event Control) to stop the performance in a controlled way due to an on site emergency:

- If time allows ideally stop the show following the specific artist set and make announcement to the crowd.
- If time does not allow then at a suitable break in the performance (end of a song) you must approach the artist and stop the performance and then make an announcement to the crowd.

If you hear the event alert code from Event Control:

"STAFF ANNOUNCEMENT CAN THE AMBER TEAM LEADER REPORT TO EVENT CONTROL"

- Listen to your radio.
- Maintain radio silence.
- Standby for further instructions.

If you hear the event alert code from Event Control:

"STAFF ANNOUNCEMENT CAN THE RED TEAM LEADER REPORT TO EVENT CONTROL"

- Turn to Emergency Channel – Ch 1.
- Maintain radio silence unless you need to pass an emergency message.
- Be prepared to stop the performance and make announcement to crowd.
- When advised by Showstop laminate holder or Event Control stop the performance.
- Make appropriate announcement to crowd; repeat as necessary until arena cleared.

If the situation is resolved then Event Control will broadcast the following message:

"STAFF ANNOUNCEMENT THE GREEN TEAM LEADER HAS ARRIVED AT EVENT CONTROL"

All personnel may then stand down unless otherwise instructed. Return to normal radio channel

EMERGENCY SHOWSTOP PROCEDURES
HOUSE ENGINEER

If the Stage Manager or Production Manager inform you that an IMMEDIATE showstop is required:

1. You should take control of the mixing desk from the guest engineer as necessary.
2. Ensure that the emergency channel on the desk is turned up.
3. Ensure that the lead vocal channel is available.
4. Silence all other channels.

If the Stage Manager or Production Manager inform you that there will be a CONTROLLED showstop:

1. Be ready to take control of mixing desk from the guest engineer as necessary when indicated by Stage Manager.
2. When showstop initiated by Stage Manager turn up emergency channel.
3. Ensure lead vocal channel is available.
4. Silence all other channels.

If you hear the event alert code from Event Control:

"STAFF ANNOUNCEMENT CAN THE AMBER TEAM LEADER REPORT TO EVENT CONTROL"

- Listen to your radio.
- Maintain radio silence.
- Standby for further instructions.

If you hear the event alert code from Event Control:

"STAFF ANNOUNCEMENT CAN THE RED TEAM LEADER REPORT TO EVENT CONTROL"

- Turn to Emergency Channel – Ch 1.
- Maintain radio silence unless you need to pass an emergency message.
- Be prepared to stop the performance and make announcement to crowd.
- When advised by Showstop laminate holder or Event Control stop the performance.
- Make announcement to crowd; repeat as necessary until arena cleared.

If the situation is resolved then Event Control will broadcast the following message:

"STAFF ANNOUNCEMENT THE GREEN TEAM LEADER HAS ARRIVED AT EVENT CONTROL"

All personnel may then stand down unless otherwise instructed. Return to normal radio channel.

EMERGENCY SHOWSTOP PROCEDURES
GUEST ENGINEER

In the unlikely event of a concern for public safety and the need to stop the show the following procedure will apply:

You will be asked to hand control of the mixing desk to the house sound engineer as your artist will be stopping their performance.

IT IS ESSENTIAL THAT YOU DO THIS IMMEDIATELY WITHOUT QUESTION A PERSON OR PERSONS LIVES MAY DEPEND ON IT!

At this point wait to see if the performance will restart, if not please vacate the arena by the nearest exit and follow the instructions of stewards for your safety.

EMERGENCY ANNOUNCEMENTS

In the event of an evacuation:

"DUE TO CIRCUMSTANCES BEYOND OUR CONTROL THE SHOW WILL HAVE TO BE STOPPED, WILL YOU PLEASE VACATE THE CONCERT ARENA BY WALKING TO ANY AVAILABLE EXIT AS QUICKLY AND QUIETLY AS POSSIBLE, FOLLOW THE INSTRUCTIONS OF STEWARDS"

In the event of a temporary stop:

"LADIES AND GENTLEMEN IT IS NECESSARY TO STOP THE SHOW FOR A FEW MINUTES; WE HOPE TO BE ABLE TO RE-START SHORTLY"

Or:

"LADIES AND GENTLEMEN IT IS NECESSARY TO STOP THE SHOW BECAUSE OF ..... WE WILL GIVE YOU MORE INFORMATION AS SOON AS WE CAN"

For front of stage crowd congestion:

"LADIES AND GENTLEMEN, FOR THE SAFETY AND COMFORT OF THOSE NEAR THE STAGE, ON THE COUNT OF 3 PLEASE TAKE 3 STEPS BACKWARDS, THANK YOU"

LIVE NATION

We Are FSTVL 2015

APPENDIX K

HEALTH AND SAFETY SITE RULES

Version 1
Issued 23-09-2014

HEALTH & SAFETY INFORMATION AND SITE RULES FOR CONTRACTORS ENGAGED IN WORK FOR LIVE NATION (Music) UK Ltd.

IMPORTANT

This document is supplementary to Live Nation (Music) UK Ltd standard terms and conditions of trade which are issued to all contractors and further copies are available upon request.

Health & Safety Policy Statement

Live Nation (UK) is committed to ensure the Health, Safety and Welfare of all its Employees, Contractors, Visitors, and Members of the Public.
Health and Safety is a prominent and permanent feature of all its activities.
It is the intention of the Company to reduce accidents at all sites by the effective management of Health and Safety.

To help achieve this aim, Live Nation (UK) will provide adequate resources to achieve and maintain the following:

1.0 Machinery, equipment and plant that is safe and without risk to health
1.1 Safe systems of work for all activities
1.2 Sufficient information, instruction, training and supervision for employees on all aspects of safety in the workplace.
1.3 A healthy and safe work-place and environment with sufficient welfare facilities

In order to discharge their H & S management responsibilities effectively, Senior Management and all Managers will make every effort to keep themselves informed and up to date with current and future H & S legislation.

Live Nation (UK) Employees (including Senior Management) must ensure the following:

1.4 That reasonable care is taken to ensure their own H & S and that of any other person who may be affected by their work.
1.5 That they support Live Nation in achieving and implementing the objectives outlined above together with following the appropriate control measures.
1.6 That all accidents and near misses are reported promptly, whether persons are injured or not.

All staff are encouraged to make suggestions to their Manager or Health & Safety Advisor for improving safety at the workplace.

This statement is supported by more detailed safety procedures in the Health and Safety Policy, a hard copy of which is available for examination at each Live Nation Venues/Premises.
The Policy & Procedures Manual has been produced in loose-leaf format to allow for the inclusion of updates. All productions/premises will be informed of updates, which will be available from the ALLaccess Intranet under the Health & Safety (UK) Section.

Simon Lewis

President Live Nation Europe



Effective Date 30-04-14

CONTENTS

01	Introduction
02	Basic Regulations
03	Safety Policy
04	Insurance
05	Prior to work commencing
06	Electrical Work
07	Connection to Utilities and other Services
08	Housekeeping
09	Working at Height & Roof Work
10	Fences & Barriers
11	Emergency Services
12	Safety Clothing
13	Fire Precautions & Hot Work
14	Accident Reporting
15	Asbestos
16	Rigging & Suspension of Equipment
17	Noise
18	COSHH
19	Loading / Unloading Vehicles
20	Plant & Mechanical handling
21	Underground and Overground Services

01 INTRODUCTION

The following rules are made by Live Nation (Music) UK Ltd (hereinafter called the Company and shall apply to all works carried out at Company premises; venues hired or in use by the Company (hereinafter called the location) by third parties under contract to the Company. (hereinafter called the Contractor)

1. All persons engaged by the Contractor at the location shall be acquainted with these rules and their consent to abide by them shall be an essential condition of their authority to work at the location. The Company reserve right to stop the work at the Contractors expense in the event of any violation of these rules. Further guidance will be provided, as required, by Company staff authorised to order the execution of the work.
2. The Contractor will take all necessary precautions in connection with the works, so as to be entirely consistent with the Company's policy:
   - To protect the Health & Safety of its employees and any other persons affected
   - To conserve the environment
   - To avoid any damage to the property as a result of its activities

02 BASIC REGULATIONS

1. All work carried out at the location shall be in accordance with:
   - Statutory regulations and their amendments
   - Company regulations and their amendments
   - Relevant British and European standards and their amendments
2. The Contractor is responsible for acts and omissions of his employees, agents, sub-contractors and their employees (hereinafter called his 'invitees' while at the location and shall ensure that they comply with these rules.
3. It is essential that the invitees of the Contractor shall read, understand and comply with any conditions or precautions laid down in these rules or in any order placed by the Company.

03 SAFETY POLICY

1. The H&S at Work Act 1974 requires any company that employs five or more people to write and distribute a safety policy to staff, stating the Company's commitment to H&S along with the organisation and arrangements to carry out the Policy.
2. The Company reserves the right to examine the Contractors and his invitees Safety Policies.
3. The Company will supply, upon request, their own Policy to the Contractor or his Invitees.

04 INSURANCE

1. Contractors and his Invitees must provide evidence to the Company that they have insurance in place with a reputable Insurer in respect of the following:
   - Employers Liability in respect of personal injury or death of any person arising under a contract of service with the Contractor and/or arising out of an incident occurring during the course of such persons employment in compliance with the Employer's Liability (Compulsory Insurance) Act 1969, minimum limit of Indemnity £10,000,000 GBP
   - Public Liability in respect of their legal liability for accidental loss or damage to material property, minimum limit of Indemnity £5,000,000 GBP
2. Proof of insurance must be provided prior to commencement of the work.

05 PRIOR TO WORK COMMENCING

1. A signed copy of the Safe Working Agreement must be provided to the person who placed the order.
2. A copy of the Rules for Contractors document must be provided to all Invitees.
3. All site personnel must familiarise themselves with Emergency Procedures at the Location.
4. All site personnel must sign into the venue/premises. Or wear appropriate accreditation as issued by the Company.
5. All site personnel must abide by any venue/premises specific guidelines.
6. All site personnel must report to site management prior to the commencement of work to familiarise themselves with existing hazards at the Location.
7. **It is forbidden to drink alcohol or take drugs other than those prescribed by a doctor that do not affect the capacity of the person to work.**
8. The Company reserve the right to expel from the Location any person who is under the influence of drugs or alcohol.

06 ELECTRICAL WORK

1. The Contractor must ensure that all work undertaken is in accordance with BS7671:2008 and the Electricity at Work Regulations 1989.
2. Company regulations limit the voltage to a maximum of 110 volts for portable electrical equipment and temporary installations associated with all work carried out for the Company, where this is not practicable the electrical equipment/installation must be protected by a Residual Current Device. (RCD)
3. All electrical equipment must be isolated when not in use.
4. All Portable Electrical Equipment must be subject to a regular maintenance regime and the appropriate Portable Appliance Testing records must be available for inspection if required.
5. All temporary electrical installations must conform to BS7909:2008.
6. All temporary electrical works must have an appropriate electrical sign off certificate issued at the time of works to the Event Health & Safety Manager or in their absence the Site or Production Manager.

07 CONNECTION TO UTILITIES AND OTHER SERVICES

1. Connection or disconnection of any electrical, gas, steam, compressed air, water or any other service by the contractor is only permitted following the written permission of the Company, or by agreement of the relevant Site Manager.
2. The Contractor will ensure that appropriate measures are taken to guard against live overhead cables and services laid underground.
3. The Contractor will ensure that all invitees are familiar with Clauses 7.1 to 7.2 of this document.

08 HOUSEKEEPING

1. It is essential that good housekeeping is maintained throughout the period of work, both at the work area and in and around any temporary structures. The working area shall be kept tidy at all times, access and emergency exit ways kept clear, and surplus and/or scrap material removed daily. Cleaning up at the end of the job is not considered sufficient.
2. The Contractor shall make arrangements for disposal of waste and surplus materials and the daily disposal, of combustible and other refuse. Such disposal shall be carried out in accordance with statutory requirements as applicable.
3. The Contractor shall make arrangements for the storage and removal of any toxic waste. The arrangements will be in accordance with statutory regulations and Codes of Practice. Only licensed waste disposal companies shall be used.
4. The Contractor will ensure that any travel of materials/refuse from the Location shall be recovered and dealt with as in 8.1, 8.2 and 8.3.
5. Spillages of oil or chemicals shall be cleaned up immediately in view of the hazards from fire, slippery surfaces, toxicity etc. Appropriate safety precautions shall be taken during the cleaning up.
6. Storage of materials must be authorised by the venue/premises.
7. The Contractor will ensure that all invitees are familiar with Clauses 8.1, 8.2, 8.3, 8.4,8.5,8.6 of this document.

09 WORKING AT HEIGHT & ROOF WORK

1. Ensure that access to heights using ladders, scaffolding, edge protection, etc. is undertaken safely and all access equipment thoroughly checked before use.
2. Where overhead working is carried out, full regard must be given to the safety of the access to the working area and of the working area itself. All necessary safeguards shall be maintained to protect those working or passing beneath the working area, and if necessary, the area below should be cleared and access to it prevented by substantial barriers including appropriate warning signs.
3. Full and appropriate protection must be used in the vicinity of fragile roof coverings/ceilings etc. and at all exposed edges where a fall may result in injury.
4. Where there is a risk of head injury beneath a working area (to contractors, Live Nation employees, visitors or members of the public) the following steps must be taken in order of priority listed:
   - **Segregate area below**
   - **Prevent access for the duration of the work posing the risk**
   - **Use hard hats for all remaining persons granted access**
   - **The Law requires hard hats to be worn by all persons to whom a risk of head injury exists during the course of construction work**
5. It is strictly prohibited for any person to climb on makeshift objects, shelving, racking or any other structure, which is not designated for access purposes. Trestles should only be used as part of a working platform.
6. The erection, use and dismantling of scaffolding and mobile access towers will be carried out by Contractors within the provisions of BS EN 12811-1:2003. The Contractor must regularly update a scaffold register which will be available for inspection at all times.
7. All work at height MUST comply with the Work at Height Regulations 2005 – with particular regard to planning; use of alternative solutions or equipment; appropriate PPE and a rescue plan.
8. Where multi companies are employed consultation must take place with all parties in advance of works to ensure clear working arrangements.

10 FENCES & BARRIERS

1. When carrying out works at an operational location the Contractor will provide his invitees with safety barriers of a type and size suitable for the work area and bearing a message or symbol indicating the hazard.
2. When works are left incomplete and forming a hazard (e.g. trench works which are left open). Either a safety barrier of a type and size suitable for the work area, or the provision of level street bridging plates covering the entire area, or a combination of both will be provided by the Contractor and should be approved by the Company.
3. During construction work at a location and where no secure fence exists the Contractor will provide perimeter fencing of a see-through type, of a height and rigidity to deny access by pedestrians.

11 EMERGENCY SERVICES

1. The Contractor must obtain and be fully aware of the arrangement on each location to obtain first aid and fire services in the case of an emergency.
2. The Contractor is required to provide the statutory first aid requirements for his employees, and fire extinguishers of an approved type. This is in addition to any provision over and above that provided by the Company.
3. Free access to all fire extinguishing and safety equipment shall be maintained at all times.

12 SAFETY CLOTHING

1. During the course of work whether below, on, or above ground level, the Contractor will ensure that his invitees, wear safety footwear that conforms to BS1870.
2. The Contractor will ensure that his invitees wear hard hats. Safety hats must comply with the current British Standards EN397 in designated areas or as deemed necessary by risk assessment.
3. The Contractor will provide his invitees with correct protective overalls and recommend that they be worn at all times, if deemed necessary by risk assessment.
4. The Contractor will supply his invitees with correct industrial gloves to be worn as and where applicable.
5. The Contractor will supply his invitees with correct dust masks, appropriate to the materials being used or other breathing apparatus as deemed necessary.
6. The Contractor will provide his invitees with correct eye protection goggles or shields to be worn whenever works at a location or occasion give rise to grit, metal particles etc.
7. The Contractor will supply his invitees with Hi Visibility vests which must be worn **at all times** during the build and break periods, and additionally where specified by the Company.
8. The Contractor will advise all other invitees of the provisions of Clauses 12.3 to 12.7 inclusive and recommend similar measures.

13 FIRE PRECAUTIONS & HOT WORK

1. Fire exits, escape routes, associated signage, and fire defence equipment must be kept free from obstruction.
2. The venue/premises Smoking Policy must be strictly followed.
3. If required a Live Nation Hot Work Permit must be obtained from the responsible person on site and completed prior to any Hot Works commencing as appropriate from the Site Manager.
4. The Hot Work Permit conditions must be strictly followed.
5. All flammables such as solvents, paints etc must be stored appropriately.

14 ACCIDENT & NEAR MISS REPORTING

1. The Contractor shall in addition to any report required by statutory regulations, report immediately to the Event Health & Safety Manager all accidents or near misses occurring within the duration of the works which result in injury to persons or damage to property. The Contractor shall co-operate to the full in any subsequent investigation of the accident or near miss as required by the Company.
2. The Contractor shall keep his accident records in accordance with statutory regulations and shall make these records available to the Company. If the Company so request, the Contractor shall discuss his accident data with the Company.

15 ASBESTOS

1. Prior to carrying out any work the premises Asbestos Register must be checked and if the area has been covered in the register and No Asbestos Discovered (NAD) then work may proceed.
2. If the register has noted that there is asbestos in the area work must not continue if there is any potential of disturbing the Asbestos Containing Material (ACM), until the appropriate remedial action has been taken.
3. If the work area has not been covered in the asbestos register further investigation, including a type 3 asbestos survey, if appropriate, must be carried out to ensure that the area is asbestos free.
4. The Contractor and his invitees must sign the premises asbestos register form to acknowledge having consulted the document.
5. If ACM's are discovered or suspected during the course of the work all activity must cease, the area vacated and the responsible person on site informed to allow remedial procedures to be put in place.

16 RIGGING AND SUSPENSION OF EQUIPMENT

1. All work that requires suspension of any equipment from the fabric of a structure, temporary or permanent, by means of temporary wires, cords, slings, chains or lifting appliances shall be classed as rigging and shall comply with the LOLER Regulations 1998.
2. Live Nation (Music) UK Ltd reserves the right to inspect all rigging services and to prohibit its use if considered to be unstable, unsafe, unfit for use or not complying with the appropriate British or European standard.
3. All rigging operations will be planned and carried out by competent persons. The competent person must be capable of predicting potential hazards, eliminating potential hazards and certifying that the rigging is free from defect and suitable in every way for its use.
4. Risk Assessments for all rigging operations must be provided to the Company.
5. When rigging operations are in progress, hard hats must be worn by all personnel and if possible the area beneath the activity kept clear by the use of signage or barriers as appropriate.
6. A suitable fall protection system must be in use at all times where there is potential of a fall from height.
7. During rigging operations tools must be secured by a lanyard or other suitable means.
8. All lifting equipment shall be of sound material and construction and fit for the purpose for which it is to be used.
9. Only chains designed and approved for load carrying operations shall be used.
10. All lifting accessories will conform to the relevant British and European standards and be fit for their intended use.
11. All hoisting equipment will be marked with a Safe Working Load.
12. Motorised lifting operations will be planned & carried out by competent personnel.
13. All lifting equipment will have supporting documentation available on site in relation to the appropriate test and inspection requirements of LOLER Regulations 1998.

17 NOISE

1. Contractors must ensure that they comply with the relevant legislation in respect of the Control of Noise at Work Regulations 2005.
2. Suitable and sufficient hearing protection must be made available to invitees by their respective employers.
3. Hearing protection must be worn in areas that are clearly signed as mandatory hearing protection areas

18 COSHH

1. Contractors will ensure that all substances being used in the course of the activity or work process they are employed to undertake has the necessary Material Data Sheet and any associated risk assessment.
2. All substances will be stored in accordance with the manufacturers' recommendations and not left in such a way as to cause injury or harm to any person or animal or cause an impact on the environment.
3. Emergency equipment must be provided and available on site from the Contractor if deemed necessary by the manufacturers of the substance and by the Contractors own risk assessment

19 LOADING & UNLOADING VEHICLES

1. Contractors must ensure that invitees are competent and have been trained appropriately in the loading and unloading of vehicles to ensure compliance with the manual handling regulations.
2. The loading and unloading of vehicles must be supervised appropriately and during the reversing of vehicles or manoeuvring in public areas must have a banksman present directing the operation.
3. When unloading and loading vehicles ensure that a safe working area is established and invitees are visible to others by the use of Hi Visibility vests and sufficient lighting. This may include the use of hazard warning lights and or beacons.
4. Whilst loading or unloading vehicles due regard must be given to emergency exits or routes that must not be blocked or obstructed at any time.
5. All vehicles must observe the site speed limit at all times

20 PLANT & MECHANICAL HANDLING EQUIPMENT

1. Forklifts and other mechanical handling equipment or plant must only be operated by those persons and invitees who can demonstrate the appropriate degree of competence by production of a licence or other recognised certificate of competence.
2. All plant provided by the Company will only be released to persons who can provide a copy of the appropriate licence or other recognised certificate of competence which will then be kept on file by the Company.
3. All plant must be subject to an appropriate daily safety check prior to use. These must be kept for audit by statutory bodies and or the Company as appropriate.
4. The carrying of persons other than the allocated number of manufactured seating positions is prohibited.
5. Speed must not exceed the site speed limit or that appropriate to the load being carried.
6. Loads carried must be within the SWL of the vehicle. This must be displayed on the vehicle.
7. Any fitted safety device must not be disabled or interfered with, and any failure of a device must be reported to the appropriate person immediately.
8. The Company reserves the right to remove any contractor or invitee from site who operates plant or machinery in a dangerous manner that endangers the safety of others.

21 UNDERGROUND AND OVERGROUND SERVICES

1. Prior to the commencement of work the Contractor must check with the Site Manager to identify the location of any underground or overground services at the Location.
2. The Contractor must follow labels, signs, ground markings, plans and surveys of the area.
3. Prior agreement on any alteration to the position of any part of a structure must be sought from the Site Manager.
4. A ground scan of the area must be undertaken by the Contractor prior to installing any ground fixing or anchorage points.
5. Where provided Contractors must use designated crossing points and observe site signage.
6. Height restrictions and separation distances must be observed when passing underneath or working in close proximity to overhead power lines.
7. The Contractor must not enter any underground voids, ducts or chambers without the permission of the Site Manager.
8. Upon discovery of an underground service, the Contractor must cease work immediately and contact the Site Manager.
9. The Contractor must report any incidents, accidents and near misses to the Site Manager and Safety Officer.

We Are FSTVL 2015

APPENDIX L

BARS AND ALCOHOL MANAGEMENT PLAN

Version 1.2
Issued 08-10-14

MAMA

MAMA BARS

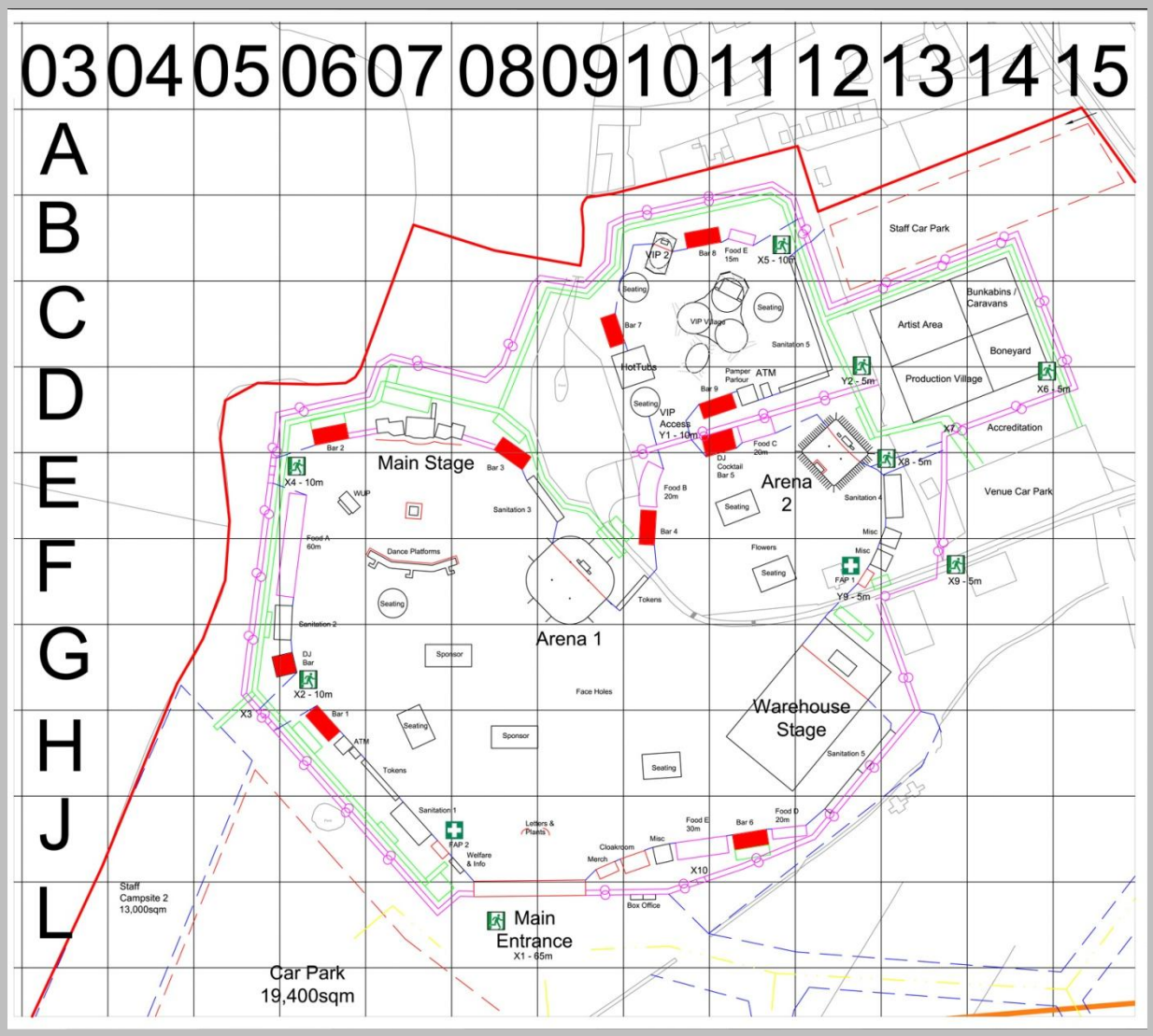


WE ARE

FSTVL

Bar Operations at WE ARE FSTVL 2015

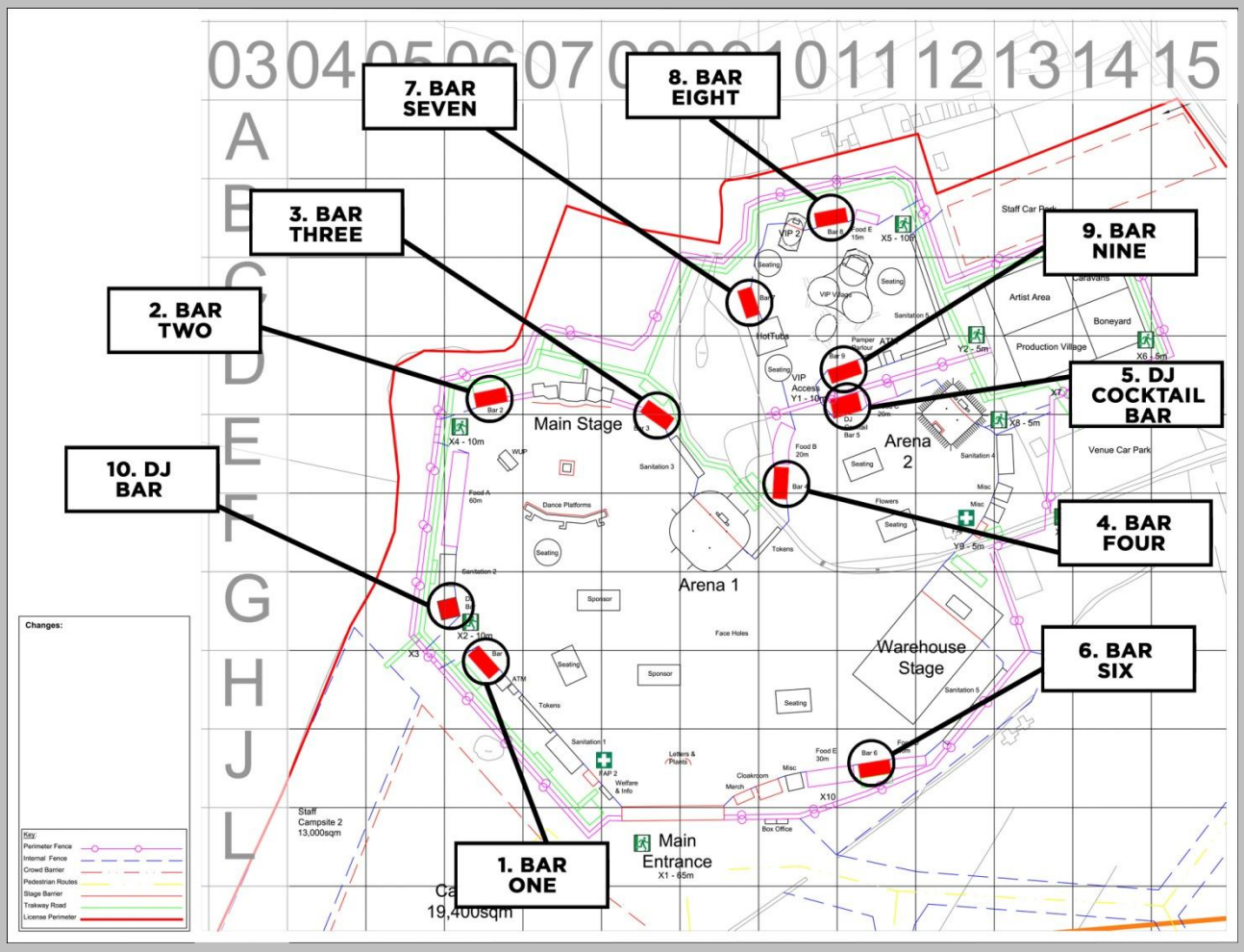
Site Plan 2015



Key:

- Perimeter Fence
- Internal Fence
- Crowd Barrier
- Pedestrian Routes
- Stage Barrier
- Trakway Road
- License Perimeter

Site Plan 2015



Bar Operations

We are festival is a 2 day music event located at Damyn's Airfield, in Upminster Essex. The festival will have a capacity of 25k per day. All Bars for the event will be managed by Mama Bars under the direction of its own management team led by Ivor Wilkins.

The intention is to create a high quality bar service with a range of bars on site, this will include 5 main arena volume bars, 2 VIP area volume bars, a large cocktail bar in the main arena, and a large cocktail bar in the VIP area.

All products on the bar can only be purchased with WE ARE FSTVL bar tokens. No cash will be accepted on any bar on site there will also be no card transactions on any bars on site.

Stock will be served in PET bottles or cans, spirits will be served in 10 ounce polypropylene cups, this will help reduce the waste output of the bar operation. The operating hours of all bars on site are 10am – 12am, the bars can be closed earlier than this, but strictly cannot operate after the 12am closing time.

There will be a strong emphasis on recycling with a large amount of disposal points to encourage people to help respect the environment of the event and dispose of their rubbish appropriately. The rubbish from the bars will also be recycled and separated into glass, cardboard and mixed rubbish containers.

Below are some of the items the bars will sell:

- Beer – Fosters 4% ABV – in 330ml PETs
- Cider – Bulmers 4.5% ABV – in 330ml PETs
- Wine – in 187ml PET plastic bottles, ABV varies between 8.5% and 13%
- Various Spirits in 25ml and 50ml measures, with or without soft drink mixers
- Various cocktails with 25ml and 35ml measures, mixed with fruit juices liquors and syrups.
- Water – in 500ml PET plastic bottles
- There will also be a selection of soft drinks served in 10 ounce polypropylene cups, decanted from larger bottles.

MAMA BARS

Operations @ WE ARE FSTVL

Bar Examples













MAMA BARS

Operations @

WE ARE FSTVL

Concessions

The concessions on site will again be operated by various contractors and suppliers organised by a dedicated vendor event manager. It is intended to offer a wide and varied selection of foods from worldwide cuisine, traditional burgers to healthy baguettes.

Concessions will be searched upon entry to the event, this is to ensure no soft drinks, alcohol, or any other prohibited items.

Through out the event, bar security will monitor the food traders to ensure there are no illegal sales of the above items, traders will be closed and removed off site if deemed appropriate by the We are festival site manager.









Bar Management

Each bar will have a dedicated bar manager and supervisor who are conversant with the requirements and responsibilities for the sale of alcohol and will be given a written designation of their responsibilities. They will directly instruct, monitor and support their staff in ensuring that all bar operations detailed in the Bar File are performed.

We will ensure that each bar manager will be a personal license holder on the event site to cover the size and nature of the bar operation. The details of which will be listed on a separate document.

The name of each bar manager at each alcohol retail outlet within the licensed area will be given to the Police Licensing Unit a month before commencement of the event.

We employ all of our bar staff through the same dedicated agency. All staff are interviewed, assessed and handled on site by dedicated agency managers and our own managers.

We recruit mainly those with previous bar experience but use others as runners and cellar staff. We never employ any person under 18 years of age to work for us in any capacity.

All bar staff are briefed on health and safety, sale of alcohol requirements and drug awareness information. The ‘Bar file’ covers everything they need to know to work to a very high level on our bars.

All staff will be instructed about the acceptable forms of ID for proof of age. We work very closely with Challenge 25 policy, and adhere strictly to the licensing Act of 2003, which states, it is an offence for persons under the age of 18 years to purchase or attempt to purchase alcohol. Staff are also trained to understand that it is an offence to purchase or attempt to purchase alcohol for someone under the age of 18 years.

Bar Management cont.

All staff members and managers sign a declaration to state they have received and understood this training and that they are aware of and understand their own personal responsibilities under the Licensing Act. These are kept on site for the duration of the event.

All bar and management staff will be given a written consent by a Mama Bars personal licence holder through their direct bar manager authorising them to retail alcohol at the licensed premises. They will be required to sign a log stating they have received this written authorisation. This log will be available for inspection by any licensing official in pursuit of their duties.

All staff are further briefed before each shift by their bar manager about any other conditions or requirements to their specific role or place of work and about any changes to the event conditions that may have occurred.

Control of Illegal Sales

It is in our direct interest to control the illegal sale of alcohol on site. Mama Bars will inform all event traders and instruct the event security that all trader vehicles will be searched before entering a site to prevent large quantities of alcohol being brought onto site for illegal sale.

Any alcohol deemed to be above that acceptable or reasonable for personal consumption would be confiscated. This system is employed by us at all festival sites and proves successful in helping control illegal alcohol sales.

Mama Bars staff will monitor all areas of the site for illegal sales of any alcohol or any unacceptable products offered for sale. We will work closely with the site security, police and trading standards to ensure the best systems of prevention, detection and apprehension are maintained

MAMA BARS

Operations @

WE ARE FSTVL

IT IS AN OFFENCE TO SELL ALCOHOL TO A PERSON UNDER THE AGE OF 18

IT IS ALSO AN OFFENCE TO KNOWINGLY SERVE A PERSON THAT IT IS 18 YEARS OLD, TO AID THE CONSUMPTION OF ALCOHOL OF A MINOR

At the event we are adopting the 'Challenge 25' policy. Anyone who appears to be under 25, will be asked for identification before a sale is made. Signage will be placed at all bars advertising the 'Challenge 25' policy.

We will be using a Disney style snake queuing system with dedicated security at the start and end of the snake. The dedicated security will be checking any person deemed to appear under the age of 25.



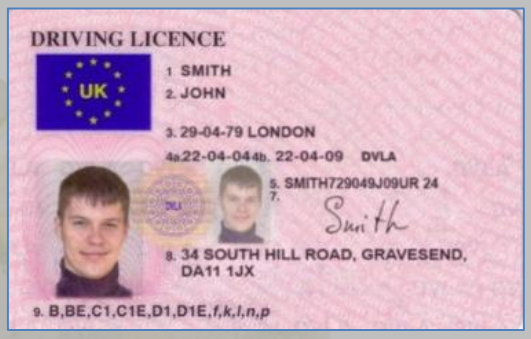
MAMA BARS

Operations @ WE ARE FSTVL

Admissible Forms of ID

Official picture ID only, eg: driving licence, passport, armed forces ID





Smoke Free Legislation

It is illegal for anyone to smoke inside any of the bar marquees and bar units. There is a fixed fine fee of £50 imposed on any person found smoking within a smoke free environment. There is also a maximum fine of £2500 imposed on anyone not enforcing the smoke free environment. If you see anybody smoking within the bar marquees or bar units, you must report them immediately to your bar manager or security team.



MAMA BARS

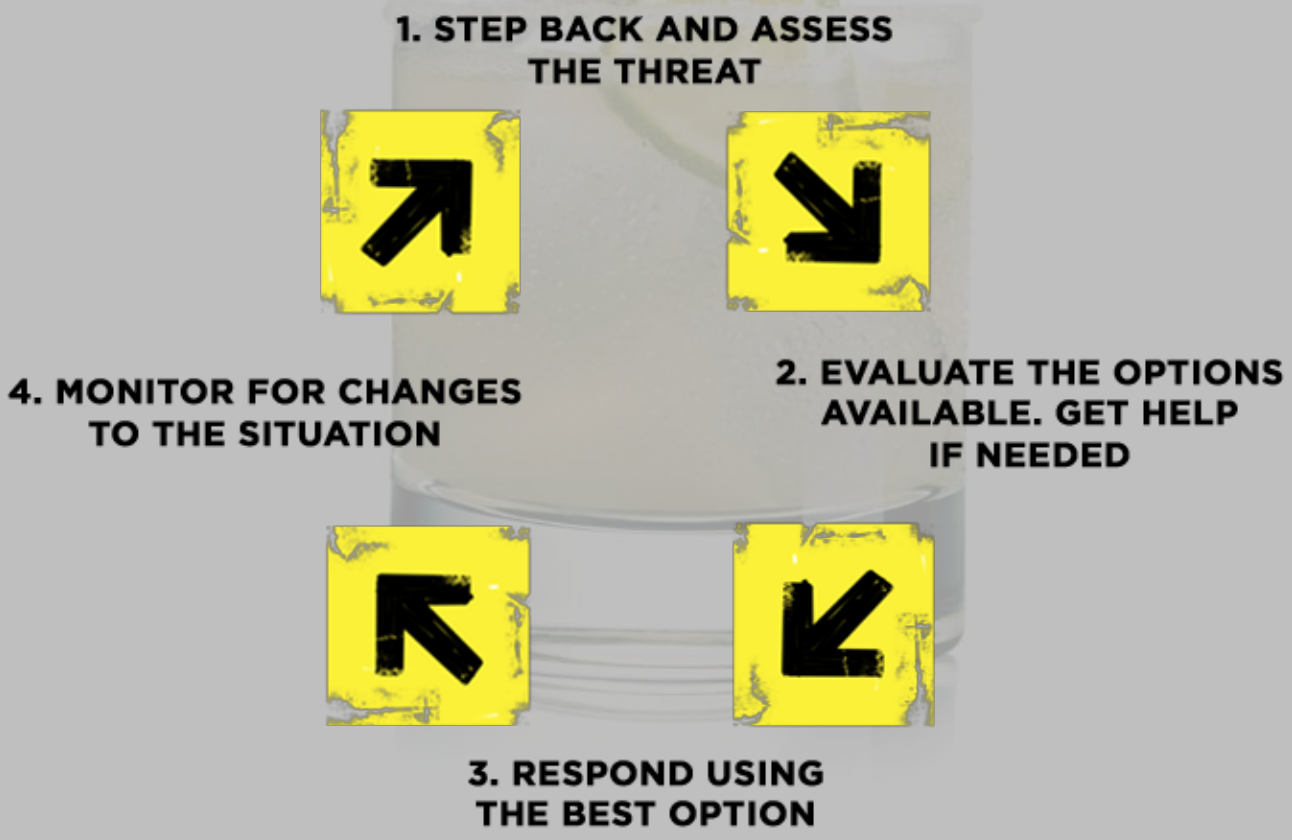
Operations @ WE ARE FSTVL

Intoxicated persons summary.



Conflict management

Assess your work environment and reduce the risk of being subject to violence, deal effectively and decisively with conflict to avoid any escalation. Remember, use the chain of command, Managers and supervisors are experienced at dealing with difficult situations. The bar security can be called upon at any point, they are there to support any situation.



First contact – Managing Customer Expectations

Customers can be frustrated by waiting, product choice, lack of respect or lack of information. If their frustration is not dealt with, this may lead to anger. By providing information and keeping the customer updated can sometimes defuse a situation.

Conflict management cont.

Creating the right impression

Actively listen and remain calm in all our dealings with our customers. Our first contact with our customer should always be to prevent conflict.

To this end we can:

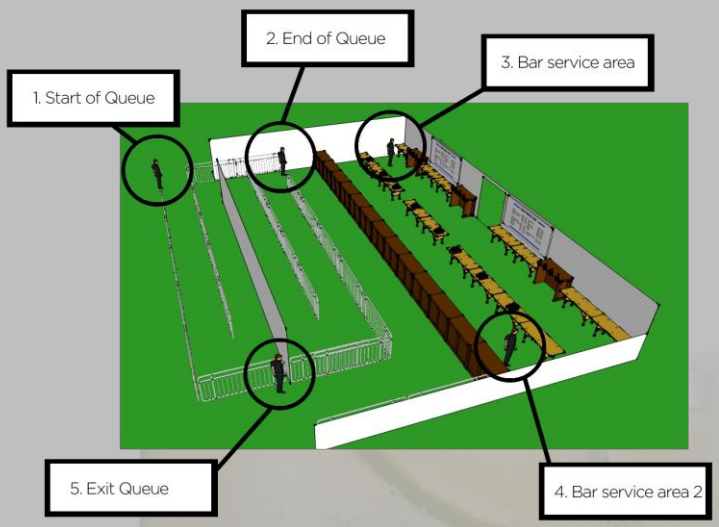
•Offer a genuine welcoming smile
•Be pleasant and helpful
•Show empathy and genuine concern to issues
•Behave professionally
•Act fairly and consistently
•Work as part of an effective team
•Tone of voice
•Do not raise your voice
•Avoid be critical or patronising
•Stay with the facts
•Control your body language
•Maintain level eye contact

Strategies for defusing aggressive behaviour

If at all possible it is always best to withdraw from an aggressive situation.

•Maintain your self-control
•Make effort to actively listen
•Don't assume, Ask again if you misunderstand
•Reassure the individual (*'I can understand why this is frustrating you'*)
•Use non-verbal cues (such as nodding the head)
•Maintain appropriate eye contact
•Let them finish speaking before act (do or say anything)
•Build a report with the customers (Music festivals are fun!)
•Deal with the problem

MAMA BARS SECURITY TEAM



The bar security team operate at all Mama Bars events as a dedicated security team, looking after the whole bar operation, they are completely separate from the site security.

Each volume bar has 5 members of security whose responsibility it is to check ID on entry of the volume bar, manage the flow of customers through the snake system, and to maintain a visual presence behind the bar.

The security team are also responsible for conducting our random searches of all staff working within the Mama Bars operations, this is to ensure the safety and accountability of all staff.

Female members of the security team will be provided to search female staff and male security for the male staff.

Every member of the bar security team is a current registered member of the SIA (Security Industry Authority) and will have their badge on display throughout the event.

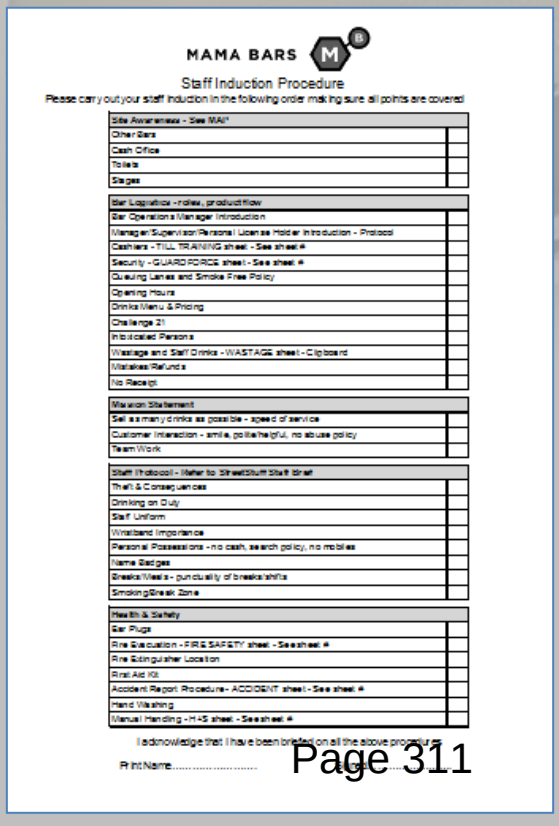
There will be a Response team who's purpose is to provide additional and specialist security presence to any situation. This team roams the site and is on call from open to close, each day of every event.

Training declaration

All staff members and managers sign a declaration to state they have received and understood this training and that they are aware of and understand their own personal responsibilities under the Licensing Act. These are kept on site for the duration of the event.

All bar and management staff will be given a written consent by a Mama Bars. They will be required to sign a log stating they have received this written authorisation. This log will be available for inspection by any licensing official in pursuit of their duties.

All staff are further briefed before each shift by their bar manager about any other conditions or requirements to their specific role or place of work and about any changes to the event conditions that may have occurred, an example of this is the 'No Smoking Zones'



MAMA BARS

Staff Induction Procedure

Please carry out your staff induction in the following order making sure all points are covered

Site Awareness - See MAP	
Other Bars	
Cash Office	
Toilets	
Stages	
Bar Logistics - rotas, product flow	
Bar Operations Manager Introduction	
Manager/Supervisor/Personal Licence Holder Introduction - Protocol	
Cashiers - TILL TRAINING sheet - See sheet #	
Security - GUARD FORCE sheet - See sheet #	
Queuing Lanes and Smoke Free Policy	
Opening Hours	
Drinks Menu & Pricing	
Challenge 21	
Intoxicated Persons	
Wastage and Staff Drinks - WASTAGE sheet - Clipboard	
Mistakes Refunds	
No Receipt	
Mission Statement	
Sell as many drinks as possible - speed of service	
Customer Interaction - smile, polite/helpful, no abuse policy	
Team Work	
Staff Protocol - Refer to StreetStuff Staff Brief	
Theft & Consequences	
Drinking on Duty	
Staff Uniform	
Wristband Importance	
Personal Possessions - no cash, search policy, no mobiles	
Name Badges	
Breaks/Meals - punctuality of breaks/shifts	
Smoking/Break Zone	
Health & Safety	
Ear Plugs	
Fire Evacuation - FIRE SAFETY sheet - See sheet #	
Fire Extinguisher Location	
First Aid Kit	
Accident Report Procedure - ACCIDENT sheet - See sheet #	
Hand Washing	
Manual Handling - H+S sheet - See sheet #	

I acknowledge that I have been briefed on all the above procedure

Print Name..... Date.....

MAMA BARS

Operations @

WE ARE FSTVL

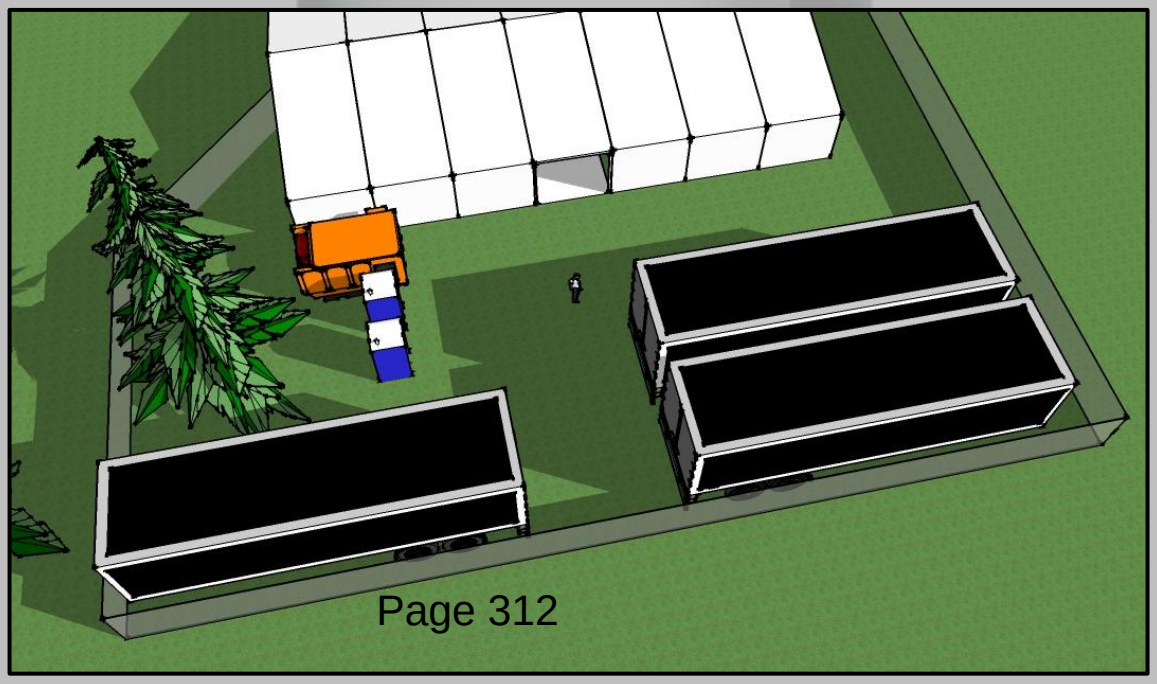
Nature of Work

The provision and supply of alcoholic and/or non-alcoholic drinks, vended from MB bars across site.

Equipment

The following equipment will be used on the event
Built Bar
35Kva generator
Refrigerated trucks
Marquees

All equipment owned by the company is maintained in a safe condition and maintenance records are kept in accordance with the Provision and Use of Work Equipment Regulation 1992. The use of all equipment has been the subject of risk assessment in accordance with the management of Health and Safety at Work Regulations 1999. All employees have been trained in the use of the equipment, as applicable, and have been assessed as being competent in its operation.



Before Commencing Work

All staff working for Mama Bars will be briefed with regard to:

•The location of the event bar
•The procedures to be adopted in the event of an emergency evacuation
•The location of the first aid post
•Fire fighting arrangements/location of the fire points/alarms
•The location of welfare facilities
•Security arrangements

Welfare

•Welfare facilities are available at all facilities.
•Suitable and sufficient numbers of toilets, washbasins, warm water, soap and paper towels/hand driers will be provided.
•Corporate clothing will be for all employees working on site.
•Drinking water will be provided as will seating.
•A first aid kit and fire extinguishers are provided for each event bar.

Staff Training

Staff will receive the following training:

•The vital importance of maintaining good communication
•The command and communication structure to be followed during an emergency
•Their precise responsibilities regarding their work
•Relationship with emergency services and the layout of the venue. Location of emergency equipment, alarm call points, first aid facilities, emergency exits and access routes for emergency services.
•A staff brief is also attached to this document

Manual Handling

All manual handling activities have been assessed and employees have received training in manual handling techniques, confirmed by our health and safety sheet. Please see attached risk assessment.

First Aid

- All event bars have first aid kits and qualified first aiders.
- Before commencing work all staff will be advised of the location of the first aid posts on site.
- In the event of an accident, it must be reported on the accident report sheet.

Power

- The generator will be the only power source.
- All cables and leads will be protected from damage, dust and damp.
- Equipment and systems that use electricity will be tested regularly and maintained thoroughly by competent personnel.

Fire and Emergencies

In the event of an emergency the bar is to be evacuated via the nearest emergency exit. The nominated person is to raise the alarm in accordance with the site arrangements.
No flammable materials will be stored in the bars.
All bars are fitted with fire extinguishers; employees are only to operate the extinguisher if they consider that it is safe to do so and have been trained. In the event of a fire the preservation of life takes priority.

Hazardous Substances

All hazardous substances (cleaning chemicals etc) have been identified and material Safety Data Sheets obtained. Assessments for their use have been undertaken and employees have been made aware of the health risks associated with their use and the control measures necessary in accordance with the Control of Substances Hazardous to Health Regulations 1999 (COSHH). Personal protective clothing will be provided where appropriate and staff will receive training in its use.

Protecting the Public

Members of the public are forbidden access behind the event bars at all times. In the event that a member of the public is creating a nuisance or offering verbal or physical assault the security staff are to be contacted for assistance. Please see attached risk assessment on how to deal with aggressive customers.

Accident Reporting

The accident procedure detailed in the Health and Safety Policy is to be followed at all times. In addition to reporting injury and non-injury accidents to Mama Bars management, the occurrence must also be reported to the site health and safety manager at the time.
Accident books are in each bar and must be completed as soon as possible. A Mama Festivals Ltd. Incident Report must also be completed.

Waste Control

The event management's arrangements for the disposal of waste and refuse must be adhered to at all times. On no account is refuse or waste to be left on site unless stored appropriately in the correct location.

MAMA BARS

Operations @

WE ARE FSTVL

Health and Safety Risk Assessment 2013	
Activity	Cash in Transit

Description of operation

Cash is transported from retail outlets to cash cabins and safes.

Who is affected by this operation?

Employees	X	Contractors		Visitors		Public		Children		Pregnant Women	

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1. Physical attack resulting from attempted robbery	3	5	15	Medium
2. Stress resulting from after effects of attempted or actual robbery	4	3	12	Medium

Recommended precautions
1. Always hand over the cash or goods without any argument
2. Ensure that staff have access to appropriate counselling after any incident
3. Reduce risk of attacks by increasing security, awareness and vigilance of staff
4. Cash to be transported in unidentifiable container
5. Staff should be accompanied by another member of staff preferably security when on a cash run
6. The use of code 10/21 over radio to call for Security to do routine cash run
7. Secure Cashier/Office doors before opening safe
8) Safe keys/building keys/access codes should not be left unattended or accessible to the public
8) Instruct staff in the location of all panic buttons in cash office
9) Have a prepared code that is made aware to security should you fall into difficulty
10) Vary your cash collection route and time with each subsequent pick up

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Physical attack resulting from attempted robbery	2	5	10	Medium
2) Stress resulting from after effects of attempted or actual robbery	2	3	6	Low

Details of further action required
1. Ensure employees read the Health & Safety sheet in the bar file on every bar
2. Review on an annual basis.
3. Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale					
1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale					
1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)		
0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations

MAMA BARS

Operations @

WE ARE FSTVL

Health and Safety Risk Assessment 2013

Activity	Bar Back Operations

Description of operation

Collection of, disposal of and cleaning of used glassware and plastics from around the marquee tents during operational hours. Keeping floors clean and safe. Removal of rubbish from trading and public areas. Keeping all areas clean during operational hours. Moving stock from trucks to service area.

Who is affected by this operation?

Employees	X	Contractors	X	Visitors	X	Public	X	Children	X	Pregnant Women	X

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1. Cuts or abrasions to hands	5	2	10	Medium
2. Infections from unsanitary materials or body fluids	6	3	18	High
3. Slips by the public	4	4	16	Medium
4. Strained back of emplyee after repeated stooping	4	3	12	Medium

Recommended precautions

1. Use pan and brush/tongs to collect matter, not hands
2. Use appropriate PPE when handling materials
3. Ensure hands are thoroughly washed after clearing up any unsanitary materials or body fluids
4. Use yellow wet floor signs and ensure that floors are kept as dry as possible
5. Log down each spillage at your control point
6. Use handled brush and pan/tongs to avoid stooping
7. Observe correct manual handling techniques when removing refuse

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1. Cuts or abrasions to hands	2	2	4	Low
2. Infections from unsanitary materials or body fluids	3	2	6	Low
3. Slips by the public	3	2	6	Low
4. Strained back of emplyee after repeated stooping	2	2	4	Low

Details of further action required

1. Ensure employees read the Health & Safety sheet in the bar file on every bar
2. Review on an annual basis.
3. Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale

1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale

1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)

0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations

MAMA BARS

Operations @

WE ARE FSTVL

Health and Safety Risk Assessment 2013

Activity	Nominated competent staff changing light bulbs

Description of operation

To change light bulbs and secondary lighting bulbs through all areas including public, bar, dressing rooms, store rooms, offices, fire exits excluding any effect or stage lighting other than residual work lights and extreme high level interior and exterior lighting or lighting in restricted areas such as cash cabins.

Who is affected by this operation?

Employees	X	Contractors	X	Visitors		Public		Children		Pregnant Women	

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1) Electric shock and/or burns – electrocution	5	5	25	High
2) Broken or damaged lamp, overheated and/or insecure fixture – cuts, burns and/or electrocution	5	5	25	High
3) Ladder slipping during high level bulb replacement – fall from height	5	4	20	High
4) Awkward access to some fittings – fall from height	5	4	20	High
5) Toxic materials from broken lamps – minor cuts, eye injuries	5	4	20	High
6) Brittle live conductors – electrocution by way of short circuit causing fuse to fail	6	5	30	High

Recommended precautions

1) Isolate supply where possible and lock off, post warning notice and inform line manager

2) Arrange secure and stable means of access

3) If ladders are used ensure they are footed by a second person, and are at the correct angle prior to use

4) Check for any signs of damage by way of visual inspection, and smelling for any sign of electrical burning

5) Where ever work is at height ensure a second person is on duty

6) Safe handling of lamps to ensure no breakages and safe disposal of used lamps

7) If fitting looks dangerous or there is any doubt as to the safe integrity of the fitting, do not continue with the job but identify as 'Do Not Touch' and report to you line manager

8) Use insulated tools only

9) Must have correct PPE equipment

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Electric shock and/or burns – electrocution	1	5	5	Low
2) Broken or damaged lamp, overheated and/or insecure fixture – cuts, burns and/or electrocution	2	5	10	Medium
3) Ladder slipping during high level bulb replacement – fall from height	2	4	8	Medium
4) Awkward access to some fittings – fall from height	2	4	8	Medium
5) Toxic materials from broken lamps – minor cuts, eye injuries	2	4	8	Medium
6) Brittle live conductors – electrocution by way of short circuit causing fuse to fail	2	5	10	Medium

Details of further action required
1. Ensure employees read the Health & Safety sheet in the bar file on every bar
2. Review on an annual basis.
3. Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale					
1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale					
1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)		
0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations



MAMA BARS

Operations @

WE ARE FSTVL

Health and Safety Risk Assessment 2013

Activity	Dealing with aggressive members of the public

Description of operation

A member of the public becoming verbally or physically aggressive

Who is affected by this operation?

Employees	X	Contractors	X	Visitors	X	Public	X	Children	X	Pregnant Women	X

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1) Stress resulting from verbal abuse	4	3	12	Medium
2) Injury resulting from physical attack	3	3	9	Medium

Recommended precautions

1) Refer problems to your line manager in an effort to deal with complaints that may lead to aggression quickly and fairly.

2) Avoid physical contact and refer patron to front of house/duty manager. Call for assistance via radio or telephone.

3) Ask member of the public to calm down, and do not panic either

4) Listen to the member of the publics' issues and let them know you will attempt to rectify them

5) Keep an approachable manner and do not raise your voice or do anything that may be seen as intimidating or escalating

6) Keep a safe distance between yourself and the member of the public, using back of house areas as required to avoid confrontation should it seem that the member of the public will not calm down and has become threatening.

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Stress resulting from verbal abuse	2	3	6	Low
2) Injury resulting from physical attack	2	3	6	Low

Details of further action required

1) Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale

1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale

1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)

0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations

Health and Safety Risk Assessment 2013

Activity	Dealing With Deliveries

Description of operation

Accepting deliveries from trucks or suppliers.

Who is affected by this operation?

Employees	X	Contractors		Visitors		Public		Children		Pregnant Women	

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1) Physical injury due to lifting heavy loads	3	3	9	Medium
2) Physical injury from equipment belonging to delivery company eg sack truck & tail lifts	3	3	9	Medium
3) Injury from lifting in an incorrect manner	3	3	9	Medium

Recommended precautions

1) Ensure that there are sufficient personnel to assist with task

2) Do not use the delivery company's equipment. Use our own if necessary and stay clear of tail lifts

3) Instruct staff on safe manual handling

4) Use appropriate PPE and suitable aids to transfer goods in bulk where possible

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Physical injury due to lifting heavy loads	2	3	6	Low
2) Physical injury from equipment belonging to delivery company eg sack truck & tail lifts	2	3	6	Low
3) Injury from lifting in an incorrect manner	2	3	6	Low

Details of further action required

1) Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale

1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale

1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)

0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations

MAMA BARS

Operations @

WE ARE FSTVL

Health and Safety Risk Assessment 2013

Activity	Exposure to high heat within the premises during peak hours

Description of operation

High levels of heat due to high levels of customer activity during peak hours or band sets

Who is affected by this operation?

Employees	X	Contractors	X	Visitors	X	Public	X	Children	X	Pregnant Women	X

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1) Physical injury due to heat exhaustion	5	5	25	High
2) Loss of consciousness due to heat fatigue	4	5	20	High
3) Slipping on floors due to wetness from moisture due to heat	4	4	16	Medium

Recommended precautions
1) Ensure that there is sufficient fresh water on hand, at service points
2) Allow people to sit in cooler interior areas of the building if available.
3) Ensure people are allowed outside the premises to get fresh air as required,
4) Have first aiders on hand to deal with any issues
5) Instruct security to be alert of people that may be suffering from heat fatigue and patrol the premises and toilets regularly.
6) Have wet floor signs available and attempt to keep floor as dry as possible,
7) Open doors to the front between band sets so as to generate airflow
8) Ensure that any heat issues are discussed at the show safety meeting prior to doors and have an agreed strategy to deal with anyone suffering from heat exhaustion.

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Physical injury due to heat exhaustion	3	4	12	Medium
2) Loss of consciousness due to heat fatigue	2	3	6	Low
3) Slipping on floors due to wetness from moisture due to heat	2	3	6	Low

Details of further action required
1) Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale

1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale

1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)

0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations

MAMA BARS

Operations @ WE ARE FSTVL

Health and Safety Risk Assessment 2013

Activity	The presence of noise as an integral part of the work environment

Description of operation

By virtue of the business activity we are in, staff and customers are subjected to a noisy environment. This has consequences for both staff and customers.

Who is affected by this operation?

Employees	X	Contractors	X	Visitors	X	Public	X	Children	X	Pregnant Women	

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1) Noise and a consequent risk of ear damage to staff and contractors.	**6**	**4**	**24**	High
2) Noise and consequent risk of ear damage to members of the general public.	**5**	**4**	**20**	High

Recommended precautions

1) The mandatory use of ear defenders by staff during the course of their duties if employed in a particularly noisy part of the event / Rotation of staff and contractors where possible between noisy and less noisy work stations within the marquees / Noise Control Survey to be completed by a competent person to determine the level of noise dose within event and the action, if any, as a consequence of that Surveys' findings required.

2) The free availability of ear defenders to the public on request. / Notices around the venue to the effect that customers are entering a noisy environment/ Noise Control Survey point as above.

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Noise and a consequent risk of ear damage to staff and contractors.	**3**	**4**	**12**	Medium
2) Noise and consequent risk of ear damage to members of the general public.	**2**	**4**	**8**	Medium

Details of further action required

1. Ensure employees read the Health & Safety sheet in the bar file on every bar
2. Review on an annual basis.
3. Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale

1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale

1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)

0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations

MAMA BARS

Operations @

WE ARE FSTVL

Health and Safety Risk Assessment 2013

Activity	Movement by customers and staff of drinks around the venue.

Description of operation

There will be a constant flow of people through the site marquees and bar areas. Inevitably on occasions drinks get spilt and slip hazards then become an issue for us.

Who is affected by this operation?

Employees	X	Contractors	X	Visitors	X	Public	X	Children	X	Pregnant Women	

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1) Spillages of drinks and consequent slip hazard. Resulting slip may result in injury, particularly if lighting is poor where slip occurred and so may not have been observed by customer/staff, or if stairway is in poor condition or if a trip hazard is also present.	5	4	20	High

Recommended precautions

1) The company employs a team of eight busboys on each volume bar and part of whose responsibility is to mop up spillages as soon as they are reported. Head Busboy, along with all management, security staff and Bars Supervisors in contact on walky-talky radio so appropriate staff can be summoned within a very short period of time after the spillage. If a light is out or if there is additionally a trip hazard the same procedure is in place.

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Spillages of drinks and consequent slip hazard. Resulting slip may result in injury, particularly if lighting is poor where slip occurred and so may not have been observed by customer/staff, or if stairway is in poor condition or if a trip hazard is also present.	3	4	12	Medium

Details of further action required

1. Ensure employees read the Health & Safety sheet in the bar file on every bar
2. Review on an annual basis.
3. Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale

1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale

1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)

0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations

MAMA BARS

Operations @

WE ARE FSTVL

Health and Safety Risk Assessment 2013	
Activity	Bar Construction through to alcohol supply

Description of operation

All issues relating to above operation

Who is affected by this operation?

Employees	X	Contractors	X	Visitors	X	Public		Children		Pregnant Women	

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*before* precautions have been taken)
1) Harm during vehicular movement	5	5	25	High
2) Usage of forklift/telehandler	5	5	25	High
3) Usage of HGV/Articulated units	5	5	25	High
4) General build dangers	4	3	12	Medium
5) Manual handling of building materials	4	3	12	Medium
6) Use of tools equipment	4	3	12	Medium
7) Risk from used race track	4	5	20	High
8) Trips and falls due environment, cables, equipment	5	3	15	Medium
9) Gas usage in supply of alcohol	4	5	20	High
10) Electrocution due to usage of generated power	4	5	20	High
11) Manual handling by bar staff	5	3	15	Medium
12) Minor injury during work	5	2	10	Medium
13) Fire risk	4	6	24	High
14) Waste management risk	4	4	16	Medium
15) Multi dispense units	4	2	8	Medium
16) Contamination of consumable products	6	3	18	High
17) COSSH	2	3	6	Low
18) Potential crush injury in crowded queues	5	4	20	Medium
19) Danger from over consumption	6	4	24	High
20) Under aged drinking	6	3	18	Medium
21) Accidents arising from over tiredness	4	5	20	Medium

Recommended precautions
1) Compliance with H and S Policy re vehicular movement inc prohibited periods. Briefing for drivers and staff.
2) Compliance as at 1). Operatives to be competent and qualified. Escort where necessary.
3) Compliance as at 1). Operatives to be competent and qualified. Escort where necessary
4) Inherent dangers can be minimised by compliance to H and S policy consistent use of Personal Protective equipment.
5) Awareness and briefing re H and S. Use of competent operatives. Confirmation of manual handling training from cscs card or similar
6) Operatives to be briefed re H and S. Tool box talks re specifics. Battery operated electrical equipment. Mains to be 110v. Tool supply in accordance with PUWER
7) Management of traffic during usage controlled by locked and manned gates. Briefing and reminding of staff of potential risks

8) Greatest risks during event period. Walk through to ID hazards and control measures to be implemented by risk assessment. Staff to be briefed re their duty to remove hazards
9) Usage has clear and inherent risks. These are massively minimised by modern storage and control of usage legislation. Use and access will be restricted to Carlsberg technicians.
10) Power supplied by competent and qualified engineers. Generators to be enclosed by fencing to restrict access. Cabling to be above head height and protected when at ground level
11) Staff will only be required to lift medium weight manageable items. Managers to brief staff re manual handling, sharing loads and use of sack trucks etc. There will be role specific issues to manage such as carrying wet items from chilled vehicles etc.
12) First aid points and staff at each bar, this to be communicated to all staff.
13) All aspects of fire safety will be covered in specific detail in the H and S and Fire Safety plan. Evacuation plans and fire points etc will be communicated during briefings. The primary issue being preservation of life.
14) The particular concern re waste management is the temporary storage of highly flammable paper and plastic waste. Waste will be stored in areas not accessible by the general public
15) Usage of multi dispense units to be by competent staff trained on site
16) High standards of hygiene will be maintained to avoid contamination. Protective gloves will be worn and easy access to wash stations will be provided and their frequent use demanded
17) A cosh assessment has been completed. Products liable to cause harm relate only to mild detergents. Gloves will be supplied and wash stations available.
18) Crowd barrier, flow systems and effective use and management of security staff will be made coupled with prompt pro active service at bars to maintain the desired through flow of customers avoiding any hazards caused by customer congestion
19) Staff will be briefed to ID those who may have over consumed and will refuse sale. In the event of an issue of drink related disorder, security staff will be used to manage situations
20) The risk from under aged drinking is clearly to the health of the young adult concerned. Staff will be briefed as to their legal and moral obligations and as to the need to require ID fro any person who appears under age and to refuse sale to anyone who is unable to comply
21) Working periods of staff will be monitored and controlled to acceptable times. Regular rest and refreshment breaks will be given. Driving periods will also be considered.

Description of hazards & possible consequences	Likelihood	Severity	Risk Factor	Risk (*after* precautions have been taken)
1) Harm during vehicular movement	1	5	5	Low
2) Usage of forklift/telehandler	1	5	5	Low
3) Usage of HGV/Articulated units	1	5	5	Low
4) General build dangers	2	3	6	Low
5) Manual handling of building materials	2	3	6	Low
6) Use of tools equipment	1	3	3	Low
7) Risk from used race track	1	5	5	Low
8) Trips and falls due environment, cables, equipment	2	3	6	Low
9) Gas usage in supply of alcohol	2	5	10	Medium
10) Electrocution due to usage of generated power	1	5	5	Low
11) Manual handling by bar staff	1	5	5	Low
12) Minor injury during work	2	3	6	Low
13) Fire risk	3	2	6	Low
14) Waste management risk	1	6	6	Low
15) Multi dispense units	1	4	4	Low
16) Contamination of consumable products	1	3	3	Low
17) COSSH	2	3	6	Low
18) Potential crush injury in crowded queues	1	4	4	Low
19) Danger from over consumption	1	4	4	Low
20) Under aged drinking	3	3	9	Medium
21) Accidents arising from over tiredness	3	5	15	Medium

Details of further action required
1. Ensure employees read the Health & Safety sheet in the bar file on every bar
2. Review on an annual basis.
3. Re-assess the activity if an accident, near miss or change in operation takes place.

Probability Scale					
1. Very Unlikely	2. Unlikely	3. May Occur	4. Likely	5. Very Likely	6. Will Occur

Severity Scale					
1. Very Minor Injury	2. Minor Injury	3. Lost Time To Injury	4. Major Injury	5. Single Fatality	6. Multiple Fatality

Risk Factor Scale (Probability X Severity)		
0-6 - Low Risk Factor - If above 4 improve if possible	7-17 - Medium Risk Factor - If above 12 action is required	18-36 - High Risk Factor - Immediate action required

Assessed by: Ivor Wilkins - Director of Bar Operations





MAMA BARS

59 – 65 Worship Street, London, EC2A 2DU

We are FSTVL 2015

APPENDIX M

NOISE MANAGEMENT PLAN

Version 1
Issued 01-10-14

We Are Festival

Damyns Hall Aerodrome, Upminster

30th – 31st May 2015

Noise Assessment & Noise Management Plan

VC-101731-NMP-03

Rev 01

October 2014

Contents

1 Introduction 3

2 Licence Conditions 5

3 Entertainment Noise Criteria 6

4 Noise Predictions 7

5 Noise Assessment 14

6 Noise Management Plan 21

7 References 25

Appendix A / Glossary of Terms 26

Appendix B / Noise Sensitive Properties 27

Appendix C / Stage Locations 28

Vanguardia Consulting Document Control			
Document Title:	Noise Assessment and Management Plan	**Revision:**	01
Project Number:	VC/101731	**Date:**	01 October 2014
Document Reference:	VC-101731-NMP-003-R02	**Author:**	Claire Derbyshire
Status:	Draft	**Checked:**	Warren King
Issued To:	Reece Miller, We Are Festival Paul Cook, Live Nation Ross Sweet, Live Nation	**Passed:**	Deni Butterfield
Issue Notes:	Revision 1 – Includes Thurrock Position and Background Data Revision 2 – Included Amended Site Plan to reduce offsite noise levels		

1 Introduction

1.1 Vanguardia Consulting has been commissioned by We Are FSTVL to provide a Noise Assessment, Noise Management Plan and the monitoring and management of sound from the We Are Festival 2015 music event.

1.2 The event will take place on at Damyns Hall Aerodrome, Upminster, Essex on Saturday 30th and Sunday 31st May 2015 from 1030hrs to 0030hrs on each day.

1.3 The purpose of this document is to provide an assessment of the noise impact of the event on nearby residential properties and to describe the sound monitoring and management scheme that will be put in place to minimise music noise levels at nearby residential properties. The practical measures that should be adopted to achieve compliance with any licence conditions are described in Section 6.

1.4 It is intended that this document is considered a 'live' document which will evolve with on-going liaison between the event promoter, local residents and Havering Council.

1.5 A glossary of acoustic terms is shown in Appendix A.

Consultants' Experience

1.6 Vanguardia Consulting is an independent acoustic consultancy specialising in the field of sound, noise and acoustics related to entertainment venues. The team of consultants have many years of experience dealing with some of the largest and most innovative sound and acoustic projects in the UK, including Wembley Stadium, the Millennium Dome, The Millennium Stadium, Wembley Arena and Earls Court.

1.7 The consultants have successfully provided sound management advice, including noise control, at over 1000 concerts during the past 30 years. These concerts have ranged from relatively small scale events at green field sites to major events staged at national stadia providing entertainment for tens of thousands of people.

1.8 The company director of Vanguardia also sat on the UK Noise Council Working Party which prepared the Code of Practice on Environmental Noise Control at Concerts (1995). They have also managed Government research projects related to sound and noise aspects of the entertainment business.

1.9 As well as the provision of sound and acoustic design/management for entertainment venues, the company deals with the whole range of acoustic, noise and vibration issues and our staff have presented expert testimony at planning and licensing hearings, magistrates and high courts, Judicial Reviews and House of Commons and House of Lords Select Committees.

We Are Festival

1.10 The 25,000 capacity event will occur over two days and consists of 1 outdoor main stage and 4 stages inside tented structures. It is intended that the outdoor stages will finish at 2245hrs whilst the others will then have staggered closures times until 0030hrs. The purpose of this is to slow the egress and to ease the demand for transportation at 2245hrs when the main stage finishes.

1.11 Following complaints from the 2014 event a number of considerations have been made when looking at the 2015 site plan to improve the offsite noise levels. The major impact on the offsite noise levels will be the reduction from two large outdoor stages to one. The stage that has been removed for the 2015 event was located in the south of the site orientated towards Upminster. This is the stage that caused noise levels to reach the 65dB(A) limit at Gerpins Lane and was the most audible stage at Parkland Ave. Removing this stage will undoubtedly improve the noise levels at these two locations.

1.12 After 23:00 a number of stages need to remain operational in order to ease egress. Again the number of operational stages after 23:00 has been reduced from 6 stages to 4 and the orientation has been carefully considered for each stage.

2 Licence Conditions

2.1 The following licence conditions have previously been applied to this event:

- A Noise Management Plan will be prepared by specialist acoustic consultants as part of the Event Management Plan.
- Outdoor music will finish at 23:00 and marquees operating after this time will be positioned to ensure minimum sound bleed and will have acoustic screening around the rear.

Film, Live Music, Recorded Music, Performance of Dance, Provision of facilities for making music and dancing has been granted for the following hours (Note: These dates and times relate to 2014) Awaiting the 2015 Licence wording.

- Saturday 24th May 09:00hrs - 00:30hrs
- Sunday 25th May 09:00hrs – 00:30hrs

3 Entertainment Noise Criteria

3.1 The established guidance for noise from outdoor music events is contained in the Noise Council's Code of Practice on Environmental Noise Control at Concerts (1995). The recommended noise limits contained within the Code of Practice for events held between the hours of 09:00 and 23:00 hours are summarised in Table 3.1 below.

Table 3.1: Recommended Noise Limits

Concert days per calendar year, per venue	Venue Category	Guideline
1 to 3	Urban Stadia or Arenas	The MNL should not exceed 75 dB(A) over a 15 minute period
1 to 3	Other Urban and Rural Venues	The MNL should not exceed 65 dB(A) over a 15 minute period
4 to 12	All Venues	The MNL should not exceed the background noise level by more than 15 dB(A) over a 15 minute period

3.2 There are only two event days proposed at the venue in 2015 therefore, taking the guidance from table 1 above, the criterion that should be applied is that the that the Music Noise Level (MNL) should not exceed 65dB $L_{Aeq,15min}$ measured at the facade of the nearest residential property.

3.3 After 2300hrs, the Noise Council Code of Practice suggests that for events continuing or held between the hours 2300-0900, the music noise should not be audible within noise sensitive premises with windows open in a typical manner for ventilation. The Code of Practice advises that provided music noise is controlled so that it is barely audible externally, it will generally be inaudible with windows open. At many other UK events that operate after 2300 a limit of 45dB(A) has been adopted and subjective assessment carried out to ensure there are no single dominant music noise sources clearly audible.

3.4 We Are Festival is only operational until 0030, the purpose of this is to ease egress after the main stages have finished. The noise levels onsite will drop significantly once the main stages have finished.

3.5 Noise predictions are shown in the following section of this report.

4 Noise Predictions

4.1 Noise predictions have been carried out at the nearest noise sensitive locations and are based on the information and initial 2015 stage locations supplied by We Are FSTVL. The nearest noise sensitive properties are located along Aveley Road to the North of the site, Damyns Hall Cottages to the East and Gerpins Lane to the North-West. Predictions have also been carried out further away from the site at Lakeside – Rainham, Parkland Avenue – Upminster, Hacton Lane – Upminster and Usk Road – Thurrock following complaints in these areas from the 2013 and 2014 events. A plan showing the noise sensitive properties is shown in Appendix B and the proposed stage locations are shown in Appendix C.

4.2 Careful consideration will been given to the site design to find the most appropriate layout and maximise entertainment noise levels on site, whilst minimising the noise impact at the nearest noise sensitive properties surrounding the venue.

4.3 Day-time and Night-time noise predictions have been carried out based on the likely operational stages up to 2300hrs and after 2300hrs.

4.4 The following assumptions have been made in predicting noise levels at the nearest noise sensitive locations.

- Noise predictions have been made based on the intended coverage of the sound system and data from similar previous events to achieve a music noise level of 96dB(A) at the mixing desk position, 25m from the sound source at the main stages and 97dB(A) at 10m-15m in all other stages. The predictions provide for a worst case scenario with all stages operational at the same time.
- All headline acts are performing before 23:00 therefore the night-time noise predictions use a background music noise level of 87dB(A) at the reference positions.
- An orientation correction of between 0dB and 18dB is assumed for noise sensitive properties depending on the location relative to the stage location and is based on our experience from sound system data.
- Tents will provide a nominal 3dB attenuation.
- The attenuation provided by a window open in a typical manner for ventilation is 15dB.

- No attenuation has been considered for the effect of any topographical features between the sound sources and residential properties.

4.5 The tables 4.1-4.4 show the predicted day-time noise levels at the nearest noise sensitive properties with all stages running simultaneously. The noise predictions therefore provide for a worst case scenario with all sound sources operating.

Table 4.1- Daytime Noise Predictions for Damyns Cottages

Daytime Predictions	Damyns Cottages			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	96	515	61
Arena 1	15	97	405	50
Warehouse Stage	15	97	300	51
Arena 2	15	97	288	51
VIP Area	10	97	364	55
			Total	**63.0**

Table 4.2- Daytime Noise Predictions for Aveley Road

Daytime Predictions	Aveley Road			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	96	488	52
Arena 1	15	97	530	46
Warehouse Stage	15	97	630	43
Arena 2	15	97	500	50
VIP Area	10	97	336	46
			Total	**55**

Table 4.3- Daytime Noise Predictions for Gerpins Lane

Daytime Predictions	Gerpins Lane			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	96	477	56
Arena 1	15	97	655	51
Warehouse Stage	15	97	788	44
Arena 2	15	97	720	55
VIP Area	10	97	620	49
			Total	**60**

Table 4.4- Daytime Noise Predictions for Lakeside - Rainham

Daytime Predictions	Lakeside			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	96	1762	43
Arena 1	15	97	1822	42
Warehouse Stage	15	97	1900	42
Arena 2	15	97	2236	39
VIP Area	10	97	2217	36
			Total	**48**

Table 4.5- Daytime Noise Predictions for Parkland Avenue – Upminster.

Daytime Predictions	Parkland Ave			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	96	1216	37
Arena 1	15	97	1334	33
Warehouse Stage	15	97	1453	33
Arena 2	15	97	1296	41
VIP Area	10	97	1190	30
			Total	**44**

Table 4.6- Daytime Noise Predictions for Usk Road – Thurrock.

Daytime Predictions	Usk Road			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	96	1410	52
Arena 1	15	97	2335	34
Warehouse Stage	15	97	2164	38
Arena 2	15	97	2305	35
VIP Area	10	97	2495	34
			Total	**53**

Table 4.7- Daytime Noise Predictions for Hacton Lane – Upminster.

Daytime Predictions	Hacton Lane			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	96	1255	38
Arena 1	15	97	1872	28
Warehouse Stage	15	97	2158	27
Arena 2	15	97	1875	38
VIP Area	10	97	1789	28
			Total	**42**

4.6 Tables 4.8 – 4.14 show the predicted night-time noise levels after 2300hrs at the nearest noise sensitive properties when four of the arenas are operational and the front of house levels are reduced to achieve a background music noise level of 87dB(A) at the stage mixing desk positions and 85 dB(A) at the VIP area. The predicted external and internal night-time noise levels are assessed assuming windows are partially open.

Table 4.8 - Night-time Noise Predictions for Damyns Cottages

Nightime Predictions	Damyns Cottages			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	0	515	N/A
Arena 1	15	87	405	40
Warehouse Stage	15	87	300	41
Arena 2	15	87	288	41
VIP Area	10	85	364	43
			Total	**48**
			Internal Total	33

Table 4.9 - Night-time Noise Predictions for Aveley Road

Nightime Predictions	Aveley Road			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	0	488	N/A
Arena 1	15	87	530	36.1
Warehouse Stage	15	87	630	33
Arena 2	15	87	500	40
VIP Area	10	85	336	34
			Total	**43**
			Internal Total	28

Table 4.10 - Night-time Noise Predictions for Gerpins Lane

Nightime Predictions	Gerpins Lane			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	0	477	N/A
Arena 1	15	87	655	41.0
Warehouse Stage	15	87	788	34
Arena 2	15	87	720	42
VIP Area	10	85	620	37
			Total	**45**
			Internal Total	30

Table 4.11 - Night-time Noise Predictions for Lakeside - Rainham

Nightime Predictions	Lakeside			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	0	1762	N/A
Arena 1	15	87	1822	32.3
Warehouse Stage	15	87	1900	32
Arena 2	15	87	2236	29
VIP Area	10	85	2217	24
			Total	**36**
			Internal Total	21

Table 4.12 - Night-time Noise Predictions for Parkland Ave – Upminster

Nightime Predictions	Parkland Ave			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	0	1216	N/A
Arena 1	15	87	1334	22.8
Warehouse Stage	15	87	1453	23
Arena 2	15	87	1296	31
VIP Area	10	85	1190	18
			Total	**32**
			Internal Total	24

Table 4.13 - Night-time Noise Predictions for Usk Road – Thurrock

Nightime Predictions	Usk Road			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	0	1410	N/A
Arena 1	15	87	2335	23.7
Warehouse Stage	15	87	2164	28
Arena 2	15	87	2305	25
VIP Area	10	85	2495	22
			Total	**31**
			Internal Total	16

Table 4.14 - Night-time Noise Predictions for Hacton Lane – Upminster

Nightime Predictions	Hacton Lane			
Stage	Ref Distance (m)	Ref Level (dB(A))	Receiver Distance (m)	Predicted Level (dB(A))
The Main Stage	25	0	1762	N/A
Arena 1	15	87	1822	17.9
Warehouse Stage	15	87	1900	17
Arena 2	15	87	2236	28
VIP Area	10	85	2217	16
			Total	**29**
			Internal Total	14

4.7 Table 4.15 gives the predicted offsite level difference between the 2014 site plan and the 2015 site plan.

Table 4.15 – Comparison with 2014 Noise Predictions

Location	2014	2015	Difference
Day Time Predictions			
	dB(A)	**dB(A)**	**dB**
Damyns Cottages	65	63	-2
Averley Road	60	55	-5
Gerpins Lane	64	60	-4
Lake Avenue	49	48	-1
Parklands	52	44	-8
Night-Time Predictions			
Damyns Cottages	50	48	-2
Internal Level	35	33	
Averley Road	45	43	-2
Internal Level	30	28	
Gerpins Lane	50	45	-5
Internal Level	35	30	
Lakeside	38	36	-2
Internal Level	23	21	
Parklands	33	32	-1
Internal Level	18	17	

Note: Internal level based on a partially open window

5 Noise Assessment

Existing Background

5.1 To establish the baseline noise environment at the nearest residential properties a noise survey was carried out to provide measured data.

5.2 An attended noise survey was carried on Sunday 21st September 2014 between 16:00 and 00:30 which is considered to be the quietest time when the festival is operational. The locations surveyed include Damyns Cottages, Aveley Road, Lakeside, Gerpins Lane, Parkland Ave, Usk Road and Hacton Lane.

5.3 A plan showing all survey locations is shown in Appendix B.

5.4 The noise environment at Damyns Cottages consisted of continual traffic noise from vehicles passing by and occasional dog barks during first measurement. There was a decrease in traffic flow during the night-time measurement.

5.5 The noise environment at Aveley Road was similar to the cottages an was dominated by traffic noise along Aveley Road.

5.6 The noise environment at Gerpins Lane included some operational noise from the recycling plant, bird song and occasional vehicles passing during the day-time measurement. There were occasional vehicles passing during the night-time measurement and the wind through the trees was present on all measurements.

5.7 The noise environment at Lakeside included distant traffic noise present throughout, occasional local vehicle movement, some aircraft noise, and domestic noise from houses in the road. Bird song was present during the day-time measurement.

5.8 The noise environment at Parkland Ave included some distant traffic noise, wind in the trees throughout and some bird noise and local traffic present in the day-time measurement.

5.9 The noise environment at Usk Road consisted of distant traffic noise from the M25 throughout, some pedestrians passing the monitoring position and local vehicle movement during both day and night-time measurements.

5.10 The noise environment at Hacton Lane was dominated by trraffic passing on the Hacton Lane. There was moderate vehicle flows through both day and night-time measurement periods and some pedestrian noise also present.

5.11 Additionally there were regular aircraft passing overhead at all monitoring locations.

5.12 The weather during the noise survey on 21st September 2014 consisted dry and bright conditions for the daytime periods and approximately 16°C with light north to north-westerly winds, less than 5m/s. During the night-time the conditions were cold with clear skies and light north to north-westerly winds less than 5m/s and approximately 8°C.

5.13 The equipment used for the noise survey comprised of the following:

- 1 x Larson Davis LxT Statistical Sound Level Meter Serial Number: 003642
- Larson Davis Calibrator, CAL200 Serial Number 3482

5.14 All sound level meters were calibrated both before and after the noise survey and no significant variation in the calibration level was noted.

5.15 The measurements taken are presented in tables 5.1 - 5.7 below and show the predicted music noise level from We Are Festival 2015.

5.16 It was not possible to visit all the monitoring locations between 23:00 and 00:30 so some of the night-time assessments relate to noise levels taken slightly earlier.

Table 5.1: Baseline Noise Survey Results and Predicted Noise Levels– Damyns Cottages

Damyns Cottages								
Assessment Period	Start Time (hh:mm)	$L_{Aeq,15min}$	$L_{A90,15min}$	63Hz $L_{eq,15min}$	125Hz $L_{eq,15min}$	Predicted Music Level dB(A)	Prediced MNL compared with existing $L_{Aeq,15min}$	Prediced MNL compared with existing $L_{90,15min}$
Day	17:23	67.9	46.7	68.2	62.6	63	-5 dB	16 dB
Night	21:37	65.2	39.7	63.4	55.8	48	-17 dB	8 dB

Table 5.2: Baseline Noise Survey Results and Predicted Noise Levels– Aveley Road

Aveley Road								
Assessment Period	Start Time (hh:mm)	$L_{Aeq,15min}$	$L_{A90,15min}$	63Hz $L_{eq,15min}$	125Hz $L_{eq,15min}$	Predicted Music Level dB(A)	Prediced MNL compared with existing $L_{Aeq,15min}$	Prediced MNL compared with existing $L_{90,15min}$
Day	17:47	68.8	47.1	66.5	63.9	55	-14 dB	8 dB
Night	22:00	65.1	40.7	61.6	58.3	43	-22 dB	2 dB

Table 5.3: Baseline Noise Survey Results and Predicted Noise Levels – Gerpins Lane

Gerpins Lane								
Assessment Period	Start Time (hh:mm)	$L_{Aeq,15min}$	$L_{A90,15min}$	63Hz $L_{eq,15min}$	125Hz $L_{eq,15min}$	Predicted Music Level dB(A)	Prediced MNL compared with existing $L_{Aeq,15min}$	Prediced MNL compared with existing $L_{90,15min}$
Day	16:55	53.1	39.1	58.5	53.7	60	7 dB	21 dB
Night	21:14	51	35.0	53.5	46.1	45	-6 dB	10 dB

Table 5.4: Baseline Noise Survey Results and Predicted Noise Levels – Lakeside

Lakeside								
Assessment Period	Start Time (hh:mm)	$L_{Aeq,15min}$	$L_{A90,15min}$	63Hz $L_{eq,15min}$	125Hz $L_{eq,15min}$	Predicted Music Level dB(A)	Prediced MNL compared with existing $L_{Aeq,15min}$	Prediced MNL compared with existing $L_{90,15min}$
Day	16:30	48.6	37.6	61	52.4	48	-1 dB	10 dB
Day	20:46	53.6	32.6	61.9	54.2	48	-6 dB	15 dB
Night	23:27	32	28.4	43.3	35.7	36	4 dB	8 dB

Table 5.5: Baseline Noise Survey Results and Predicted Noise Levels – Parkland Ave

Parklands Ave								
Assessment Period	Start Time (hh:mm)	$L_{Aeq,15min}$	$L_{A90,15min}$	63Hz $L_{eq,15min}$	125Hz $L_{eq,15min}$	Predicted Music Level dB(A)	Prediced MNL compared with existing $L_{Aeq,15min}$	Prediced MNL compared with existing $L_{90,15min}$
Day	18:53	46.6	37.9	51.7	48.6	44	-3 dB	6 dB
Night	22:50	36.2	31.0	46.5	39.8	32	-4 dB	1 dB
Night	00:10	30.8	28.5	42.1	36.1	32	1 dB	3 dB

Table 5.6: Baseline Noise Survey Results and Predicted Noise Levels – Usk Road

Usk Road								
Assessment Period	Start Time (hh:mm)	$L_{Aeq,15min}$	$L_{A90,15min}$	63Hz $L_{eq,15min}$	125Hz $L_{eq,15min}$	Predicted Music Level dB(A)	Prediced MNL compared with existing $L_{Aeq,15min}$	Prediced MNL compared with existing $L_{90,15min}$
Day	15:52	52.8	47.6689	56.6	52	53	0 dB	5 dB
Night	23:08	52.9	47.5673	63.4	50.8	31	-22 dB	-17 dB

Table 5.7: Baseline Noise Survey Results and Predicted Noise Levels – Hacton Lane

Hacton Lane								
Assessment Period	Start Time (hh:mm)	$L_{Aeq,15min}$	$L_{A90,15min}$	63Hz $L_{eq,15min}$	125Hz $L_{eq,15min}$	Predicted Music Level dB(A)	Prediced MNL compared with existing $L_{Aeq,15min}$	Prediced MNL compared with existing $L_{90,15min}$
Day	16:23	58.4	47.0	64.0	55.3	42	-16	-5
Night	22:27	57.3	36.0	55.2	58.3	29	-28	-7.0

Assessment

5.17 The guidance from the Code of Practice advises that for rural areas used for 1-3 events per calendar year, a music noise level (MNL) of 65 dB(A) over a fifteen minute period at the nearest noise sensitive premises is recommended for events finishing no later than 2300hrs. This criterion is met at all the prediction locations. After 2300hrs, the Code of Practice suggests that for events continuing or held between the hours 2300 and 0900, the music noise should not be audible within noise sensitive premises with windows open in a typical manner for ventilation. A condition that has been adopted by many other UK festivals that operate successfully after 23:00 is 45dB(A),$L_{eq15min.}$

5.18 Although it is not applicable for this event the Code of Practice also suggest that for venues where there are 4-12 event days per year the MNL should not exceed the background noise level by more than 15 dB(A) over a 15 minute period.

Day-time noise levels

5.19 The predicted day-time noise levels at all noise sensitive properties are within the suggested guidance of the Code of Practice on Environmental Noise Control at Concerts. The predictions are based on the worst case scenario of all stages operating simultaneously. The Code is designed to provide guidance for noise at outdoor events and balance the potential disturbance in the local community against the enjoyable experience of the audience.

5.20 In addition to this, the more stringent Code of Practice guidance for venues where there are 4-12 event days per year is achieved at 5 of the 7 assessment locations. The Code of Practice stated the MNL should not exceed the background noise level by more than 15 dB(A) over a 15 minute period and these conditions are met at Aveley Road, Lakeside, Parkland Ave, Usk Road and Hacton Lane.

Night-time noise levels

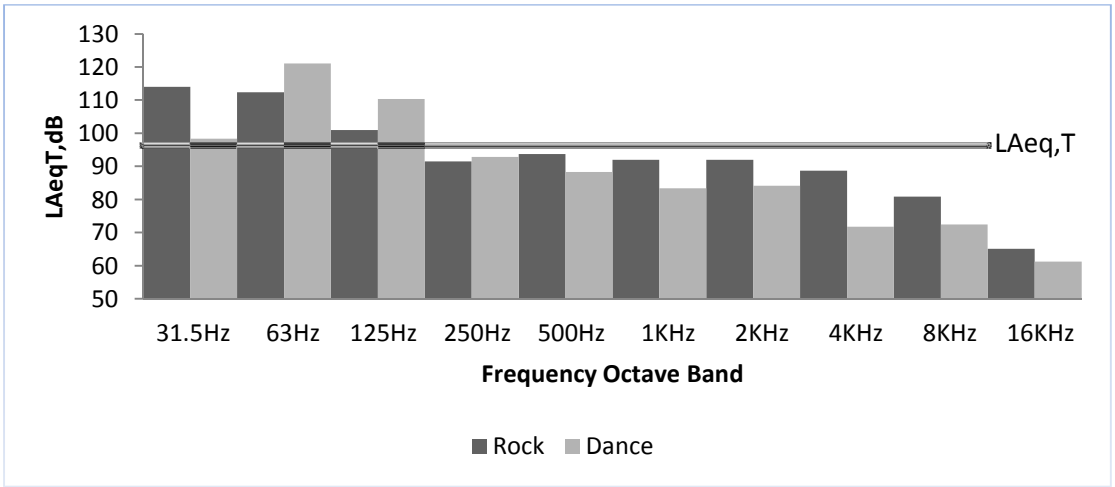
5.21 The predicted night time levels show the target level of 45dB(A) which is adopted at many other UK events that operate after 23:00 is achieved at Aveley Road, Gerpins Lane, Parkland Ave, Lakeside, Hacton Lane and Usk Road. These locations include the more populated residential areas in Upminster, Rainham and Thurrock. The only locations were the predicted noise levels are slightly higher are at Damyns Cottages and predicted levels are based on a worst case scenario when all stages are operational. We Are Festival 2015 will only be operating post 23:00 for 1 hour 30 minutes each day to ease egress and the stages will have staggered closures.

Low frequency noise

5.22 In previous years there have been numerous low frequency complaints from We Are Festival. The following section gives some guidance on the management of low frequency noise from experience gained from other events.

5.23 The following figure demonstrates the relationship between the A weighted level and the frequency content of the music. The frequency spectra are taken from the mixing desk position at a rock and dance music event where the A weighted music noise level was 98dB which is indicated by the solid line.

Figure 5.1: Frequency spectrum for rock and dance music



5.24 The frequency spectrum for rock music shows that the 63Hz octave band is around 10-15dB higher than the 'A' weighted music noise level ($L_{Aeq,T}$). For dance music, this difference increases to 15-20dB. This means that at noise sensitive locations close to a venue with an 'A' weighted noise limit of 75dB, noise levels in the 63Hz octave band would typically be in the order of 85-90dB for rock or pop concerts and 90-95dB for dance music.

5.25 When low frequency limits are applied to an event the low frequency can become the main sound control rather than the overall LAeq. Experience at similar outdoor events indicates that this can lead to unacceptable music noise levels for the audience. These issues are discussed below.

5.26 The Noise Council's Code of Practice on Environmental Noise Control at Concerts (1995) [1] provides guidance with regard to low frequency noise, stating that the assessment of noise in terms of dB(A) is very convenient but it can underestimate the intrusiveness of low frequency noise. Furthermore, low frequency noise can be very noticeable indoors. Thus, even if the dB(A) guideline is being met, unreasonable disturbance may be occurring because of the low frequency noise.

5.27 The Code of practice provides a footnote to this guideline which states that:

- It has been found that it is the frequency imbalance which causes disturbance. Consequently there is less of a problem from the low frequency content of the music noise near to an open air venue than further away.
- Although no precise guidance is available the following may be found helpful: A level up to 70dB in either of the 63Hz and 125Hz octave frequency band is satisfactory: a level of 80dB or more in either of those octave band frequency bands causes a significant disturbance.

5.28 The footnotes were based on the study of low frequency sound from concerts [2] which concluded that:

- At open air venues, the increase over background 'A' weighted criterion works well at minimizing complaints near to a venue.
- The 'A' weighted criterion can underestimate annoyance at greater distances from the venue (in excess of 2km) as the mid to high frequency energy is quickly attenuated with respect to low frequency and the expectation of people living some distance from the event being that the concert should be inaudible.
- Sound pressure levels in excess of 80dB in the 63Hz or the 125 Hz octave bands recorded *in excess of 2km* from the concert, are likely to give rise to complaints of low frequency noise. Levels below 70dB are likely to be acceptable at this distance or further away.

5.29 Research commissioned by Defra [3] studied the use of different indices to best assess the disturbance caused to subjects exposed to four types of sound experienced from pubs and clubs. The sources were; guitar orientated rock music, modern dance music, karaoke and non-music entertainment (noise from sporting events relayed in pubs). Whilst there was a significant contribution of low frequency noise, in particular from the modern dance and 'rock' music, the research concluded that the noise metric that provided the best overall prediction

of subjective ratings of all the entertainment noise types tested by ordinary members of the public was the Absolute LAeq. This supports the research that underpinned the guidance in the Code which was entirely based on LAeq indices.

5.30 Based on our experience at other outdoor music events, the most effective way in managing low frequency noise is through co-operation with the local authority during the event. Venues where low frequency limits have been removed from the licence conditions and an approach based on co-operation between all parties has been successfully adopted include Milton Keynes Bowl, Victoria Park, London and Glasgow Green with no subsequent increase in noise complaints.

6 Noise Management Plan

6.1 The sound management programme fundamentally follows the procedures that have been successfully adopted at outdoor concerts and festivals over the past 30 years throughout the UK and are detailed below:

Site design

6.2 Vanguardia consultants will liaise with the production company, sound system supplier and local authority to find the most appropriate site layout that would minimise the noise impact at off-site locations.

Mitigation measures

6.3 All headline acts will be performing before 23:00 and the stages will operate at a reduced level post 23:00hrs to ease egress from the site.

6.4 For We are Festival 2015, where possible the use of barriers will be introduced behind all major speaker stacks on stages that are operational after 2300. In order for this to have maximum effect the barrier should be sufficiently high and long enough to reduce the noise from both speaker stacks and any monitor speakers on the stage.

6.5 The barriers should be constructed of as high density material as possible in order to sufficiently attenuate the low frequency noise. It is proposed straw bales will be stacked as close as practicable to the rear of the speaker stacks. This method of control has been effectively carried out at others venues in the UK however a fire officer should be consulted on the appropriate risk assessments associated with this mitigation.

Sound Systems

6.6 Vanguardia will review the sound systems and other noise sources and work with the promoter and the council to minimise noise disturbance.

6.7 All sound system suppliers will be informed of the requirements of noise control and the type and location/orientation of their systems. Their contract of hire will also specify that the overall control of sound levels will be set by the Promoter and/or their appointed agent (acoustic consultants).

6.8 The sound systems for each stage should be set up in such a way as to minimise the noise impact at noise sensitive properties. Where possible, sound systems should be flown rather than ground stacked in order to focus the speakers downwards into the audience area. The speakers should be directed inwards as much as possible to reduce overspill from the intended coverage area.

6.9 Cardioid subs will be used where possible to reduce the propagation of low frequency noise. This method of noise management has been successfully achieved at numerous venues.

Pre event information

6.10 A letter or newspaper advertisement should be circulated to local residents at least 2 weeks prior to the event, informing them of the details of the event and including start and finish times of both the event and any sound-checks. The advertisement should also include a dedicated telephone number for noise complaints. The Local Authority should give guidance on the area to be covered by a letter drop.

6.11 A telephone complaints line should be made available for the duration of the event. Should any noise complaints be received, a consultant will investigate the complaint and if noise levels are above those specified in the licence conditions, immediate action would be taken to reduce the levels at the noise source. A complaints log should be maintained throughout the event, detailing addresses of complaints, times and actions. The promoter will advise the Environmental Health Department of the likely times of rehearsals and sound-checks, although this is unlikely to be known until very near the production set up. The promoter will also agree timings for production set up.

6.12 Permanent noise monitors will be provided at the mixer desk positions.

6.13 All noise meters will comply with the required standards and be calibrated.

6.14 Vanguardia will liaise with the Council and comply with their complaints procedure.

6.15 The event production team and Vanguardia will comply with any reasonable instructions given by the licensing authority.

6.16 Vanguardia will provide consultants and technicians to monitor the onsite and offsite noise levels.

Sound Control Procedures

Sound propagation tests

6.17 On the day before the event, the production team should carry out short sound checks and as part of this process, acoustic consultants will undertake sound propagation tests to correlate the music noise levels at the mixing desk with those observed at the most sensitive sound control positions. The results of these tests will be used to 'fine tune' the sound system in order to maximise the containment of music and set an appropriate sound limit at the mixer positions.

Sound control within the venue

6.18 The music sound levels at the mixing desk position will be continually monitored in terms of 15 minute and 1 minute L_{Aeq} values. The noise limit will be set in 15-minute intervals but the 1-minute values provide acoustic consultants with immediate information of the music noise levels.

6.19 As part of the managerial process, the sound engineers of any individual artistes appearing at the event will be informed prior to arriving at the mixer of the need to adhere to the sound limits and instructions issued to them in relation to sound control.

6.20 Vanguardia will undertake sound tests prior to the event to determine a correlation between onsite and offsite sound levels. The limit set at the mixer desks will be agreed with the Councils Environmental Health Officer and the correlation checked at intervals throughout the event and reductions made when necessary.

Sound monitoring outside of the venue

6.21 Noise measurements outside of the site will be taken at agreed monitoring locations periodically during the event and in response to any complaints that may be received.

6.22 After 2300hrs, each monitoring location will be visited in turn in order to establish which is affected the most from music noise from the event. This location would then be used as the control point to ensure the noise limits are not exceeded. When music noise levels have been adjusted to appropriate levels, each other monitoring location will be visited again to ensure compliance with the noise limits at these locations. Action necessary to reduce music noise levels will be relayed to the mixer position and immediate instructions issued to the sound engineers to resolve any potential problems.

6.23 The following monitoring locations have been agreed with Havering Council Environmental Heath Officers:

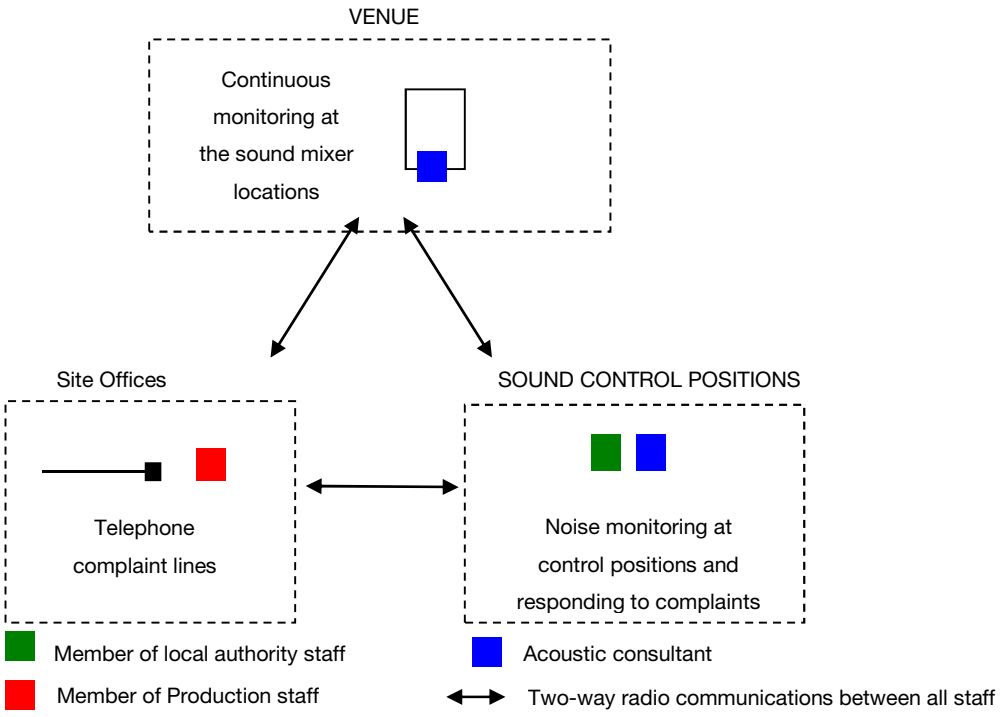
- Damyns Cottages
- Gerpins Lane
- Lakeside - Rainham
- Parkland Ave – Upminster
- Usk Road – Thurrock
- Hacton Lane - Upminster

6.24 Additional monitoring locations may be established following close liaison with Thurrock Council or during the event following complaints.

Telephone complaints line

6.25 A phone line has been in place since the 2013 show and will be re-activated for the 2015 event with BT.

6.26 A schematic of the control communication protocol is provided below:



7 References

[1] Code of Practice on Environmental Noise Control at Concerts, Noise Council, 1995.

[2] A study of Low Frequency Sound from Pop Concerts J.E.T. Griffiths, J. Staunton and S. Kamath (ProcIOA, Vol 15, Part 7, 1993)

[3] Noise from Pubs and Clubs Phase II. Defra, 2006

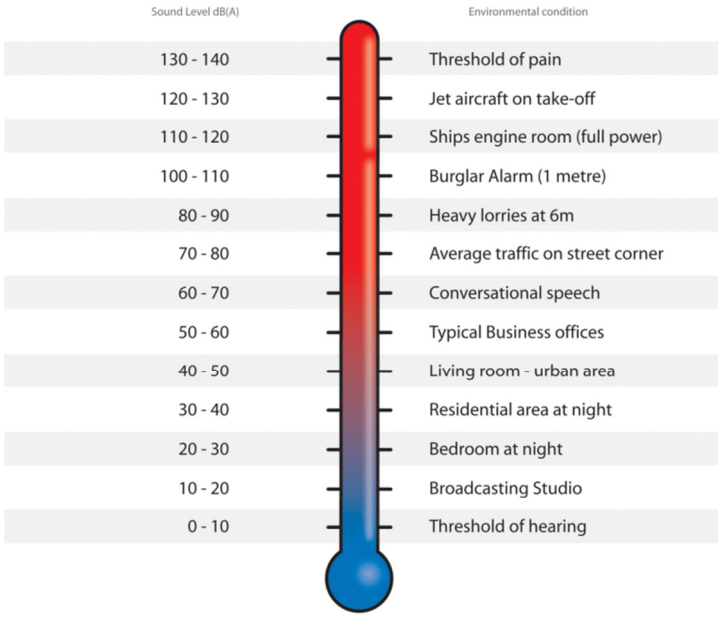
Appendix A / Glossary of Terms

A.1 Noise is defined as unwanted sound. The range of audible sound is from 0dB to 140dB, which is taken to be the threshold of pain. The sound pressure detected by the human ear covers an extremely wide range. The decibel (dB) is used to condense this range into a manageable scale by taking the logarithm of the ratio of the sound pressure and a reference sound pressure.

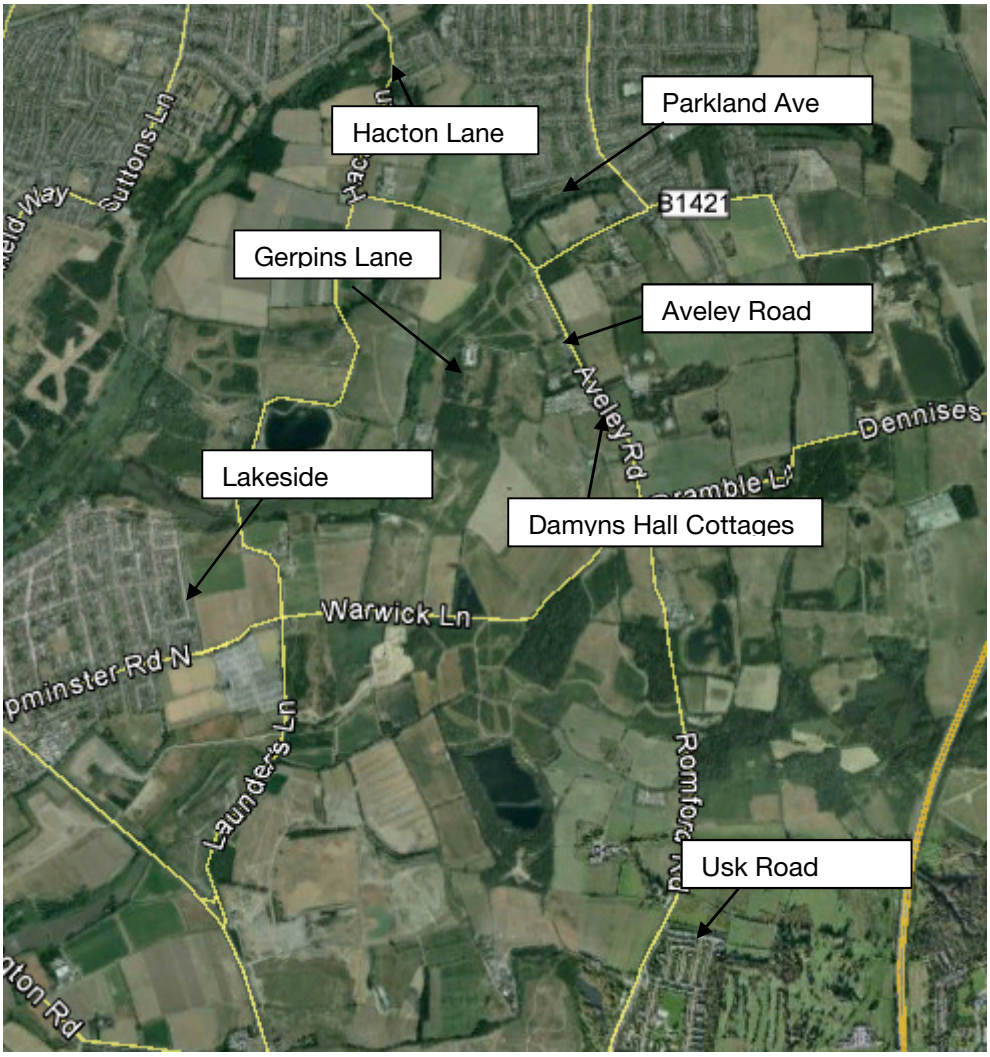
A.2 The frequency response of the ear is usually taken to be about 18Hz (number of oscillations per second) to 18,000Hz. The ear does not respond equally to different frequencies at the same level. It is more sensitive in the mid-frequency range than at the lower and higher frequencies, and because of this, the low and high frequency component of a sound are reduced in importance by applying a weighting (filtering) circuit to the noise measuring instrument. The weighting which is most used and which correlates best with the subjective response to noise is the dB(A) weighting. This is an internationally accepted standard for noise measurements.

A.3 The ear can just distinguish a difference in loudness between two noise sources when there is a 3dB(A) difference between them. Also when two sound sources of the same noise level are combined the resultant level is 3dB(A) higher than the single source. When two sounds differ by 10dB(A) one is said to be twice as loud as the other.

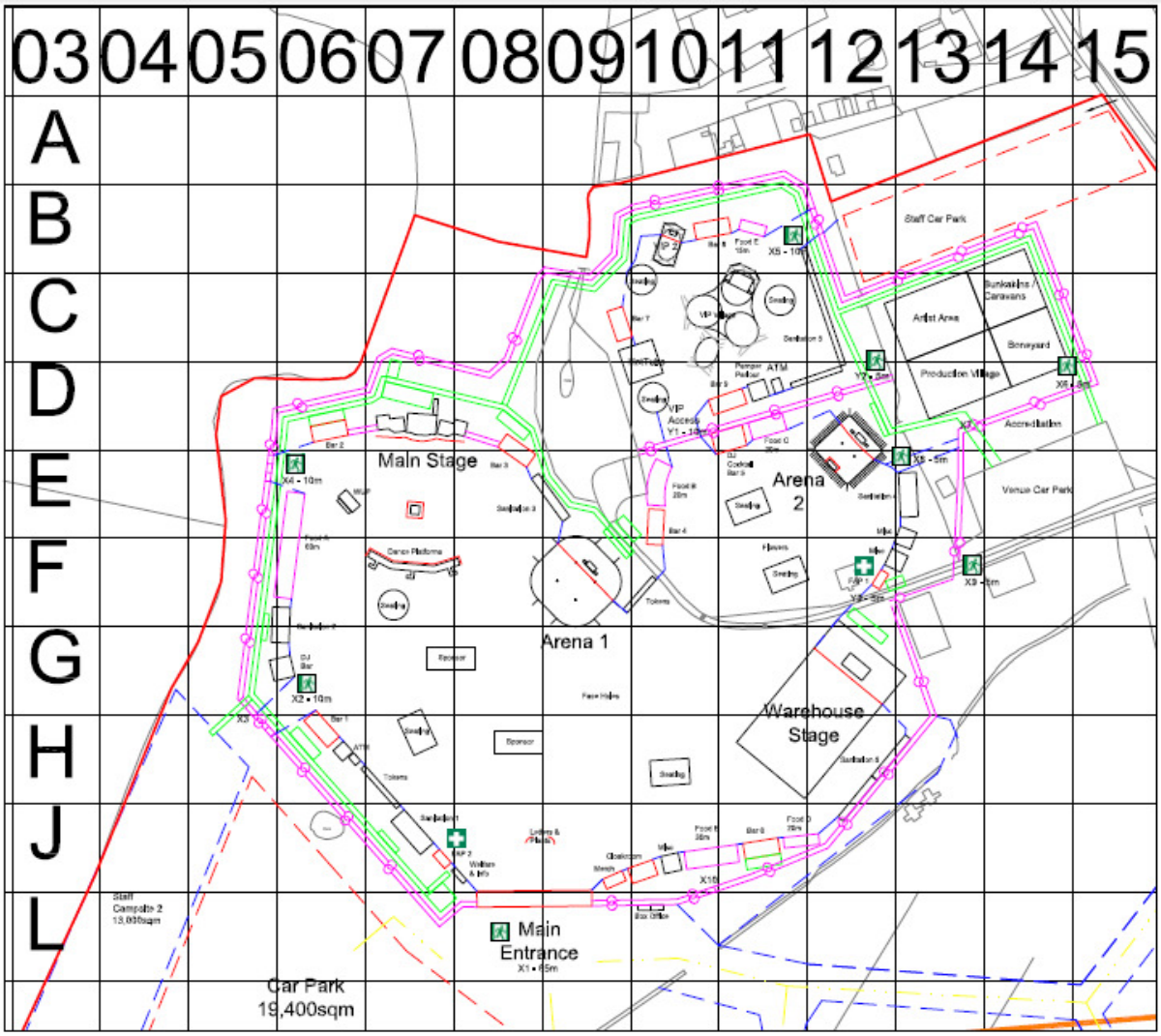
A.4 The subjective response to a noise is dependent not only upon the sound pressure level and its frequency, but also its intermittency. Various indices have been developed to try and correlate annoyances with the noise level and its fluctuations. The parameter used for this measure is Equivalent Continuous Sound Pressure Level (L_{Aeq}). The A-weighted sound pressure level of a steady sound that has, over a given period, the same energy as the fluctuating sound under investigation. It is in effect the energy average level over the specified measurement period (T) and is the most widely used indicator for environmental noise. A few examples of noise of various levels are given right:



Appendix B / Noise Sensitive Properties



Appendix C / Stage Locations



Vanguardia
consulting

Vanguardia Limited, 21 Station Road West, Oxted, Surrey, RH8 9EL
Tel +44 (0) 1883 718690 Fax +44 (0) 8700 516192 www.vanguardiaconsulting.co.uk
registered in England: 0566 6276

Havering
LONDON BOROUGH

Representations from Responsible Authorities

LONDON FIRE
AND EMERGENCY
PLANNING AUTHORITY

Fire Safety Regulation
169 Union Street London SE1 0LL
T 020 8555 1200 x89171

Minicom 020 7960 3629
london-fire.gov.uk

London Borough of Havering
Licensing Section
Mercury House
Mercury Gardens
Romford
Essex
RM1 3SL

London Fire and Emergency Planning
Authority runs the London Fire Brigade

Date 14 November 2014
Our Ref 15-166131

Dear Sir/Madam

LICENSING ACT 2003

Premises: Damyns Hall Aerodrome, Aveley Road, Upminster, Essex, RM14 2TN.

With reference to the application dated October 2014, the application has been examined and **the Fire Authority want to make a representation** to the Licensing Authority in relation to this application.

The applicant has been informed that the Fire Authority will be making a representation to the Licensing Authority.

The items that are of concern to this authority are detailed on the attached schedule.

Please advise me, at your earliest convenience, of the date and time of the Licensing Committee Hearing.

Should these matters be resolved to the satisfaction of this Authority at least 2 days prior to the Licensing Committee Hearing the representation will be withdrawn.

Any queries regarding this letter should be addressed to the person named below. **I**f you are dissatisfied in any way with the response given, please ask to speak to the Team Leader quoting our reference.

Yours faithfully,

for Assistant Commissioner (Fire Safety Regulation)
Deputy Commissioner's Directorate
FSR-AdminSupport@london-fire.gov.uk

Reply to D Hallam
Direct **T** 020 8555 1200extn 52100

LONDON FIRE AND EMERGENCY PLANNING AUTHORITY

Our Ref. 15-166131 Your Ref. NA

SCHEDULE Sheet 1 of 1

Schedule referred to in the letter reference 15-166131 under the Licensing Act 2003, issued by the London Fire and Emergency Planning Authority on 14.11.2014.

Where appropriate, a plan may form part of this Schedule to illustrate the steps which, in the opinion of the fire authority, need to be taken in order to promote the public safety objective.

NOTE : Notwithstanding any consultation undertaken by the fire authority, **before** you make any alterations to the workplace, ***you*** must apply for local authority building control department approval (and/or the approval of any other bodies having a statutory interest in the premises) if their permission is required for those alterations to be made.

Licensing Objective not adequately addressed	Location and detail of matters which are considered to put people at risk in the event of a fire emergency	**Steps considered necessary to promote the public safety licensing objective**
Public Safety	The occupancy factor used to assess the numbers of persons allowed within the Warehouse Stage, Arena 1, Arena 2, and the VIP Arena would result in overcrowding of the marquee/tented structures.	The following maximum capacity should be adopted:- • Warehouse Stage 7500 persons. • Arena 1 4000 persons. • Arena 2 2700 persons. • VIP Arena 3000 persons. These figures adopt the factor of 0.5m² per person.
Public Safety	Further details of the "Specialist Fire Cover" team are to be provided.	If the Specialist Fire Cover proposed is the same cover as was provided for the 2014 Licence then the proposal will be acceptable.
Public Safety	Further details of the pyrotechnics and special effects proposed for the event are required.	Provide details of the pyrotechnics/special effects as follows:- • Details of the type of special effects/pyrotechnics required e.g. fireworks display /stage display. • Details of the type and quantity of pyrotechnics to be used. • Where, how and for how long will the pyrotechnics be stored on site (an additional pyrotechnics storage licence may be required).

Data Protection Act 1998: The information you have given on this form will be processed by London Fire Emergency Planning Authority for the purpose of **fire and emergency planning and control**. We will keep your details secure and will not disclose them to other organisations or third parties (except contractors or suppliers working on our behalf) without your permission unless we are legally required to do so.

For more information about how we use your personal information, see our notification entry (Z7122455) www.informationcommissioner.gov.uk or visit: www.london-fire.gov.uk

Havering
LONDON BOROUGH

Public Protection

London Borough of Havering
Mercury House, Mercury Gardens
Romford RM1 3SL

Telephone: 01708 433585
Fax: 01708 432554
email: arthur.hunt@havering.gov.uk
Textphone : 01708 433175

Date: 11 November 2014

The Appropriate Licensing Officer
Licensing Authority
London Borough of Havering
Mercury House
Mercury Gardens
Romford
RM1 3SL

Your Reference: PPC/16079

Dear Sir

Licensing Act 2003
We Are Festival, Damyns Hall Aerodrome, Aveley Road, Upminster RM14 2TN
Application for a premises licence

With regards to the above I can confirm that this Licensing Authority wishes to make representation *against* this application based upon our concerns in relation to the prevention of public nuisance and public safety licensing objectives.

The application

This application seeks a licence to cover a 2 day festival, initially over the weekend of the 30 and 31 May 2015. They seek to cover the licensable activities of supply of alcohol, late night refreshment, provision of films, provision of dance and provision of both live and recorded music.

Licensing policy 010 – Safer clubbing and drugs

Havering's licensing policy outlines it expectations for events such as this by stating:-

> *With regards to safer clubbing, the LLA is committed to ensuring that, where appropriate, the design and management of dance and other venues maximises the safety of customers, performers and staff. The LLA will normally expect the submission of a drug policy as part of the operating schedule for applications for new premises licences and for variations to existing licences for night clubs and similar premises. Where relevant representations are made with regards to public safety, the LLA may impose conditions to control environmental risk factors such as overcrowding, ambient temperatures, availability of drinking water, and any other factors known to increase the risks to the safety of those taking drugs.*

There is mention of “prohibited substances” being a priority crime in the Crime Reduction Plan

At 9.7 in the Crowd Management and Security plan it details that the Drugs Policy is to have a “zero tolerance”. It further details what to do if drugs are found. It does not detail what actions to take if someone is found incapacitated by drink and/or drugs. Neither does the Medical Management plan make mention of such.

The Bars and Alcohol Management Plan does detail the identifying signs and symptoms of an intoxicated person for their staff. However once again, there is no mention of drugs.

In the application the only mention of drugs is in the Schedule of Proposed Conditions is at 25 which deals with conditions of entry. There is mention of a Vulnerable Persons Policy at 27, but this has not been seen by the Authority to establish whether this covers our concerns.

As a responsible operator we would expect that there is a written drugs policy in existence and that all staff should be aware of its contents.

Licensing policy 012 – hours

Havering’s licensing policy 012 relates to the hours during which it is felt appropriate to provide licensable activity in given areas of the borough. Policy 012 is as follows:

> *The LLA is committed to protecting the amenity of residents and businesses in the vicinity of licensed premises. Applications for hours set out below in this policy will generally be granted subject to not being contrary to other policies in the statement of licensing policy. Applications for hours outside the hours listed will be considered on their merits.*
>
> *Regulated activities will normally be permitted:*
>
> - *until 11.30 pm in residential areas*
> - *until 00.30 am in mixed use areas*
> - *no limits in leisure areas*

The venue will be set up on what is a fully functioning aerodrome. Obviously, whilst the festival is in place the aerodrome is not used. However, there are a number of residential properties that adjoin the aerodrome. This makes this area a mixed use area in accordance with Policy 012.

All licensable activities other than late night refreshment will stop within the guidelines set by the policy. The request is that late night refreshment be allowed until 0200.

The provision of late night refreshment may be seen as an invitation for the patrons to “hang around” after the musical entertainment has ceased at 00:30. The authority would prefer that all remaining patrons then disperse and leave the area at the earliest opportunity, thus negating the risk of causing disturbance to the nearby residents until 0200.

This application mirrors the application made for the We Are Festival 2014 which also asked for late night refreshment to continue until 0200. At hearing the licensing sub-committee deliberated on this timing and declined to allow 0200 stating " *Late night refreshment hours were set one and a half hours earlier than the hours applied for to encourage customers to leave the site as soon as possible after the event had finished."*

This decision must also be viewed in light of the fact that the 2014 application was only for 15000 patrons. This application seeks to increase the size to 24,999 in 2015 and 29,999 from 2016. Thus doubling the size of the event, therefore doubling the potential to cause disturbance to surrounding residential properties.

At para 1.17 in *The Guidance* issued under section 182 Licensing Act 2003 it states that:-

Each application must be considered on its merits and in accordance with the licensing authority's statement of licensing policy….

Further at para 8.33 of *The Guidance* it states that:-

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.

The application has failed to address these points in its application, making it difficult for the Authority to be able to decide on the merits whether to grant this application. Also without that information it makes it impossible for the Licensing Authority to be able to justify why it could/should go outside its own policy.

I hope this makes the Authority's position clear.

Yours faithfully



Arthur Hunt
Licensing Officer

Havering
LONDON BOROUGH

Licensing Act 2003 representation pro-forma

Should you wish to comment on a licence application this form intended to help you. Please feel free to attach additional sheets.

You do not have to make any comment, and comments may be made in support of as well as against the application, providing they refer to one or more of the licensing objectives. We require your personal details, as we are unable to accept anonymous representations. (*See below about the Licensing Authority withholding personal details*)

Premises Name and address: __We Are Festival, Damyns Hall Aerodrome, Aveley Road, Upminster,RM14 2TN

_____

Your Name:_John Giles_Health and Safety Officer_____

Your Address:__Public Protection, London Borough of Havering, Mercury House, Mercury Gardens,_Romford,
Essex._____

_____

Email:___john.giles@havering.gov.uk._____

_____

Telephone:__ _____

Please comment on the below licensing objectives relevant to your concerns or observations, you may also wish to include suggestions how your concerns could be addressed:

Public Nuisance The proposed date for the 2015 event for the Sunday is the 31st May 2015. This is the day before the schools go back after the half term holiday. The event finishes at 00.30 with late night refreshment going on until 02.00. The dispersal of attendees is likely to have an impact on the local residents who are on the transport routes with increased transport noise from coaches, taxis and cars later than would normally be expected for a Sunday evening.
Crime and Disorder

Protection of Children from Harm

I have concerns that whilst the event is for over 18's people who are under 18 can buy tickets online and there is no age verification on entrance to the event. If there was age verification on entry then the bar management would not need to operate a challenge 25 policy as all people on site would be verified as being over 18.

Public Safety

I have concerns about public safety for the event due to the 60% increase in numbers of attendees for the 2015 event. Especially as this is a new event organiser dealing with this event who has no history with this Licensing Authority. The venue is accessed by country lanes with no footpath and limited parking. The shuttle bus service to the station and extra trains will get people away from the site but will leave them at Fenchurch Street in London with no onward trains until the morning.

The event management plan does not contain any adverse weather contingency for example what would happen if the car park is waterlogged and can't be used for parking, where would the cars go? How would people access the site without going on the road?

The application is for 5 years and I would prefer that if the committee is minded to grant the licence for more than one year then the following conditions be considered as applicable.

1.a The annual draft Event Management Plan, including the site plan, be submitted in writing to the Licensing Authority for approval a minimum of 6 months prior to the event (or such lesser period as the Licensing Authority may agree in writing from time to time).

1.b The approval in writing, of the Licensing Authority to the Event Management Plan shall be obtained each year. No licensable activity ie for the public shall take place unless the Event Management Plan is approved by the Licensing Authority

1.c The Licensing Authority shall determine if any alterations to the Event Management Plan require an application pursuant to the Licensing Act 2003. The decision of the licensing authority in this regard is final.

1.d The Licensee shall comply with the terms and conditions of the Event Management Plan each year. The Event Management Plan shall convert to a condition of the licence when approved in writing by the Licensing Authority.

2. The Licensing Authority will delegate authority to the London Borough of Havering Head of Regulatory Services, Licensing Officer and its Solicitor, in consultation with the Chair and Vice Chair of the Licensing Committee to set any further conditions as become necessary to promote the four licensing objectives in subsequent years.

I wish my identity to be kept anonymous /No –

We can withhold personal details where there is a genuine reason to do so; if you wish your name and address details to be withheld then please explain the reason:

Copies of this representation will be sent to the applicant, or their agent/solicitor, including name and address details (but other personal contact information such as telephone numbers and email addresses will be removed) unless you have specifically requested anonymity. Copies of this representation will be included in a report that will be available to the public and will be published on the internet.

Signature:_____

Date:_____

Please ensure name and address details completed above
Return to:

Licensing, London Borough of Havering, C/O Town Hall, Main Road, Romford RM1 3BD

or send by email to: licensing@havering.gov.uk

We Are Festival Application 2015

I have reviewed the information provided and advise that I would make the following representation.

Noise from last years event resulted in 56 complaints relating to music noise. Any large open air music event at this site, with nearby residential premises, is likely by virtue the level and duration of music played to have a widespread impact. As such unless suitable and effective mitigation is employed noise may reach levels that could be deemed to amount to a statutory nuisance. Such events also need to be considered in terms of the cumulative impact on the nearby residents from other activities at the site.

There are no natural topographical features surrounding the site nor are there large distance to the nearest noise sensitive receptors. Effective mitigation of the noise will be wholly dependent upon the compliance of the applicant and their contractors with the noise levels set and other mitigation works that may form the Noise Management Plan.

The lack of provision of camping facilities will result in attendees having to leave the site on the Saturday night into Sunday morning and again on Sunday night into Monday morning using surrounding travel links. This will produce high levels of vehicle and pedestrian movements which is likely to lead to unacceptable levels of noise disturbance to nearby residents. The 2015 event leads into a normal working day on the Monday.

If the Committee is minded to approved this application we would recommend that the approval be for one year only and with an end time of 11m on the Sunday. This would enable the applicants to demonstrate the effectiveness of the Noise Management Plan in limiting the noise impact on surrounding residents and allow us to ascertain if further events would be appropriate. This would also encourage the continued co-operation of the applicant and their contractors with the Council in minimising the noise impact from any future events.

I trust this clarifies my position

Martin Grant
Private Sector Housing

METROPOLITAN POLICE TOTAL POLICING
Territorial Policing

KD - Havering Borough
KD - Romford Police Station

Romford Police Station
19 Main Road
Romford
RM1 3BJ

Telephone: 01708 432781
Facsimile:
Email:
Jason.Gwillim@met.pnn.police.uk
www.met.police.uk

Your ref: **We Are Festival**

Our ref:

17th November 2014

Licensing Authority
London Borough Of Havering
Mercury House
Mercury gardens
RM1 3SL

Police have been served an application by Lime Green Events Ltd for a five year premise licence under the Licensing Act 2003. This application relates to the "We Are Festival" planned to take place at Damyns Hall Aerodrome, Averly Road, Upminster, RM14 2TN. Police wish to make objections to this application as we believe by granting the requested application in its current term would undermine two of the four Licensing objectives, namely

1, Prevention of Crime and Disorder
2, Public Nuisance

Upon close inspection of the application and many of its supporting documents, police would like to acknowledge the work and effort which is apparent with this submission. The organisers have addressed many issues raised by police over the past two years relating to previous events taking place at the same location. Communication, consultation and mediation between police, SAG (safety advisory group) and the applicant have been excellent. Both the organisers and security operators have responded well to most if not all observations and criticisms police have identified at the previous two events. The fact the application is comprehensive displays an intention by the organisers to uphold the 4 licensing objectives during the course the event.

That said however, Police do have concerns in relation to the following 5 topics -

* Crime generated by the event in previous years
* Late Night Refreshment hours applied for
* Length of window for the event to take place in forthcoming years
* Ticket sales on the door
* Public nuisance fears
* Length of licence applied for

Crime generated by the event in previous years

Police are extremely concerned in the level of reported thefts recorded against the 2014 event (79) especially as this was a sizable increase on those reported during the 2013 event (52). The Mayor's Office for Policing And Crime (MOPAC) oversees the delivery of the Mayor's Police and Crime Plan, and holds the Metropolitan Police Service and other criminal justice agencies to account for delivering efficient, effective and fair policing and crime reduction in London. The crime plan can be summarised as the 20:20:20 challenge which involves the reduction of crime by 20%, cut costs by 20% and improve confidence by 20% in a 3 year period by 2016.

The Metropolitan Police have to reduce key neighbourhood crimes by 20%. Seven neighbourhood crimes align with 5 of the top 10 crimes that Londoners are most worried about.

Theft person has been identified as one of the key neighbourhood crimes, referred to as one of the MOPAC 7. Havering Police have a target this year (2014) to achieve a 14% reduction of this crime. Havering Police have a robust crime reduction plan to deal with this type of crime across the Borough,

throughout the year. The We Are festival generated 79 theft person crimes this year which equates to 100% increase in crimes in the South of the Borough for the entire year to date. Without these crimes the Borough would be in reduction but we are now seeing a 3.5% increase and a 6.1% increase in mobile phone crime. With the crime generated from this one event alone, we are now unable to achieve our reduction for this year nor recover for next year.

Ward	Oct 2014	Sep 2014	Aug 2014	Jul 2014	Jun 2014	May 2014	Apr 2014	Mar 2014	Feb 2014	Jan 2014	Dec 2013	Nov 2013
Central (Neighbourhood)	22	12	11	18	23	27	27	24	10	17	28	26
North (Neighbourhood)	4	3	2	2	6	5	3	6	2	1	2	7
South (Neighbourhood)	1	2	2	1	5	79	2	4	2	3	6	6
Havering	27	17	14	21	34	111	32	33	14	21	36	39



Late Night Refreshment hours applied for

At this point, police would like to draw the committee's attention to the local authority Licensing Policy 012. It clearly states -

The LLA (Local Licensing Authority) is committed to protecting the amenity of residents and business in the vicinity of licensed premises. Regulated activities will normally be permitted until 00:30am in mixed use areas.

This event will indeed take place in a mixed use area as defined under the policy. Police fully support and echo the LLA policy, requesting this to be enforced on this occasion. To open late night refreshment to 0200hrs, the venue runs the risk in retaining clientele who should be departing from the event, instead of remaining on scene. Subsequently, this clientele may create noise related issues for residents and reduce to possibility of speedy dispersal from the location. Dispersal is extremely important at this event due to the nature of the location and transporting patrons to the public transport links. Last train times are a concern therefore swift departure from the event is actively encouraged by police. The availability of such late night refreshment will only deter patrons leaving the area.

Length of window for the event to take place in forthcoming years

Police must ask the question, why an event window of 5 months is requested from 2016 onwards?. Police have a number of high profile events that take place across the capital during the summer months, invariably abstracting local officers to police such events. Some are unplanned events they may require a large amount of officers to deploy at extremely short notice such as a national security threat. To request a window of 1st May to 30th September police feel this is an unreasonable request and the window could be reduced to a smaller range of calendar weeks. We accept the applicant has suggested further conditions around this matter, such as "Event dates must be agreed by the licensing authority and responsible authorities and once agreed publicised at least six months prior to each event" This however does not detract from such a long open 5 month period. The metropolitan police event planning department also strongly agree that a reduced window should be applied.

Ticket sales on the door

Police fear that extended ticket sales on the day at the door for an event such as this will only lead to the possibility of associated crime. Excessive numbers may travel to the event and not actually get a ticket, consequently leading to flash points on the entrance and possible confrontation steaming from disappointment in travelling all the way to the event and NOT actually getting a ticket. This must also raise a question about ticket touts and the effects on crime and disorder that such dishonesty can bring. Police would suggested and advise an ALL TICKET event prior to the festival taking place.

Public nuisance fears

Havering received a large number of complaints from the past two events in relation to noise nuisance and traffic issues. Once again, the work evidenced by the operator in the supporting documentation for the 2105 event is encouraging to say the least. Police do fear however, that a festival of this size WILL inevitably cause nuisance, including delays to local resident. We believe the event will have a major impact on the home life and lifestyle for residents during the weekend chosen to operate. Numerous letters have been received at the local authority, complaining about the noise and general negative impact the event has had on residents in the Upminster ward and surrounding areas.

Length of licence applied for

Police feel that granting a five year license for an event of this nature and size is too long. Whilst police accept both live nation and showsec have evidenced numerous successful events associated with their companies across the metropolitan district (referred to in crowd management supplement), they are STILL untried and untested with in the Borough of Havering. Especially as this event is located in such a rural location as Damyns Hall Aerodrome.

Police acknowledge a large number of policies and protocols that are promised within the application and the accompanying documentation. Some of these were suggested by police in the first instance, these suggestions have been embraced and incorporated in their management plans. All documented polices and best practice protocols are approved and supported by Havering police.

The question However, still remains, until the 2015 event takes place and the policies and protocols activated, it is unknown the impact this will have on the licensing objectives. Police would urge the committee to consider, if indeed the application is successful, to limit the license to 2015 only so all interested parties can see how the new operators run the event. Only at this point will we know if the event has had a positive impact in preventing crime and disorder and of course minimizing public nuisance. Police therefore could not support this application for the suggested five years.

If indeed the sub committee accept the application in its current form, police respectfully ask that consideration be made to the following suggestions that do not appear on the application at present.

1) - The licensee shall undertake a risk assessment of any promotion or event (as defined below) using the MPS Promotion/Event Risk Assessment (Form 696) or an equivalent and provide a copy to the Metropolitan Police Service and the licensing authority not less than 14 days before the event is due to take place.

2) - Where an 'event' has taken place, the licensee shall complete an MPS After Promotion/Event Debrief Risk Assessment (Form 696A) and submit this to the Metropolitan Police and the Licensing Authority, within 3 days of the conclusion of the event.

This definition relates to 'events' that require a Promotion / Event Risk Assessment Form 696. An event will be deemed to be: any occasion in a licensed premises, or other venue under a Temporary

Event Notice, where there will be a live performer/s – meaning musicians, DJs, MCs or other artiste; that is promoted in some form by either the venue or an outside promoter; where entry is either free, by invitation, pay on the door or by ticket.

If I can be of any further assistance in this matter please do not hesitate to contact me at my office at Romford Police station or my colleague Pc Jason ROSE in the licensing office.

Yours sincerely,

Jason GWILLIM
Borough Commander
Romford Police Station
Havering Borough

Havering
LONDON BOROUGH

Public Protection
London Borough of Havering
Trading Standards Service
5th Floor, Mercury House
Mercury Gardens
Romford
RM1 3SL

Telephone: 01708 433431
Fax: 01708 432554
email: keith.bush@havering.gov.uk
Textphone: 01708 433175

Date: 18th November 2014

The Licensing Authority
Mercury House
Mercury Gardens
Romford
Essex
RM1 3DW

Your Ref: We Are FSTVL 240914

Dear Sir/Madam,

We Are FSTVL
Damyns Hall Aerodrome, Aveley Road, Upminster

In relation to the above application the trading standards service would make the following representations:

In relation to promoting the licensing objective of public safety we would like an additional category of article not permitted on site. We would like to see nitrous oxide added to the list of articles at condition 25.

I attach a guidance leaflet from Re-Solv, an organisation which works to end volatile substance abuse particularly among children and young persons. The leaflet details the use and misuse of the product and the risks associated with it.

The service has seen an increasing number of complaints regarding the product being abused in our borough with the canisters being found in our parks and open spaces. The nature of the proposed operation, a music festival, is likely to attract individuals wishing to sell and use the product.

We also note the assurances given by the operators that this is an over 18's event and that they will be operating a challenge 25 scheme. We would request that the operators are robust in ensuring these conditions are adhered to, to ensure that the protection of children from harm objective is met, although we are not aware of any problems in previous years.

Yours faithfully

Keith Bush
Specialist Trading Standards Officer

Inhalant effects

Nitrous oxide (N2O) is a dissociative drug which reduces (or blocks) signals to the conscious mind from other parts of the brain, typically, but not necessarily, limited to the senses. Such a state of sensory deprivation and dissociation can facilitate dreamlike states which may resemble some psychedelic mind states.

This can cause:

- **A pain-free state**
- **Depersonalization** (detached from yourself)
- **Derealization** (external world seems strange or unreal)
- **Dizziness**
- **Euphoria**
- **Slight hallucinations**

These effects can result in similar dangers to those caused by alcohol, for example - death while driving intoxicated, operating machinery, etc.

Long-term Use

While the pure gas is generally not toxic, long-term use in excessive quantities has been associated with:

- **Vitamin B12 deficiency anaemia** (lack of red blood cells)
- **Neuropathy** (a problem with the nerves that carry information to and from the brain and spinal cord)
- **Tinnitus** (ringing, whining, buzzing, hissing, humming, or whistling sounds in the ear)
- **Numbness in extremities**
- **Limb spasms**
- **Incontinence**

National Information Line

01785 810762

Mon-Fri, 9am - 5pm
(excluding public holidays)

Re-Solv

Head Office
30a High Street
Stone
Staffordshire
ST15 8AW

Tel: **01785 817885**
Fax: **01785 813205**
Web: **www.re-solv.org**
Email: **information@re-solv.org**

Re-Solv is a non-profit-making charitable company, limited by guarantee.

Registered Charity No: 326732
Company Registration No: 1859082

Re-Solv

about: Nitrous Oxide

N2O

N2O

N2O



Nitrous oxide is a chemical compound with the chemical formula N2O. At room temperature, it is a colourless non-flammable gas, with a pleasant, slightly sweet odour and taste. It is used in surgery and dentistry for its anaesthetic and analgesic effects.

Commonly known as "laughing gas" due to the euphoric effects of inhaling it, N2O is being used increasingly as a cheap and recreational drug, particularly among students and young professionals.

Whipping Agent

Nitrous oxide is used as a whipping agent due to the ease with which it emulsifies oil, specifically it thickens them.

The gas is also approved for use as a food additive (also known as E942), specifically as an aerosol spray propellant. Its most common uses are in aerosol whipped cream canisters, cooking sprays, and as an inert gas used to displace bacteria-inducing oxygen when filling packages of snack foods.

Nitrous easily moves throughout the body, especially cells because cell membranes are oil-based lipids. Prolonged inhalation of high concentrations of nitrous oxide will cause it to migrate throughout the body into sinus cavities, the digestive tract and also fat cells.

An inactive person who has breathed high concentrations for 20-30 minutes but then breathes normally will still retain the gas in his body at low doses as the gas slowly migrates back out of these internal cavities. Even after several hours of not breathing the gas, sudden rapid whole-body movements causes the dissolved gas to suddenly begin migrating out of fat cells, resulting in a latent dosing effect.

Addictiveness

Nitrous oxide can be habit-forming because of its short-lived effect (generally from 0.1 - 1 minutes in recreational doses) and ease of access. Death can result if it is inhaled in such a way that too little oxygen is breathed in.

While nitrous oxide is not a dangerous substance if used correctly, recreational users typically do not mix it with air or oxygen and thus may risk injury, or even death, from lack of oxygen.

When inhaled using a home made system consisting of a mask and/or regulator, it presents the highest potential danger due to the automatic, continuous application. This may in turn prevent adequate oxygen from reaching the user, rendering him unconscious, subsequently leading to death due to asphyxiation.

Nitrous oxide is used in medicine as a mix with 50% oxygen. Deaths from N2O abuse are caused by people asphyxiating because they assume that they will begin to choke or gasp for air at some point. The 'gasp' effect is caused not by a person not getting enough oxygen, but by CO2 poisoning caused by respiration. If they are breathing pure N2O their body does not produce much CO2 and therefore there is no 'gasp' effect. If they fall unconscious with no access to oxygen they will die.

Pregnant women should also not use nitrous oxide as chronic use is teratogenic (causes disfiguring birth defects or malformations) and foetotoxic (toxic to the foetus).

An inquest in February 2007 heard how a 23-year-old company manager was found dead at his home in Birmingham next to a large cylinder of the drug.

He had asphyxiated himself by excessive inhalation of the drug and had placed a bag over his head to increase the intensity of the fumes he was inhaling.

Dozens of pierced canisters of nitrous oxide have been found in a playground at Claverham, North Somerset.

Police believe that young people were experimenting with the gas and are trying to find out where they got the 70 canisters from.

"We are very concerned that young teenagers are risking serious injury, as piercing the pressurised canisters could make them explode. Alcohol cans and bottles were also found and we don't know what the combined effects could have for children's health."

Nitrous oxide is classed under the Medicines Act, which means that it can be sold if the seller has a special licence. Anyone over 18 can also buy it for use in cooking. There is currently no offence for possession of nitrous oxide. However, there may be legal implications if nitrous oxide is sold to minors.

The LAW



Havering
LONDON BOROUGH

Interested Parties (Valid objections)

Havering
LONDON BOROUGH

RECEIVED
05 NOV 2014

Licensing Act 2003 representation pro-forma

Should you wish to comment on a licence application this form intended to help you. Please feel free to attach additional sheets.

You do not have to make any comment, and comments may be made in support of as well as against the application, providing they refer to one or more of the licensing objectives. We require your personal details, as we are unable to accept anonymous representations. (*See below about the Licensing Authority withholding personal details*)

Premises Name and address: We are Festival, Damons Hall Aerodrome Aveley Road.

Your Name:

Your Address:

Email:

Telephone:

Please comment on the below licensing objectives relevant to your concerns or observations, you may also wish to include suggestions how your concerns could be addressed:

Public Nuisance
Loud noise until late into the night.
Crime and Disorder

Protection of Children from Harm

Public Safety

I wish my identity to be kept anonymous ~~Yes~~/~~No~~ – YES

We can withhold personal details where there is a genuine reason to do so; if you wish your name and address details to be withheld then please explain the reason:

No harassment.

Copies of this representation will be sent to the applicant, or their agent/solicitor, including name and address details (but other personal contact information such as telephone numbers and email addresses will be removed) unless you have specifically requested anonymity. Copies of this representation will be included in a report that will be available to the public and will be published on the internet.

Signatu _____

Date: November 3rd 2014

Please ensure name and address details completed above
Return to:

Licensing, London Borough of Havering, C/O Town Hall, Main Road, Romford RM1 3BD

or send by email to: licensing@havering.gov.uk

To London Borough Of Havering

From Mr Mike Parkins
29 Ilfracombe Crescent,
Hornchurch,
Essex.
RM126RQ
6th November 2014



Your Reference: PPC/016079

Re the Licensing application

Licensing Act 2003 - Premises Licence Application
We Are Festival, Damyns Hall Aerodrome, Aveley Road, Upminster, RM14 2TN

Dear Sir,

I wish to inform the Council that I object to the above Licence being granted for the following reasons.

1. My House is approximately 2miles from the venue, last summer the noise pollution of Drums and Bass etc, was constant and unwelcome, I could not sit in my garden, we were subjected to constant noise pollution with our double glazed windows closed. Not only did this carry on all day but until 11pm when the noise ended with a burst of fireworks. When I believe the noise was restricted to inside large tents.

During this period I contacted Havering council and the Metropolitan Police. The gist of the response was, I was told that there was no noise abatement unit (I have since been told by Councillor Robert Benham that the unit does exist). I was given a phone number to contact the venue direct. "Guess what" no one answered my calls!

2. The roads to this venue are narrow, I fear if there were to be a large problem the emergency services would find it difficult to attend.

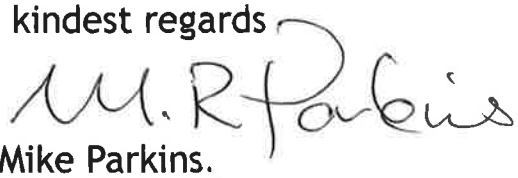
3. The applicant for the Licence has asked for the licence to cover the next 5 years and to extend the capacity from 24,999 to 29,999, that indicates things can only get worse.

4. The applicant has no interest in the people of Havering except for a money making exercise, at the cost of our well deserved week-end, why should I and the rest of Havering residence have our week-end spoilt by

having this event take place in totally the wrong venue. The wind direction does have a bearing on the sound, The previous year the wind was in a different direction and the residence of Rainham were the victims.

I respectfully request that this application be rejected in total and remind the Council that it is their duty in Law, to protect the residence of Havering from this unwanted noise pollution.

Most kindest regards



Mr Mike Parkins.

A BONNETT & SONS
A.C.Bonnett P.A.Bonnett

Central Farm
Aveley Road
Upminster
Essex
RM14 2TW

Phone: 01708 223094

Email: abonnettandsons@btconnect.com

Paul Cambell
London Borough of Havering
Mercury House
Mercury Gardens
Romford RM1 3SL

Ref: **PPC/016079**

18th November 2014

Dear Sir

We are Festival, Damyns Hall Aerodrome, Aveley Road Upminster RM14 2TN

With reference to the above, I was not happy with the road layout at their concert last year, which caused utter chaos at the junction of Aveley Road, Park Farm Road and Harwood Hall Lane. As a life time resident I find that blocking off Aveley Road at that point was ridiculous and (1) our Farm Shop was not able to be reached by the customers without a lot of fuss (2) the Council refuse tip was the same which then in turn caused people to dump their rubbish anywhere.

I have suggested a much better alternative to Mr Reece Miller of 'We are Festival' It was quite dangerous at this junction the way it was being manned.

Yours faithfully

A.C.Bonnett

From: The Fish's <minster1@virginmedia.com>
Sent: 19 November 2014 21:54
To: Licensing
Subject: Fw: Premises Licence Application - We Are Festival PPC/016079

From: The Fish's
Sent: Wednesday, November 19, 2014 12:27 AM
To: Arthur Hunt
Subject: Re: Premises Licence Application - We Are Festival PPC/016079

John Fish – 13 Little Gaynes Lane, Upminster, RM14 2JJ
07765 405937

Mr Hunt, I would like to raise objections to the We Are Festival. I live at 13 Little Gaynes Lane, Upminster. My objections are based on my experience of last years event and the very negative impact of the festival on my family and self. The objections, while personal must be matters which effect others and so I believe they fit under the heading of public nuisance. This falls into two main categories of noise nuisance and use of local amenities.

Noise nuisance.

The venue is in an open area of flat land. While approached from country lanes one might believe the airstrip is in an isolated position. However the airstrip is in fact 'as the crow flies' close enough to my home for the amplified music to cause significant disturbance to my family and self. There are no geographic features which block sound and last year we suffered continuous repetitive pounding base sounds while the event took place. While tolerable for a limited period of time, over and extended period the rhythmic pounding was unbearable. The event took place at a time when it's not unreasonable to ventilate your home by opening doors and windows. The sound pollution from the We are Festival was such that normal acts like watching television or sleeping were not possible with the windows open.

Use of local amenities

I use Belhus Country Park to walk my dog. Last year stewards for the we are festival took control of local road junctions. Getting to the park from my home was possible (all be it with some detours.) However there were very significant issues returning home. Despite living a very near the country park on the return journey We Are stewards wouldn't let me return on the Upminster Road. Instead they sent me up Warwick Lane, (away from my home) This is also the location of the main entrance to the festival. I was then stuck in a long queue of traffic waiting to enter the festival. The queue was static. For some reason not known to me multiple people waiting to enter the festival found it necessary to get out of their vehicles and openly (without any subtlety) to urinate in the road. Male and female. I had my 7 year old son and 13 year old daughter in the car. The display of behaviour was not something that I would have chosen to expose my children to. A 5 minute journey home was turned into an ordeal of close to an hour. I tried to pull into Gerpins Lane and a steward tried to prevent me. I told them I was a local resident and the steward told me that I couldn't use the local roads and directed me to drive towards Rainham and cut back. Being less than half a mile from my home I (perhaps not too politely) refused to take this extra detour.

Generally I'm a very tolerant person. Urban life is such that every now and then one might expect some inconvenience. My home is near a doctors surgery, I knew that before I bought the house and accept the occasional parking problem as just one of those things. The festival however has been inflicted on us. The festival in short made normal enjoyment of home life impossible. This event is of no cultural significance and brings very limited financial benefit to Upminster and has no place in this community.

From: Arthur Hunt
Sent: Thursday, October 23, 2014 10:27 AM
To: Licensing
Subject: Premises Licence Application - We Are Festival

Please find attached letter regarding an application for a premises licence under the Licensing Act 2003 for the We Are Festival.

Licensing Matters is an email newsletter from Havering Council with the latest information on changes to licensing legislation as well as details of licensing applications received by the Council.
Make sure you and colleagues receive a copy so you know what's happening in licensing - sign up here.

Thank you

Arthur Hunt

Licensing Officer
London Borough of Havering | Public Protection
Mercury House, Mercury Gardens, Romford, RM1 3SL
t: 01708 433585

This document is strictly confidential and is intended only for use by the addressee. If you are not the intended recipient, any disclosure, copying, distribution or other action taken in reliance of the information contained in this e-mail is strictly prohibited. Any views expressed by the sender of this message are not necessarily those of the London Borough of Havering. If you have received this transmission in error, please use the reply function to tell us and then permanently delete what you have received. This email was scanned for viruses by the London Borough of Havering anti-virus services and on leaving the Authority was found to be virus free. Please note: Incoming and outgoing e-mail messages are routinely monitored for compliance with our policy on the use of electronic communications.

From: Licensing
Sent: 31 October 2014 15:26
To: Paul Campbell
Subject: FW: Application no 16079 - Damyns Hall

From: Williams, Jackie [mailto:Jackie.Williams@bakermckenzie.com]
Sent: 31 October 2014 13:58
To: Licensing
Subject: Application no 16079 - Damyns Hall

I wish to register my concern at the application made with regard to WrFestival.

I have no concerns over the actual event per se. However, I do have concerns over traffic management in the area, particularly in Ockendon Road, Harwood Hall Lane and Corbets Tey Rd (North).

Last year, the traffic was horrendous! I live at 21 Ockendon Road, by the shops 1-5 Ockendon Road. At one point cars were mounting the pavement, as a lorry was delivering at the Huntsman & Hounds, a bus was at the bus stop opposite and the bus could not get through.

The traffic was stationery for at least 20 minutes.

Also the staff manning the cordon at the top of Harwood Hall Lane had no local knowledge and cars were stopping to ask them where they could go as an alternative to that road (due to the diversion).

My biggest concern is the increase in numbers expected in future years ie for 24999 people in 2015 and thereafter to 29999. Last year is was 10,000 less at 14999, so it would be double after 2015.

I would urge you to seriously consider this number in relation to local people being able to go about their day-to-day business and being able to access their properties by driveways on the route to the festival.

Noise was a slight concern last year but nothing of major concern for us personally.

Mr and Mrs T S Williams
21 Ockendon Road
Upminster
Essex

Baker & McKenzie LLP is a limited liability partnership registered in England and Wales with registered number 0C311297. A list of members' names is open to inspection at its registered office and principal place of business, 100 New Bridge Street, London, EC4V 6JA. Baker & McKenzie LLP is a member of Baker & McKenzie International, a Swiss Verein.

Baker & McKenzie LLP is authorised and regulated by the Solicitors Regulation Authority of England & Wales. Further information regarding the regulatory position is available on http://www.bakermckenzie.com/london/regulatoryinformation.

This message may contain confidential and privileged information. If it has been sent to you in error, please reply to advise the sender of the error and then immediately delete this message. Please visit www.bakermckenzie.com/disclaimer_london for other important information concerning this message, including our email scanning policy.

26 Clayton Avenue
Upminster
Essex
RM14 2EY

29/10/2014

Dear Mr Campbell

Re: your ref PPC/016079
Re Are Festival application licence

Thank you for your letter informing us of the above.

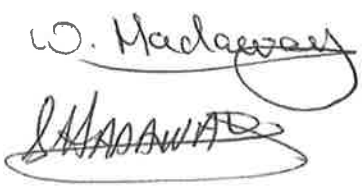
As you know from our previous letter we have serious concerns regarding the festival being held at Damnys Hall Aerodrome.

Last May when they held their festival we had to put up with extremely loud music Friday afternoon from 2pm to 7pm while they done their sound checks and then from Saturday morning to early hours of Sunday morning (12.30 am but I'm sure it went on longer though I have no proof and the organisers would disagree with me) and then again all day and night Sunday it was terrible how the environment can say that, that kind of noise level is considered acceptable I don't know and we are a good mile away God help the people that live nearer, and now they want to extend it in the future to 3 days it isn't fair on us residents.

When you think that they hold the V festival at Hylands Park how vast that area is compared to the Aerodrome is, just feel it is too near residential area to have something like that being allowed. Corbets Tey a quite residential area not geared up for mass of people coming and going causing unsociable behaviour in the early hours i.e walking down Corbets Tey road drunk and loud plus the amount of traffic congestion it caused to the local residence.

I hope you will take the above into consideration when looking at this application although truly we feel nothing will be done to help us the residence as even our local MP appealed against it last year with backing from loads of residence but it was still allowed to go ahead.

Yours faithfully
Mr & Mrs Hadaway



Havering Council
Public Protection
Mercury House, RM1 3SL

RECEIVED
12 NOV 2014

1, Pine Court,
Upminster,
Essex. RM14 2HT

Your ref: PPC/016079

8th November, 2014

Dear Sir,

Licensing Act 2003 - Application
We are Festival, Damyns Hall Aerodrome

I refer to the above and wish to register my objection to the proposed licence on the following grounds:-

Prevention of Public Nuisance

-Noise - Last year the noise level was set far too high and could be heard on both the Saturday and Sunday where I live.

-Traffic. The additional traffic generated in the area caused me inconvenience. A trip to the Council's Cemetry Site had to be abandoned because of traffic congestion. The Upminster Town Centre was far busier than normal and caused me problems in entering/leaving/parking on the Saturday.

I would agree to the Festival continueing if it lasted only one day, was restricted to no more than 10,000 visitors and had the maximum noise level considerably reduced from that of 2014.

Yours faithfully,

K. Hobson

Havering
LONDON BOROUGH

Licensing Act 2003 representation pro-forma

Should you wish to comment on a licence application this form intended to help you. Please feel free to attach additional sheets.

You do not have to make any comment, and comments may be made in support of as well as against the application, providing they refer to one or more of the licensing objectives. We require your personal details, as we are unable to accept anonymous representations. (*See below about the Licensing Authority withholding personal details*)

Premises Name and address: We Are Fstvl, Damyns Hall Aerodrome, Aveley Road, Upminster RM14 2TN

Your Name: C Hood

Your Address: Front Lane Upminster Essex

Email: carole.hood@icloud.com

Telephone: 01708 227 529

Please comment on the below licensing objectives relevant to your concerns or observations, you may also wish to include suggestions how your concerns could be addressed:

Public Nuisance

I live a couple of miles as the crows fly from Damyns Hall Aerodrome and the noise levels until the early hours of the morning were ridiculous, you could make out what the DJ was saying and the actual artist being played as well as the constant beat of music

The enormous amount of litter that either blew or was thrown into the surrounding fields and roads was unbelievable and I admit cleaning crews were hired but did not do a thorough enough job they should be made to clean up the hedgerows, road and fields for at least 2 miles along all roads routes off of Aveley Road

Crime and Disorder

Protection of Children from Harm

Public Safety

Damyns Hall Aerodrome is located down a 2 lane country road and the traffic build up along all routes off Aveley Road and the surrounding areas was horrendous for miles and for many hours

Aveley road was not built to support huge amounts of traffic and to see that the application is for numbers from 25,000 upwards is astonishing

I wish my identity to be kept anonymous Yes/No –

We can withhold personal details where there is a genuine reason to do so; if you wish your name and address details to be withheld then please explain the reason:

Copies of this representation will be sent to the applicant, or their agent/solicitor, including name and address details (but other personal contact information such as telephone numbers and email addresses will be removed) unless you have specifically requested anonymity. Copies of this representation will be included in a report that will be available to the public and will be published on the internet.

Signature:

Date: 27 / 10 / 14

Please ensure name and address details completed above
Return to:

Licensing, London Borough of Havering, C/O Town Hall, Main Road, Romford RM1 3BD

or send by email to: licensing@havering.gov.uk

4 Londons Close
Upminster
Essex
RM14 2DU

17th November 2014.

For the attention of Mr Arthur Hunt / Mr Paul Cambell

Dear Arthur / Paul,

RE: We Are Festival 240914 Application

Wit reference to the above captioned license application.

I live approx half a mile from the airfield as the crow flies. I have lived in this area all my life and love Corbets Tey. Literally the only negative I can think of is the sad arrival of the We Are Festival. I appreciate the festival is only for one weekend a year, but it is these weekends that make life in Corbets Tey a living hell. I am not anti-fun, or anti-music, in fact I love music, the noise does not bother me that much, I am willing to put up with that. My issue is with the participants, and their complete lack of disrespect of the locals,

To try and keep my issues in context I made contact with the organisers and asked them some questions, unfortunately they did not provide me with the answers. I understand the festival brings in a lot of money for certain individuals, and the owners of the airfield, but also the local shops and community. I read that the organisers:-

1) Donated an amount to local charities.
2) Offered free tickets to locals.

I requested clarification of how much was donated, and how locals obtain the free tickets,. I received zero response. Without an idea of the overall benefit it may bring others (excluding the ones who financially benefit directly) I can only put forward my personal objections.

As stated above my personal issue with the festival is the mess, and blatant disregard for residents and their properties. I mentioned dug taking, following the 2014 festival I interrogated social media (using hashtags, comments etc) and found there were just as many references to drugs as there were music. Should Havering Council be encouraging this behaviour and opening our doors to these people?

I would like to give you a couple of examples of my experience during the 2014 We Are Festival weekend:-

1) We had a Range Rover parked across our drive from approx. 1am Saturday night until approx. 2:30am, engine running and music playing, at around 2:30am a group of girls finally arrived, took off their muddy boots, smashed them over my wall to get rid of the mud, one then urinated in my front garden behind my car before they eventually drove off around 2:45am.

2) Earlier in the day I was verbally abused when I asked a gang of four youths who were about to leave their car parked in such a way as nobody would have been able to get in or out of the close until they returned. It was only because I was walking out of my front door to get in my car when I stopped them exiting their vehicle, at the time they were putting pills from little bags inside black balloons, and pouring vodka into water bottles, I asked them to move their car as it was double parked and nobody would be able to get in or out the close, I was told to F*ck off by one, another walked towards me then was held back by his mate I took out my phone and began to call the police, after a few more choice words they jumped in their car and went.

3) Whilst taking my dog for a walk, heading towards Upminster Park down Corbets Tey Road I had to remove a "Pill Bag" from my dogs mouth. By Sunday night the route from the festival to the station was littered with empty and broken alcohol bottles, nitrous oxide containers, food packaging, general rubbish and a good smattering of drug paraphernalia You couldn't walk three years without coming across something. What if a child had seen the smiley faces on the pill bag and taken it? you could be looking at a death.

4) Approx 8am on Saturday evening I was returning to my house with a takeaway, I drove past two youths, one walking in the middle of the road, the other standing on the curb urinating over the back of a parked car. Should we accept and allow Corbets Tey and Upminster be turned into a toilet?

By the end of the weekend I had over a black bin liner full of rubbish and debris which I collected from my front garden. There was also human faeces which in this day and age is completely unacceptable. The problem here is that I live in Londons Close, which is the last turn off before the road closure, this appeared to be some unofficial pick up and drop off point resulting in most of my problems. Should for someone unknown reason the license is granted this would need to be addressed. If for some reason this is not addressed I will have no alternative but to take matters into my own hands which will involve the national press, I am sure they would like to see the drug taking/dealing youth we are inviting into our neighbourhood!

I trust you will take this comments into your decision, I will of course be happy to work with the organisers to ensure these problems are addressed. I do not wish for the festival to be cancelled per se, I just don't want to experience the negative aspect for a whole weekend.

Yours Sincerely,

Darren Hurrell

From: Fred Keeling <fredkeeling@btinternet.com>
Sent: 03 November 2014 07:22
To: planning_enforcement
Subject: Complaint re the Damyns Hall Planning application no 16079

PLANNING APPLICATION No: 16079
We are writing regarding the above Licensing application for the 'We Are Festival' events being held at Damyns Hall Aerodrome for the next five years.
I understand that the Planning Application consultation period runs until 19 November2014.
Firstly, we personally are not Objecting to the Actual Festival Event. We are objecting to the fact that 'We as Residents' and there are 9 others who have homes along Aveley Road between Gerpins Lane and Damyns Hall, are not allowed access from the Aveley End of the Road during the Festival, but Buses and Taxis can.
This seems Very Unfair, surely we should have as many rights or more than a Taxi or Bus along that stretch of Road.
We are forced to go around and come in from other directions therefore getting caught up at the Festival entrances, which are opened specifically for these events.
Surely as local Residents we deserve better, we all know that this event is about making money and nothing more. You get enough for us via our Rates and we get next to nothing for it, No footpaths, No Buses for us.
Can you Please seriously consider our comment, would you honestly treat residents in Hall Lane Upminster in a similar manner, I doubt it.
Yours faithfully, Loyal Havering Residents all of our lives for 65 & 68 years
Fred & Pat Keeling
1 Aveley Road, Upminster, Essex. RM14 2TN

file:///W|/...genda/Keeling%20rep%20obj%20Complaint%20re%20the%20Damyns%20Hall%20Planning%20application%20no%2016079.txt[20/11/2014 16:17:00]

Alan Marks
234 Romford Road
Aveley
Essex
RM15 4PH

alan.marks@outlook.com

Tel: 01708 869131
07885 516187

Your Ref: PPC/016079 Date: 16th November 2014
CC: Tim Aker MEP Thurrock

Re: Licensing –
We Are Festival, Damyns Hall Aerodrome, Aveley Rd Upminster, RM14 2TN

Dear Sir/Madam
I am writing in reply to your letter dated 23rd October 2014, Regarding the licensing of the We Are Festival at Damyns Hall.

As you are no doubt aware I voiced my concerns during and after the last We Are Festival, at which point I felt as if we had been fobbed off with lame excuses regarding the issues put forward.

I will therefore state my concerns below under the heading which you have chosen to lay out.

The Prevention of Crime and Disorder
Whilst we cannot speak for issues of law and disorder on site and the prevention of, we will abstain from commenting on this at this moment in time other than disruption by disorder on 4 or 5 occasions from your visitors travelling along Romford Road on foot being extremely loud of voice at very late hours after the close of the event on all days.

The Prevention of Public Nuisance
An issue we would like to comment on taking into account that under this heading it Can Not only take into account the site and immediate surrounding area, the Festival in Fact caused a great deal of public Nuisance issues to all residents along Romford Road, Aveley, during the period whole festival.

We found that as we were informed you had 17,000 visitors on site over this weekend of 2014 (which you failed to control) we now believe that your application for a five year licence to allow 25,000 for the period 2015/16 and a further increase from 2017-2019 to 30,000 puts you in a position to cause further enhanced public Nuisance and should be either vastly reduced or the event stopped altogether.

We also had to endure your failure of Traffic Management (and Traffic staff rudeness) around the site and local area by sending unwanted Havering traffic Into Thurrock, on roads which were not constructed to take this amount of traffic, especially when causing a public Nuisance between the hours of 00.00am and 03.30am by sending buses and taxis along Romford Road from your transport Hub causing noise and extremely high volumes

of vehicle movements who were not adhering to speed regulations and limits and with many buses going onto the wrong side of the road, to avoid negotiating the bend and centre reservation at the junction of Romford Road/Usk Road North, along the stretch of road from Sandy Lane Roundabout along Romford Road to your Hub.

As well as with road closures for the duration of the weekend along Aveley Road Upminster causing major unnecessary traffic diversions and inconvenience to all.

If the buses as you state in your application are for the purpose of transporting people to and from rail stations, then the five Rail Stations available to you are Upminster and Upminster Bridge, Hornchurch, North Ockendon and Rainham, All of which do not necessitate the need to use a weight Restricted 7.5 ton Romford Road, the out and inbound route from the Hub should be the unrestricted Launders lane to the A1306 on Havering Ground.

We therefore feel that inconveniencing the residents of Aveley is extremely unacceptable and the organisers should not rely on poor excuses as Previously, not to review and change the routing of your transport away from this area along with moving the hub to an alternative location, to avoid closing a main road between two major locations (Aveley To Upminster), which are in daily Use by many.
Residents should not have to endure such long mileage diversions to do such a short trip to facilitate your event, which has been proved with events such as the Military Vehicle show in August, where Vehicles weighing 44-80 tons upwards do Not need to have road closures put in place or use roads with a weight restriction.
(For Clarification of use of heavy goods vehicles and Public Service Vehicles in weight restricted areas please consult Road Traffic Legislation).

Public Safety
Public safety is an issue which also addresses after the event as well as during, and following last year the amount of mud transferred to the surrounding roads from the transport Hub proved to be extremely hazardous to the public after the event for no less than three days, at which point I myself had to contact Havering and complain about for them to eventually get the surrounding roads properly washed down and swept of mud and litter, As you are likely aware this put the lives of your litter picking staff at risk on a road with such things as blind bends and high speed limits.

We therefore feel that the whole event should be completely reduced in size and reviewed to avoid and further disruption and inconveniencing to the lives of residents in the surrounding areas so as to just facilitate a major havering and organisers financial gain.

On Behalf of all
Local Residents of Aveley

Yours Faithfully
Alan Marks

Attention

Mr Paul Campbell

Licensing Specialist **Public Protection**

London Borough of Havering

Mercury Gardens

Romford

RM 1 3SL.

Ref: PPC/016079

Edward Marling / Ken Lees

1 & 2 Damyn's Hall Cottages

Aveley Road

Upminster

RM14 2TQ

11/11/2014

Re: Licensing Act 2003-Premises License Application Ref:PPC/016079

Damyns hall (Aerodrome)

Aveley road.Upminster

RM14 2TN.

Objection to the application for premises licensing and music festival event

Dear Chair of the planning / Licensing committee

Mr Campbell public protection

London Borough of Havering

OBJECTION to application for premises licensing

The residents and local businesses of Upminster, Hornchurch, and Rainham appear to be in the same position as we all were approximately twelve months ago with regard to what appears to be the permitted use of land for the purposes of financial gain without regard to the concerns of local residents and businesses. Despite raising numerous concerns with regards to noise, environmental damage and nuisance to name but a few nothing has changed so far.

The site to which you refer to as Damyns hall aerodrome has been systematically developed by the site owner despite the concerns of local people, your own department and chair of planning. The site is still in breach of planning regulations yet you are now considering a future application for the 2015 festival event.

Your department: **public protection** and **the planning committee** is failing in its duty to undertake the remit that it has been set in even considering such applications.

In that by considering and possibly approving this current application you will be complicit in failing in the duty to ensure:

- **The prevention of a public noise nuisance**
- **Public safety**

Apart from your letter of acknowledgement dated October 2014 the concerns raised in my correspondence with you remain the same.

Has the Havering planning department and the planning committee got a hidden agenda ongoing or is the planning chair kept in the dark and oblivious to the concerns of the ratepayers?

The London Borough of Havering employed the services of a noise consultants named "**Vanguardia**" who failed to take account of the local houses and the impact that the noise levels had upon them.

The everyday background noise level (Leq (A)) for a given area will start to generate some complaints from businesses and local housing when the Db level increases by 5Db(A), if the noise level exceeds the known ambient by 10Db(A) then significant nuisance complaints will be made to the local authority. The level of noise experienced over this festival period was sustained and far in excess of what could be considered reasonable.

Current English defines "Nuisance" is an unlawful interference with a person's use or enjoyment of land or some right over, or in connection with it"

The London Borough of Havering have a statutory duty to deal with statutory nuisance under The Environmental Protection Act 1990 which is administered through the offices of the Environmental health / Public protection department.

Grounds for objection.

The grounds of objection are based on experiences that I, other local residents and businesses during this period had to contend with. I repeat them again for the benefit of the planning committee and the chair of planning

- **Prevention of public nuisance (Noise)**
- **Public safety**

The recent music festival (May 2014) that was approved by the London Borough of Havering and in particular your department are responsible for the stress and legitimisation of on-going statutory nuisance and risk to health and safety caused by the continuance of uncontrolled daily disturbance over a very long period. Although the event only lasted two days in total the actual build-up of works and activity on site started several weeks before.

I am concerned that The London Borough of Havering who have statutory duties to ensure that the health, safety and welfare of all persons living and working within its environs are failing in this most basic of obligations. Unfortunately, in this case this measure of protection for all has been sadly neglected and continues to be the case.

Matters of concern:

- The change of use of land from arable to semi- industrial use.
- The destruction of ancient hedgerow and associated drainage,
- The destruction of road and access to the Aveley road.
- Failure to impose satisfactory traffic management / pedestrian separation procedures at Damyns hall cottages gravel track contrary to current Health and Safety legislation.
- Noise.
- Nuisance.
- Stress.
- Total disregard for the concerns of residents.

The event and subsequent nuisance and growing stress levels started 06:30am on the 12th May 2014 when the first heavy vehicles started to enter the site. The small gravel track leading off of the Aveley road to Damyn's Hall cottages and the fields was immediately at risk as heavy rain and heavy vehicles destroyed the front end of the track leaving deep holes and ruts which are still evident today. Heavy vehicles had difficulty in making the 90º turn into the track resulting in damage to the existing road surface, cutting across the cornerstone paving and damaging hedgerow. Delays to traffic on the Aveley Road were caused.

It appears that the Licensing department that granted permission for this event to go ahead failed to consider the potential risk to health of users of this track other than vehicle drivers. This risk, which was wholly “Foreseeable” has been realised and is a failure of the licensing officer or committee that is responsible for environmental and safety issues. Failure to identify such potential risk whether accident or injury occurs or not is a contravention of the current Health and Safety legislation and is considered negligent. The site management employed a NEBOSH qualified health and safety officer who unfortunately, appears to overlooked this issue also, very worrying.

Allied to this concern is the more puzzling question as to why permission was granted for this event to go ahead when there is already a statutory non-compliance notice in force with regards to the illegal and uncontrolled construction and development of the site. The London Borough of Havering has at great expense and officer time to the local rate payers brought court action against the site occupier for non-compliance?

This event, the site occupier and to some degree other previous events have ignored the growing concerns of the local residents whilst the local authority enforcement officers and the planning committee members appear wholly ineffectual in protecting the health, safety and welfare of residents and the surrounding environment. Such actions need to be examined much closer as to why this is and other non-compliances are permitted.

To facilitate additional vehicle access onto the site additional access points have been cut through ancient hedgerow without regard for the environment and how it looks after the event has moved on. In particular the greatest eyesore permitted by the planning or licensing authority is the opening onto green fields from Aveley opposite the junction of Bramble lane. An approximate ten metre opening through the hedgerow has been left with five large concrete blocks placed in an irregular line across the opening. The existing storm drain has been destroyed and is currently collapsed to one side presenting a trip hazard to pedestrians or cyclist. The opening has been left in a wholly unacceptable state with the concrete blocks giving the appearance of an industrial site entrance which is what the occupier wants to portray and condition the local residents and LBH into accepting. Each time this entrance is required for use then Aveley Road will need to be closed.

Vehicles of all lengths, many with trailers of various heights and sizes continued seven days a week hour after hour along the gravel track causing damage, dust nuisance and access problems to the occupiers of Damyn’s Hall cottages. The vehicle movements started early in the morning as previously indicated until late at night. As the event period grew closer the traffic movements increased along with the attendant nuisance by around 500 percent causing severe congestion to the site.

On several occasions I was so stressed out by the noise and vehicle movements, clouds of dust that I had to leave my house and go into Upminster for some temporary respite only for it to continue on my return late into the evening All this activity is going on far in advance of the event actually getting underway.

The week leading up to the event saw continuous traffic movements up and down the gravel track each day from early in the morning until late in the evening. A constant drone of noise and dust clouds.

Event lighting installation works and sound checks were carried out throughout the preceding days that exceeded the accepted ambient noise level of a semi-rural setting adjacent to a minor roadway just added to the overall growing noise nuisance.

To ensure the safety and welfare of my family and friends I advised them not to try to visit me whilst the ongoing vehicle movements were taking place.

During the build up to the event I was overwhelmed by the amount of heavy vehicular traffic movements taking place and recorded such events by taking a series of photographs, and details. (Appendix 1.)

The one way traffic system imposed on the residents of Havering by the event organisers led to numerous arguments with regular road users and locals (Probably unreported). I was stopped on several occasions despite having the appropriate window screen resident access sticker. On a number of occasions I was unable to access my property due to festival equipment being parked up or left outside my garden access gates. A large commercial fork lift truck and several filled water bowser units. At other times I was unable to access my property due to heavy vehicles having difficulty negotiating the sharp 90º angle at this point of the roadway. The highway kerbs were overridden on numerous occasions.

The gravel track leading to Aveley road was extensively used throughout the whole festival period by special taxis, coaches, private vehicles, pedestrians creating an unprecedented cacophony of noise from early in the morning until late at night.

The music started quite early each day, it was very load and the constant base noise of thumping drumming beat was relentless so much so that I was driven out of my house to find some peace and quiet only to return several hours later to the same constant drone. The noise level was unlike any noise ever experienced before. No representatives of The London Borough of Havering Licensing or Environmental health noise team visited the residents despite them having a presence at the festival. Just when you thought the noise nuisance was all over they compounded the insult to the local residents by having a fire work display.

On day two of the festival the same noise nuisance and constant base drumming throughout the whole day, no rest, no peace late into the night.

When the festival finished late at night on the last day there was a constant stream of people ,vehicles, trucks, taxi’s all using the gravel track and surrounding roads, the noise was loud and continued late into the early hours of the next morning.

When a festival is finished the nuisance factor does not diminish immediately but continues for several days with heavy truck movements, constant banging and crashing as the site is broken down and removed. There is no respect for local residents and workers as the dismantling and movement of equipment goes on night and day. The licensing authority must

learn to realise that a two day festival actually involves a month of noise nuisance and disruption to the lead up and close down for around two to three weeks.

- I would like to know why this festival was allowed to go ahead by Havering Council.
- Why Havering have allowed the wholesale destruction of ancient hedgerow to facilitate vehicular access onto the arable land site in several locations surrounding the Damyn's hall farm site without any redress.
- Why did Havering Council permit the excessive noise levels from music and site noise to prevail for several days far in excess of the normal ambient noise levels experienced daily in such close proximity to residential properties.
- What action will Havering Council officers, Councillors will be taking to prevent a recurrence of the nuisance.
- What action will Havering Council officers, Councillors will be taking to enforce the planning notices currently in place.

Appendix 1:

A small snap shot of some vehicle movements throughout the build up and dismantling period.

Week starting Monday 12th May 2014

07:30am: Numerous vehicle movements along the gravel track to fields to the rear Damyns hall cottages until around 21:00hrs

Marshalls directing traffic off of Aveley road to the site

Heavy vehicles carrying scaffolding type equipment.

Heavy vehicles accessing the gravel track containing metal barriers.

Heavy vehicles accessing the gravel track containing panels, staging type materials.

Heavy vehicles arriving and having difficulty accessing the gravel track from Aveley road carrying portable toilet systems.

Delays to local traffic due to vehicle accessing difficulties.

Traffic movements from

Week starting Monday 19th May 2014

A repeat of the previous week but an increase in traffic movements by at least 500 per cent.

Large artic truck type vehicles in excess of 20 metres in length.

Crane trucks, vehicles carrying duck boarding to make temporary walkways.

Heavy catering and beverage trucks, Several caravans, Heavy duty forklift trucks, water bowser vehicles., Flat bed vehicles towing trailers.

Constant dust, noise, shouting and damage to the access gravel track being churned up by heavy vehicles and alternately pouring rain.

Friday 23rd May 2014

Constant movement of heavy traffic throughout the day

Mini bus traffic, more trailers and caravans.

Artiste vehicles and taxi movements all day.

Saturday 24th May 2014

Road closures in place. More vehicles enter through new opening through ancient hedgerow. Opposite Bramble lane.

Post event vehicle nuisance snapshot:

29th May 2014

06:30am: Heavy vehicles accessing gravel track off of Aveley road.

Constant movement of festival plant vehicles.

10:00 am: Large artic vehicle leaves site

10:00am Caravans and 4x4 vehicles leave site

13:35 pm Artic vehicle accessing gravel track

13:40 pm Large vehicle and caravan leaving site

13:45 pm Two artic trucks arrive

13:55 pm One large truck departs site

14:00 pm 4X4 and trailer leaves site.

14:10 pm Large artic accessing site

14:35pm Large artic type vehicle and unit leave site.

15:00 pm Two large artic type vehicles access site.

15:10 pm Large vehicle leaves site.

15:15 pm Two large vehicles leave site.

15:30 pm Large vehicle leaves site

15:50 pm Large artic and unit leave site.

16:00 pm Large artic and unit leave site.

16:10 pm Large Artic and unit access site.

16:15 pm Large vehicle transporting another vehicle leave site

16:15 pm Artic vehicle leaves site

16:20 pm Large artic type vehicle with trailer unit (scaffolding) access site.

30th May 2014

06:30 am Large vehicle and unit accessing the site

Various vehicle all day. Left site to get some peace.

15:00 pm A variety of smaller vehicles constantly accessing and leaving the site

18:30 pm A large scaffolding vehicle access's the site.

18:45 pm Large vehicle with crane exits the site

18:55 pm Large vehicle and crane access's the site

19:05 pm Large vehicle towing trailer exits the site

19: 25 pm Vehicle exits site with staging.

19:40 pm Vehicle exits site with staging.

This is just a small sample of what the Damyn's hall cottages residents have had to put up with.

Post event nuisance:

After the event it appears that the organisers permitted the dismantling to carry on late into the evenings to clear the site. The same vehicles that came onto the site to make deliveries of plant and equipment now returned to remove all over several days with the same amount of noise and disruption..

My objections to this premises license application therefore are based foregoing grounds.

***Your department is now in receipt of a petition of local residents and businesses that are strongly objecting to the licensing application being granted.

Edward Marling

November 11th 2014

CC: All councillors

CC: Planning / Licensing department.

CC: Environmental health

From: Sankey, Brian <BSankey@renshawbay.com>
Sent: 19 November 2014 14:52
To: Licensing
Cc: Paul Campbell; lindavandenhende@btinternet.com; Arthur Hunt
Subject: WeAre Festival, Damyns Hall Aerodrome

TO AVOID DUPLICATION - please accept the following in substitution for my email of yesterday (18/11)

Dear Sir/Madam,

Your reference PPC/016079

I write with regard to the Premises Licence Application for the WeAre Festival proposed for Damyns Hall Aerodrome, Upminster.

As a resident of the Corbets Tey / Parklands area of Upminster I wish to raise objection to the granting of the requested licence as proposed on the grounds of Public Nuisance.

Whilst I'm sure the organisers are both experienced and well intended, I submit that...

(1) the disruption to the lives of local residents for the days of the festival is both unreasonable and unfair. The noise levels experienced last year were much worse than the previous year and effectively made it impossible for many local residents to enjoy their own home for an entire weekend. Despite outlined management of noise levels the practical outcome was much more intrusive than expected.

(2) the attendance last year, which I believe was ca. 15,000, is proposed to rise to 25,000 in 2015 and 30,000 thereafter. Despite significant traffic and people management efforts, there was considerable disruption to local transport arrangements and facilities. It's very difficult to see how Upminster can accommodate a doubling of the daily attendance. I also think I'm correct that we were told last year there were no plans to increase the size of the festival on the Damyns Hall site but that’s clearly not the current plan.

I respectfully suggest to the Council's officers and members of the Licensing Committee that the Damyns Hall site, with its proximity to residential areas (including a nursing home) and the experience to date of public disturbance & nuisance make the requested licence and the resultant festival an inappropriate proposition for Upminster and its local residents.

Should it be necessary I can be reached on this email address (bsankey@renshawbay.com).

Thank you for your consideration.

Brian Sankey
21 Parkland Avenue.
Upminster, RM14 2HA
07970 566667

The information in this message (including any attachments) is confidential and is solely for use by the intended recipient(s). If you have
received this message in error, please notify the sender by return email and delete or otherwise destroy all copies

whether in electronic or
hard copy form. Any views or opinions expressed in this message are solely those of the author and do not necessarily represent those of
Renshaw Bay LLP or Renshaw Bay Advisors LLC (each the “Firm”) unless otherwise specifically stated. E-mail transmission cannot be
guaranteed to be safe, secure or error-free. The sender therefore does not accept liability for any viruses, errors or omissions in the contents
or attachments of this message which arise as a result of e-mail transmission. Unless the Firm has otherwise expressly agreed in a signed
document to treat a person as its client, the Firm does not act for such person, is not responsible for providing such person with the
protections afforded to the Firm’s clients, and does not advise (and is not responsible for advising) such person on any transaction. Any
statement to the contrary is not authorised by the Firm.

Renshaw Bay LLP is authorised and regulated by the Financial Conduct Authority. Renshaw Bay LLP is a limited liability partnership
registered in England & Wales with registration no. OC362386 and has its registered office at 4th Floor, Reading Bridge House, George
Street, Reading, RG1 8LS. Renshaw Bay Advisors LLC and Renshaw Bay LLP are each registered as a Commodity Trading Advisor,
Commodity Pool Operator and Member with the National Futures Association in the United States.

From: linda van den hende <lindavandenhende@btinternet.com>
Sent: 10 November 2014 14:31
To: Paul Campbell
Cc: bulletinra@yahoo.co.uk; lindahawthorn@hotmail.co.uk
Subject: We Are Festival Damyns Hall Licening application

Hi Paul
I wish to object to the licensing application regarding the We Are Festival. I make these objections on behalf of myself and Cllrs Linda Hawthorn and Cllr Ower all of Upminster Ward. My objections cover three of the licensing objectives, namely the prevention of Crime and Disorder, Prevention of Public Nuisance and public safety.
Prevention of Crime and Disorder
The event of the same name in 2014 had a licence for 14999 people on each of two days. This is the third application for an event on this site. This application seeks permission for 24999 in 2015 and 29999 in years 2016 to 2019. In terms of crime in 2014 there were a number of reported incidents of mobile phone theft, an arrest, and subsequent charge, for possession of ketamine as well as evidence of significant numbers of nitrous oxide canisters confiscated. These were inside the site. Following the high level of crimes in 2013, additional policing was put in place to reduce crime and disorder, however with an increase of 10000 ticket holders it is probably that additional crime and disorder issues will arise. The site is situated on a narrow road with limited access and egress. Whilst arrangements for Taxis and shuttle buses will be in place, to disperse 24999 ticket holders (2015) and 29999 (2016-2019) from the site most of whom are likely to want to stay until the end, will create significant issues given the limited access. Dispersal will be slow and potentially lead to additional noise and disruption by impatience. There are residential properties proximate to the site and these have previously experienced anti-social behaviour around their properties. I am aware that each Licensing application is to be considered on an individual basis, however experience indicates a possible increase in crime and disorder given the additional 10000 ticket holders.
Prevention of Public Nuisance
Whilst there is no reference to a specific date for 2015 given in the application, the website shows the event for 2015 will be 30 and 31st May. for 2016 to 2019 the dates are variable between 1 May and 30 September and could be for up to three days each year. The weekend proposed for 2015 is Saturday and Sunday and is not a bank holiday weekend. The application covers licensing activities up to 2am on both days. This means that the ticket holders could be on site until 2am on Monday 1 June. The application indicates the site would be open to the public and serving late night refreshments until 2am on both Sunday 31 May and Monday 1 June. Whilst music and alcohol sales would cease at 12.30am on both days, it is reasonable to assume ticket holders would be leaving the site at any time between 12.30 and after 2am.Monday 1 June is a working and school day and the noise from ticket holders leaving the site during the early hours of the morning will cause a significant nuisance to residents immediately around the site as well as on the route to the station or car parks. This is not acceptable. Therefore I oppose the times requested in this application as being too long and will lead to unacceptable levels of nuisance to residents in the area. In addition in 2014, I received a significant number of complaints regarding the level of noise from the amplified music from the site. I personally experienced this on the Sunday during the day when there was a very significant base sound from the site and I live a good distance away from the site. There were many reports to the council over this weekend from residents who were disturbed by the noise level. This was from a wide area, Upminster, Cranham and in Hacton ward. In addition whilst a traffic management system was put in place and a number of roads closed or made one-way, this caused a very significant problem in Upminster Town Centre. The Aveley Road where the site is located is a very busy road, heavily used as a route to the M25/Lakeside. Part of the road was closed which meant a long and often confusing diversion. Frankly why should residents be inconvenienced in such a way, especially as communication on this point was very late and confusing with people

manning the barriers who did not know the area and therefore were unable to advise on alternative routes. Upminster is a busy shopping centre and the chaos this event caused was unacceptable. In addition a number of businesses along the Aveley road were cut off and customers were unable to access these places. There was no consideration of this aspect by the organisers. The increase in numbers requested by this application will make these issues worse. In addition to the actual dates of the event there is approx. 5 days of disruption before the event as large lorries deliver the equipment and the noise of the set-up and testing noise levels also disrupts residents. There is also several days after the event whilst the site is cleared, the roads near the site are not suited to large lorries with trailers.

Public safety

I have concerns regarding public safety in respect of this application. The numbers requested, 24999 on each of the days, means an increase on the numbers for last year and it appears that the music area will be similar in size. With an additional 10000 people it follows that there is the possibility of greater risk to safety given these numbers. In addition ticket holders wishing to get drinks and food with such large numbers risks crushing with the attendant risk of injury. In addition anyone walking to the venue, depending on where taffic is diverted could be at risk given there are no pavements close to the site. In addition the additional traffic going through Upminster Town Centre risks greater traffic jams and the risk of accidents with such additional vehicle numbers.

Overall this application is excessive in terms of numbers requested both in 2015 and beyond, the hours of operation are excessive and the impact on residents totally unreasonable. If the license is to be granted I would ask that the numbers are restricted to 2014 levels, i.e 14999, that all licensing activity finishes at 12.30am on sunday morning and 11.30 Sunday evening, noise levels are reduced from those for last year and that there is adequate buffering to avoid noise seeping into surrounding locations, that road closures/diversions are fully worked out to include local businesses so that disruption is kept to the minimum, and that the license is only granted for one year so that each year can be assessed and modified in the light of experience.

I would be grateful if you could confirm this is a valid objection. I also confirm I would wish to address the Licensing sub-committee on this matter.

Many thanks

Cllr Linda Van den Hende

Havering
LONDON BOROUGH

Interested Parties (Valid Representations of support)

c2c

c2c Rail Limited
2nd Floor
Cutlers Court
115 Houndsditch
London
EC3A 7BR

23rd September 2014

c2c Rail partnership w/ We Are FSTVL

To whom it may concern,

As the rail company connecting the South East Essex Coast to Central London we have worked with many large events in the past to provide travel plans. We have really enjoyed working with We Are FSTVL over the past 2 years and seeing their business grow from strength to strength.

They have always worked in the upmost professional manner and any small problems that occurred in the first year were assessed and solved in the second year, which led to a very smooth running travel plan for their recent show in May.

We would look forward to working with We Are FSVL in future years to come and support their plans for 2015. Also enclosed is a draft train plan showing additional train services to support their proposed increase in capacity.

Should you have any questions relating to the validity of this letter, please contact me on 07776 482 337.

Kind Regards,

Hugh Jennings
Head of Retail

c2c Rail Limited is part of National Express Group.
national express
Registered Office: National Express House, Birmingham Coach Station, Mill Lane, Digbeth, Birmingham B5 6DD
Registered in England No. 2938993. Registered for VAT GB 657 7847 73

We Are FSTVL Additional Trains

Saturday 30th May (Sunday morning trains)– Upminster – Fenchurch

Last timetabled train - 0008

Upminster	0030	0100	0130	0200
Barking	0039	0109	0139	0209
Limehouse	0050	0120	0150	0220
Fenchurch St	0054	0124	0154	0224

Saturday 30th May (Sunday Morning trains) Upminster – Shoeburyness

Last timetabled train - 0103

Upminster	0145	0200
West Horndon	0150	0205
Laindon	0156	0211
Basildon	0159	0214
Pitsea	0203	0218
Benfleet	0207	0222
Leigh on Sea	0212	0227
Chalkwell	0215	0230
Westcliff	0217	0232
Southend Central	0220	0235
Southend East	0222	0237
Thorpe Bay	0226	0241
Shoeburyness	0231	0246

Sunday 31st May (Monday morning trains) Upminster – Fenchurch

Last timetable train - 2316

Upminster	2345	0015	0040	0100	0130
Barking	2354	0024	0049	0109	0139
Limehouse	0003	0033	0100	0120	0150
Fenchurch St	0007	0037	0104	0124	0154

Sunday 31st May (Monday Morning trains) Upminster – Shoeburyness

Last timetable train - 0032

Upminster	0110	0145	0200
West Horndon	0115	0150	0205
Laindon	0121	0156	0211
Basildon	0124	0159	0214
Pitsea	0128	0203	0218
Benfleet	0132	0207	0222
Leigh on Sea	0137	0212	0227
Chalkwell	0140	0215	0230
Westcliff	0140	0217	0232
Southend Central	0142	0220	0235
Southend East	0145	0222	0237
Thorpe Bay	0147	0226	0241
Shoeburyness	0151	0231	0246

Ensignbus

www.ensignbus.com

Juliette Close
Purfleet Industrial Park
Purfleet
Essex RM15 4YF

Phone: +44 (0)1708 865 656
Fax: +44 (0)1708 864 340

sales@ensignbus.com
customerservices@ensignbus.com



Lime Green Events
WeAreFSTVL 2015

16/09/14

After starting work with Lime Green Events in 2013 for WeAreFSTVL, we have always found them to be a very professional business with the safety & customer care of their participants of upmost importance. At every stage of the planning procedure they have always met our concerns making for a safe and reliable operation.

Ensignbus are a large well established local company operating a large network of public bus services in the Thurrock Area, along with operating rail replacement services for likes of TFL, C2C, National Express & Abellio. WeAreFSTVL is now an annual event that we look forward to providing vehicles for as they draw a good well behaved audience.

Bus Proposal for 2015

Upminster Shuttle	0700 – 0130	38 buses
(But with an additional 5 on the Saturday to combat the busier traffic through Upminster)		
Aveley Shuttle	0800 – 0130	2 buses
(after 2100 extends to Grays via the hotels)		
Grays & hotels	2100 – 0130	6 buses
Romford, Gidea Park & Collier Row	2100 – 0130	7 buses
Rainham, Hornchurch & Elm Park	2100 – 0130	6 buses
Brentwood, Billericay & Chelmsford	4 buses departing @	
00.00, 00.30, 01.00, 01.30		

This is the same number of vehicles as used last year but dropping the Harold Wood & Harold Hill service and strengthening the other services,
Although we would need an additional 5 vehicles on the Saturday to cope with the busier traffic through Upminster.

Total buses Saturday 68 Sunday 63

Jon Lupton Commercial Manager

Registered Office: Ensign Bus Company Ltd, Juliette Close, Purfleet Industrial Park, Aveley, South Ockendon, Essex, RM15 4YF
Registered in England and Wales No. 2656574

From: Paul Campbell
Sent: 05 November 2014 11:24
To: Paul Campbell
Subject: FW: We Are Fstvl

From: Message Center [mailto:go-2708@hotmail.co.uk]
Sent: 05 November 2014 09:56
To: Paul Campbell
Subject: RE: We Are Fstvl

74 Dominion Drive
Romford
Essex
RM5 2QP

From: Message Center [mailto:go-2708@hotmail.co.uk]
Sent: 04 November 2014 15:22
To: Licensing
Cc: info@wearefstvl.com
Subject: We Are Fstvl

Hello,
Having seen the license application for We Are Fstvl I felt I need to submit my feedback.
We Are is one of the highlights of the festival season. It takes place over two days and nights with many great acts taking part.
For an event of this magnitude I was not affected by any noise from the festival site and I was able to continue my weekend as usual including travelling around the local area.
Being an avid festival goer myself, not often do you get the opportunity to have something like this come to your local area. I think it's great for local people, businesses, community and I look forward to the return of it next year.

Best Wishes,
Grant Odger

This document is strictly confidential and is intended only for use by the addressee. If you are not the intended recipient, any disclosure, copying, distribution or other action taken in reliance of the information contained in this e-mail is strictly prohibited. Any views expressed by the sender of this message are not necessarily those of the London Borough of Havering. If you have received this transmission in error, please use the reply function to tell us and then permanently delete what you have received. This email was scanned for viruses by the London Borough of Havering anti-virus services and on leaving the Authority was found to be virus free. Please note: Incoming and outgoing e-mail messages are routinely monitored for compliance with our policy on the use of electronic communications. -

From: Aman Barber <kang_a@hotmail.com>
Sent: 19 November 2014 21:52
To: Licensing
Subject: We are Fstvl

Hello
With regard to We Are Fstvl.
I am not particularly bothered about festivals but what I am bothered about is my local community. This is why I am emailing to let you know my thoughts on the weekend.

- It didn't interfere with my weekend.
- I could still make my way through the town and to and from lakeside – crowds seemed well managed and well behaved.
- The event was well posted – we knew before hand it was going to happen, this wasn't something that was sprung on us last minute – saw it mentioned in the local paper / train station etc.
- It was something the younger members of the community could attend and enjoy.

For something that caused no problems to me and my neighbours I think why not welcome it's return for next year.
Kind Regards,
Mrs Aman Barber
26 Highview Gardens
Upminster
RM14 2YZ

From: Licensing
Sent: 19 November 2014 15:40
To: Paul Campbell
Subject: FW: Letter

Follow Up Flag: Follow up
Flag Status: Flagged

From: Denise Lake [mailto:deniseflake@hotmail.com]
Sent: 19 November 2014 14:32
To: Licensing
Subject: Fwd: Letter

Denise Lake
15 kestrel close
HORNCHURCH
Essex
Rm125ls

Hello,
With regard to licence application for We Are Fstvl I just wanted to clarify what a great weekend I had with my friends.
It was one of the most organised well thought out festivals I have ever been to. Definitely was my highlight of my summer. The crowd were amazing and it was cool to see so many people from across / outside the UK had attended. Everyone
Well done to the organisers for putting on a weekend of such outstanding quality.
I can’t wait for next year.

From: Licensing
Sent: 04 November 2014 12:34
To: Arthur Hunt; Paul Jones; Paul Campbell
Subject: FW: We Are Fstvl Licencing 2015

-----Original Message-----
From: Emily Whyman [mailto:emilywhyman93@yahoo.co.uk]
Sent: 04 November 2014 12:26
To: Licensing
Cc: info@wearefstvl.com
Subject: We Are Fstvl Licencing 2015

Emily Whyman
29 Carlton Close
Upminster
RM14 2YR

Dear Sir/ Madam,
Re: We Are Fstvl Licencing 2015

I have lived in the local area my entire life, I love Upminster and would not chose to re-locate elsewhere; however throughout my life there has not been anything aimed at the younger residents. We Are Fstvl does this.

The event from my family and I's perspective did not cause any problems. I live with younger siblings and my father, and none of us could hear any noise from the festival site.

Transport links to the event were impeccably organised and at no point did I or anybody I know feel threatened by anybody travelling through Upminster for the event.

It is about time the pretty town of Upminster and the surrounding areas were used for something useful and Upminster was put on the map. People should embrace the festival every year, small businesses can use it to their advantage, and younger generations should be allowed to celebrate their youth and culture through the music and festival whilst knowing it is being held in a safe environment, close to home, being attentively organised and taking into consideration not just the ageing community that some seem to think solely exist.

Many thanks,

Emily Whyman

From: Paul Campbell
Sent: 29 October 2014 09:28
To: Paul Campbell
Subject: FW: We are Festival

My address is 146, Cranston Park Ave Upminster Essex RM14 3XJ

From: D DOWDALL
Sent: 28 October 2014 10:25
To: Licensing
Subject: We are Festival

I have e-mailed before stating that I thought that this event was always run in a professional manner. My son will be 18 at Christmas and is eager to go and after attending the debate in Upminster, I feel it is run in a responsible manner. I was impressed by the Police who stated no drug crimes were committed and that they were the only Festival to have sniffer dogs and only a small minor number of mobile thefts were recorded.

I was however dismayed by the Councillors who attended who, when e-mailed admitted only 12 people had complained to them and for this reason she was objecting to the licensing decisions.

The majority of Upminster and Cranham feel the Festival good thing for our towns and the guy running it closed it at 12.30 this year which I consider early. I can understand the people living right by the airfield could be inconvenienced however at the meeting one of them said he was given compensation for this - I did ask why not use the money to have a holiday whilst the Festival was on but he said he didn't want to!

I thought I would write to balance the negative views that no doubt you will get from a few in Upminster. I agree to the number going up and that it could be any three consecutive days.

From: Licensing
Sent: 29 October 2014 10:57
To: Paul Campbell
Subject: FW: We are Fstvl

From: Jeff Whiley [mailto:Jeff@jm2.info]
Sent: 29 October 2014 10:21
To: Licensing
Subject: We are Fstvl

Re:- Lime Green Events Ltd license application no 16079

Dear Sir / Madam,

I write regarding the above license application.

I'm a resident of Upminster for the last 35 years, I also have a local business in Upminster as well. I visited the We Are FSTVL show in 2014 on both days during the day on Saturday & Sunday. The town was buzzing all weekend with all of the traders I visited enjoying a significant upturn in business not to mention the calibre of the audience who were very polite, well mannered, well behaved and mixing with the Upminster locals it was a real pleasure to witness on our doorstep with not a sign of any trouble all weekend.

I used the free shuttle bus service laid on by the organisers in both directions which was fast, direct and with no issues which didn't affect the usual traffic flow through the town centre at all on either Saturday or Sunday.

The event itself was extremely well run and I've visited many festival and music shows across many years and this show was very well organised the staff were friendly and helpful whilst security were thorough but polite at all times. As a member of paying public I felt safe at all times to enjoy my day of music and entertainment.

I left the festival site around 8.00pm on both Saturday & Sunday and live in Upminster myself. I couldn't hear a thing from the festival from my house. I watched television in the evening as normal with the window open with no disturbance.

I look forward to the festival for many years to come and trust the licensing team and councillors support the community of Upminster by putting on this show every year.

Yours faithfully,

Jeff Whiley
Managing Director

JM2 Support Services Ltd

Unit 1a | Howard Road | Upminster |
Essex | RM14 2UE

T: 0845 618 7220
M: 07803 658723
W: www.jm2.info

The information contained in this e-mail is confidential and may be privileged. It is intended for the addressee only. If you are not the intended recipient, please delete this e-mail immediately and advise the sender accordingly. The contents of this e-mail must not be disclosed or copied without the sender's consent. We cannot accept any responsibility for viruses, so please scan all attachments.

Jm2 Support Services Limited is Registered in England and Wales, Company Registration Number: 07026982 Registered Office:14 Broadway, Rainham, Essex, RM13 9YW

Please don't print this e-mail unless you really need to.

From: Licensing
Sent: 03 November 2014 14:04
To: Paul Campbell
Subject: FW: We Are Fstvl

From: grace jolly [mailto:gracejolly1@hotmail.com]
Sent: 03 November 2014 13:34
To: Licensing
Subject: We Are Fstvl

6 The Fairway,
Upminster,
Essex,
RM14 1BS
Monday 3rd November 2014

Good Afternoon,
As a resident of Upminster, I have lived here my entire life. Throughout this time I have always wanted the community to grow and be well-recognised for something that I myself am able to relate to.

I believe We Are Fstvl has provided the area with this. It is something that has allowed myself and many friends to enjoy the local area that we live in. I feel as though I should let you know the positives.
I love attending festivals and have to say that in comparison to some I have been to in the past I have no complaints. Queues were never long and I managed to get into the site quickly so I could make the most of my day with my friends. When the music finished I was quickly able to get a taxi home ready for the next day.
I can honestly say We Are Fstvl is definitely one of my top festivals not just for the friendly crowd and great atmosphere but the little details that were taken into considerations. I applaud the organisers for putting this event on.
Many thanks,
Grace Jolly

From: Licensing
Sent: 29 October 2014 07:51
To: Paul Campbell
Subject: FW: wearefstvl

From: Mark Sewell [mailto:mark@jm2.info]
Sent: 28 October 2014 16:11
To: Licensing
Cc: info@wearefstvl.com
Subject: wearefstvl

Mark Sewell
Unit 1a Howard Road
Upminster
Essex
RM14 2UE

Re: We Are Festival license application no 16079

Good Morning,

As a resident of Hornchurch & business owner in Upminster I have recently been made aware that the licencing application for We Are Fstvl has been submitted.

I wish to let you know that throughout the weekend I was not at any point disturbed and I personally did not feel the noise was excessive.
I own a business in Upminster and those who attended the show mainly came into Upminster and there was no disturbance for them or myself. The few people who I did speak to seemed to be friendly young people who were looking forward to the music. I feel this was a great event for the local economy and community.

I rang the hotline number that was mentioned and got through twice on the Saturday to ask for directions regarding the traffic amendments and was met with a very helpful, friendly response. This further compounds to me how well run the event was.

Havering should be supporting local businesses and allowing them to prosper.

I fully look forward to seeing We Are Fstvl returning next year and I hope you will take my points on board.

Thank you for your time,

Mark Sewell

Mark Sewell
Managing Director

| Unit 1a Howard Road | Upminster |Essex |RM14 2UE |

T: 0845 618 7220 M: 07803 658723 F: 01708 259727 W: www.jm2.info

Please click here to connect with us -

JM2 Support Services Limited is registered in England and Wales Company No. 7026982 Registered address 14 The Broadway,
Rainham, Essex, RM13 9YW

NOTICE AND DISCLAIMER:
Any opinions expressed in this email are those of the individual and not necessarily the company. This email and any files
transmitted with it are confidential and solely for the use of the intended recipient. It may contain material protected by attorney-client privilege. If you are not the intended recipient or the person responsible for delivering to the intended recipient,
be advised that you have received this email in error and that any use is strictly prohibited.
If you have received this email in error please notify them and then delete this message. Unencrypted e-mail is intrinsically
insecure and Jm2 Contracting does not accept responsibility for any changes made to this email or attachments during its
transmission. If you are unsure of the authenticity of this email then please contact the sender.
Virus

Disclaimer: Every effort has been made to ensure that this email is virus free. However Jm2 Support Services Limited do not
accept any liability in respect to an undetected virus and recommends that the recipient(s) use an up to date virus scanner.

From: Licensing
Sent: 19 November 2014 12:47
To: Paul Campbell
Subject: FW: We Are Festival

From: Julie Brannen [mailto:julie_brannen@yahoo.co.uk]
Sent: 19 November 2014 12:05
To: Licensing
Subject: We Are Festival

To all members of the licensing committee,

RE: WE ARE FESTIVAL

I think it is a great thing to happen within the community. On the weekend I was in Upminster and on the trains & can say I was not affected by the festival / people who were attending. The ones who I did encounter seemed to be friendly youngsters excited for the weekend and the music. People normally have to travel to London to enjoy events such as this, this is only 10 minutes away- it's great. My neighbours and I were saying why not make people aware of Upminster / London Borough of Havering and use this a tool to bring new people to the area.

On a side note I loved the shuttle bus idea. I thought it was a great way of getting people to and from the station. I'm sure it allowed a lot of parents a sigh of relief to know their children could get to and from the site safely.

To summarise there is no doubt in my mind that a great deal of effort and consideration was taken with regard to the 2014 show as I'm sure it will be for 2015. Please allow this festival to develop and become a key event within the local area.

Kind Regards,
Julie

63 Severn Drive
Upminster
Essex
RM14 1QF

From: Licensing
Sent: 19 November 2014 15:41
To: Paul Campbell
Subject: FW: We are Fstvl

Follow Up Flag: Follow up
Flag Status: Flagged

From: Jessica Hayden [mailto:jess120@hotmail.com]
Sent: 19 November 2014 14:29
To: Licensing
Subject: We are Fstvl

Jessica Hayden
45 Danbury Road
Rainham
RM13 7UT

To whom it may concern,

As a local resident and parent myself I am always looking into events that happen within the community.

This year I stumbled across We Are Fstvl after a neighbour was telling me about this new music event in the area. Although my children are young and definitely not within the age bracket of attending – I think it's a fantastic idea. When my children get to the age where they want to go their first music festival what more could I ask for? a safe well executed festival that is near my home, meaning I can get them at any time. I was in the town that weekend and thought it seemed like great fun was had by all.

Let's get behind this event and show and bring some life to Havering.

Many thanks,

Jessica Hayden

Sent from my Samsung Galaxy smartphone.

From: Licensing
Sent: 12 November 2014 08:22
To: Paul Campbell
Subject: FW: We r fstvl

Follow Up Flag: Follow up
Flag Status: Flagged

From: Jack Robson [mailto:jrobsonnn@hotmail.com]
Sent: 11 November 2014 18:54
To: Licensing
Subject: We r fstvl

Jack Robson
3 Acacia Drive
Upminster
Essex
RM14 2LJ

Hi,

Just heard the licencing application has gone in for We Are Fstvl. For me traffic was fine, noise wasn't over the top and everyone in the town seemed like they were all enjoying themselves and having a laugh! Nothing at all was in bad spirit and I didn't hear of any dangerous/rowdy instances.

I have heard that the people setting this up are local too (whether this is true or not, I don't know), so my question is: Shouldn't we be supporting the local businesses such as this in every way we can? In my opinion, we need to show support to things like this, they don't come around very often! Also, from what I've heard from nephews and nieces is that the show was incredibly enjoyable and very well produced!

Kind regards,
Jack Robson

Sent from my iPhone

22 Ashburnham Gardens,
Upminster,
Essex,
RM14 1XA,
Tuesday 18th November 2014.

To whom it may concern,

RE: WE ARE FSTVL

I am a 21 year old male student and I live in Upminster and have done all my life. Since WE ARE FSTVL started, one thing that I have noticed is that people far and wide now know of Upminster. I have noticed this when I have spoken to new people in passing (Old and Young) when explaining where I'm from, I say "I'm from Upminster" many times I have received the reply "Oh where WE ARE is held?" When I first witnessed it was quite a shock to me as I have never originally realised how big/successful the WE ARE FSTVL was, I never for once thought it would spread so far. I found it quite refreshing because I didn't have to explain where I lived by giving reference to a better known local town/city (London, Romford, Brentwood, etc.).

Unfortunately, I personally have not yet gone to the WE ARE FSTVL. However that does not mean I don't like festivals happening. I hear many stories from friends who have had great fun at festivals and I have heard many great things about WE ARE, from such things as the shortlist of artists and bands playing there, as well as the whole vibe of the festival being really good. Personally, I have not heard anyone from anyone who went there that didn't enjoy it.

During the last festival I was back home from University and staying with my parents over summer. I live just off of hall lane and hearing about the festival spoke to my neighbours. They all explained there was ample warning for it, but all seemed rather appreciative of the festival happening. My neighbours and I saw it as great marketing for the area and it brought in good economy for the local businesses.

To summarise my opinions I am yet to find a bad thing to say about the festival, which is surprising for me to say as I am a person that moans about everything. I wish WE-ARE FSTVL every success and that it expands into one of the most well-known festivals around.

If you wish to contact in the future please email: errol.kiani@gmail.com

Yours Faithfully,



Errol Kiani

(Upminster Resident)

From: Licensing
Sent: 19 November 2014 15:41
To: Paul Campbell
Subject: FW: We are fstvl

Follow Up Flag: Follow up
Flag Status: Flagged

From: Lisa Orriss [mailto:lisaorriss82@yahoo.co.uk]
Sent: 19 November 2014 14:07
To: Licensing
Subject: We are fstvl

The Halo
65 Station Road,
Upminster Essex RM14 2SU

To whom it may concern,
Being a local shop owner I wanted to email you with regard to the local festival We Are Fstvl.As a shop owner it brings an AMAZING BUZZ to this sleepy town. We struggle to get any work done on that day as we are so excited. We love watching all the party revellers arriving and seeing everyone have fun. All who I saw that attended were well behaved and in great spirits for the weekend.
It was fabulous to see Upminster so full of life. Long May it continue .
Best Wishes,
Lisa Aly-Khan
The Halo Hair Design
Sent from my iPad

From: Paul Campbell
Sent: 19 November 2014 11:00
To: Paul Campbell
Subject: FW: We R Fstvl

From: Licensing
Sent: 19 November 2014 07:57
To: Paul Campbell
Subject: FW: We R Fstvl

From: Lauren York [mailto:lyork0456@gmail.com]
Sent: 18 November 2014 20:57
To: Licensing
Subject: We R Fstvl

104 Heron Way
Upminster
Essex
RM14 1EE

Dear Sir / Madam.

I am writing to you with regard to the recent application that has been put in for We Are Fstvl. I have been to many different festivals all over the UK and Europe and although I didn't make it to We Are Fstvl I have been told by friends who have that I NEED to go next year which Is why I am emailing to show my support.

Being from Upminster myself I think it is important that we support local events such as this one. My friends told me it closed around midnight which in comparison to other festivals I have been to is early. The shuttle buses are a great idea as they allow you to get to and from the site safely and quickly which to me is a key point. I saw the town on the Saturday and it looked no different traffic wise than any other weekend.

I want to thank the organisers for putting on a show like this in Upminster, we needed something fun that the younger residents could go to.

I look forward to it returning next year.

Many thanks,

Lauren York.

From: Paul Campbell
Sent: 11 November 2014 09:30
To: Paul Campbell
Subject: FW: We are fstvl 2015

7 Shelley avenue
Hornchurch
Essex
Rm124bt

kind Regards
Marianna Alexandrou

From: Marianna Alexandrou [mailto:marianna_a@hotmail.co.uk]
Sent: 10 November 2014 12:33
To: info@wearefstvl.com
Cc: Licensing
Subject: We are fstvl 2015

To whom it may concern,
Re: We Are Fstvl 2015
Following the application for the event mentioned above I wanted to take the time to let you know my feedback as a resident of Hornchurch.
As a resident of Hornchurch living approximately 15 minsaway from We Are Fstvl, advanced notice was given regarding traffic and crowds within the surrounding area. As a result of these advanced notices, I prepared and gave myself sufficient time to complete tasks such as driving into work which usually takes between 10-15minutes. To my surprise, there was not an increase of traffic flow going towards the direction of Upminster and it did not affect my weekend travelroutes as I previously may have thought.
With regard to sound, It is with no doubt in my mind that every detail with sound was taking into consideration just as traffic was. Throughout the weekend I was in and out of my house and at no point could I hear anything that would hinder my day and night.
Truthfully it was refreshing to see Upminster full of life.
Yours,

Marianna Alexandrou

Sent from my iPhone

From: Licensing
Sent: 18 November 2014 12:21
To: Paul Campbell
Subject: FW: Support Letter For The We Are FSTVL Licence Application

Importance: High

From: Boutainblog™ [mailto:boutainblog@gmail.com]
Sent: 18 November 2014 10:30
To: Licensing
Cc: We Are FSTVL
Subject: Support Letter For The We Are FSTVL Licence Application
Importance: High

Support Letter For The We Are FSTVL Licence Application;

To whom it may concern

I have written to you in the past in support of the We Are FSTVL event held in Upminster over the last two years.

I understand that a licence application has recently been made and I would like to once more re-iterate my support for the utterly brilliant entrepreneurship, professionalism and dedication to safety and the general publics well being the amazing team behind this event has.

Not only has this unique event truly put Upminster on the map culturally but has in the two years of its existence attracted the very best of the worlds electronic music artists from across the globe, who all clamour to play at the event. All of the worlds music press full attention is centred on Upminster over the course of the weekend and the organisers have managed not only put on a safe, extremely well organised event, but one that Upminster and its inhabitants can truly be proud of.

As a music journalist myself I have attended both events and it has to be said that the colossal amount of organisation into the safety and well being of the general public is second to none. In my line of work I attend many, many of these types of events and even though the organisers are only in their second year they seemed to have completely nailed it.

I spent some considerable time in Upminster on the morning of both events. Yes indeed it was very busy but I did not see any accounts of trouble, all the festival goers seemed to be in a very happy mood (and rightly so) and brought a very light and fun mood to the already happy and buzzing town centre. Plenty of the locals seemed to be enjoying the fun and getting into the spirit of things.

After both events I spent some time walking around Upminster speaking to local businesses asking what they thought of the weekends events? The answer was a resoundingly positive one with pretty much every business seeing a marked rise in takings in general over the weekend period.

The official Public Carriage Office temporary cab rank at the site was a real stroke of genius, festival goers didn't have to wait in line for anything more than ten minutes in order to be able to get a cab. I've also spoken to several members of The Licensed Taxi Drivers Association who also saw a marked rise in takings over the weekend.

I live around five minutes drive from the site and personally encountered no traffic problems to and from the event and just getting around in general. I think this again shows you the thought and planning which went into the event. Moving that many bodies around safely without inconveniencing the roads too much is no mean feat. Also I could not hear any noise from the venue at my home at any time.

All of the above points I think are not only valid but without the existence of this event Upminster, its businesses and its inhabitants would clearly be worse off. A case in point is the ever popular V Festival held at Hylands Park in Chelmsford, now into its nineteenth year. This event has drawn the crowds in year after year and has shown just how a well organised, planned and thought out event can hugely benefit the cultural significance of a town and its positive exposure not only in the UK but around the world.

I feel that We Are FSTVL as a whole brings a huge amount of positivity to the table. And I wholeheartedly support them, now and in the future.

If you have any further comments or would like any more information from me please contact me on any of the below, and should you wish to look at any of my previous work you can also find it on the links provided below.

Many thanks for listening

Matt Bolton

27 - 29 South Road
South Ockendon
Essex
RM15 6NU

01708 404455
07905 750 216

www.boutainblog.com
www.numb-uk.com

From: Pete <peter-berry@sky.com>
Sent: 19 November 2014 21:12
To: Licensing
Subject: We Are Fstvl

Good Evening,
I am emailing about the licence application for We Are Festival 2015.
I think as a small community we should support events such as this one. I personally feel privileged that it has been chosen to be put on in our local area. With some areas that have events such as this you can be affected even if you are not attending. We Are Fstvl did not affect me at all. I feel the organisers took great considerations into make us the residents aware it was taking place.
I was at Upminster station on the Sunday and having spent time talking to those attending they were well behaved, young people excited for the music and the weekend.
I hope you can understand my reason for this email. As a resident I also feel it is important that we think of the positives for the weekend.

Many thanks for your time.

Best Wishes
Mr Peter Berry
156 Sunnyside Gardens
Upminster
Essex
RM14 3DR

Sent from my iPhone

From: Alex Hughes <willow_alex@msn.com>
Sent: 30 October 2014 09:41
To: Paul Campbell
Subject: Re: We are Festival

Good morning Paul,

Thank you for your swift reply. My current address is

57 Ravenscourt Grove
Hornchurch
Essex
RM12 6HJ

Kind regards
Alex

Sent from Alex's iPhone

> On 30 Oct 2014, at 9:34 am, Paul Campbell <Paul.Campbell@havering.gov.uk>
wrote:
>
> Dear Alex
> To accept your representation in support of the current application
> the legislation dictates that you supply a current address Please
> forward this to me so that your comments can be accepted Thank you
> Paul Campbell..
>
> -----Original Message-----
> From: Licensing
> Sent: 30 October 2014 07:39
> To: Paul Campbell
> Subject: FW: We are Festival
>
>
>
> -----Original Message-----
> From: Alex Hughes [mailto:willow_alex@msn.com]
> Sent: 29 October 2014 21:50
> To: Licensing
> Subject: We are Festival
>
> To the Licensing department,
>
> I wanted to email about We Are Festival that takes place over the bank holiday
weekend in May in Upminster. As a resident of the Hornchurch area (Ravenscourt
Grove) I experienced no disruption to my bank holiday weekend. Although I did not
attend the music festival myself (I want to go next year) I didn't feel that it impacted my
weekend, which I spent Saturday mid-afternoon shopping in Upminster and the
remainder in my garden with my parents. I thought that the buses ferrying the festival
goers to and from the site was an excellent idea, clearly marked and picking them up
from the station meant that they were not 'hanging around' in the town centre and made
it no less busy than it usually is on a Saturday.

> I believe that we should embrace the local Festival and the fact that it is actually giving our young people something to do.
>
> Kind regards,
> Alex Hughes
>
> Sent from Alex's iPhone
> This document is strictly confidential and is intended only for use by
> the addressee. If you are not the intended recipient, any disclosure,
> copying, distribution or other action taken in reliance of the
> information contained in this e-mail is strictly prohibited. Any views
> expressed by the sender of this message are not necessarily those of
> the London Borough of Havering. If you have received this transmission
> in error, please use the reply function to tell us and then
> permanently delete what you have received. This email was scanned for
> viruses by the London Borough of Havering anti-virus services and on
> leaving the Authority was found to be virus free. Please note:
> Incoming and outgoing e-mail messages are routinely monitored for
> compliance with our policy on the use of electronic communications. -

From: Licensing
Sent: 13 November 2014 11:27
To: Paul Campbell
Subject: FW: We are Fstvl application

Follow Up Flag: Follow up
Flag Status: Completed

From: Richard White [mailto:richard.white@tatacommunications.com]
Sent: 13 November 2014 10:20
To: Licensing
Subject: We are Fstvl application

14 Morgan Way
Rainham
Essex
RM13 9JT

Dear Sir / Madam
I am emailing with regard to the recent We Are Fstvl application.

I am not particularly bothered about festivals but what I am bothered about is my local community. This is why I am emailing you to tell you my
thoughts on the weekend.

- It didn't interfere with my weekend.
- I could still make my way through the town and to and from lakeside – crowds seemed well managed and well behaved.
- The event was well posted – we knew before hand it was going to happen, this wasn't something that was sprung on us last minute –
saw it mentioned in the local paper / train station etc.
- It was something the younger members of the community could attend and enjoy.

For something that caused no problems to me and my neighbours I think why not welcome its return in Upminster.

Yours sincerely,
Richard White

From: Licensing
Sent: 19 November 2014 07:56
To: Paul Campbell
Subject: FW: We are Fstvl

Follow Up Flag: Follow up
Flag Status: Flagged

From: Sue Bartlett [mailto:suebartlett77@googlemail.com]
Sent: 18 November 2014 22:15
To: Licensing
Subject: We are Fstvl

Sue Bartlett
37 Gaynes Park Road
Upminster
Essex
RM14 2HJ

To whom it may concern,

RE: Fstvl 2015

I wanted to write to you to say that I was very impressed with the organisation of wearefstvl and by the Festival goers who I saw in and around Upminster enjoying themselves. They were all having fun and behaving responsibly, and undoubtedly boosting the local economy by spending money.

As I drove around the area that weekend, I saw people who were clearly wearing marked clothing directing people around the area. It appeared to be very well run.

It caused us no problems are we were happy that it was bringing business to Upminster and putting us on the map!!

We are very much looking forward to next year and are hoping to attend.

Kind Regards,

Sent from my iPhone

From: Paul Campbell
Sent: 11 November 2014 09:17
To: Paul Campbell
Subject: FW: We Are FSTVL

From: Yildirim Esiroglu [mailto:yildirimesiroglu@hotmail.com]
Sent: 10 November 2014 17:16
To: Licensing
Subject: We Are FSTVL

Yildirim Esiroglu 49 Lingfield Avenue, Upminster, Essex, RM14 2PF
Dear Sirs/Madams,
I am resident of Lingfield Avenue, Upminster although I own a restaurant/take-away business in Rainham.
I wanted to give you my feedback on the weekend of We Are Fstvl. On the Saturday night, our take-away was way more busy than usual and although a couple of the people were a little merry – nobody was rude or disruptive in anyway. It was great to hear all the stories of great the day had been. I'm sure a lot of other businesses also benefited from this.
Then on the Sunday, I had a barbeque at mine with the kids. We had a really nice day and then of a night we could just see the fireworks which marked a lovely bank holiday weekend.
I hope there are others like me that have bothered to write to you because I'm sure the weekend was a pleasure for a lot of people.

Yours Faithfully,
Yildirim Esiroglu

From: Licensing
Sent: 19 November 2014 12:47
To: Paul Campbell
Subject: FW: We Are Festival

From: Julie Brannen [mailto:julie_brannen@yahoo.co.uk]
Sent: 19 November 2014 12:05
To: Licensing
Subject: We Are Festival

To all members of the licensing committee,

RE: WE ARE FESTIVAL

I think it is a great thing to happen within the community. On the weekend I was in Upminster and on the trains & can say I was not affected by the festival / people who were attending. The ones who I did encounter seemed to be friendly youngsters excited for the weekend and the music. People normally have to travel to London to enjoy events such as this, this is only 10 minutes away- it's great. My neighbours and I were saying why not make people aware of Upminster / London Borough of Havering and use this a tool to bring new people to the area.

On a side note I loved the shuttle bus idea. I thought it was a great way of getting people to and from the station. I'm sure it allowed a lot of parents a sigh of relief to know their children could get to and from the site safely.

To summarise there is no doubt in my mind that a great deal of effort and consideration was taken with regard to the 2014 show as I'm sure it will be for 2015. Please allow this festival to develop and become a key event within the local area.

Kind Regards,
Julie

63 Severn Drive
Upminster
Essex
RM14 1QF

This page is intentionally left blank