



Helen Downie <h.m.downie@googlemail.com>

FW: Anti social and criminal behaviour in residential streets near the festival

1 message

Claire Armstrong <C.Armstrong@festivalrepublic.com>

Mon, Jul 23, 2018 at 3:25 PM

To: [REDACTED]

Cc: "Roulin.Khondoker@islington.gov.uk" <Roulin.Khondoker@islington.gov.uk>, "alexanda.cain@met.pnn.police.uk" <alexanda.cain@met.pnn.police.uk>, "andy.hull@islington.gov.uk" <andy.hull@islington.gov.uk>, "claire.kober@haringay.gov.uk" <claire.kober@haringay.gov.uk>, "peter.mitchell@haringey.gov.uk" <peter.mitchell@haringey.gov.uk>, Daliah Barrett <Daliah.Barrett@haringey.gov.uk>, Jones Sarah <Sarah.Jones@haringey.gov.uk>

Dear Helen and Nigel

Thank you for taking the time to write in about the off-site security. We were sorry to read of your experiences. We apologise for the delay in coming back to you and thank you for bearing with us. I would like to answer the specific issues you raise and outline our perspective.

In 2017 Hackney Council contracted the security for the side streets during Wireless Festival. They had 14 security guards stationed in the immediate roads affected. This year, Festival Republic had 87 security guards in said side streets which saw a vast improvement to previous years.

However, Prah Road was not on the initial deployment as we received no adverse feedback from this area in previous years.

Despite this, and following feedback from Cllr Jan Hart on 5th July, we added Prah Rd and St Thomas's Road to the deployment schedule and sent response teams there as requested. We listened to the residents and the Council and made the necessary arrangements to improve the situation. The off-site security plan is certainly something we will be reviewing going forward following feedback from residents on these streets.

I have been investigating your email with our security teams as well as our off-site manager to fully understand the responses you had from both Natalie and the residents line.

Natalie is a supervisor within the company we contracted to secure the streets. She works to a manager who oversees the security deployment in all of the side streets. I have since spoken with her manager who had advised that there were a few issues on egress elsewhere so some staff had been redeployed from areas where there was less pressure. I apologise on behalf of Event Management Security that this was not the image projected to you and your wife.

Despite this, we want to ensure as little disruption for local residents as possible and want to assure you that we do listen to concerns and take them seriously.

We will have multiple debrief meetings and pre planning meetings going forward to look at the impact of the events on the local community and how we can build on the work done this year and continue to improve into next year and beyond.

7/31/2018

Gmail - FW: Anti social and criminal behaviour in residential streets near the festival

Thank you again for bringing this matter to our attention.

Kind regards

Claire

Licensing Coordinator

Festival Republic

carmstrong@festivalrepublic.com

020 7009 3000

From: Nigel Purves [mailto: [REDACTED]]
Sent: 09 July 2018 00:23
To: Helen Downie < [REDACTED]>
Cc: Info - FR <info@festivalrepublic.com>; Khondoker, Roulin <Roulin.Khondoker@islington.gov.uk>; alexanda.cain@met.pnn.police.uk; andy.hull@islington.gov.uk; claire.kober@haringay.gov.uk; finsbury.park.residents@festivalrepublic.com; lucy.gaskarth@met.police.uk; peter.mitchell@haringey.gov.uk
Subject: Re: Anti social and criminal behaviour in residential streets near the festival

Just to add to Helen's email. The duty head of security for Wireless came round here this evening at about 2320. This was roughly one hour after we called and requested for her to come and explain why none of the measures she had promised when she visited at 6pm had actually happened.

She apologised repeatedly and told us that they had been "overstretched" on security and "hadn't had enough people". She said she had asked multiple times for regular patrols to happen around our streets, but when I told her these had not happened she was surprised and said she would "feed that back" to the bosses of the event. As if that's any use now. But it's particularly worrying that the head of security has no functional control of the security teams on a night on which she is supposed to be in charge.

She also said she was "not a fan" of these types of events that take place in the middle of heavily residential areas. Strangely, Haringey Council and Live Nation / Festival Republic seem to be happy to contradict the opinions of very experienced security professionals, including the ones who work for them.

Of course every single missing security staff member is another few hundred pounds added to Live Nation / Festival Republic's bottom line, so disappointing but not hugely surprising that they're incapable of taking their responsibilities seriously. But maybe the councils could find it within themselves to order their own priorities in a slightly different way?

Still, next year Helen will no longer be pregnant and breathing in the cannabis smoke of the people congregating on our street, and it'll just be our one year old child doing it directly instead.

Best

Nigel

On Sun, 8 Jul 2018 at 23:46, Helen Downie <[redacted]> wrote:

All,

Further to my earlier email, we've now had 3 further groups smoking weed on our front garden wall, and again, one of the groups entered our front garden. There has also been someone urinating through our neighbours gate. The behaviour is out of control.

We have now made numerous calls to the festival's resident number. The first of these calls, at around 6pm, resulted in a security team visiting our house and informing us they would send three cars to the area. We've seen no evidence of this happening and clearly the situation has remained out of control. Following a number of further calls to report incidents the festival security team came to our property again and told us that they had insufficient staff to provide security for the area. As a result, we have been left alone as residents to try to control the antisocial behaviour.

There has clearly been a failure both from the councils to impose suitable requirements on the event company to manage the impact on the local residents and also on the festival's side for failing to provide adequate and appropriate staff to prevent antisocial behaviour. It is especially concerning and damning that there has been such an utter failure to manage the impact of the event on the local residents despite there being major concerns raised around antisocial behaviour in the neighbouring streets following the event in previous years. As requested in my previous email, please respond informing me how this will be managed for future events and how the festival will compensate the residents for all the disruption and antisocial behaviour that has effectively trapped us in our homes for the weekend. I would also like to understand how Islington Council will ensure that Islington residents are protected from the antisocial behaviour arising from this Haringey Council approved event.

Regards

Helen

Sent from my iPhone

> On 8 Jul 2018, at 18:26, Helen Downie <[redacted]> wrote:

>

> Hello,

>

> Please can this message be forwarded to an appropriately senior member of the Wireless Festival management team. I also address this message to Haringey Council. For clarity, I am expecting a response from both parties. I also copy in Islington Council.

>

> I am a resident of Prah Road, a Road near Finsbury Park station in the borough of Islington. The wireless festival this weekend has made the quiet residential street I live on feel unsafe and made me uncomfortable leaving my house this weekend. I've noted below some of the issues that have happened just on the afternoon (Sunday 8th July) prior to 6pm.

>

> 1. A group of three men started smoking weed while sitting on my garden wall at around 1pm. I had to ask them to move on. I was home alone and 8 months pregnant.

>

> 2. A fight started in the street between circa 10 men around 5pm. My husband called 999 about this.

>

> 3. At around 5.45pm 1 man came into our front garden while 2 men sat on our front wall and started to prepare to smoke drugs. My husband had to ask them to move on.

>

> 4. The street is littered with laughing gas cannisters, I've attached photos I took walking down one side of the road this afternoon.

>

> The local community is holding a meeting to discuss criminal and anti-social behaviour in the neighbourhood at 19.30 on Monday 16th July and I would like to request that both representatives of Haringey Council and the

Wireless Festival attend to explain how they will manage this behaviour if they are to continue to hold the festival. I also expect a written response from Wireless Festival explaining how these problems will be addressed at any future event. I expect a written response from Haringey Council explaining how they will prevent the event in their borough causing problems in neighbouring boroughs and how they will prevent similar issues arising at the remaining programme of events for this summer and going forwards. For example, I would expect a condition of the licence to hold the festival in the Park to include the requirement for the event holder to provide permanent security on nearby roads such as ours, throughout the festival.

>
> Regards
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> Helen
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> <image5.jpeg>
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> <image4.jpeg>
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> Helen
> <image3.jpeg>
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Roye Chanel

From: sophie Bentley <[REDACTED]>
Sent: 31 July 2018 19:19
To: Licensing
Subject: Live Nation Licence Review

Categories: Purple Category

Dear Sir/madam

I am writing in relation to the Haringey licence review for Wireless event in Finsbury Park.

I have lived in Finsbury Park for 6 years. Wireless festival over the recent years especially 2017 and 2018 has got increasingly worse for residents. For early years I used to leave the area for the weekend because it was so unpleasant to be in the area when the festival was on (overcrowding, noise pollution, crowds making a nuisance of themselves on my road after the event). However due to a change in my work patterns I can no longer do that and need to remain in the area during Wireless festival.

I do acknowledge some improvements in 2018 compared to last year e.g. more security and police presence, however I would still prefer this festival is no longer held in Finsbury Park.

I list the main problems from a resident point of view:

- The park is too small to hold 45,000 people for a festival. The overcrowding which is experienced on Seven Sisters Rd makes it difficult to walk home/to the station. It is dangerous as the pavements are too small to hold that many people and it's often necessary to step onto the road to pass groups of festival goers. Crowds gather from as early as mid afternoon on the Friday and mid morning on weekends. Many festival goers were queuing for cash machines/KFC/subway etc. This made it increasingly hard to pass along the pavement especially for mothers with pushchairs or wheelchair users. Trying to gain access to post office was made harder as there were many festival goers milling around/standing around waiting for friends etc. This reinforces the point that the area is too small as there is no where for festival goers to wait for friends etc and are forced to wait on the streets.
- Drinking and drug taking on the streets. Walking along Seven sisters from HSBC towards Tesco there were festival goers who were sat on the pavement drinking and leaving alcohol bottles on the floor. There is also very public use of laughing gas and canisters litter the pavements.
- Transport. Finsbury Park station is harder to use especially during the exit of the festival and the majority of the afternoon when people are gaining entry to the festival. Unfortunately due to work I am unable to travel at different times to avoid the overcrowding. During the festival this year I needed to use the underground at approx 10pm. to go to work for a night shift and had to queue for more than 20 minutes to get to the underground.
- There is large amount of litter left behind on the streets and inside the park, as mentioned this includes ballooning canisters. Visiting the park the days following the festival there was litter everywhere in the park which was sad to see. Granted the council (only seems to be Hackney council) cleaned the rubbish on the streets this year. The pavements were left blackened and dirty (again only the Hackney side appeared to have been power hosing some of the pavements). I appreciate that there were street cleaners at the ready after the finish of the festival to clean the streets but there is a boundary to that and I have heard that people who live further from the park have not had the benefit of extra street cleaners.
- There is increased ASB which occurs during the festival but mainly after the finish of the festival. I live at the top end of Wilberforce Rd and many of the party goers leave the festival and walk down Wilberforce Road to get taxi/ubers. In recent years they have been sitting on the pavements and walls to the houses and play music on phones and have a mini party on the street. Many of them are ballooning in the street and being very noisy. In 2017 the noise got so loud that I was unable to hear the TV in the front room because the music was so loud. This did improve this year but urinating was much worse.

- Urinating in residents front gardens. I have seen party goers urinating the streets and in great numbers using the walls/gate to Stable Place on Wilberforce Rd. As it was reported that the festival had an inadequate number of toilets provided inside the fesitval it's unsurprising this was an issue. This year I had festival goers urinating in my flower bed.

- Sound is an issue. The music in 2017 and 2018 was so loud that sitting in my flat I could feel the flat shaking from the vibrations. Trying to sleep during the day for a night shift is difficult with the loud music.

- Scaffolding/set up of the festival seems to be put up earlier than usual. This year in 2018 the set up started 2 weeks prior to the festival. This means that the majority of the park is out of use. I attend Park Run most Saturdays and during the weeks of Wireless because of the scaffolding 2 weeks prior and the week after the festival, Park Run is cancelled. It appears there is a unrealistic time frame to put up scaffolding. Cycling through the park and use of green spaces is made harder as the parameters of the festival seem to be extended. After the festival and the scaffolding was taken down Finsbury Park was left with yellow, dusty, brown grass. The grass is dead and the park is not appealing to use for sunbathing and playing.

In conclusion, as a Hackney resident I feel there is no benefit of having Wireless Festival on my doorstep. Residents have no choice and get no compensation (not even the offer of a free ticket which is quite normal for many other festivals that take place around the country).

I would prefer for this festival to no longer take place in Finsbury Park for the above outlined reasons.

Regards

Sophie Bentley

Roye Chanel

From: [REDACTED]
Sent: 31 July 2018 19:53
To: Licensing
Cc: Farrow Simon; Cllr Hearn Kirsten; Feedback; Ruth Hill
Subject: Formal Objection to the granting of a regulated entertainment's license for Finsbury Park
Attachments: Litter 1.jpg

Importance: High

Attention:
The Licensing Team
Level 1 – North River Park House
225 High Road
Wood Green
N22 8HQ

To whom it may concern,
We wish to object to the granting of a regulated entertainment's license for Finsbury Park prior to the end of the consultation period. We have set out below our objection according to your documentation requirements as stipulated on your website. Your website does not stipulate the Application number so at this stage have left blank.

LICENSING ACT 2003 - REPRESENTATION FORM

To make a representation in respect of an application for a Premises Licence or Club Premises Certificate please complete the following form. For representations to be considered relevant they must relate to one or more of the four "Licensing Objectives" (listed below).

Please note all representations will be made available for applicants to view. If you make a representation objecting to the application it is likely that you will be called upon to attend a hearing and present your objection before a Licensing Committee.

Personal Details

Name: Mr & Mrs Warwick Hill

Address: [REDACTED]

Postcode: [REDACTED]

Licence application you wish to make a representation on

You do not need to answer all of the questions in this section, but please give as much information as you can:

Application Number:

Name of Licensee: **HARINGEY COUNCIL / LIVE NATION**

Name of Premises (if applicable): **FINSBURY PARK**

Premises Address (where the Licence will take effect): **FINSBURY PARK, LONDON**

Postcode: **N4**

Reason/s for representation

Under the Licensing Act 2003, for a representation to be relevant it must be one that is about the likely effect of the application on the promotion of the four licensing objectives.

Any representations that are considered to be vexatious or frivolous will not be considered

(please see Haringey Council's leaflet Variations, Representations and Appeals for Premises Licences and Club Premises Certificates).

Fill in reason/s for your representation in the space provided under each Licensing Objective it relates to.

WE WISH TO OBJECT TO THE GRANTING OF HARINGAY COUNCIL'S ENTERTAINMENT LICENSE FOR FINSBURY PARK DUE TO TWO PRINCIPLE CONCERNS, NAMELY:-

1. **THE PREVENTION OF PUBLIC NUISANCE, &**
2. **THE PROTECTION OF CHILDREN FROM HARM**

WE WERE WITNESS TO MULTIPLE PUBLIC NUISANCE OFFENSES BY FESTIVAL GOERS WHO WERE UNDER INFLUENCE OF ALCOHOL AND DRUGS. THE EVIDENCE OF WHICH COULD BE FOUND LITTERING FINSBURY PARK FOR UP TO ONE WEEK POST FESTIVAL (see attached picture taken within Finsbury Park of assorted drug paraphernalia including, but not limited to, nitrous-oxide canisters and balloons). THE DRUG PARAPHINALIA LITTERING FINSBURY PARK POST FESTIVAL WAS A HEALTH HAZARD TO CHILDREN PLAYING IN THE PARK.

I, Warwick Hill and Ruth Hill, hereby declare that all information I have submitted is true and correct.

Signed: Date: 31st July 2018

Regards

Warwick Hill

MD, UK & Ireland, Western Europe and Nordics

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Roye Chanel

From: [REDACTED]
Sent: 31 July 2018 20:36
To: Licensing
Subject: Objection to the renewal of license for Wireless Festival in Finsbury Park in 2019

Dear Sir,

I live at [REDACTED]

I think the license to the Wireless festival at Finsbury Park should be refused on the grounds of preventing **public nuisance**.

Noise nuisance was a big problem for me during the festival, even though I live a few houses away from Seven Sisters Road.

During the festival this year, the sound of the music seemed to be considerably higher than in previous years.

It was extremely hot that weekend and I had to have the windows slightly open. The level of the sound which was uncomfortably high and I had to use earplugs to make it more bearable.

I don't think individuals and families and children in a residential area should be subjected to this kind of stress during a whole weekend.

Another public nuisance is that many days before and after the festival a big part of the park is off limits to the local residents, enclosed in high metal barriers.

I imagine the compaction of the earth due to the heavy traffic of vehicles is also damaging to the soil of the park and the trees. If the health of the park and the trees is affected, then the future of the park is affected for the children of Haringey, Islington and Hackney.

I believe the 2019 license application for Festival Republic and other festivals in Finsbury Park should be refused.

Best regards,

Alejandra Martins
[REDACTED]
[REDACTED]
[REDACTED]

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 13:57
To: Licensing
Cc: Barrett Daliah; Cllr Brabazon Zena; Cllr Hearn Kirsten
Subject: Martin Ball representation regarding Wireless 2017 licence review

Dear Haringey Council Licensing,

Below is my witness statement regarding the review of the Wireless licence for events in the publicly-owned Finsbury Park.

My comments are based on personal observation of the area around Wireless 2017, and studying again the photographs I took at the close of the event on the Sunday evening. These are at <https://www.flickr.com/photos/131478208@N05/sets/72157684088189960>

1. Prevention of crime and disorder

I am sure others will make detailed representation about the open sale and consumption of illegal drugs over the Wireless 2017 weekend, and I witnessed this on several occasions too. However, my comments in respect of this licensing objective are about witnessing tensions amongst people swirling around the Seven Sisters Road, from Figaro House to the junction with Blackstock Road, after the event had finished on the Sunday evening.

Despite the dark, it was clear enough that rival groups were exchanging heated words and readying for possible conflict. Thankfully, for the safety of them as well as by-standers, a squad of approx 20 police in what I describe as 'combat' clothing - I've note regular policing clothing - intervened to keep people apart. They acted as a shield by enclosing around a group and following them around until they dispersed. Without this police action I believe there could have been fighting and possible injury. I have no way of knowing if these people did attend the event, but the event certainly acts as a magnet for some wanting the benefits of the fringe revelry.

On the Sunday evening, while walking along the Seven Sisters Road and entering the park I witnessed large numbers of discarded 'happy' grey canisters. While a legal catering product their mis-use can result in public disorder. The number left on the floor indicated widespread consumption of them around the event perimeter.

2 Public nuisance

After the end of Wireless 2017 I witnessed the attendees exiting along the Seven Sisters Road going towards Finsbury Park transport hub. While It was a well organised exit strategy I did witness people stopping along the way to pop into a drive to urinate and discarding rubbish into fronts of the properties along the road. For my own safety to avoid the mass of people flowing one way I stood in a side road. From there I witnessed two people enter a nearby drive looking in the bushes for something. I believe there were searching for something in particular. Soon after they merrily went on their way. This behaviour is clearly a nuisance to residents, and in the extreme cases of people using public places as a toilet it is upsetting for residents to have to live with for the weekend.

Because of the failure to meet the two licensing objectives above the Wireless licence must be revoked by Haringey Council. And I ask this knowing that events in the Finsbury Park have brought joy to thousands of attendees. But, the negative impact on the community out-weighs that. Nearby residents and traders, plus park users, have a right to privacy and peaceful enjoyment of their home and amenities. The events of the scale of Wireless are inappropriate for the venue and cause major disruption to the surrounding community. And the evidence of the past few years is that the promoter of Wireless is failing to uphold their licensing responsibilities.

I wish also to comment on the licensing objective of preventing harm to children, and the failure of Wireless 2017 along with Haringey Council as the custodian of the park, to shield minors from the harm of the event. This is not a philosophical point about moral harm, but rather the physical threat of harm from excessive people flowing around in the park and nearby public spaces. Plus, the dangers of potentially harmful litter, particularly drugs materials, and also broken glass scattered across pathways. I am sure better health qualified people than I will comment on the

adverse impact of the noise from the event and the harm that causes to the sleep of minors living nearby. The volume of the show and the late night fireworks are unreasonable for residents of all ages to have to suffer.

This written submission constitutes my response to the licence review consultation period. When the Haringey Council licensing committee meets to consider the licence review I want to speak to the meeting and speak in favour of the licence being revoked.

Regards,
Martin Ball

Sent from my iPad

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 15:02
To: Licensing
Subject: Fwd: Wireless festival

Dear Sir/Madam,

In light of having suffered huge inconvenience for the third year in a row I'd like to throw my weight behind the campaign to have the Wireless festival licence revoked.

If it's not the noise, the litter, the antisocial behaviour, the drug dealing, the police helicopter circling low above the house then it's the lack of parking in a street where I have to pay to park all year and yet I can't on Wireless weekend as there are too many illegally parked cars which are happily parked all day without a single intervention from a parking warden.

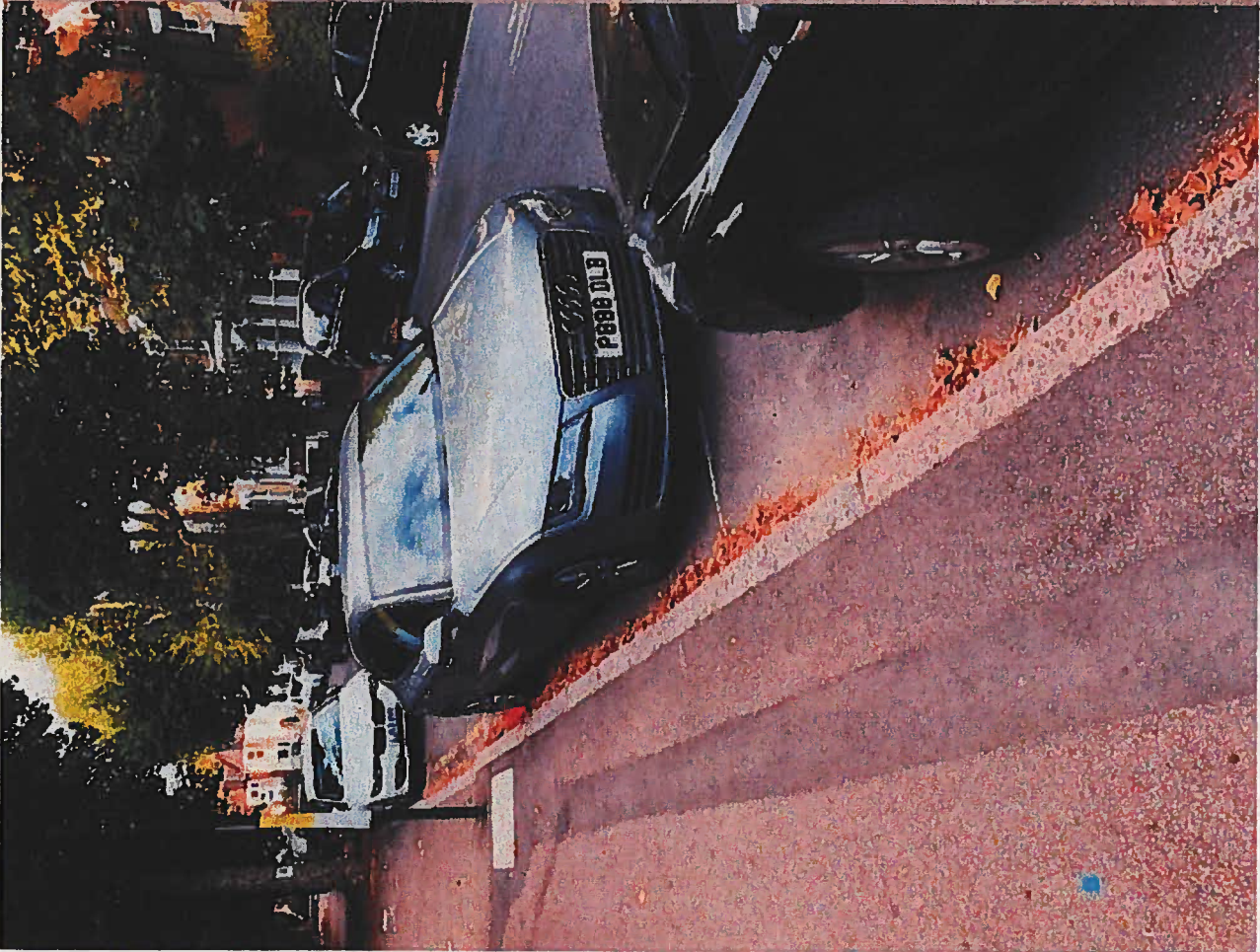
This would anger me on a normal year but this year I had my newborn child, barely three weeks old to deal with and there I was trying to find a space within 5-600m from my home where I pay to park outside. Why the hell should I have to be looking to park so far away and then carry my baby, her push chair and all her belongings so far?

The answer is simply I shouldn't! The festival season at Finsbury Park is destroying the park and making local residents life hell especially with wireless.

It needs to go now. No one who lives here wants the noise or the trouble that is associated with it each year. It's time for the licence to be revoked and the festival moved on.

I've enclosed pictures of illegally parked cars. Perhaps you could pass them on to your traffic division as they seemed to miss them all day on the Sunday!





I particularly like the last one in the disabled bay outside our house at 103 Upper Tollington Park. Not a

badge in sight or a ticket.

I look forward to hearing your thoughts on the above.

Regards,

Barry Tavner

[Redacted]

Barry Tavner

[Redacted]

[Redacted]

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 15:12
To: Licensing
Cc: Clare.Potter@Hackney.gov.uk
Subject: Live Nation Finsbury Park Events

Please accept this as a representation objecting to the Live Nation license for events in Finsbury Park, based on the breaking of statutory licensing objectives.

Last summer, (2017) when Wireless held in Finsbury Park, I witnessed three of the objectives being broken, namely:

- 1) The prevention of crime and disorder - drug dealing is openly carried out on the streets adjacent to the park, specifically in my case on the Brownswood side of the park, directly before, during, and after events. A succession of dealers, on foot, and in cars, were hanging around my road for the days of the event, this is specifically related to customers who were attending events, as it is not something we have usually have to deal with.
- 2) Public safety - I did not feel safe walking down my own street because of the aggressive and threatening nature of people hanging around who would not have otherwise been there were it not for the events as stated above. On one occasion I heard very aggressive shouting outside, and went to my front door to see what it was, to realise it was obviously some sort of dispute involving a dealer and either another dealer or customer. I quickly closed my door as I feared for my own safety and that of my family if they had seen me.
- 3) The prevention of public nuisance - As if having drug dealers using my road to make money and endanger life is not enough I witnessed three occasions of people urinating in public, once in broad daylight, in my street, once against a tree outside my home, and the third one actually came into my garden to do so. All three men appeared very drunk or drugged. This is a very unsafe situation for residents to be in. We run the risk of aggression and perhaps violence if we dare to speak out.

This type of behaviour does not happen at any other time than when these events have been held. For many years we have had Arsenal playing nearby and fans come and go, in large numbers sometimes, but I have never, ever, felt unsafe or in any way threatened by them. Throughout the period of Wireless in 2017 there was an atmosphere of aggression.

Mrs Helen Worger
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I would appreciate it if you could accept this email as a submission, as I was unable to download the form from your site.

Thank you
Helen Worger

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 17:24
To: Licensing
Cc: Clare Potter (Cllr)
Subject: Live Nation premises licence Finsbury Park

Name: Barry Jackson

Address: [REDACTED]

Name of Licencee: Live Nation

Premises: Finsbury Park N4

Reasons for representation

The prevention of crime and disorder.

Over the whole festival weekend in 2017 there was widespread and very obvious evidence of drug taking and dealing in the Wilberforce Road/Somerfield Road area. The location of my property gives a good viewpoint of activity in both roads. From my windows I personally witnessed several groups in Wilberforce Road openly taking drugs and selling them to others. There was a steady traffic of cars and scooters from which substances were delivered to individuals and money changed hands. Much of this business was done from parked cars with very loud sound systems, and from groups that took over the walls of properties. All this was often in open view of stewards and police.

It persisted through all 3 days of the festival, both night and day. In the evenings there were several outbreaks of loud, aggressive behaviour and fights, together with reckless driving of scooters and a motorbike up and down the northern part of Wilberforce Road. I witnessed one situation in which a gang chased an individual down Wilberforce Road. Neighbours posted accounts on Trygve app of knives being wielded. It was an extremely intimidating and threatening experience.

There was evidence, both during the festival and afterwards, of a large consumption of nitrous oxide. While this in itself is not a crime, the behaviour of those under the influence was potentially dangerous, particularly when a large number of cars were coming down Somerfield Road, turning round at the dead end and going back. The smell of cannabis was very noticeable even at third floor level.

Though less widespread in the Somerfield Road area than 2017, there was still sufficient evidence of drug taking and selling associated with the 2018 festival days to be of significant concern. A festival the size of Wireless is clearly attractive for drug sellers. From my windows I again saw several instances of what appeared to be dealers, on pushbikes, scooters and in cars, offering substances to groups of Festival goers who were still in the road up to 1.30 am.

In the late afternoon on Saturday, for example, I reported the presence of two cars in the eastern end of Somerfield Road whose occupants were behaving suspiciously and these were eventually moved on by a group of police.

Respondents at the local liaison group spoke of very dangerous and criminal behaviour at the north end of Finsbury Park Road. Their comments can be sampled on the local Safeland app, which I hope Licencing Committee members follow.

It should be said that the organisation and management of the festival's impact on the local community in 2018 was a great improvement on 2017, and that considerably reduced the potential for crime and disorder in the streets of Hackney. However, respondents to local community groups indicated that the improvement in Brownswood ward was at the cost of Islington residents' experience. This year I witnessed much more antisocial behaviour in Ambler Road and the Islington side of Blackstock Road than in 2017.

Public Safety

I have no evidence to report regarding safety of attendees at the festival in 2017 or 2018. However in both years *public safety* was compromised. In addition to the substantial risks to the public arising from the criminal behaviours noted above, there were additional risks brought about by the scale of the event and the large number of attendees. There was, for example, dangerous overcrowding of the pavement outside The Twelve Pins pub (corner of Seven Sisters and Stroud Green Roads) at times during the day, when the pavement was completely blocked. In spite of better crowd management in 2018, I found it almost impossible to get past.

In 2017 I witnessed large crowds using Wilberforce and Somerfield as exit routes from the Festival, directly in conflict with traffic entering the no-through road system, turning and reversing, often impatiently and at speed. There was high risk of accidents.

In 2018, the crowd management plan was better at diverting pedestrian festival goers from using these roads as an exit route. However, there was an increase this year in the number of cars, some private, some clearly taxis, some possibly Ubers driving into and out of Somerfield Road for a period of 2-3 hours after the close of the Festival on each night. Many drivers, it seems, ignored the signs that Somerfield is a no-through road, which resulted in a constant turning and reversing of cars at the junction of Wilberforce and Somerfield Roads. I witnessed no actual collisions but did see several near misses. It should be noted that this did not occur during the weekend of the much smaller festival held in May, and appears to be related to the sheer numbers of people attempting to leave the Festival site, and the consequent disruption to traffic.

The prevention of public nuisance

All of the above comments may be taken as evidence of the scale of public nuisance caused by the festival. However, in addition to the points made under the previous headings there are a number of other public nuisance issues that do not necessarily qualify as either criminal or safety concerns.

Of these, the most disruptive in my experience was the volume levels of the music itself. In 2017 I reported the noise levels as excessive on 2 or 3 occasions, during sound checks, and during the festival itself. It was unbearably loud for most of the weekend, making it impossible to concentrate, to listen to TV or to my own music. I reported the nuisance and some time later was visited by a Vanguard employee with a monitor. By this time the set had finished, and the volume levels that were measured were therefore within the limits. The levels went up again when the next set started. It is difficult to describe just how unpleasant the continuous predominantly low frequency noise was. The windows rattled in time.

Sadly there was little improvement in 2018 when the Wireless Festival volume levels again were excessive. On the Saturday of the Wireless Festival, except for the period when the World Cup match was shown, the noise levels were intolerable. In my studio, it was impossible to work. The level was so loud (my dBA meter peaking occasionally at 92dB and averaging 68dB) that I had to turn down, and eventually remove my hearing aids. I tried closing the windows, but it made little difference, and the weather that weekend made it impossibly hot. The Vanguard employee sent to monitor the level remarked that it was a lot louder than at street level, but again, having arrived 35 minutes after my call, he missed the peak volume levels. The level he recorded was therefore apparently 'within the limits of the licence'.

The licence is supposed to permit only the increase of a small amount on 'background' noise - the normal volumes of the location. However, it appears that there is no relevant established base line against which an

'appropriate' increase could be defined. All monitoring appears to be done at street level, and at only four locations, only two of which are on the southern side of the park, closest to the festival site. My property is on the second and third floors 400 metres south of the stage location, and no measurement has been established for background noise in this location.

It is clear that the levels set are rather arbitrary, or perhaps made with insufficient attention to the possible impact of elevation, wind direction changes, temperature inversion, etc. It seems odd to me that Haringey Council should delegate its responsibility for the management of noise nuisance to a consultancy firm working for the organisers of the festival. It is clearly in the licencees' interests to discourage evidence of excessive sound levels, in order that the licencing authority does not withdraw the licence. It would seem to me that a licencing authority with a real concern for the well-being of residents would employ a robust noise management programme that did everything in its power to reduce the noise nuisance.

During the evenings of the 2017 Festival there were occasions, usually towards the end of each set when the floors and walls in the flat shook in time to the music- the floor could be felt vibrating through the chair and pictures shook on the wall, *in rooms on the far side of our building*. This is very alarming when it happens. There appears to be conflicting theories as to the cause of this, some Festival Republic organisers suggesting that it is sound-induced, while Vanguard employees suggest that it is the result of 45000 people jumping up and down. I will repeat that my property is some 400m from the stage location, not on the front line of Seven Sisters Road. In 2018 there was a repeat of the shaking, although not so frequently. The experience was so bad that I will have to go away for the weekend if the festival goes ahead unmodified next year., even though this may involve a loss of earnings.

The noise nuisance persisted until the early hours, as festival-goers dispersed, slowly and noisily along Wilberforce and Somerfield Roads. There were noisy groups hanging around the junction of the streets until 2 or 3 in the morning, oblivious of the disturbance they were causing by shouting and messing about. The management of this dispersal was hugely improved in 2018 and acknowledgment should be given to the crew on the ground, who were responsive, caring and courteous at all times, but obviously had insufficient resources to manage the scale of the problem. At closing time the stewards and enforcement teams were, understandably, all required at or near the exit points, and were not available for some time to steward the nuisance that was already occurring around the junction of Wilberforce and Somerfield Roads. This year there were up to seven groups of people outside my property talking loudly and getting in cabs until the early hours, every evening of the weekend. Because of the weather it was necessary to keep the windows open.

Both in 2017 and 2018 I witnessed from my windows several occurrences of people using private gardens and darker street corners for urination. It was better in 2018, but still frequent enough to be noticed.

As a final note on nuisance I would point out that my neighbours and I have been unable to use the areas of the Park closest to us for a large part of the summer for the last few years and this is undoubtedly an imposition.

All the evidence supports a view that the festival as licenced in 2017 and again in 2018 is too large for the venue and its location. It creates significant public nuisance, and increases significantly the potential for public danger, crime and disorder. The Borough of Haringey must recognise its responsibilities for local residents, and agree licences that are more appropriate for the location. When setting noise level limits the Borough is required to demonstrate that there is an appropriate balance between those levels and the frequency and duration of the events. It is not clear that the Borough has given enough weight to the impact of frequency and duration. This year there were 6 events with 45000 attending each night. It is too big, too frequent, too loud, and too disruptive.

I hereby declare that the information I have submitted is true and correct

Barry Jackson

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 18:46
To: Licensing
Cc: Cllr Culverwell Eldridge; Cllr Hearn Kirsten; Cllr Stone Daniel;
thefriendsoffinsburypark@gmail.com
Subject: Live Nation Licence Review

To whom this may concern

We wish to make the following representation to the Live Nation licence review on all four grounds.

The prevention of crime and disorder

After the concerts, all bicycles and people were funnelled into one very narrow space in the park from Oxford Road entrance down to the tube. This made it very dangerous for pedestrians. A policeman I spoke to described the organisation of the flow of pedestrian traffic post-concert as 'bonkers' and 'an accident waiting to happen'.

In general, there has been a marked deterioration in standards of cleanliness, behaviour and public order, and in my view this is clearly attributable to the concerts. During the preparation and de-rigging, the park feels an industrial site, and while the steel fences are up, it feels like you're in the no-mans-land in front of the Berlin Wall. There is no sense whatever that the park is a loved and cared-for resource, with the obvious result that the perception of it is a place where 'anything goes'. One only has to visit a park which is looked after by its council (e.g Camden's Waterlow Park, which is just as busy and well-used as Finsbury) to see how different it could be.

Public safety

Finsbury Park Tube station is a small station and it is downright dangerous to have thousands of people making their way to and from the platforms. It meant coming home from town and getting in at a time when the park was being emptied, was frightening.

2 people died this year as a result of the Wireless Festival; one because ambulances were not able to get down Seven Sisters Road, due to the crowds coming away from the concert. The other because of drug taking in Finsbury Park.

As a result of the concerts, local people have felt less safe in the park. My daughter was walking through the park from Finsbury Park Tube to Oxford Road, and someone was filming her on their phone as she went along. A cyclist saw this, challenged the person filming, and told my daughter what was happening.

The prevention of public nuisance

The obvious public nuisance is the lengthy and excessive quantity of thumping loud music, particularly bass frequencies, which play continually during the afternoon and evening. Our windows rattled and shook continuously, it was unpleasant to be out-of-doors, and the noise could not even be avoided indoors with all the windows shut (which in itself was unpleasant given the hot temperatures). After the concerts, helicopters would swarm around for a further hour or two after the music ended. As a result, on the days when I was at home, I spent the day with a huge headache, and on other days tried hard to find excuses and reasons not to be anywhere near home. I can't think of much greater public nuisance than something that drives you out of your own home.

The other obvious nuisance is that more than one-third of the park, during six of the hottest weeks of the summer, is completely out of bounds to its general public users, and much of the rest of the park is not the pleasant oasis of calm that it should be. As a result local residents suffer a huge loss of amenity; in addition regular keep-fit events such as the park run have to be cancelled during the relevant period. (The park run has had to be cancelled so for this year eight times). Runners cannot run round the park while the concert is being rigged and de-rigged.

The protection of children from harm

Glass bottles were found in the children's sandpit.. Broken glass and drug-taking paraphernalia everywhere in the post-concert detritus. This year, the post-concert mess was not even immediately cleaned up but lingered in the park for two to three weeks. The loud music until 10.30 and the subsequent helicopters flying overhead ensured that most children in the Stroud Green area were unable to sleep on the Sunday night until at least 11.30pm, on the night before a school day.

In the run up and the set up in the park, huge lorries coming and going through an area just by the pond means it is just a matter of time before a child is run over. The pond is just near the children's playground. The fumes of the lorries, the noise of the lorries makes it an unhealthy place to be.

In their early teens, my children went unsupervised to the park in the summer holidays to cycle and play. If they were still this age now, I would not allow them to do so, for safety reasons, during the concert season – this would be a huge inconvenience, but I imagine many parents feel the same.

Please would you consider this representation.

Yours faithfully

Catherine & Steve Edis

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 20:58
To: Licensing
Subject: Wireless Festival license challenge / representation

Dear sir / madam

First - whilst I am happy for my message to be in the public record I do not wish for my name or address to be so. If that is not possible please ignore this representation.

Dear Committee

I live behind Finsbury Park at [REDACTED]; If one drew a straight line from the wireless festival stage you would reach it.

I want to note a number of points for your consideration.

1. Public safety. Throughout the event, side effects of drug taking were left on stroud green road and florence road. This included nox canisters and other things. I personally saw a number of people urinating on the street and on the back end of the park. I protested this to the security [sic] posted around the event and asked them to do something. Not my problem guv'. I called the events line. 'we'll look into it'. This is not safe and hygienic.
2. Noise. It is ABSURDLY noisey. Putting aside one's taste, the monotonous thud of sound from 12-10pm, each day, each weekend, for much of the month is too much.
3. Children. I had to listen to songs laden with expletives. This denies any choice to residents seeking to protect their children. The bigger harm here is the negative one - I did not feel comfortable letting my child access what looked like a war zone in the park. The children's play area was a mess with all sorts of opportunity for them to pick up dirty remains of the festival.
4. Crime and disorder. The area around the station was swamped and police overwhelmed. They were understaffed outside and as a result had no capacity to deal with the ASB going on in the residential streets.

I would strongly urge you to reconsider granting any license to this firm.

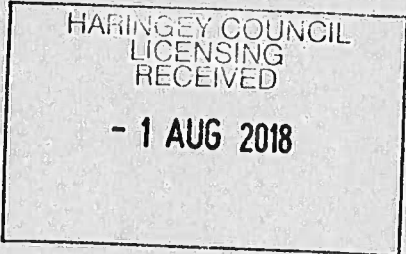
tom

Licensing Act 2003 Review Representation

Personal Details

Konrad Borowski

[REDACTED]
[REDACTED]
[REDACTED]



Licence Application you wish to make a representation on

Application Number

Name of Licensee..... Live Nation (Music UK) Ltd

Name of Premises..... Finsbury Park

Premises Address..... Finsbury Park, London Borough of Haringey

Postcode..... N4

Reason for Representation

1. The Prevention of Crime and Disorder

In 2015 we had the first "riot" in connection with a major event – the attempt to break into the Wireless Festival. When Live Nation applied for a licence in 2013 I opposed the application and one of the grounds related to "The Prevention of Crime and Disorder" I wrote:

"This event will attract a lot of people (50,000), there are bound to be a lot of people congregating outside the event who will not have tickets and who want to hear the music which could lead to control problems both within the park and in the immediate vicinity."

That objection was ignored by the licensing committee, and so it came to pass that as I predicted there was considerable trouble.

Since 2015 there hasn't been a similar occurrence but this has only been because of the greatly increased security now in place which means that the event site now resembles a prison camp which local residents and park users have to put up with for four + weeks in the year. It seems that the rights of

These events are just not suitable for a park which is surrounded by housing and no amount of tinkering about with sound systems can get away from the fact that to entertain up to 49,000 people per day the event needs a considerable amount of sound which is inevitably going to impact on local residents.

As the noise problem is a considerable public nuisance, I would like the licensing committee to revoke the licence.

I, Konrad Borowski hereby declare that all information I have submitted is true and correct.

1 August 2018

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 21:43
To: Licensing
Subject: Representation - Live Nation (Music UK) Ltd

Representation from:

Mr Alan Calder
[REDACTED]

Sent 1st August 2018 via email.

Representation regarding the current review of:

Premises: Live Nation
Address: Finsbury Park, Seven Sisters Road, N4

1. The Prevention of Crime and Disorder

The operation of the large scale music concerts within the Park by Live Nation, such as Liam Gallagher June 29th 2018, Wireless Festival 6-8th July 2018 bring extensive crowds to the park and surrounding neighbourhood. As a local resident of Harringey, and Stroud Green Ward, I have personally witnessed several incidents of public disorder during these events of anti social nature - acts of public urination (into a neighbours garden on Lancaster Road, and also along Upper Tollington Park and upon Woodstock road), acts of littering (Finsbury Park, Stroud Green Road), drunk and disorderly behaviour (Stroud Green Road).

2. Public Safety

There is evident levels over-crowding around and within Finsbury Park station on concert days. Access to the station by residents is difficult and crowds arriving to the event, are poorly managed and controlled. Entrance to the station is already restricted by ongoing commercial development - a factor that has not been considered correctly with the operation of the events during 2018. Access to the park is severely restricted in many areas where the general public uses routes through the park in course of commuting or visiting local shops - public paths are inadequate at part of the Southern section entrances, e.g. for disabled users, and I've witnessed conflict between cyclists and pedestrians where space is too restricted at entrances.

3. The Prevention of Public Nuisance

The noise levels from the concerts are excessive and constitute a public nuisance. We have felt regular and sustained levels of noise vibrations inside our property from the event itself. We also experience regular noise from police helicopters used to monitor crowds lasting up to 1hr after the finishing time of each event. Whilst some noise is acceptable during day time and early evenings, and Saturdays - the length of the license granted for events held on a Sunday is excessive and impacts on quality of life. Similarly, the anti social behaviours (described in pt 1) also, in my view, constitute a public nuisance.

4. The Protection of Children from Harm

The noise levels are such that young children are unable to sleep. This has been the experience of my daughter when she was slightly younger (aged 9 and 10) when the initial series of large scale concerts began in 2014-15 e.g. Wireless. The event is held during school term time, and was damaging to sleep and thus learning patterns. Similar experiences have been reported by my neighbours who have younger children - difficulty in sleeping due to the excessive noise lasting until 10pm, with then subsequent noise from the dispersal of the large crowds. Noise levels in general can be disruptive for other activities e.g. reading or studying.

At a minimum any new or renewed license must be more restricted than the current conditions for licensing granted during school term times. I implore the licensing committee and the council to at least consider and act appropriately on this point and curtail the time allowance granted to Live Nation or any other type of license for events in Finsbury Park held on a Sunday evening, within school term time, for the larger scale events.

Representation Ends
Mr Alan Calder

Roye Chanel

From: Mark Leonard [REDACTED]
Sent: 01 August 2018 13:38
To: Licensing
Subject: Wireless

Categories: Purple Category

To whom it may concern,

As a resident of Woodstock Road I would like to pass my thoughts on the Wireless festival and the hugely negative impact it has on the local area and community.

Having our windows vibrate for 3 days is annoying enough but having to walk through sick, urine and drug paraphernalia really takes it toll. Just walk around the area and you will see loads of zippy bags, discarded canisters, and zombified louts wandering around.

The pavements were absolutely disgusting after the weekend, it is embarrassing to take family and friends here.

The Park is a no go zone and the destruction of the landscape is frightening.

Walking to and from the station is a horrid experience, crowd control is a huge issue, drinking and anti social behaviour common place, ticket touts and drug pushers are cashing in.

This year was worse than last year, for sure, the volume was outrageous. Whoever was monitoring it clearly had a broken device. I've videos of our windows vibrating from last year, this year we tried to stay out as long as we could because the noise and vibration was unbearable. Obviously we are concerned the vibration will cause structural damage.

It is not safe for my wife to walk around on her own, she was shoved at the station by a festival goer. This is not acceptable.

We have spoken to a few local shop keepers who are struggling with the hoards of people, they don't bring any extra business, they just want a free loo. And they end up using front gardens for that!

Please do consider these points when reviewing the license.

Thanks
Mark L

Sent from my iPhone

Roye Chanel

From: [REDACTED]
Sent: 01 August 2018 22:27
To: Licensing
Cc: niall.forde@islington.gov.uk; Hull, Andy; Hart, Jan; Cllr Hearn Kirsten
Subject: Live Nation/Festival Republic Licence Review Representation
Attachments: Gmail - Anti social and criminal behaviour in residential streets near the festival.pdf

Dear Haringey Licensing Team,

I would like to submit a formal representation to the review of the Live Nation licence in relation to the events that have taken place in Finsbury Park this year.

The events run by Live Nation/Festival Republic this year, which were on several consecutive weekends, culminating in the Wireless Festival on the 6th - 8th July, were run in clear contravention of at least the three following licensing objectives:

1. The prevention of crime and disorder
2. Public safety
3. The prevention of public nuisance

Over the course of these weekends, my wife (who was 37 weeks pregnant at the time) and I, alongside the other residents of Prah Road, Romilly Road and Rock Street were subject to dozens of incidents of anti-social and criminal behaviour taking place on our doorsteps and at times on our property.

These included:

- several incidents of people smoking cannabis: on at least 3 occasions over the weekend people came through our front gate and attempted to do so in our front garden (one of which caused me to call the police to report the incident)
- at least one incident of a large group of men fighting in the street in the middle of the day (which I also contacted the police about)
- multiple incidents of people urinating in our front garden and the front gardens of our neighbours' properties
- countless incidents of people taking laughing gas, which is a banned substance as I understand it, leaving dozens of canisters littering the streets for the entire weekend and beyond

Throughout all of this, there was zero support from Haringey Council stewards and, even more troublingly, zero support from the festival organisers themselves.

Firstly, it was very difficult to find a residents contact number during the events. Despite living less than 200m from the Finsbury Park entrance gate (and just over 100m from the station) we received no written advice or any other notification of what to do during the festival if we had any problems. The Wireless website itself contains no contact number (see here: <https://www.wirelessfestival.co.uk/information/finsbury-park-residents>) just an email address which, when we emailed it, provided us with an auto-responder telling us it was only manned on weekdays, even though the festival itself was Friday to Sunday.

Having found the phone number, our contact with the festival over the Wireless weekend demonstrated beyond any doubt how out of control the security situation was.

After our first call to the Festival at round 6pm on the Sunday evening the Duty Head of Security came round to assess the situation and informed us that they would station people on the corner of Prah Road and

Romilly Road for the rest of the evening. He also introduced us to his colleague Natalie who he said would be the Duty Head of Security for the evening because he was clocking off. She assured us that our streets would be looked after.

It was clear throughout the evening that there was no-one here at all guarding the streets, and this led to a huge escalation in anti-social behaviour as the festival goes on. This carried on for several hours.

I was forced to make several phone calls to the Wireless Residents line after 2200 and at each point I was told that Natalie would be round very soon to check on the situation.

In reality, she didn't appear at our property until 2320, long after we had initially called and requested for her to come and explain why none of the measures she had promised when she visited at 6pm had actually happened.

When she did turn up, she apologised repeatedly and told us that they had been "overstretched" on security and "hadn't had enough people". She said she had asked multiple times for regular patrols to happen around our streets, but when I told her these had not happened she was surprised and said she would "feed that back" to the bosses of the event. She clearly had no idea of the whereabouts of her staff - it's particularly worrying that the head of security has no functional control of the security teams on a night on which she is supposed to be in charge.

She also said she was "not a fan" of these types of events that take place in the middle of heavily residential areas. It is incredibly alarming that someone with that much security experience is clearly aware of something that Haringey Council and Live Nation/Festival Republic are ignoring, namely that it is extremely dangerous to be running events of that nature in as heavily residential an area as this. To put it another way: Natalie's view suggests it is not possible to run these events and achieve the licensing objectives, because of the physical realities of the area surrounding the park.

Even in their subsequent direct response to us, attached here for your benefit, Live Nation/Festival Republic explained the above by saying that a security manager had confirmed to them that "there were a few issues on egress elsewhere so some staff had been redeployed from areas where there was less pressure." Does that sound like a company that's fully in control of the security situation of a major event, especially given what we were subjected to as a result of their failure to provide security to our streets?

Regarding the lack of support from the Police, in an email forwarded to me on 26 July by Councillor Kirsten Hearn, Jenny Seaton of Haringey Council said "We work for many months with the event organisers and other statutory bodies such as the police, other emergency services and travel operators to ensure that the events are well managed and run as smoothly as possible." However, in discussing the events with our ward police officer the following day, I was informed that despite repeated representations from Islington Police, Haringey Council and Live Nation/Festival Republic refused to involve Islington Police in their plans and refused to pay them the sums of money that would be required to provide additional policing for the event from the Islington side. Therefore, Finsbury Park Station, which is in Islington and is by far the main conduit for people to arrive at and leave the festival, along with our streets which are also in Islington, were not covered by any additional police support. This is absolutely astounding and bordering on negligence on the part of the festival organisers, and it is unbelievable that a council officer can make a claim like the one above in direct contravention of the evidence from one of the major Police partners.

Every year is the same merry-go-round with these events: local residents complain, Live Nation/Festival Republic and Haringey Council claim they've done everything they can but (paradoxically) they'll do more next year, and yet the same anti-social behaviour persists.

As a resident, it is extremely worrying to consider what it might take for Haringey Council to revoke the Live Nation/Festival Republic licence if they can push things as far as they have been to date without any sanction.

**Yours,
Nigel Purves**

[Redacted]
[Redacted]
[Redacted]



Anti social and criminal behaviour in residential streets near the festival

Claire Armstrong <CArmstrong@festivalrepublic.com>

23 July 2018 at 15:25

To:

Cc: "Roulin.Khondoker@islington.gov.uk" <Roulin.Khondoker@islington.gov.uk>, "alexanda.cain@met.pnn.police.uk" <alexanda.cain@met.pnn.police.uk>, "andy.hull@islington.gov.uk" <andy.hull@islington.gov.uk>, "claire.kober@haringey.gov.uk" <claire.kober@haringey.gov.uk>, "peter.mitchell@haringey.gov.uk" <peter.mitchell@haringey.gov.uk>, Daliah Barrett <Daliah.Barrett@haringey.gov.uk>, Jones Sarah <Sarah.Jones@haringey.gov.uk>

Dear Helen and Nigel

Thank you for taking the time to write in about the off-site security. We were sorry to read of your experiences. We apologise for the delay in coming back to you and thank you for bearing with us. I would like to answer the specific issues you raise and outline our perspective.

In 2017 Hackney Council contracted the security for the side streets during Wireless Festival. They had 14 security guards stationed in the immediate roads affected. This year, Festival Republic had 87 security guards in said side streets which saw a vast improvement to previous years.

However, Prah Road was not on the initial deployment as we received no adverse feedback from this area in previous years.

Despite this, and following feedback from Cllr Jan Hart on 5th July, we added Prah Rd and St Thomas's Road to the deployment schedule and sent response teams there as requested. We listened to the residents and the Council and made the necessary arrangements to improve the situation. The off-site security plan is certainly something we will be reviewing going forward following feedback from residents on these streets.

I have been investigating your email with our security teams as well as our off-site manager to fully understand the responses you had from both Natalie and the residents line.

Natalie is a supervisor within the company we contracted to secure the streets. She works to a manager who oversees the security deployment in all of the side streets. I have since spoken with her manager who had advised that there were a few issues on egress elsewhere so some staff had been redeployed from areas where there was less pressure. I apologise on behalf of Event Management Security that this was not the image projected to you and your wife.

Despite this, we want to ensure as little disruption for local residents as possible and want to assure you that we do listen to concerns and take them seriously.

We will have multiple debrief meetings and pre planning meetings going forward to look at the impact of the events on the local community and how we can build on the work done this year and continue to improve into next year and beyond.

Thank you again for bringing this matter to our attention.

