

Wireless review application

August 2018

Please find attached additional information for consideration from Islington Council

1. Selected correspondence 2018 festival.
2. Licensing Officer notes 2017 – 2018, including post festival observations
3. ASB reports
4. Resident direct e-mails
5. Islington Council licensee letters

For ease of reference this is a summary of Islington Resident's Complaints to Islington Council about the Wireless Festival Finsbury Park

Festival is out of control

Inappropriate for the area

Music unacceptably loud

No regard for the impact on local residents

The impact on residents, the park itself and overall safety is unacceptable.

Inappropriate urination on street and on resident's driveways

Security not doing their job

Noise from people on the street until late

Noise from Police helicopters – flying either too low or too often

Drug dealing / drug taking

Problems with Taxi pick-ups in Blackstock Road

Excessive traffic – roads gridlocked, cyclists and moped riders using the pavements

Large amount of drunk people in the street

Littering

Residents blocked from entering their homes due to road restrictions / road closures

Restrictions on parking

Anti-social Behaviour – shouting/swearing, vomiting in streets

Section 1 : Selected correspondence 2018 festival.

Enquiry sent to Haringey Council 21 February

Dear,

I note the next Safety Advisory Group meeting is next week, do you have a copy of the agenda.

Our members would like someone from the Council's Public Protection Team to attend any meeting that deals with Ingress and Egress, we wouldn't need to come to any meeting that deals solely with the internal arrangements.

Regards

Response

No agenda for next week's SAG at present.

When I receive the egress plans I will share the documents with you and to give you time to consider what impact if any there will be on Islington residents and consider any relevant matters that you may wish to bring to the satellite meeting that will be looking specifically at egress matters.

Kind regards

Enquiry sent to Haringey Council March 2018

That's fine - we'll liaise over a meeting with you as there's an expectation by our councillors that our residents are given the same opportunity as Hackney to discuss with you.

I'm off on leave now but will discuss with you in my absence if you need to. Our councillors learnt of the meeting through discussions with their colleagues in Hackney. They were happy to join the meeting set up for Hackney but the suggestion, which I thought came from Ian, was that it was better to have a separate conversation.

Response

Hi

The Hackney residents meeting came about from matters that were raised and implemented through the SAG. The planning of the large events have always had stewards in place on the Hackney side roads and last year Hackney determined to carry out this role for themselves. As part of the debrief at SAG from a review of complaints in 2017 resulted in some actions being put in place to address what officers had reported on.

We noted that you have highlighted that Islington's issues don't involve many residents as you have been stewarding and filling in in areas that maybe we need to take a look at. As a way forward it would be helpful if you could specify what roles/actions and positions the staff have been undertaking on the Islington side and what problems they have been preventing that would otherwise impact Islington residents as we need to evidence this in order to take an evidence based approach to finding solutions.

Regards

E-mail from Hackney Councillor to Festival Republic 9 March 2018

Thank you for the productive meeting today. As promised I'm putting you in touch with

Service Director for Public Protection who is interested in getting Islington resident's input to security arrangements during the festival events. I've also copied in Councillor Asima Shaikh (Finsbury park ward) and Councillor Andy Hull (Highbury West ward).

Kind regards

Enquiry by Islington to Festival Republic 9 March 2018

Our issues don't involve so many residents as we have been using our own staff to carry out the functions that stewards could do to reduce nuisance although there are some on-going issues from last year that need resolving. Obviously this is at a cost to Islington that seems unfair given that we get no benefit from the events.

Response

From: Festival Republic
Sent: 09 March 2018 15:53

Dear,

As with Hackney residents, any concerns from Islington residents should be directed to and channelled through Haringey Council as they are the licensing authority for Finsbury Park.

Best regards,

Enquiry to Haringey : Sent: 20 June 2018 14:07

Can I get a copy of the Egress plan for both main weekends please.

Also what information are you sending out to the business and residents in the vicinity of the park and can I get copies of this information please.

Regards

Response

Please attached info letter that has been delivered to residents and businesses.

Best regards

Enquiry to Haringey Council 26 June 2018

Can I confirm the contents of this letter around Road Closures as laid out below?

ROAD CLOSURES

Seven Sisters Road (between Hornsey Road and Green Lanes) and Stroud Green Road (between Seven Sisters Road and Tollington.

Park / Upper Tollington Park) will be closed between 22:15 - 23:30 on Friday 29 June and Saturday 30 June and Sunday 1 July and

Friday 6 & Saturday 7 July. It will be closed between 21:45 - 23:00 on Sunday 1 and Sunday 8 July. This is to ensure the safe egress of public leaving the park.

The Roads will be closed at all junctions joining Seven Sisters Road between Hornsey Road & Green Lanes covering; Portland Rise, Brand Close, Alexandra Grove, Queens Drive, Wilberforce Road, Finsbury Park Road, Blackstock Road, Rock Street, Isledon Road, Coleridge Road,

Yonge Park, Medina Road, Beriman Road, Thane Villas, Newington Barrow Way, Sonderburg Road, Durham Road, Pooles Park, Playford Road & Fonthill Road.

If you live in Fonthill Road, please keep hold of this letter, which will act as a permit to show our security and traffic marshals that access is permitted.

The roads will be closed at all junctions joining Stroud Green Road between Seven Sisters Road and Tollington Park / Upper Tollington Park covering; Wells Terrace, Morris Place, Lennox Road & Perth Road.

Is this a misprint, can all resident access their own homes with a copy of this letter, otherwise on the face of it 1000's and 1000's of resident as land locked or can't return home for up to an hour and a half each evening?

Response

There is no deviation from the plans that have been in place for the past 6 years. Residents have not raised concerns about being land locked and the staff manning the road closure have always allowed access to residents provided they are not wishing to go up into Seven Sisters Road itself in the actual closed road itself.

I am sure if there is anything feedback we will pick it up and react to as necessary and look at this in the wash up.

Regards

Response two

Dear,

Thank you for your email to ## has forwarded your email to me for a response. There is no deviation from the plans that have been in place for the last 6 years. We have attached the resident letters from the past 2 years which illustrates this.

The TTMO was jointly agreed between the tri-boroughs and TfL Roads. Islington, Hackney and TFL agreed for Haringey to take the lead and write the TTMO, this has been the case in recent years.

The residents will be permitted access to their homes as they always have been.

will contact the specific resident as notified to him by. However, if you have details of other residents who have made complaints, please forward these to us and we would be more than happy to contact them directly and ensure access is not a problem. The customer complaints line will be active should further issues arise during the event days. It is not to anyone's advantage to cause undue disruption to residents, regardless of whatever views are held about the use of the park for events and the income that may or may not be generated from doing so.

In response to email to – Seven Sisters Road, beyond the bridge, is not used as a dedicated walking route. Any pedestrians choosing to get home from the event on foot will be on the pavements from the bridge onwards with no road closure in place beyond that point.

The Seven Sisters Road Closure is from the Green Lanes Junction to Fonthill Road and no further.

The issues around safety certificates only applies to stadiums and does not apply in this instance to events in the park. The current licenced capacity for these events which has been determined under the Licensing Act 2003 is not an issue, as agreed in the granting of the licence and subsequent Safety Advisory Group meetings. If there was a need and evidence to support the need for a reduced capacity this would be discussed and worked through within the Safety Advisory Group meetings. As you are aware such action was implemented for 2017 in order to address concerns evidenced by TFL relating to the use of Finsbury Park Station.

The Safety Advisory Group meetings are specifically to review the event plans and for stakeholders to have input into developing these. This is also the perfect opportunity for statutory bodies to raise concerns and for these to be discussed in an appropriate forum. There has been no request via the SAG to change any of the TTMO content this year. We would always hope, that if members had a concern around any part of the event management plan, that these would be raised and discussed here.

emailed to flag up the following:

That residents in the following roads have access this should be from the Seven Sisters Road junction with Hornsey Road only.

Thane Villas,
Thane Works,
Berriman Road,
Yonge Park.
Medina Road,
Travers Road,
Coleridge Road,
Corker Walk,
Heather Close.

Residents in Isledon Village who may also be affected by the closures and this can be reached via Seven Sisters Road, Yonge Park and Isledon Road. An information notice will be placed at each of the closure points and the contracted traffic management team have been briefed to accommodate residents where possible.

There seems to be a misunderstanding around the actual egress plans. We are more than happy to meet with Islington Officers and Members at any point over the weekend to clarify the plans in place. Alternatively, we have a stakeholders walk at 9:30pm on Sunday 1st July to specifically look at the egress routes.

The Council are keen to ensure that any unforeseen or unexpected consequences that arise are learnt from and addressed year to year.

Kind regards

Taxi query from Islington Council to Haringey Council

Dear all

Please find below a map of the new suggested geo fencing to send over to Uber to avoid the taxi traffic on Blackstock Road and reconfirming the Hackney Roads.

Hopefully this will stop any ones being called to the Triangle in Blackstock Road.

Let me know if you have any concerns with this as soon as possible.

https://drive.google.com/open?id=1KmCHhdF02X7QIMH_DkgLOKKLYN8NEOrJ&usp=sharing



Thanks!

Further information from Haringey Council

The identified pick up point is in Haringey on Osborne Road N4 and was utilised a great deal last weekend. The map sent was just showing the area being blocked out by the Geo fencing. It did not push cabs further into residential roads last weekend.

Do you have a suggestion you would like to Feedback?

Regards

Islington Council Response

Thanks for this but what happened to the idea of having an identified pick up point in Haringey? All this will do is push cabs further down into the residential roads around Blackstock Road?

Response from Haringey Council

Traffic query two

Hi,

In response to the various matters you have sent through, we have responded in the order you have sent them.

Nuisance, stewarding, complaints line:

We are sorry to read of this feedback. There are adequate toilet facilities for festival goers to use when coming or going to the festival. There are sufficient numbers inside the venue for those attending as well as on the front lawn of the park. Festival Republic do employ their own Security staff to help manage ASB. We will feedback to Festival Republic the service that has been highlighted. We are aware of a complaint coming in relating to some possible ASB on Ambler Road and a Response Team was dispatched to see what was going on. Nothing was found at the time and on the egress there was no activity down there. The concert crowd had cleared by 11:45. It is important to highlight that the area has other late night venues that are well used in the area and at 2am in the morning would be difficult to conclude that the festival crowd are the cause for any problems in the area.

We are disappointed to read of the allegations of security guards 'swigging beer at '9.45am' and will feed this back to the organisers.

Over the weekend there were problems with alcohol being served from the bars onsite, lots on social media about this. Given this it is highly unlikely that patrons from the festival had sufficient alcohol to be in a comatose state.

Drug taking/dealing can still be dealt with by the local SNTs who are not impacted on for these events and are able to provide their own response to matters happening in their ward.

Taxi pick up in Blackstock Road Triangle.

Festival Republic will speak with Uber to look at the Geo Fencing to re-confirm the areas that are included, we have notified on the concerns raised in relation to the Triangle in Blackstock Road.

Parking signs.

This has not proved to be an issue over the past weekend, Festival Republic put up information notices for residents at the main closure points to this area, residents were not being denied access. If there are to be changes to the main leaflet they will be considered in the debrief after the event and discussed with a view to making changes where necessary for next year. This was the message relayed back to you last week also.

WhatsApp group:

The WhatsApp group was suggested by Hackney Enforcement officers as they felt they needed a way of knowing what issues the security on the side roads had dealt with. It included their SNTs to keep in touch throughout event days in relation to the operation that was being carried on their side roads only.

It was not particularly useful and was only used by Hackney on the Friday night egress to report back to me on matters I was already aware of. The SNTs did not use it all over the weekend and it was not used at all on Saturday and Sunday. I do not have time to be monitoring a WhatsApp group. We will be reviewing the usefulness of this given that there is a complaints line that can centrally collate and is proving to be the most direct route for quick remedial action.

Regards

From: Islington Council
Sent: 02 July 2018 10:58
To: Haringey

I've copied in the most significant complaints that came to me via our councillors this weekend that need some action – we'll be getting other complaints and observations over as soon as we can so they can be addressed before concerts start again on Friday

The first is about nuisance, stewarding and the complaints line

I am writing to you about the festivals in Finsbury park. I have lived in this area for the last 20 years, and have felt for the last few years the festival is completely out of control, and of a scale wholly inappropriate for such an urban residential area.. There is absolutely no regard for the impact it has on local residents. We have a letter pushed through our door telling us of the complaints line and the increased security, neither of which have any impact whatsoever.

I live at Ambler road. We have [REDACTED] I walked out of the house at 5pm yesterday with my [REDACTED] to be confronted by 4 blokes peeing against a tree straight in front of her. By 6.30 that evening I have blokes peeing in my front garden. The security I have been assured by the complaints line will prevent this from happening were sat on their back sides at the end of the road on their phones, eating and throwing rubbish on to the ground.

I go out that evening to get out of the area, returning at 11pm with my [REDACTED] to come across men peeing along Blackstock road, having to step over some who are so drunk they are comatose on the ground. There is no security to be seen.

I then have to listen to people on our street until about 2am in the morning. No one is moving them on. Needless to say I have spoken to the complaints line. All they do is say 'How awful' but are absolutely ineffectual.

I left for the day yesterday, getting back at 10pm to the same scenario, with an additional helicopter circling over our house for at least an hour so we couldn't even sit in the garden.

This weekend is normally the calm one. Wireless is the horrific one for residents as its a younger crowd, where the drug dealers comes out in force. Dealing on my garden wall with absolutely no one stopping them, right in front of my kids.

I took my youngest to athletics in Finsbury park this morning, only to see security swigging cans of beer at 9.45am, so that isn't going to end well.

In this email I am not going to go into the state of the park and how we lose its use for 3 weeks in this period.

Please can you contact me about what can be done, as it really cannot continue.

We have decided to go away next weekend. I really shouldn't have to do this.

The second about taxi pick ups in the triangle with Blackstock. We were told they were all to be directed to a location in Haringey – clearly that hasn't worked. Our parking team are looking at what we can do enforcement wise this weekend but it would be good to hear what interaction has gone on with Uber and others and see effective stewarding put in to move them on too.

Friday, June 29, 2018 11:36:09 PM

There are dozens of people in the street right now. They are all drunk. And have been at the concert. We've seen two women urinating in the street next to our car.

They are all waiting for Ubers or minicabs.

I noticed Hackney has put up posters in streets close to the park preventing taxis from picking up in Hackney streets. Please can you, as a matter of urgency, have officers put enforcement notices in place in the Blackstock Triangle to prevent minicabs and Ubers picking up outside our homes for next weekend's concert?

The noise is disruptive of itself. But I know this is Haringey's doing. What Islington can do though is to protect its residents from people spilling into neighbouring streets, late at night, drunk, making noise, urinating in the street, whilst they wait for taxi pickups.

The final one is our ward councillors for Finsbury Park and Highbury West are asking that the parking signs put up in the affected roads are corrected now to reflect that residents are able to enter.

Also, our licensing team were told there is a WhatsApp group running between yourselves and Hackney for the events? If this is true, is there any reason why we can't be part of it?

Reply

Hi,

Great, I will send that forward. Yes, we have raised that point about the locally phoned cabs but geo fencing cannot catch those. I think having it in place is a lot better than not having it at all.

Regards

From:

Sent: 03 July 2018 17:00

To:

Cc:

Subject: Re: TRAFFIC QUERY

Hi

Could we add Princess Crescent please (just it seems to be only road in area missing) assuming the roads inside the red lines but not red are also included.

There were still a number of cabs picking up in the geo fenced area, but assume these were non uber locally phoned cabs.

thanks

Signage Fonthill Road

Thanks

I see you have cc'd in, great...Thank you!

Do you have the residents details so I can send an apology?

Regards

Islington Enquiry to Haringey Council

Morning,

Further to the complaint below. Is this something you can pass on to the organisers relating to the signage on Fonthill Road

Fonthill road was closed for the gigs this weekend. Both yesterday and today, in the morning, the end of the road had been reopened but the signs further up the road saying 'road ahead closed' were still there in the middle of the road This lead to huge traffic on other parallel routes during the rush hour, and large lorries doing dangerous three point turns on a small road Please ensure the traffic contractors do not do this again next week, it's a simple Thing to fix and incredibly frustrating for locals

I can update the resident confirming this has been passed on.

Regards,

Enquiry to Haringey Council

Dear

In order for us to respond could you please supply me the actual capacities for each night, a copy of the TMO for then egress road closure, the external stewarding and barrier plans especially for egress and anti-social behaviour patrols and a copy of the premises licence please.

Regards

Response

I did not download that document, we are seeking your input in highlighting the areas of concern that affected or impacted on Islington residents, having the dot plan etc. will not assist you with doing this.

These will no doubt be based on complaints from residents and evidence from officers.

You will find a copy of the licence on the email sent out on Friday 6th advising of the review application submitted.

Regards

Section 2 – Islington Council Licensing Officers Notes and Observations

Fins Park Event – 29Jun18 Event Egress - Brief Report

21:30 - Stroud Green Road closure signs went up at 21:30 and they are preventing access from seven Sister's road up Stroud Green Road. Way earlier than scheduled.

21:03 – Spoke to the manager of Zelman, Station Place, Davide Diamotto. He said that he didn't know what was happening with the closures around him. We found the egress manager from the festival (Steve Palmer from Festival Republic) and brought him over to speak to DD.

22:00 - Exit from event site. Spoke to a police officer at the exit of the site who advised that there was apparently 10,000 that did not turn up today for the event. Not confirmed. Heras fencing at the exit onto seven sisters Road is still in place at 10 PM

22:00 - We observe quite a few very drunk males within the exit route to Fins Pk Station. Access to them if there is a serious issue is not great. No sign of stewards managing this route.

22:07 - Road closure appears to be implemented at 22:07

22:15 - Heras fencing on the Finsbury Park exit route within the site has been breached and people are now breaking through the wooden fence onto Seven Sisters Rd. Photos taken.

22:17- Heras fencing on seven sisters Road exit has now been opened.

22:19- All persons leaving the site are now exiting directly on to seven sisters Road. No one is using the planned exit route within the event site to Fins Pk Station.

22:28- At Finsbury Park Station end of seven sisters Road. Barriers are still being put out and signage to the station is poor. Pedestrian traffic not heavy yet so not an issue.

22:30-Large number of people are walking down seven sisters Road past the barrier system that directs them into Finsbury Park station. Once they realise, they're breaking and climbing the barriers and it's not even busy yet. Signage and information is very poor in my opinion.

22:38-There are very few stewards controlling the barrier system into the station. It is being managed by the Police. I spoke to the egress manager, Steve Parker from Festival Republic, who simply stated that there are enough stewards and they are currently where they need to be. I disagree.

22:38- There are no stewards visibly controlling or managing the barriers outside the 12 pins. Persons that have gone the wrong way are simply breaking the barriers or climbing over them to get where they want to be. Again, Police are acting as stewards.

Police have removed the single line of barriers that are supposed to be directing the majority into Fins Pk Station. These were removed due to it becoming an imminent safety issue. There are no stewards managing the barriers here or along the line in front of 12 Pins. A few, maybe 5 stewards, are stood at the pedestrian crossing outside 12 Pins, they are on the opposite side of the road from the barrier line on Seven Sisters and are not managing the barrier line at all. People are climbing and breaking the barriers to get to where they want to be.

22:59- People are pretty much walking and going where ever they choose. The Police are managing the flow along Seven Sisters Rd.





















