

Appendix 15B

Hackney side road management plan 2018



**Finsbury Park Events 2018**

**Hackney Residents Impact Reduction Strategy**

**DRAFT**

**V6**

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**1. OVERVIEW**

Key points of note are as follows:

- Licence capacity has returned to 45,000 from 37,500 for 6 of the event days
- Seven Sisters Road Closure will be in place for 1 hour 15 mins for the six large events
- Works completed in Finsbury Park Station
- Seven Sisters Road will again be used as routine in the event egress
- We will operate a smaller scale familiarisation operation on the Steelyard events that take place on the 26<sup>th</sup> and 27<sup>th</sup> May. These two events have a much smaller capacity, maximum 15,000 and a much smaller footprint.

Last year there was a reported spike in the number of Anti-Social Behaviour complaints in the roads immediately opposite Finsbury Park. This was an anomaly for us and one which we are committed to improving.

In 2017 we did not contract or operationally manage this operation. For 2018 the security deployed for this operation will be contracted by Festival Republic and will fit into the events command, control and communication structure.

Following meetings with London Borough of Hackney, Festival Republic propose to engage Event Management Security to provide the management, supervisors and staff for this operation.

**2. 2018 EVENTS**

There will be eight event days as listed below.

DATE	EVENT	DOORS	CURFEW
Saturday 26 <sup>th</sup> May	Steelyard	13:00	22:30
Sunday 27 <sup>th</sup> May	Steelyard	13:00	22:00
Friday 29 <sup>th</sup> June	Liam Gallagher	13:30	22:30
Saturday 30 <sup>th</sup> June	Queens of the Stone Age	11:00	22:30
Sunday 1 <sup>st</sup> July	Community Festival	11:00	22:00
Friday 6 <sup>th</sup> July	Wireless Festival	13:30	22:30
Saturday 7 <sup>th</sup> July	Wireless Festival	11:00	22:30
Sunday 8 <sup>th</sup> July	Wireless Festival	11:00	22:00



### **3. AIMS**

The Offsite Security Teams will be briefed and deployed with the following aims to:

- dissuade anti-social behaviour
- dissuade non-residents from using the side roads off Seven Sisters Road for access, congregation or loitering
- communicate with and provide information to local residents
- provide a reassurance presence to local residents
- disperse groups before they form in a calm manner
- respond and investigate calls received by the Residents Hotline
- report back to the ELT on any issues that require any kind of response

### **4. EVENT MANAGEMENT SECURITY**

We plan to engage the services of Executive Management Security Ltd (EMS Ltd) a specialist, high-end security management company who provide exceptional standards of specialized security and customer service.

Their management team has a combined industry experience of over 60 years providing professional security to a large number of VIP's, celebrities, foreign dignitaries and high risk individuals and families – many of which have been clients for over 10 years. They provide personal, residential, venue and VIP event security for clients requiring a discreet, bespoke service from experienced and smart professionals.

EMS Ltd are members of the BSIA (British Security Industry Authority) and have achieved the British Standard, ISO 9001 in Close Protection, Door Supervision, Manned Guarding, Key Holding and Training Services.

### **5. COMMAND AND CONTROL**

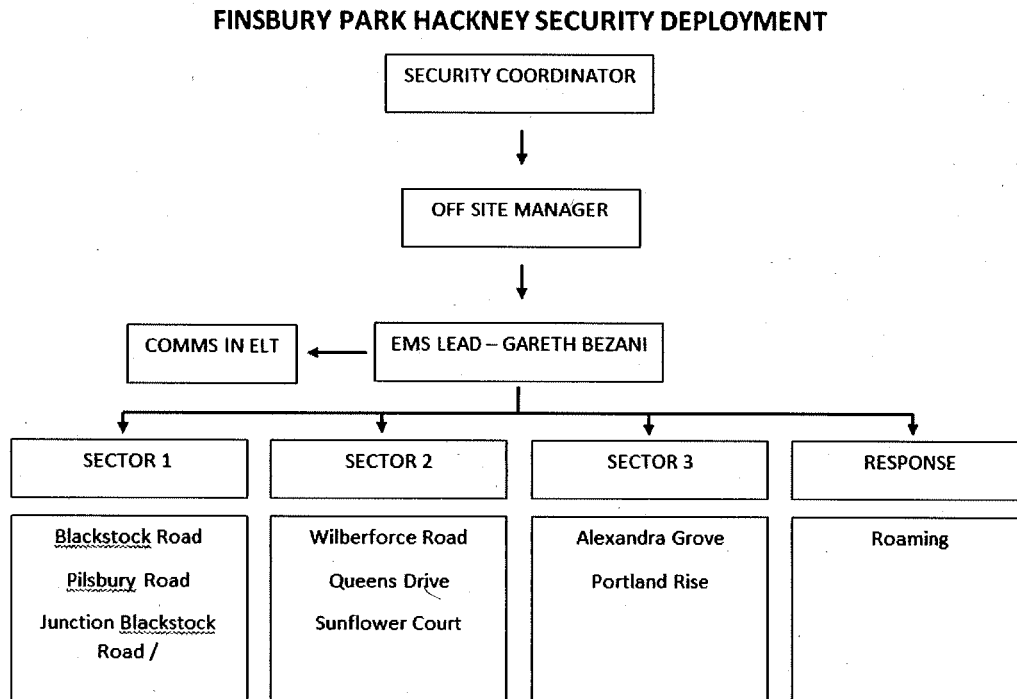
The EMS will team will fit into the festivals existing command, control communication structure. Festival Republic will engage an Offsite Manager to oversee the whole operation and to report directly back to the Security Coordinator who is based in Event Control.

On event days there will be a dedicated communications operator and loggist for the Offsite Operation based in Event Control.

The Offsite security team will be provided with event radios so they are in constant communication with the Security Coordinator and Event Control.

The FR Offsite Manager and the EMS Offsite Manager will available to attend the onsite SAG meetings if necessary.

## Offsite Security Organisational Chart



EMS will deploy over 80 members of staff to cover this operation on the six later showdays.

The streets they will focus on are listed below:

1. FINSBURY PARK ROAD (FPR)
2. WILBERFORCE ROAD (WR)
3. QUEENS DRIVE (QD)
4. ALEXANDRA GROVE (AG)
5. PORTLAND RISE (PR)

The side streets will be split into zones and each zone will have a supervisor plus a team of static and response staff. There will be three zones – please see attached plan.

EMS will also deploy an additional roving response team plus a covert team within the offsite teams.

For the Steelyard shows the deployment will be at a level of around 50% as these events will not be using Seven Sisters Road for their main ingress and egress – they will use the Stroud Green Road entrance.

All of the locations will be covered for the Steelyard shows with staff that are working on the later events. This will allow the system to bed in, the staff to familiarise themselves with the locations and will give us a level of consistency of staff for the busier events.

Also the Steelyard shows are only licensed for 15,000 so there will be a much smaller number of concert goers in the area on these days.



**6. DEPLOYMENT SCHEDULES**

**FRIDAY 29<sup>TH</sup> JUNE AND 6<sup>TH</sup> JULY**

**ZONE 1**

ZONE 1	Section 1 Supervisor	Supervisor	SIA1	1	10:00	00:30
ZONE 1	Finsbury Park Road	ASB Prevention	SIA1	2	10:00	00:30
ZONE 1	Finsbury Park Road	ASB Prevention	SIA1	4	12:00	00:30
ZONE 1	Finsbury Park Road EAST	ASB Prevention	SIA1	2	12:00	00:30
ZONE 1	Blackstock Road / Somerfield	ASB Prevention	SIA1	2	12:00	00:30
ZONE 1	Wilberforce Road	ASB Prevention	SIA1	2	10:00	00:30
ZONE 1	Wilberforce Road	ASB Prevention	SIA1	4	12:00	00:30
ZONE 1	Wilberforce Road EAST	ASB Prevention	SIA1	2	12:00	00:30
ZONE 1	Response Team	ASB Prevention	SIA1	6	12:00	00:30

**ZONE 2**

ZONE 2	Section 2 Supervisor	Supervisor	SIA1	1	10:00	00:30
ZONE 2	Queens Drive	ASB Prevention	SIA1	2	10:00	00:30
ZONE 2	Queens Drive	ASB Prevention	SIA1	4	12:00	00:30
ZONE 2	Queens Drive EAST	ASB Prevention	SIA1	2	12:00	00:30
ZONE 2	Gloucester Drive	ASB Prevention	SIA1	2	12:00	00:30
ZONE 2	SSR Straight	ASB Prevention	SIA1	4	12:00	00:30
ZONE 2	Response Team	ASB Prevention	SIA1	6	12:00	00:30

**ZONE 3**

ZONE 3	Sector 3 Supervisor	Supervisor	SIA1	1	10:00	00:30
ZONE 3	Alexandra Grove	ASB Prevention	SIA1	2	10:00	00:30
ZONE 3	Alexandra Grove	ASB Prevention	SIA1	4	12:00	00:30
ZONE 3	Alexandra Grove EAST	ASB Prevention	SIA1	2	12:00	00:30
ZONE 3	Portland Rise	ASB Prevention	SIA1	2	10:00	00:30
ZONE 3	Portland Rise	ASB Prevention	SIA1	4	12:00	00:30
ZONE 3	Portland Rise EAST	ASB Prevention	SIA1	2	12:00	00:30
ZONE 3	Response Team	ASB Prevention	SIA1	6	12:00	00:30

**RESPONSE**

RESPONSE	Roving Team Supervisor	Supervisor	SIA 1	1	12:00	02:00
RESPONSE	Roving Response Team	ASB Prevention	SIA1	5	12:00	02:00
RESPONSE	Covert (3 x teams of 2)	ASB Prevention	SIA1	6	12:00	00:30



**SATURDAY 30<sup>TH</sup> JUNE AND 7<sup>TH</sup> JULY**

**ZONE 1**

ZONE 1	Section 1 Supervisor	Supervisor	SIA1	1	09:00	00:30
ZONE 1	Finsbury Park Road	ASB Prevention	SIA1	2	09:00	00:30
ZONE 1	Finsbury Park Road	ASB Prevention	SIA1	4	10:00	00:30
ZONE 1	Finsbury Park Road EAST	ASB Prevention	SIA1	2	10:00	00:30
ZONE 1	Blackstock Road / Somerfield	ASB Prevention	SIA1	2	10:00	00:30
ZONE 1	Wilberforce Road	ASB Prevention	SIA1	2	09:00	00:30
ZONE 1	Wilberforce Road	ASB Prevention	SIA1	4	10:00	00:30
ZONE 1	Wilberforce Road EAST	ASB Prevention	SIA1	2	10:00	00:30
ZONE 1	Response Team	ASB Prevention	SIA1	6	10:00	00:30

**ZONE 2**

ZONE 2	Section 2 Supervisor	Supervisor	SIA1	1	09:00	00:30
ZONE 2	Queens Drive	ASB Prevention	SIA1	2	09:00	00:30
ZONE 2	Queens Drive	ASB Prevention	SIA1	4	10:00	00:30
ZONE 2	Queens Drive EAST	ASB Prevention	SIA1	2	10:00	00:30
ZONE 2	Gloucester Drive	ASB Prevention	SIA1	2	10:00	00:30
ZONE 2	SSR Straight	ASB Prevention	SIA1	4	10:00	00:30
ZONE 2	Response Team	ASB Prevention	SIA1	6	10:00	00:30

**ZONE 3**

ZONE 3	Sector 3 Supervisor	Supervisor	SIA1	1	09:00	00:30
ZONE 3	Alexandra Grove	ASB Prevention	SIA1	2	09:00	00:30
ZONE 3	Alexandra Grove	ASB Prevention	SIA1	4	10:00	00:30
ZONE 3	Alexandra Grove EAST	ASB Prevention	SIA1	2	10:00	00:30
ZONE 3	Portland Rise	ASB Prevention	SIA1	2	09:00	00:30
ZONE 3	Portland Rise	ASB Prevention	SIA1	4	10:00	00:30
ZONE 3	Portland Rise EAST	ASB Prevention	SIA1	2	10:00	00:30
ZONE 3	Response Team	ASB Prevention	SIA1	6	10:00	00:30

**RESPONSE**

RESPONSE	Roving Team Supervisor	Supervisor		1	10:00	02:00
RESPONSE	Response	ASB Prevention	SIA1	5	10:00	02:00
RESPONSE	Covert (3 x teams of 2)	ASB Prevention	SIA1	6	10:00	00:30



# Festival REPUBLIC.

**SUNDAY 1<sup>ST</sup> AND 8<sup>TH</sup> JULY**

**ZONE 1**

ZONE 1	Section 1 Supervisor	Supervisor	SIA1		1	09:00	00:00
ZONE 1	Finsbury Park Road	ASB Prevention	SIA1		2	09:00	00:00
ZONE 1	Finsbury Park Road	ASB Prevention	SIA1		4	10:00	00:00
ZONE 1	Finsbury Park Road EAST	ASB Prevention	SIA1		2	10:00	00:00
ZONE 1	Blackstock Road / Somerfield	ASB Prevention	SIA1		2	10:00	00:00
ZONE 1	Wilberforce Road	ASB Prevention	SIA1		2	09:00	00:00
ZONE 1	Wilberforce Road	ASB Prevention	SIA1		4	10:00	00:00
ZONE 1	Wilberforce Road EAST	ASB Prevention	SIA1		2	10:00	00:00
ZONE 1	Response Team	ASB Prevention	SIA1		6	10:00	00:00

**ZONE 2**

ZONE 2	Section 2 Supervisor	Supervisor	SIA1		1	09:00	00:00
ZONE 2	Queens Drive	ASB Prevention	SIA1		2	09:00	00:00
ZONE 2	Queens Drive	ASB Prevention	SIA1		4	10:00	00:00
ZONE 2	Queens Drive EAST	ASB Prevention	SIA1		2	10:00	00:00
ZONE 2	Gloucester Drive	ASB Prevention	SIA1		2	10:00	00:00
ZONE 2	SSR Straight	ASB Prevention	SIA1		4	10:00	00:00
ZONE 2	Response Team	ASB Prevention	SIA1		6	10:00	00:00

**ZONE 3**

ZONE 3	Sector 3 Supervisor	Supervisor	SIA1		1	09:00	00:00
ZONE 3	Alexandra Grove	ASB Prevention	SIA1		2	09:00	00:00
ZONE 3	Alexandra Grove	ASB Prevention	SIA1		4	10:00	00:00
ZONE 3	Alexandra Grove EAST	ASB Prevention	SIA1		2	10:00	00:00
ZONE 3	Portland Rise	ASB Prevention	SIA1		2	09:00	00:00
ZONE 3	Portland Rise	ASB Prevention	SIA1		4	10:00	00:00
ZONE 3	Portland Rise EAST	ASB Prevention	SIA1		2	10:00	00:00
ZONE 3	Response Team	ASB Prevention	SIA1		6	10:00	00:00

**RESPONSE**

RESPONSE	Roving Team Supervisor	Supervisor	SIA 1		1	10:00	02:00
RESPONSE	Response	ASB Prevention	SIA1		6	10:00	02:00
RESPONSE	Covert (3 x teams of 2)	ASB Prevention	SIA1		6	10:00	00:00

## **7. ROAD CLOSURES**

In conjunction with Hackney Council, we propose to suspend the Tflbays at the Seven Sisters road end of FPR, WR, AG and PR. QD will not be possible as there is no existing barrier preventing traffic flow.

Coupled with the bay suspensions we propose to situate a temporary drop arm barrier across the junctions with Seven Sisters Road. Please see below for details of the operation for each street. Please note; where there is a traffic barrier – we will employ 2 x CSAS (Community Safety Accreditation Scheme) staff to operate it.

Festival Republic have no powers to move pedestrians on – even with a Traffic Order in place. Therefore, we would not recommend a blanket road closure on all side streets. There is no legislation which can allow us to prevent pedestrian access.

## **8. SIDE STREET DETAILS Add Sunflower Court, Brand Close, Park House?**

### Finsbury Park Road

**SSR End** – Tfl bay suspension. Drop arm barrier immediately across the road. This barrier will remain closed from 10am Friday 29<sup>th</sup> June until midnight 1<sup>st</sup> July and again from 10am Friday 6<sup>th</sup> July until midnight 8<sup>th</sup> July. Access will remain for emergency services. 6 x static SIA.

**East side** – 2 x static SIA. Dispersal zone signage.

### Wilberforce Road

**SSR End** – Tfl bay Suspension. Drop arm barrier immediately across the road at the SSR side of the petrol station. Barrier will be opened and closed as necessary for petrol station traffic. This barrier will be in place from 10am Friday 29<sup>th</sup> June until midnight 1<sup>st</sup> July and again from 10am Friday 6<sup>th</sup> July until midnight 8<sup>th</sup> July. Access will remain for emergency services. 6 x static SIA.

**East side** – 2 x static SIA. Dispersal zone signage.

### Queens Drive

**SSR End** - No drop arm barrier possible due to access. 6 x static SIA.

**East side** – 2 x static SIA. Dispersal zone signage.

### Alexandra Grove

**SSR End** – Tfl bay suspension. Drop arm barrier immediately across the road. This barrier will remain closed from 10am Friday 29<sup>th</sup> June until midnight 1<sup>st</sup> July and again from 10am Friday 6<sup>th</sup> July until midnight 8<sup>th</sup> July. Access will remain for emergency services. 6 x static SIA.

**East side** – 2 x static SIA. Dispersal zone signage.

### Portland Rise

**SSR End** – Tfl bay suspension. Drop arm barrier immediately across the road. This barrier will remain closed from 10am Friday 29<sup>th</sup> June until midnight 1<sup>st</sup> July and again from 10am Friday 6<sup>th</sup> July until midnight 8<sup>th</sup> July. Access will remain for emergency services. 6 x static SIA.

**East side** – 2 x static SIA. Dispersal zone signage.



## **9. EGRESS**

At egress all security teams will deploy to the barrier lines on the road junctions with Seven Sisters Road.

They will not be stood down without the direct permission of the Security Coordinator

## **10. SIGNAGE**

Each road will have clearly displayed signage.

The signage content is to be agreed with Hackney Council.

Festival Republic propose that messaging states; 'NO ACCESS FOR NON RESIDENTS' to act as an initial deterrent for those wishing to access, congregate or loiter.

The Metropolitan Police have a dispersal order in place for all of the streets within this operation. They will provide their dispersal order signage that outlines the dispersal order terms. We will erect these signs along with our own.

## **11. RESIDENTS PHONE LINE**

We plan to have two phone lines located in Event Control which will be operational between 9am – 2am on the six large event days.

Both numbers will be publicised in advance of the event.

All calls to these lines will be logged.

## **12. CLEANING**

In addition to the regular Hackney Street Cleansing Team we will deploy a separate team of cleaners to address any litter or waste issues in resident's gardens.

This team will be deployed throughout the three zones and will log their findings which will be compiled into a post-show report

## **13. ADDITIONAL MEASURES**

- Ongoing Hackney Stakeholders meetings to discuss our plans.
- Hackney / Haringey to hold discussion regarding toilet positions / lighting
- Resident letters to include more information around the egress plans and general disruption.
- Advanced information to residents will outline our plans
- Post events debrief to discuss the operation and any learnings for the future

**14. ZONE MAP**

To be included

**15. BRIEFINGS**

All staff will be briefed on their role and the reasons for it.

They will also be issued with a document containing transport, event and local information.

We will include in the briefing document a 'script' for security personnel to respond to local residents so we can achieve a consistence response to enquires.

**16. TEMPORARY SANITARY FACILITIES**

We will install temporary sanitary facilities at agreed locations. These will be cleaned and restocked with consumables through the event period. They will be fully cleaned and emptied overnight.

**Appendix 15C**

**2018 Wireless Safety Advisory Debrief.**



**Festival Republic SAG Debrief**  
**24<sup>th</sup> September 2017 – Civic Centre**

**Present:**

Daliah Barrett(LBH), Sarah Jones (Park Service), Paul Samuels (LT Buses), Nicky Hodgson (Festival Republic), Bruce Deville (LBH Hackney), Mark Burling (LBH Highways) Barry Lucas (LBI Highways), Niall Forde (Islington Council), Rockwell Charles (LBH Noise), Jonathon Westerfield Met Police, Andy Underwood Met Police. Stacey Crump, Jenny Wilson (FR), Kaisha Ferguson (FR)

**Not present but on distribution list:** Frederico Fernandes, Sophie Sturgeon, Alan Palmer, Stephen Priestley-LUL, Mark Cotter-LUL, Robert Maulina-BTP,

Intro – around the table.

Agenda Point	Minutes	Action Points
NH – Festival Republic	<ul style="list-style-type: none"> <li>• Busier year, 6 nights of concerts plus school concert.</li> <li>• 270,000 customers an increase on last year.</li> <li>• Targets this year was to improve on noise monitoring.</li> <li>• Improve relationships with residents</li> <li>• To improve covering ground in front of main stage and by toilet city.</li> <li>• Improved searching at arena entrance and artist entrance.</li> <li>• added extra toilets and water taps for Wireless.</li> <li>• Part of the residents piece was about meeting with residents and security, more contact with residents, which worked well.</li> <li>• Statistics – 30% more people than last year. Wireless weekend we had less crime than last year.</li> <li>• Less noise complaints than last year. Even though the overall number of complaints went up due to our increased engagement with residents.</li> <li>• For FR we did the best we could, there will always be learning. Overall successful events.</li> <li>• FR have been gathering in debrief reports so today is about listening to everyone's feedback and then using to plan for next year.</li> </ul>	

<p>DB- POWER POINT Haringey Licensing</p>	<ul style="list-style-type: none"> <li>• Increased work and management on the side roads in Hackney</li> <li>• Hackney requested to toilets removed</li> <li>• Geo fencing put in place</li> <li>• Super fence used</li> <li>• Vibration monitoring carried out</li> <li>• Profile team worked successfully on the front lawn.</li> </ul> <p>COMPLAINTS</p> <ul style="list-style-type: none"> <li>• 218 calls received – bear in mind that the increase is also down to increased engagement.</li> <li>• Vibration monitoring – DB to look at the outcome figures but information to be given to residents is that the vibration being caused is not at a level to cause structural damage.</li> <li>• ASB – 35 reports of. AU- needs to be broken down as people just waiting for cabs isn't ASB behavior.</li> <li>• Calls from Islington residents- recognise that there was some fallout on nearby Islington roads- to be looked at for next year.</li> <li>• 11 complaints relating to residents complaining of people waiting to collect youngsters etc. for residents it is the additional activity that they have concerns with.</li> </ul> <p>TRAFFIC RELATED ISSUES</p> <ul style="list-style-type: none"> <li>• Geofencing did push the minicab etc over to Islington roads</li> <li>• Complaints relating to Medina Road and residents needing to be given access to their roads</li> <li>• TMO needs to be reviewed to ensure that Medina Road and Isledon road residents not impacted on.</li> </ul>	



- Ticketing of cars on the Sunday in Hackney was an issue- is this a Hackney resource matter?
- BD-something about the Sunday that had people willing to just double park or ignore signage and not care of the consequence.
- JW- people prepared to accept the cost as part of the event.
- BD- worst cars blocking emergency access etc were lifted.
- NH- is it worth having the tow vehicle visible
- BD- we struggled to deal with it and it affected residents who were then coming back home on the Sunday night and not being able to park.
- BL- people do not read signs that there are additional loading and waiting in place.

#### CRIME STATS

- AU – the sexual offence was new for 2018, but also may not have happened.
- JW- the overall crime in terms of Haringey and Hackney, being the main London boroughs for violent crime year round, and this event did not add to that. The violence was not there so for us it was successful.

#### BTP

- BTP- stewards on barrier at Finsbury Park – filtering of crowds to the station. Main concern was the hostility towards staff.

#### MEDICAL

- LAS could not identify roles of medical staff out on the egress. Feedback to the medical team to identify their skill level.

#### REVIEW UPDATE

- FOFP- nuisance and increase in crime and disorder.
- Residents listed a number of issues relating to events in the park.
- Hackney- (BD- this is a political matter) .
- Listed issues raised by Hackney – noise request not in line with Code of Practice.
- ISLINGTON- listed requests made by Islington. Parking/ cleansing/ additional noise monitoring.
- NF – Islington has put forward suggested conditions to be placed on the licence, not

	<p>matters reflected on the slide.</p> <ul style="list-style-type: none"> <li>• DB- list was compiled from content of representation received.</li> </ul>	
SJ -Parks	<ul style="list-style-type: none"> <li>• Event went very well.</li> <li>• Management of build and break worked well.</li> <li>• security area north of tennis courts will not be available.</li> <li>• Hotel gate at the crossing needs to be looked at as it impacted on other park users particularly when the air lock was put in place.</li> <li>• Wayfinding needs to be looked at on build days and event days.</li> </ul>	
Islington - NF/BL	<ul style="list-style-type: none"> <li>• BL- deferred to NF to give Islington concerns. Traffic management- hard stop at the end but no other management, needs to be a stop on Ambler Road.</li> <li>• Not convinced that all the residents in Medina Road etc. need to be landlocked- Barry to look into this.</li> <li>• No SIA in Islington streets.</li> <li>• Parking as on match days to be reflected on event days.</li> <li>• No stewards on barriers in SSR- they are all on forecourt in Station Place.</li> <li>• The barriers get broken along SSR, all the stewards seem to be on the pub side. The police were managing the barriers on SSR.</li> <li>• Islington concerns listed in the representation document not asking for reduction in the overall capacity of the event. Just want greater control in place on the Islington streets that affect our residents. This will mean the TMO/ Parking and where people are placed.</li> <li>• There is a massive dispersal on foot into Islington.</li> </ul>	
BD- Hackney	<p><b>Hackney</b></p> <ul style="list-style-type: none"> <li>• Improvement except for 1<sup>st</sup> night and the last night. Barriers removed and break out that</li> </ul>	

<p>MB- Haringey Highways</p>	<p>affected Portland Rise on 1<sup>st</sup> night.</p> <ul style="list-style-type: none"> <li>• Briefings with residents was well received.</li> <li>• Residents feedback that they loved the horses and welcomed that.</li> <li>• Security stayed at top end of the street on the egress and then did not then filter back into the side roads when the egress was dissipating.</li> <li>• Stuff that worked well one night were then removed the following night instead of being continued with.</li> <li>• Enforcement officers struggled to issue tickets as their handhelds rely on Wireless connectivity. Took up to 35 minutes to issue one ticket.</li> <li>• Sunday night the most challenging. Pavement outside Wilberforce had to be given a deep clean.</li> <li>• Feedback from RICHARD BONNER- not happy with road opening on his operatives without warning.</li> <li>• NH- he is on radio- he could call into EC to say he had issues at any given time.</li> <li>• BD- RB -not happy with the challenging behavior his staff had to cope with. A 'really nasty' working environment on the Sunday. Richard unable to clean up in a timely manner due to crowd behavior and other knock on issues that unfolded on the egress.</li> <li>• Not prepared to do anything outside of the Hackney Roads going forward.</li> </ul> <p><b>Haringey</b></p> <ul style="list-style-type: none"> <li>• No concerns, but will be working with Barry to sort out the issues around Medina Road and Isdeon Road.</li> <li>• BL- you cannot get into the area once the road closures are in place. South of the bridge to Fonthill Road.</li> <li>• MB- there are some area that are landlocked around Spurs for 2/3 hours that we have similar issues with.</li> <li>• AU- I think there is scope to have vehicles move in and out provided it is managed. Not clear why this cannot be facilitated.</li> <li>• MB- scope to improve but we can work</li> </ul>	
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	<p>towards this.</p> <ul style="list-style-type: none"> <li>• AU- briefing for traffic management staff around residents issues.</li> <li>• NF- Islington to have input into the text around the closures that affect the 'landlocked residents' -Barry will work on.</li> <li>• DB – the leaflet will need to have any updated wording and all boroughs will have input into that.</li> <li>• NH- confirmed that 22,000 leaflets are distributed.</li> <li>• BL- problem with leaflets is that they are ignored.</li> <li>• MB- community boards etc</li> <li>• DB- trouble with information being passed on in residents groups/forums.</li> </ul>	
PS- Buses	<ul style="list-style-type: none"> <li>• LSTCC – happy with plans and worked well. Sophie from TFL was happy with the road closure.</li> <li>• Bus station had problems with the tarmac rutting due to the hot weather and placing of barriers proved to be challenging, the site should be checked nearer to the time to check that the roadway itself is okay to install the barriers as per the plan.</li> <li>• LUL worked well but not so good on GTR- affected by timetable issues.</li> <li>• Cleansing of the area was done but there was so much rubbish that we need to have our own staff involved dedicated to the area alone.</li> <li>• Impacted on the timings of the bus station being made available as the knock on effect of issues on the egress</li> <li>• In future as part of the license to use the station, cleansing will be factored in.</li> </ul>	
SC- LAS	<ul style="list-style-type: none"> <li>• EMS did a great job.</li> <li>• Impact on LAS was reduced.</li> <li>• Resources sent to the area one could not get in so he walked up.</li> <li>• We need to look at an ingress route for emergency vehicles not just for event goers but for residents.</li> </ul>	

	<ul style="list-style-type: none"> <li>• BD- fire gate keys given to security and should have been available, only one.</li> <li>• AU- the main concern was if medical attention impacted on the treatment of that person.</li> <li>• No, the timings were fine, an ambulance was there and EMS were onsite it was the advance paramedic that had to cart his goods back and forth.</li> </ul>	
AU/JW- Met Police	<ul style="list-style-type: none"> <li>• Procedures in place to deal with flares rather than being escalated to EXPO.</li> <li>• Nothing out of the ordinary for 2018.</li> <li>• Policing resources worked well will need to consider if able to have same numbers again for next year.</li> <li>• 2 incidents related to Coroners inquest-</li> <li>• Testing of drugs (LOOP)- the Mets line is that this is not an option in London.</li> <li>• Struck a balance between needs of the locality and policing the event</li> <li>• Police officers recognized for dealing with medical issue on the egress.</li> </ul>	
RC – Haringey Noise Team	<ul style="list-style-type: none"> <li>• No breaches overall. Vanguardia were competent, proactive, professional and good communicators</li> <li>• 3 exceedances but these were at 5 min laeq being measured.</li> <li>• DB – highlighted the license requires 15 mins laeq.</li> <li>• BD- questioned if the officers hadn't picked up on the exceedances would the breach of continued.</li> <li>• DB explained that Vanguardia – do constant monitoring of all the sites using the Metrao system and will therefore pick up on any such issues immediately. The Haringey officers actually just audit periodically what Vanguardia are doing.</li> <li>• NH absolute transparency in the noise levels being checked throughout the event.</li> <li>• DB- The low frequency monitoring is not mentioned in the licence and is done in partnership with FR.</li> </ul>	
DB- Haringey	<ul style="list-style-type: none"> <li>• How did Geofencing work?</li> </ul>	

Licensing	<ul style="list-style-type: none"> <li>• Possible pick up point on Blackstock Road.</li> <li>• BD preferred that manor House may be a better option than sending people into Hackney.</li> <li>• NF- maybe one of the compromise will be for a taxi pick up point in Islington.</li> <li>• AU- why not make a mini order that will include one.</li> <li>• MB- a temp order can be put in place for the additional parking matter in Islington does not need to be done on a full consultation at all.</li> <li>• BL- options in Islington for a pick up point that we could look at. Isledon Road mentioned</li> <li>•</li> </ul>	
DB- ACTION POINTS FOR FUTURE	<ul style="list-style-type: none"> <li>• Emergency route/some sort of access when in egress mode.</li> <li>• Cleansing across the 3 boroughs– to be reviewed</li> <li>• Geofencing- does it need extending</li> <li>• Side road management and the fallout into Islington</li> <li>• The Sunday effect (JW- its like Carnival Monday)</li> <li>• Low frequency monitoring and vibration monitoring.</li> <li>• Finsbury Park Station Place- barriers and cleansing of station to be reviewed and potential cost for dedicated cleansing.</li> </ul>	
AOB	<ul style="list-style-type: none"> <li>• DB- HVM requirements- BL- officers will defer to the knowledge of the SECO on these matters.</li> <li>• MB- new system that Spurs are deploying CSP have them. Easier to move around and moves you away from using vehicles.</li> <li>• NH – to look into this for future events...</li> </ul> <p>Nicky – thanked everyone for the feedback, assured all that this forms an integral part in the learning, improving the impact, and planning of the events year to year.</p>	

## Appendix 16

### Comparative complaints data





## Complaints from Wireless Events 2017

- A total of 70 complaints were received via people calling and emailing the Finsbury Park Residents' Line and Council out of hour's noise line.

Type of complaint	2014	2015	2016	2017	Trend	Comment
Noise including vibration (includes complaints made about police helicopter except 2017)	170	85	40	42	Complaints from 2017 are generally on par with noise complaints received in 2016. These have significantly reduced since 2015 due to the use of a new software that specifically targets individual frequencies which may cause a problem	The Council has undertaken a review of the monitoring points set around Finsbury Park. This review is ongoing and will be used to continue to work with our own consultants, noise officers and event organisers to improve the management of noise further. Promotion of key contact numbers has been increased to make residents and business aware of how to report issues.
Police helicopter				6	6 complaints received regarding noise coming from the police helicopter	This was deployed by the police at the end of each night to assess egress and monitor crowd control
Public behaviour	26	11	3	14	The majority of complaints came from residents living on Seven Sisters Road and the side streets off including Alexandra Grove, Wilberforce Road, Queen's Drive and Finsbury Park Road. These included youths loitering and making noise from event goers in the road, urination and drug taking	New for 2017 LB Hackney arranged and managed for their own stewarding team to be deployed in these roads, with Festival Republic covering the costs
Traffic / Parking issues	5	9	12	2	Minor issues reported this year including people parking on red route and parking restrictions not being adhered to in Finsbury Park Road	Last year (2016) there was an increase in complaints due to residents in Tancred Road/Lothair Road North and South registering their concerns at no parking restrictions in their roads prior to the event days.  This year (2017) Event Day parking restrictions were implemented including extensions to CPZs in parts of Green Lanes.
Police	160	110	54	35	35 crimes recorded with 33 arrests for a variety of low level offences	There was a good, practical policing presence that served its purpose in sending a message of reassurance to residents and visitors to the

						area
<b>Other issues</b>				<b>4</b>	Including 1 complaint about litter in surrounding roads, 2 regarding the use of offensive language from artists and 1 covering a multitude of issues	

In addition to calls / emails taken over the three days of Wireless, a further 26 complaints / enquiries were made directly to the Council either before or following the event. These included:

<b>Type of complaint</b>	<b>Number</b>
<b>Noise including vibration</b>	<b>3</b>
<b>Police helicopter</b>	<b>2</b>
<b>Public behaviour</b>	<b>4</b>
<b>Traffic / Parking issues</b>	<b>1</b>
<b>Police</b>	<b>0</b>
<b>Other issues (inc queries about event policy and income)</b>	<b>16</b>

### How is noise from concerts at Finsbury Park managed?

Noise conditions for the Finsbury Park Premises Licences are based around guidance in the Code of Practice on Environmental Noise Control at Concerts (the Code of Practice) which recognises that music from such events can cause disturbance to those living in the vicinity but gives guidance on how such disturbance or annoyance can be minimised.

It states that even full compliance with the code may not eliminate all complaints and that local factors may affect the likelihood of complaints. The Code of Practice recommends various levels dependant on the frequency of use of the venue in question.

The Code suggests that additional limits are imposed for events which continue past 23:00 but all amplified music at outside events is planned to finish by 22:30 (22:00 on a Sunday).

For 1 – 3 concert days per calendar year the code recommends that the Music Noise Level (MNL) should not exceed 75dB(A) ( $LA_{eq}$  15min) over a 15 minute period.

For 4 – 12 concert days per calendar year the code recommends that the Music Noise Level (MNL) should not exceed the background by more than 15dB(A) over a 15 minute period. ( $LA_{eq}$  15min).

The Code recognises that assessment of noise in dB(A) is convenient but can underestimate the intrusiveness of low frequency noise and this is often less of a problem near to an open air event than further away. Complaints may occur some distance from an event simply because people can hear it and consequently there is a perception that the guidelines are not being met. Topographical and climatic conditions can be such that the MNL is lower at locations nearer to the venue.

### **What will the Premises Licence require the promoter to do about noise?**

Conditions on Premises licences will require that noise levels are monitored to provide an assessment of the exposure of residential properties surrounding the Park.

Where noise limits are based on background noise levels it is not possible to apply a noise limit to every property around the Park but areas selected may be based on providing a representative background noise level for those properties in the vicinity.

A01

If the noise limits are being achieved close to the venue, they would most likely be lower at distances further from the venue. This does not mean that those living further away will not be disturbed. If a noise complaint is received, the appointed acoustic consultant and the Council licensing / noise enforcement officer is able to assess whether the Premises licence conditions are being met.

#### **What are the noise limits at other outdoor spaces in London?**

The noise limits currently set in the Finsbury Park licenses are significantly lower than other London venues.

- Victoria Park has a noise limit of 75dB LA<sub>eq</sub>, 15min and
- Hyde Park has a limit of 75dB LA<sub>eq</sub>, 5min for a similar number of events annually
- Clapham Common has a noise limit of 75dB LA<sub>eq</sub> 15mins

The guidance recognises that the MNL at the mixer desk is typically 100dB(A) and that less than 95dB(A) is unlikely to provide satisfactory entertainment for the audience. Sound levels are taken at the height of a hand held sound level meter (or the height of a typical tripod e.g. 1.5m high).

For reference the following applies to Finsbury Park events

**Appendix 1– monitoring points and background levels**

Approved locations representative of the noise sensitive premises likely to experience the greatest increase in noise levels as a result of events held in Finsbury Park

Location	Background Noise Level [Hourly LA90] 19:00-23:00hrs	Notes	Noise Limit (dB(A) LA <sub>eq</sub> , 15min)
Seven Sisters Road, N4 [LB Hackney]	63 dB(A)	Taken approx. mid-way along park length. Very busy main road-traffic predominates.	78 dB(A)
Adolphus Road, N4 [LB Hackney]	51 dB(A)	Taken mid-way between Gloucester Drive & Alexandra Grove. Runs parallel to Seven Sisters Road- minimal traffic- shielded by medium rise flats.	66 dB(A)
Woodstock Road, N4	47 dB(A)	Taken at North bend. Separated from park by busy railway line- rear bedrooms face Park.	62 dB(A)
Stapleton Hall Road, N4	41 dB(A)	Taken 30m East of junction with Quernmore Road. Residential- minimal traffic-located on a hill overlooking North side of Park.	56 dB(A)
Lothair Road South, N4	46 dB(A)	Taken 30m East of junction with Alroy Road. Parallel to Endymion Road.	61 dB(A)
Rowley Gardens, N4 [LB Hackney]	49 dB(A)	Taken centre of "quadrangle". On East side of Park & in middle of high rise flats.	64 dB(A)

Sound levels at the monitoring points should not exceed the above background by more than 15dB when measured as a 15 minute  $LA_{eq}$

## **GLOSSARY OF TERMS**

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.

The unit of frequency is Hz. 1 Hz is one pressure fluctuation in one second. The frequency response of the ear is usually taken to be about 16Hz (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 electronic filter matches the variation in the frequency sensitivity of the meter to that of the human ear. This is an internationally accepted standard for noise measurements.

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.

Examples of various noise levels are given below:

### **Sound Level dB(A)**

0 – 10 Threshold of hearing

10 - 20 Radio Studio

20 – 30 Bedroom at night

30 – 40 Municipal Library

40 – 50 Living room in an urban area

50 – 60 Typical Commercial Office

60 – 70 Loud conversation

70 – 80 Average traffic on a busy street corner

80 – 90 Inside a city bus / underground train

100 – 110 Typical alarm clock (1 yard away)

110 – 120 car horn (1 yard away)

120 – 130 Pneumatic drill (1 yard away)

130 - 140 Threshold of pain

The subjective response to a noise is dependent not only upon the sound pressure level and its frequency, but also its intermittency.

**LA<sub>eq</sub>**: Equivalent Continuous Sound Pressure (ambient) Level 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 can be considered to be the average energy level over the specified measurement period (t) and is a widely used indicator for environmental noise.

**LAN**: the A-weighted sound level exceeded for % of the measurement period. LA90 is used to define the background noise level, i.e. the noise that would remain once all local noise sources were removed.





## Appendix 17

### Relevant parts of the Event Management Plan

1. Site Plan
2. Egress Plan
3. Event Risk Assessment
4. Cleansing Plan
5. 2017 Noise Management Plan
6. Traffic Management Plan



LIST OF SECTIONS  
OF EVENT  
MANAGEMENT PLAN

Wireless
Event Management Plan
<b>Appendices</b>
Adverse Weather Plan
Alcohol Management Plan
Access Management Plan
Child Protection and Safeguarding Policy
CT Statement of Commitment
Health & Safety Policy
Fire Risk Assessment
Major Incident Plan
Medical Management Plan
Operational Management Plan
Noise Management Plan
Risk Assessment
Sanitation and Waste Management Plan
Security Schedule
Site Plan
Traffic Management Plan
Water Safety Plan
Production Schedule
Tent Exit Calculations
Fire Extinguisher Allocation
<b>Additional Plans and Policies</b>
Egress Plan
Egress Timeline Spreadsheet
Acid Attack Policy
Bomb Threat Guidance
Emergency and Routine Screen Messages Template
Emergency Exit Gate Briefing
ETHANE Briefing
Evacuation Checklist
Eviction Form
MI and Evacuation Briefings
MI BOX Contents
Seizure Confiscation Form
Sexual Assault Guidance
Suspect Package Briefing Full and Key Points
Suspicious Post Guidance Full and Key Points
Suspicious Vehicle Full and Key Points Briefing
Vehicle Search Protocol

