

Festival Republic – Complaints & Enquiries Breakdown

Dates in Finsbury Park:
Build: 27/06 – 07/07
Wireless Festival: 08/07 – 10/07
Dark Week & Haringey Schools Concert: 11/07 - 14/07
Sam Fender/Community/George Ezra: 15/07 – 17/07
Break: 18/07 – 23/07

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1.0 Summary

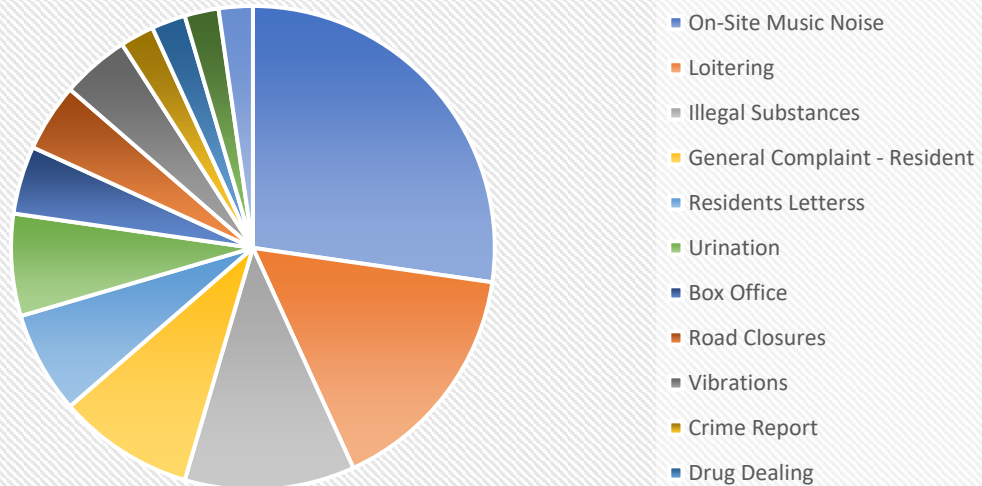
The below table breakdowns the call log for the resident's hotline and email inbox that was live through the entirety of Festival Republic's tenure in Finsbury Park during the summer of 2022. The log is broken down between the build, dark and break weeks as well the 6 live event days.

OVERALL TOTALS																					
	Build		8th July		9th July		10th July		Dark Week		15th July		16th July		17th July		Break		TOTALS		
All calls and emails - unknown	Enquiry	Complaints	Enquiry	Complaints	Enquiry	Complaints	Enquiry	Complaints	Enquiry	Complaints	Enquiry	Complaints	Enquiry	Complaints	Enquiry	Complaints	Enquiry	Complaints	TOTAL Enquiry	TOTAL Complaints	TOTAL all
Accessibility	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	3
Box Office	11	2	3	2	3	0	1	0	0	0	0	0	0	0	0	0	0	0	18	4	22
Buses	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Crime Report	0	0	0	1	1	1	0	1	0	0	1	1	0	0	0	0	0	0	2	4	6
Drug Dealing	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	2
Festival Goer Behaviour	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
General Complaint - Resident	0	0	0	4	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	7	7
General Complaint - Ticket Holder	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
General Enquiry - Resident	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	2
General Enquiry - Ticket Holder	2	0	2	0	1	0	1	0	8	0	2	0	0	0	3	0	0	0	13	0	13
Helicopter Noise	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	2
Illegal Substances	0	0	0	5	0	1	0	6	0	0	0	0	0	0	0	0	0	0	0	12	12
Lights	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lost Property	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Loitering	0	0	0	7	0	0	0	6	0	0	0	2	0	0	0	0	0	0	0	15	15
Offensive Lyrics	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1
Off-Site Noise	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	2	0	0	0	5	5
Off-Site Waste	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
On-Site Construction Noise	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	2
On-Site Music Noise	0	1	0	12	0	9	0	3	0	3	0	7	0	23	0	13	0	0	0	71	71
Park Access	1	0	3	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	5	0	5
Parking	4	0	3	0	1	0	4	0	3	0	0	0	1	0	0	0	0	0	16	0	16
Phone Signal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Positive Feedback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residents Letters	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3
Resident Tickets	0	0	6	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	8
Road Closures	2	0	2	2	0	0	0	4	0	2	2	1	0	2	0	3	0	0	6	14	20
Safety in the Park	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Schools Concert Noise	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security	0	0	0	1	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	4	4
Sustainability	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Taxis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Traders	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Traffic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Train Station	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Urination	0	0	0	3	0	2	0	1	0	0	0	1	0	1	0	0	0	0	0	8	8
Vibrations	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	3
TOTAL	21	3	19	44	10	18	8	27	11	6	6	15	2	26	3	21	0	0	80	160	240

The resident log breaks down the different call/email types and what they were in relation to, as well as differentiating between enquiry calls and complaints. As seen above, throughout the tenure there was a total of **240** calls or email made, **80** of which were general enquiries and **160** logged as complaints. The following breakdowns will focus on only the 160 complaints made.

2.0 Wireless – Friday 8th July

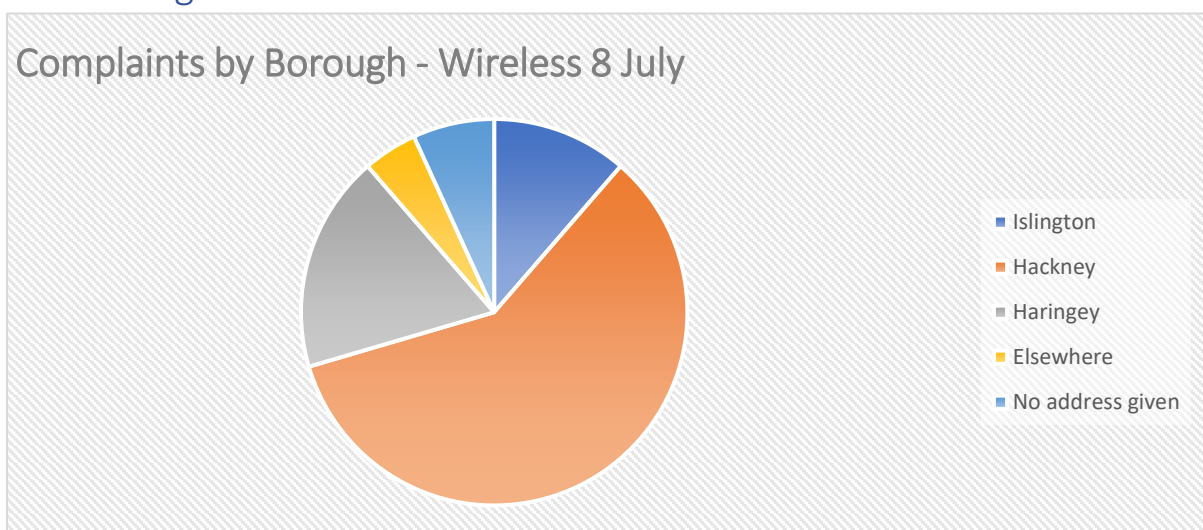
Complaint Type - Wireless 8 July



Complaint Types	Number
Accessibility	0
Box Office	2
Buses	0
Crime Report	1
Drug Dealing	1
Festival Goer Behaviour	0
General Complaint - Resident	4
General Complaint - Ticket Holder	1
General Enquiry - Resident	0
General Enquiry - Ticket Holder	0
Helicopter Noise	0
Illegal Substances	5
Lights	0
Lost Property	0
Loitering	7
Offensive Lyrics	0
Off-Site Noise	0
Off-Site Waste	0
On-Site Construction Noise	0
On-Site Music Noise	12
Park Access	0
Parking	0
Phone Signal	0
Positive Feedback	0
Residents Letters	3
Resident Tickets	0
Road Closures	2

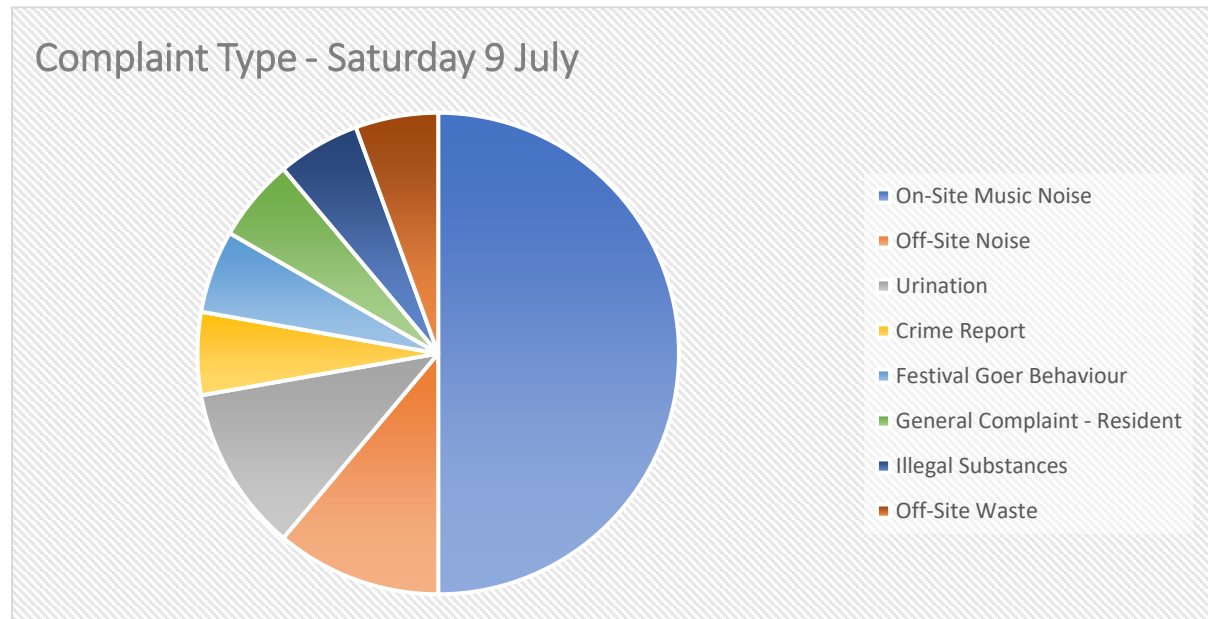
Safety in the Park	0
Schools Concert Noise	0
Security	1
Sustainability	0
Taxis	0
Traders	0
Traffic	0
Train Station	0
Urination	3
Vibrations	2
Total	44

2.1 Borough Breakdown



Borough	Number
Islington	5
Hackney	26
Haringey	8
Elsewhere	2
No address given	3

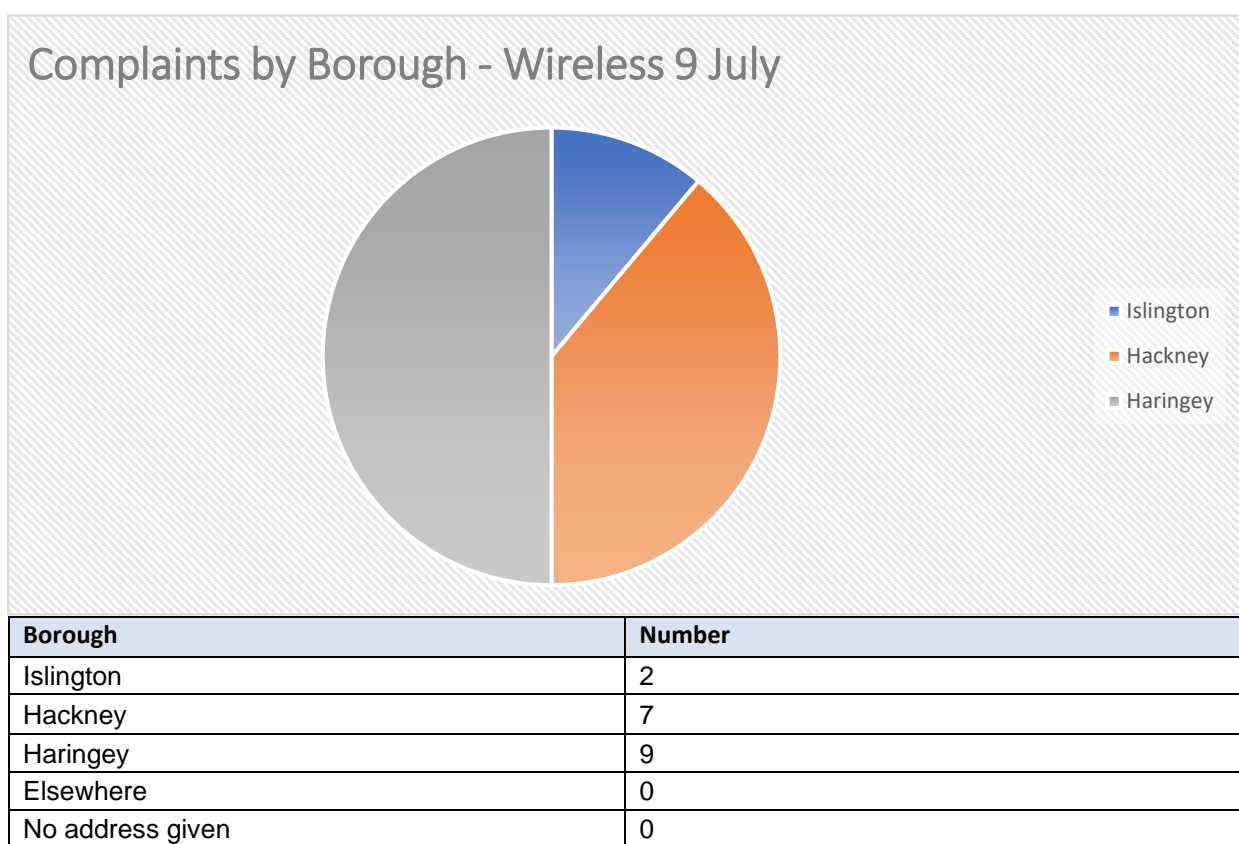
3.0 Wireless – Saturday 9th July



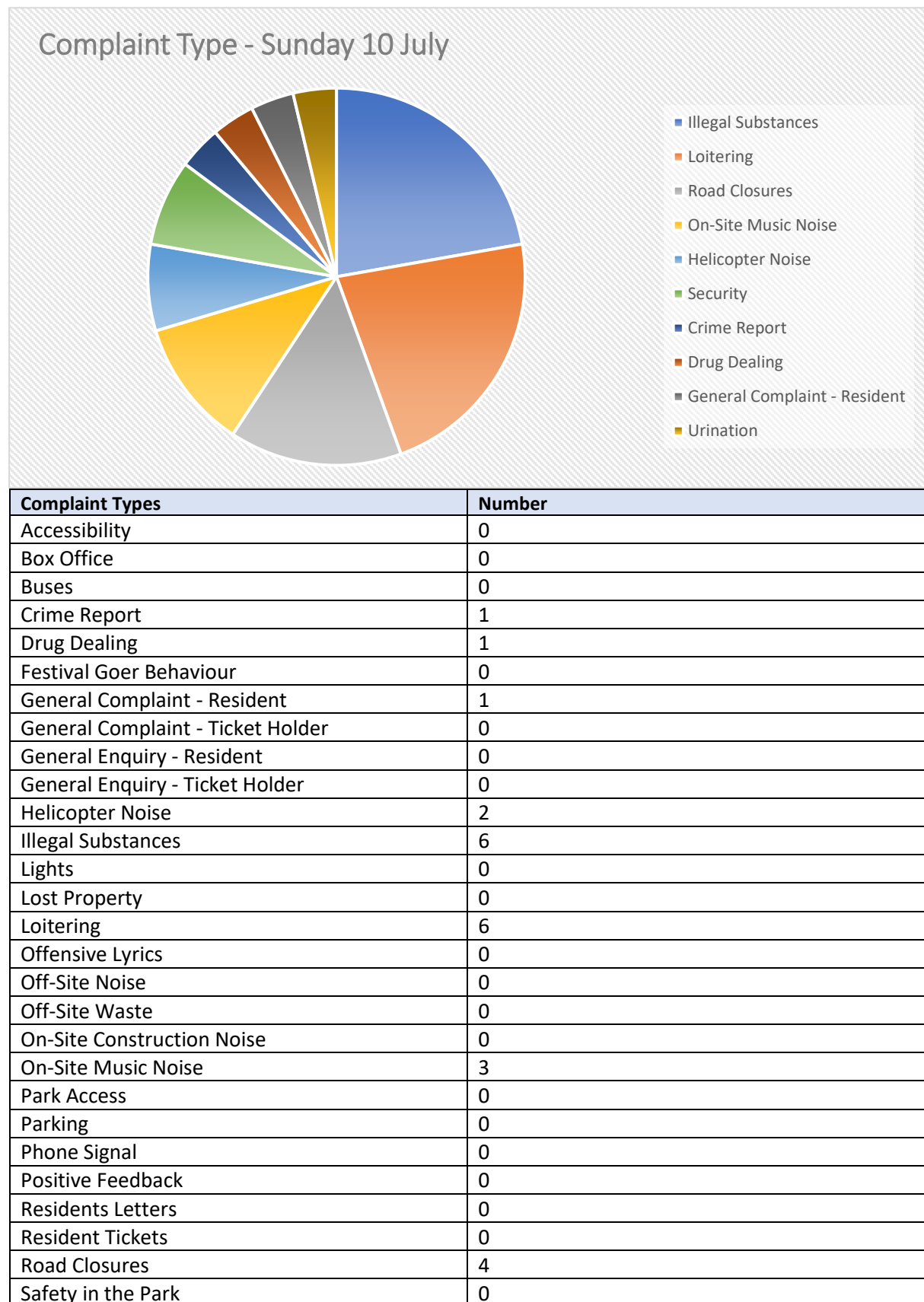
Complaint Types	Number
Accessibility	0
Box Office	0
Buses	0
Crime Report	1
Drug Dealing	0
Festival Goer Behaviour	1
General Complaint - Resident	1
General Complaint - Ticket Holder	0
General Enquiry - Resident	0
General Enquiry - Ticket Holder	0
Helicopter Noise	0
Illegal Substances	1
Lights	0
Lost Property	0
Loitering	0
Offensive Lyrics	0
Off-Site Noise	2
Off-Site Waste	1
On-Site Construction Noise	0
On-Site Music Noise	9
Park Access	0
Parking	0
Phone Signal	0
Positive Feedback	0
Residents Letters	0
Resident Tickets	0
Road Closures	0

Safety in the Park	0
Schools Concert Noise	0
Security	0
Sustainability	0
Taxis	0
Traders	0
Traffic	0
Train Station	0
Urination	2
Vibrations	0
Total	18

3.1 Borough Breakdown

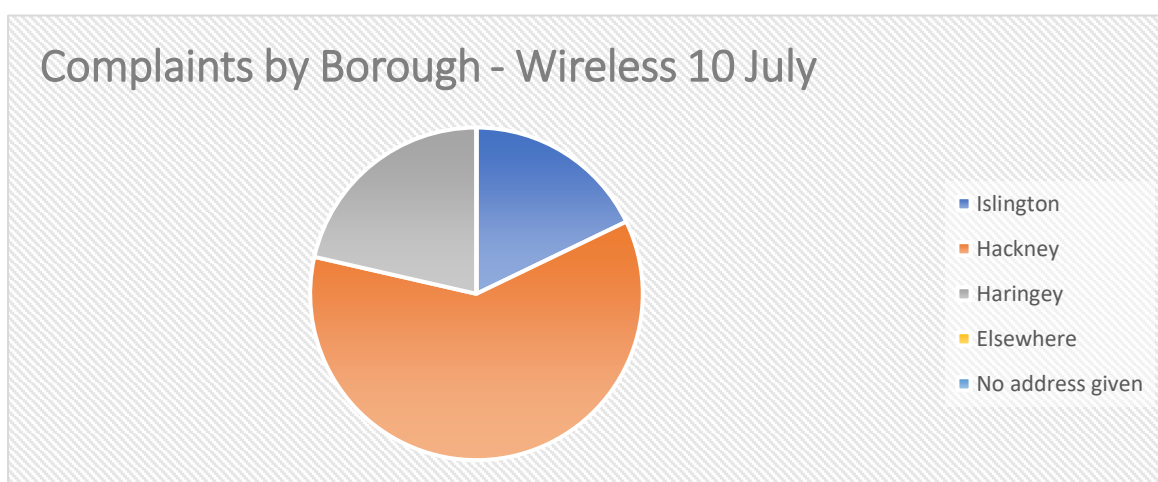


4.0 Wireless – Sunday 10th July



Schools Concert Noise	0
Security	2
Sustainability	0
Taxis	0
Traders	0
Traffic	0
Train Station	0
Urination	1
Vibrations	0
Total	27

4.1 Borough Breakdown



Borough	Number
Islington	5
Hackney	16
Haringey	6
Elsewhere	0
No address given	0

4.2 Summary

There was an increase in complaints regarding anti-social behaviour, loitering and road closures on the Sunday at Wireless. This can largely be due to an incident that began to occur around 2pm in the afternoon. The incident involved a number of ticketless members of the public, who had gathered on the front lawn by Finsbury Park gate trying to gain access to the event.

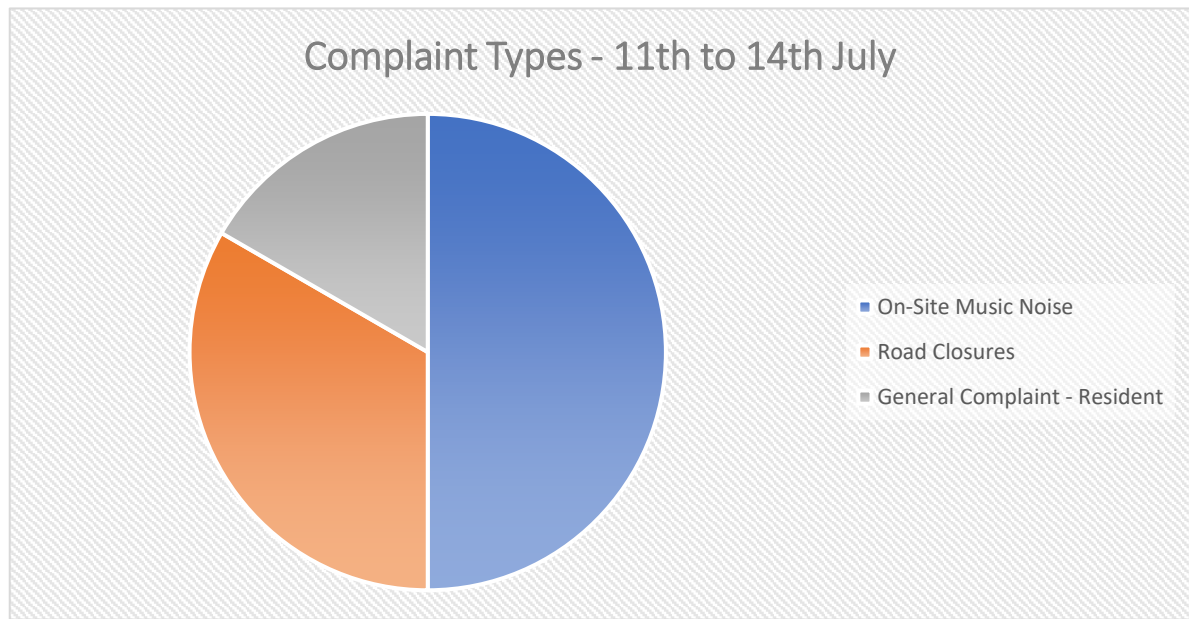
Due to this, there had to be temporary pause in the admittance of attendees who had purchased tickets to the event by closing the entrance to the event in order to stop ticketless people gaining entry.

Due to this being peak time for arrivals arriving at the festival and admittance being paused, this resulted in a large crowd building in the front lawn of the event area and then eventually Seven Sisters Road which some pushing within the crowds.

Metropolitan Police took charge of the situation, closing Finsbury Park gate to relieve pressure on the entrance to the event and putting a temporary road closure on Seven Sisters Road to accommodate the large crowd then building up outside the park gate.

As seen in the breakdown, due to the incident the majority of calls coming from residents in the borough of Hackney due to the road closures and large crowds forming outside of the event space.

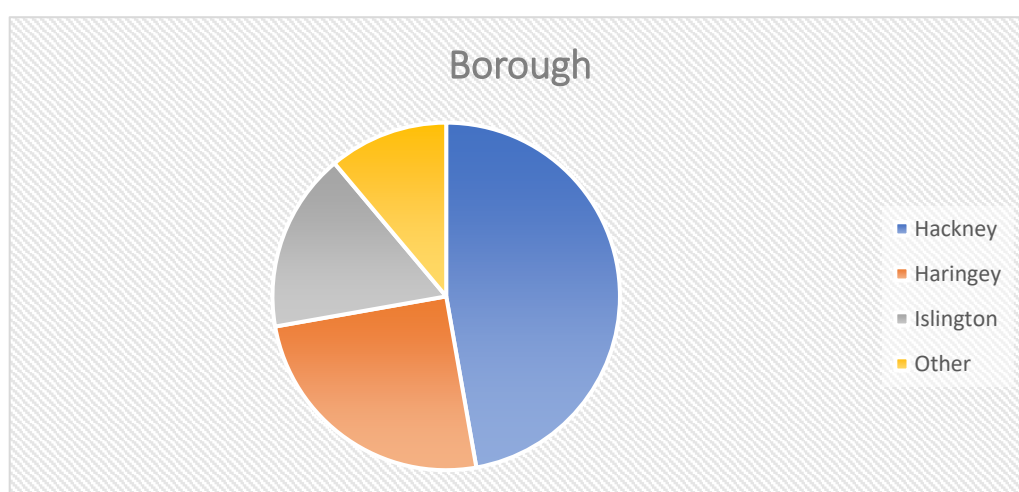
5.0 Dark week & Schools Concert – 11th to 14th July



Complaint Types	Number
Accessibility	0
Box Office	0
Buses	0
Crime Report	0
Drug Dealing	0
Festival Goer Behaviour	0
General Complaint - Resident	1
General Complaint - Ticket Holder	0
General Enquiry - Resident	0
General Enquiry - Ticket Holder	0
Helicopter Noise	0
Illegal Substances	0
Lights	0
Lost Property	0
Loitering	0
Offensive Lyrics	0
Off-Site Noise	0
Off-Site Waste	0
On-Site Construction Noise	0
On-Site Music Noise	3
Park Access	0
Parking	0
Phone Signal	0
Positive Feedback	0
Residents Letters	0
Resident Tickets	0
Road Closures	2
Safety in the Park	0

Schools Concert Noise	0
Security	0
Sustainability	0
Taxis	0
Traders	0
Traffic	0
Train Station	0
Urination	0
Vibrations	0
Total	6

5.1 Borough Breakdown



Borough	Number
Islington	0
Hackney	3
Haringey	1
Elsewhere	0
No address given	2

5.2 Summary

During the dark week between event weekends, Festival Republic kindly support Haringey Council stage a community event local school children from the tri-borough area to come together to have the opportunity to perform on stage 2 on the festival site with family, friends and members of the public being able to attend for free to support children.

During the event, there was 3 noise complaints in relation to the music, The noise complaints were resolved however when the call handler explained how this was a community event with school children performing, with each caller ending the call understanding and knowing the event closed at 8:30pm.

6.0 Sam Fender – Friday 15th July

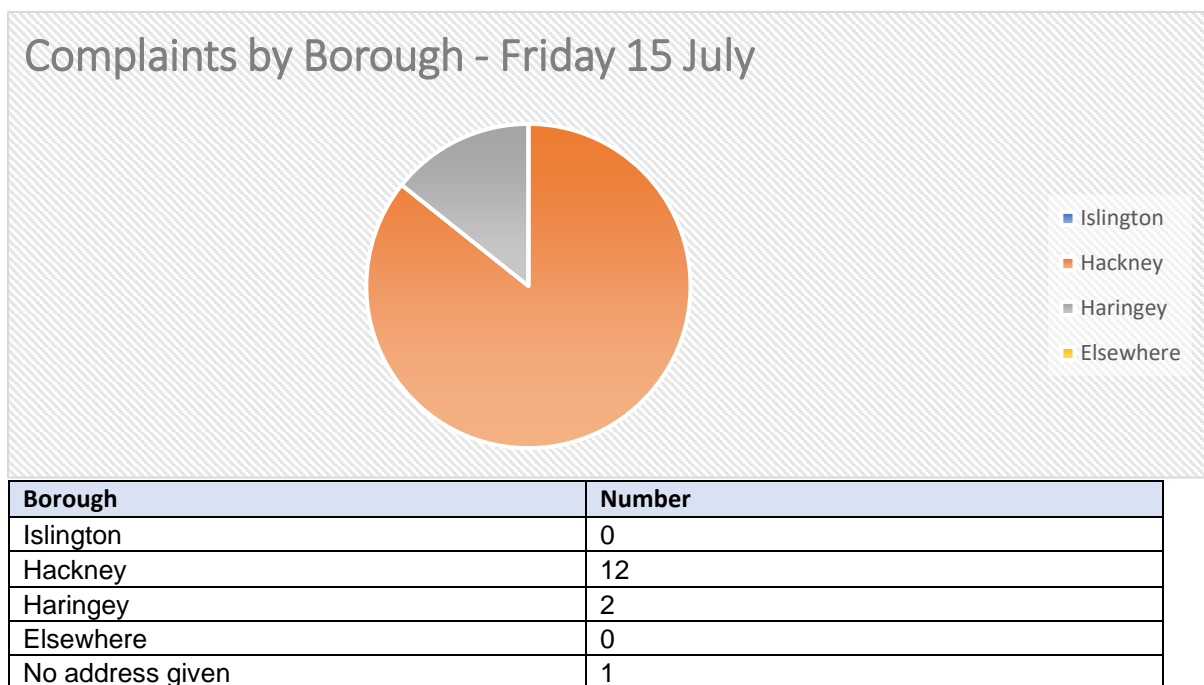
Complaint Type - Friday 15 July



Complaint Types	Number
Accessibility	0
Box Office	0
Buses	0
Crime Report	1
Drug Dealing	0
Festival Goer Behaviour	0
General Complaint - Resident	0
General Complaint - Ticket Holder	0
General Enquiry - Resident	0
General Enquiry - Ticket Holder	0
Helicopter Noise	0
Illegal Substances	0
Lights	0
Lost Property	0
Loitering	2
Offensive Lyrics	1
Off-Site Noise	1
Off-Site Waste	0
On-Site Construction Noise	0
On-Site Music Noise	7
Park Access	0
Parking	0
Phone Signal	0
Positive Feedback	0
Residents Letters	0
Resident Tickets	0
Road Closures	1
Safety in the Park	0
Schools Concert Noise	0

Security	0
Sustainability	0
Taxis	0
Traders	0
Traffic	0
Train Station	0
Urination	1
Vibrations	1
Total	15

6.1 Borough Breakdown



7.0 Community Festival – Saturday 16th July

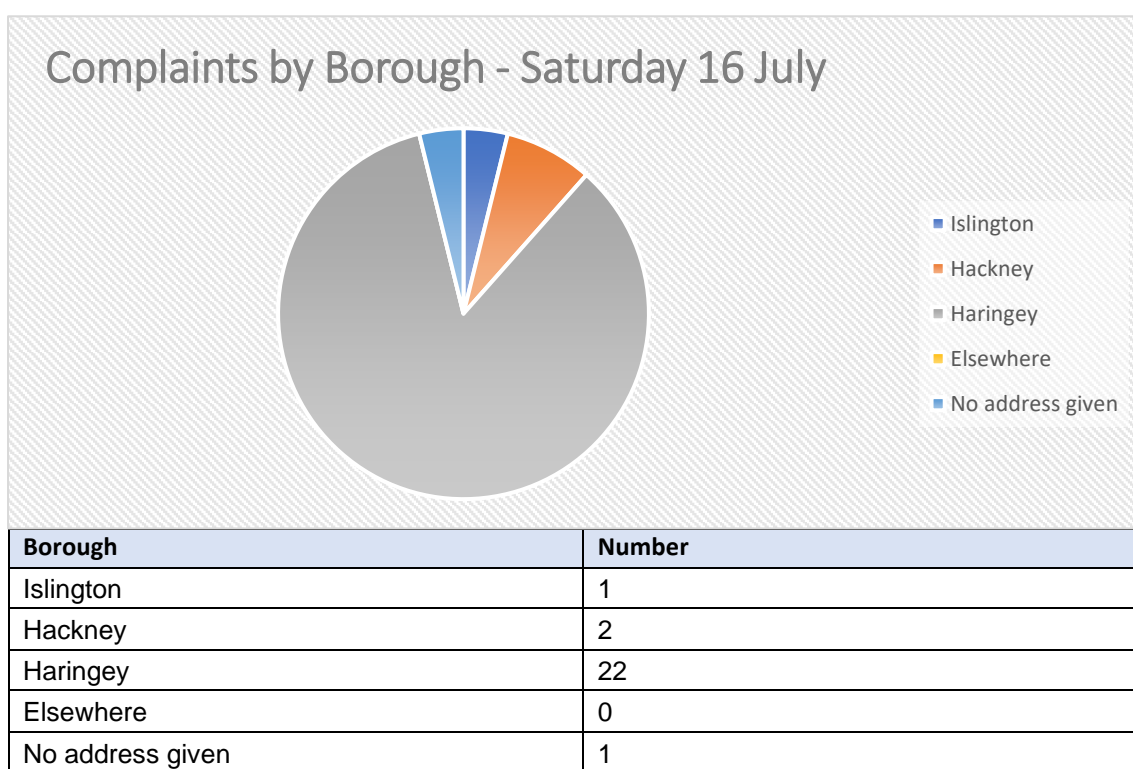
Complaint Type - Saturday 16 July



Complaint Types	Number
Accessibility	0
Box Office	0
Buses	0
Crime Report	0
Drug Dealing	0
Festival Goer Behaviour	0
General Complaint - Resident	0
General Complaint - Ticket Holder	0
General Enquiry - Resident	0
General Enquiry - Ticket Holder	0
Helicopter Noise	0
Illegal Substances	0
Lights	0
Lost Property	0
Loitering	0
Offensive Lyrics	0
Off-Site Noise	0
Off-Site Waste	0
On-Site Construction Noise	0
On-Site Music Noise	23
Park Access	0
Parking	0
Phone Signal	0
Positive Feedback	0
Residents Letters	0
Resident Tickets	0
Road Closures	2
Safety in the Park	0
Schools Concert Noise	0
Security	0

Sustainability	0
Taxis	0
Traders	0
Traffic	0
Train Station	0
Urination	1
Vibrations	0
Total	26

7.1 Borough Breakdown



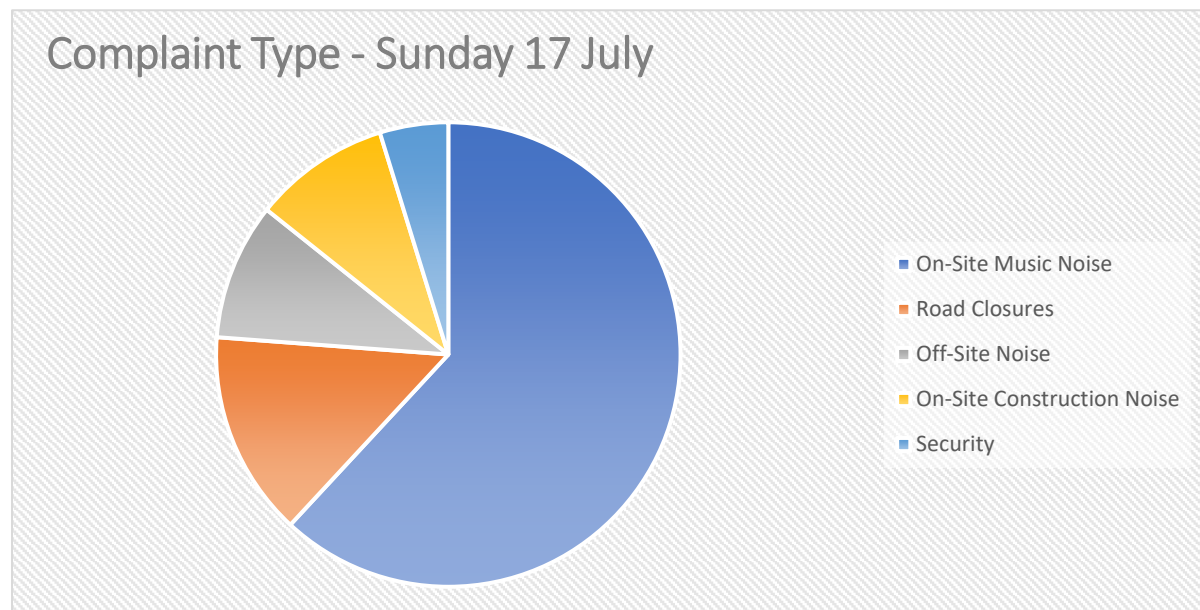
7.2 Summary

Whilst Community Festival saw a sharp reduction of complaints in relation to anti-social behaviour and loitering compared to the previous weekend, there was a large increase in music noise complaints that were made on this day.

There are a number of factors that this can be related to, firstly compared to the previous day both the main stage and stage 2 were in use coupled with the fact that there was a change in wind direction compared to previous event days which caused the sound level to travel in a north-westly directly and into the Haringey Borough, notably the Blackstock area.

Due to this 88% of calls were in relation to music noise of which almost 75% of calls that came from Haringey residents.

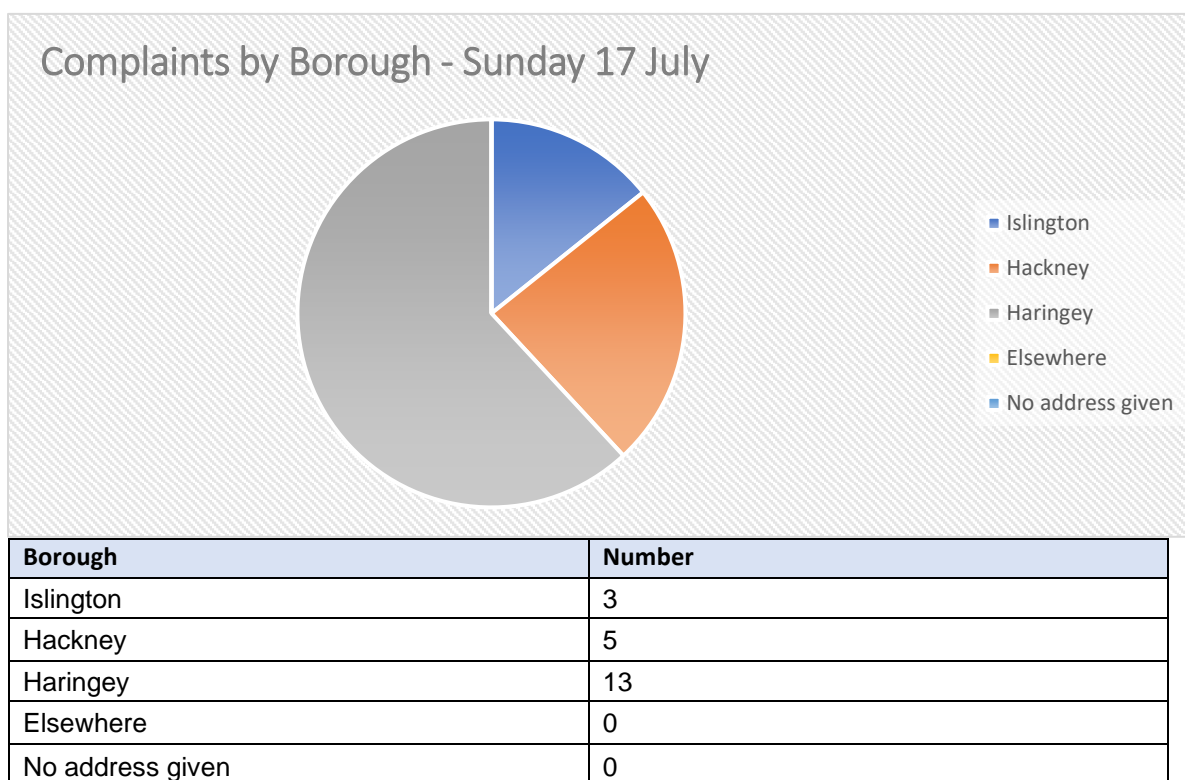
8.0 George Ezra –Sunday 16th July



Complaint Types	Number
Accessibility	0
Box Office	0
Buses	0
Crime Report	0
Drug Dealing	0
Festival Goer Behaviour	0
General Complaint - Resident	0
General Complaint - Ticket Holder	0
General Enquiry - Resident	0
General Enquiry - Ticket Holder	0
Helicopter Noise	0
Illegal Substances	0
Lights	0
Lost Property	0
Loitering	0
Offensive Lyrics	0
Off-Site Noise	2
Off-Site Waste	0
On-Site Construction Noise	2
On-Site Music Noise	13
Park Access	0
Parking	0
Phone Signal	0
Positive Feedback	0
Residents Letters	0
Resident Tickets	0
Road Closures	3

Safety in the Park	0
Schools Concert Noise	0
Security	1
Sustainability	0
Taxis	0
Traders	0
Traffic	0
Train Station	0
Urination	0
Vibrations	0
Total	21

8.1 Borough Breakdown



8.2 Summary

As seen with Community Festival, there was no complaints made regarding anti-social behaviour, loitering etc. compared to the previous weekend. However once again there was a higher amount music noise complaints that were made on this day.

Just like the previous event day, the wind seemed to be still carrying music noise in a north-westly direction into the Haringey Borough, most notably the Blackstock area.

Over 60% of complaints made on this event day were in relation to onsite music noise and over 60% of the complaints coming from Haringey residents.