

Appendix 1

Finsbury Park Events Scrutiny Project – Conclusions and recommendations of Overview and Scrutiny Committee, responses and updates to recommendations

Overall comments on the report					
The Council welcome this report as a positive contribution to addressing the needs of the local community while major events are held in Finsbury Park. The programme of major events for the summer of 2016 is now coming to an end and actions taken in view of the recommendations made by the Committee have positively contributed to the running of those events.					
	Recommendation	Response (Agreed / Not agreed / Partially agreed)	Who and when	March 2016 Update	Update – Current Progress, September 2016
1	The Cabinet Member for Environment is recommended to work with the Council’s Communications Team to develop a communication plan providing stakeholders, in Haringey, Hackney and Islington, with greater transparency about how income from events held in Finsbury Park is used. This should include circulating information at the end of September, the end of event season*, to:	<p>Agreed</p> <p>We recognise that there is scope for improving communication regarding the positive outcomes of major events, especially across borough boundaries and welcome this recommendation.</p> <p>It is proposed that an annual report is produced.</p>	<p>Cabinet Member for Environment and Head of Direct Services</p> <p>End of December</p>	<p>A communications plan has been developed for the year with focus on how event information is communicated to residents, businesses and stakeholders.</p> <p>In March a leaflet was distributed to approximately 13,000 residents and businesses around Finsbury Park informing them of all the points recommended by the Committee – how event income is ring fenced and spent, how people can contribute to decisions on income spend and recent improvements.</p> <p>This will become an annual</p>	<p>A further newsletter is planned at the end of October, following the completion of the summer season.</p> <p>This will include a round of the summer events, updates on projects taking place or planned for Finsbury Park and detail income generation and spend.</p>

	<p>(a) Confirm how much money is generated from events held in Finsbury Park;</p> <p>(b) Make clear that all income from events is ring fenced back to the parks budget;</p> <p>(c) Identify how local residents, businesses and ward councillors can contribute to decisions on how income from events is spent, including work in other local parks;</p> <p>(d) Provide information on how money from previous years has been spent, including updates on projects and improvements.</p> <p>(*In view of the timing of this scrutiny report, for 2015, it is recommended that this information is shared with local stakeholders as quickly as possible.)</p>	<p>Agreed</p> <p>Agreed</p> <p>At this point in the year we would be seeking priorities for spend against the following year's income. Will be seeking expressions with (annual report)</p> <p>Agreed</p>		<p>report to be distributed at the end of September.</p>	
2	The Head of Direct	Agreed	Head of Direct Services	Event FAQs are now available	As was the update in March,

	<p>Services is recommended to develop a Frequently Asked Questions document for Finsbury Park Events. This should be made available online via the Council's website http://www.haringey.gov.uk/finsbury-park by the end of December 2015 with consideration given to how this information could be used to develop the communication plan (recommendation 1 above).</p>	<p>As above this is a welcome recommendation to improve all aspects of communication around major events.</p>	<p>End of December</p>	<p>on the council's website – www.haringey.gov.uk/finsbury-parkevents</p> <p>These will be reviewed and updated in March and October each year.</p>	<p>these questions are now on the council's website and will be reviewed twice each year.</p>
<p>3</p> <p>(a)</p>	<p>To help manage the competing needs and options of different stakeholders, including those from neighbouring boroughs, the Cabinet Member for Environment is recommended to review the terms of reference for the Finsbury Park Events Stakeholder Group. This should be completed before the end of December 2015 with consideration given to:</p> <p>Setting up two distinct</p>	<p>Agreed</p>	<p>Cabinet Member for Environment and Head of Direct Services</p> <p>End of December</p>	<p>The Terms of Reference for both groups has been developed and it is expected that the first meeting of both groups will take place in mid March.</p> <p>The stakeholder group for</p>	<p>A single stakeholder group is currently running in its old format.</p> <p>New arrangements are now likely to be introduced for 2017 events following the proposed meetings of this group in October and November, as long as stakeholders are supportive of the benefits of this change.</p> <p>With further consideration to recommendation 3b. the Cabinet Member for the Environment will remain as Chair of the group for the foreseeable future, to allow</p>

	<p>groups – one for local residents and one for local business – to ensure feedback from both is used to help with event planning and to address local concerns around major events.</p> <p>(b) A ward councillor from Harringay or Stroud Green being nominated as the Chair.</p> <p>(c) Ensuring fair representation from all the groups participating.</p>			<p>residents and local user groups will be Chaired by a Councillor and the stakeholder group for businesses will be officer led.</p> <p>Membership of both groups is representative of all three boroughs.</p>	<p>ward Members the opportunity to represent their residents without prejudice.</p>
4	<p>To ensure local stakeholders, including ward councillors and residents, in Haringey, Hackney and Islington, are aware of all the events that take place in Finsbury Park, the majority being community or charity based, the Head of Direct Services is recommended to work with the Assistant Director of Communications, to review how information about future events is</p>	<p>Agreed</p> <p>This recommendation is supported and a full 12 month Communication Plan is being developed.</p> <p>This will go live in January each year with regular updates across a variety of media channels.</p>	<p>Events & Partnerships Manager</p> <p>End of December</p>	<p>This is detailed in the Communications Plan.</p>	<p>All confirmed events for Finsbury Park are included on the Council's What's On page.</p> <p>Detailed information on major events are posted on the websites of Haringey, Islington and Hackney council's, emailed to members of the public who have pre-registered their interest, and shared via a number of communication channels such as social media.</p>

	shared electronically or otherwise) to ensure greater awareness of all events.				
5	The Committee welcomes the Council's commitment to review the way in which noise at Finsbury Park is monitored. It is recommended that the independent acoustic consultant's findings and any action to be taken by the Council as a result, be made available to all stakeholders, before the end of December 2015, to make the monitoring process more transparent and better understood.	<p>Agreed</p> <p>A public document will be published on the Council's website with recommendations.</p> <p>The full publication of this will be detailed in the Communications Plan.</p>	<p>Licensing Team Leader</p> <p>End of December</p>	<p>The review into noise monitoring of major events, by the independent acoustic consultant is currently ongoing.</p> <p>FAQs regarding the way noise is monitored has been developed and is currently on the Council's website</p>	<p>During this year's Wireless Festival, new noise monitoring equipment was used which enabled the acoustic engineers to see which individual frequencies may be the irritant to residents during the event and adjusted them accordingly.</p> <p>Complaints regarding noise and vibration received during this year's Festival were down nearly 50% indicating that the new monitoring equipment, buffering and engineer responses were beneficial in reducing disturbance to local residents.</p>
6	Moving forward, it is recommended that as part of the process for developing an Event Management Plan further consideration should be given, by the various agencies and event promoters, to the location and design of speakers and stages to help minimise noise	<p>Agreed</p> <p>Will be included as part of the Safety Advisory Group discussions.</p>	<p>Licensing Team Leader</p> <p>Ongoing</p>	<p>This is ongoing and will be a matter of discussion at the individual event Safety Advisory Group Meetings as the year progresses.</p>	<p>This was a matter for discussion at the recent SAGs and a number of improvements were implemented for this year's Wireless Festival.</p> <p>Additional buffering was introduced to Stage 3, closest to Oxford Road Gate, after reports from last year suggested this was causing disturbance for local residents.</p>

	disturbance.				As detailed above under recommendation 5 noise and vibration complaints during this year's Festival were reduced by nearly 50%.
7	The Head of Direct Services and Licensing Team Leader are recommended to work with the Feedback and Information Governance Team to review the process for logging event complaints. There should be one point of contact to: (a) enable appropriate and timely responses from the Council, event promoters and/or other agencies to complaints received from residents in Haringey, Hackney and Islington; (b) enable greater understanding of the issues raised; and (c) ensure lessons can be learnt from the feedback received.	Agreed	Head of Direct Services and Licensing Team Leader Easter 2016	The principal of one point of contact that is hosted by the council has been established with the major event organisers. The detail of how this will work will be developed with the event organisers and Islington and Hackney.	<p>Work to improve the communication of information around this year's Wireless took place to ensure this recommendation was achieved.</p> <p>Event and contact information was publicised by all three boroughs through their various resources including websites and social media outlets, which made it easier for residents to access information and to log their complaints.</p> <p>Complaints received during the event were down by nearly 50% overall from last year indicating that potential for issues were reduced and that explanatory information was made readily available to residents, through a number of different channels.</p> <p>Council customer service advisors answered the phone lines and emails over the three Festival</p>

					days, adhering to council standards. They were based in Event Control, along with all other agencies, enabling complaint resolutions to be achieved in a timely manner.
8	To ensure improvements are made in relation to crowd management, including security and stewarding, it is recommended that the Safety Advisory Group give consideration to the following issues when advising on future events:	Actions a – e will be included as part of the development of the Event Management Plan for each event.	Head of Direct Services and Licensing Team Leader Ongoing	These are ongoing and will be developed through the Safety Advisory Group Meetings for individual events as the year progresses.	This was achieved. A full review of all security and stewarding arrangements took place in preparation for this year's event. Security numbers were increased, and different companies engaged with dedicated teams working in pre-identified zones. Dog patrols took place in the external perimeter moat, watch towers were introduced and cctv
(a)	The need for all relevant agencies to be in the control room during an event.	Agreed			
(b)	The security arrangements for both in and outside the park should be reviewed. This should include consideration of increased police resource and importantly the use of more SIA accredited stewards who can work alongside council officers.	Agreed			

	<p>(c) In addition to stewards receiving appropriate briefings from the event promoters' stewards should also receive a briefing from council staff to ensure local knowledge / information about the area is passed on.</p>	<p>Agreed</p>			<p>cameras used. Reserve security teams were on standby to be utilised where and when required and there was increased visibility of security to act as a deterrent.</p> <p>This was carried out, ensuring that high communication standards between stewards and park user were achieved. Complaints regarding security and stewarding of the event were down on last year.</p>
	<p>(d) Resources should be set asides to ensure stewards, working in pairs with suitable local knowledge, can provide a visible presence in local side roads, ensuring sign posting to public toilets, public transport and other local facilities.</p>	<p>Agreed</p> <p>This item will also be incorporated as a condition of hire of the park.</p>			<p>The number of stewards placed in side roads was increased from 2 to 4 per road this year. Volunteer Event Hosts, engaged by the council, were also placed in the side roads to engage with event goers and provide local information and knowledge.</p>
	<p>(e) The introduction of a robust three-stage entry system, using the existing site footprint, to improve ingress arrangements minimising the</p>	<p>Agreed</p> <p>This will only be appropriate at major events of circa 45,000 attendance.</p>			<p>A robust three-stage entry system was introduced, with multiple tiers of security added to design out the opportunity for gate rushing, and which offered a more secure entry point.</p>

	opportunity for anyone to enter the site without a ticket.				<p>Located in the same position as 2015, tin shield was used to encase the entire area, rather than heras fencing, making it stronger and more secure.</p> <p>The box office was moved outside of the entry area and only pre-printed tickets were issued.</p>
9	The Head of Traffic Management is recommended to review Controlled Parking Zone (CPZ) arrangements to ensure they are appropriate for events held in Finsbury Park with consideration given to CPZ timings being consistent across the three boroughs during events.	<p>Agreed</p> <p>Any recommendation to be implemented prior to first major event in 2016.</p>	<p>Head of Traffic Management</p> <p>June 2016</p>	Subject to necessary permissions this will form part of the 2016/17 parking plan.	Due to constraints within the service this is now due to be considered for implementation next year. Due process will follow including consultation with local residents.
10	As part of the licensing process each event promoter should be asked to submit additional information, as part of their Event Management Plan, to explain how the take down and handover process will be managed and signed off. This should include information	<p>Agreed</p> <p>The street cleaning arrangements are currently split between four organisations. Consideration is currently being given to simplify this to one provider.</p>	<p>Head of Direct Services and Licensing Team Leader</p> <p>Ongoing</p>	This will develop as the year progresses and events are confirmed.	<p>Plans detailing the build and breakdown were developed as detailed in the park hire agreement.</p> <p>Hackney Council was commissioned by Festival Republic to carry out cleansing in both the event area and on the streets as detailed in the Premises Licence.</p>

	concerning the street cleaning (and bin collection) schedule for streets affected across Haringey, Islington and Hackney.				Further to this Hackney also carried out cleansing in additional streets at the request of Haringey to ensure effects of litter in the surrounding streets was minimal.
11	Following the take down, the Head of Direct Services is recommended to develop a recovery action plan. This should: (a) list any damage, recorded as part of the post event site inspection; (b) detail the repair work that's required (with costs); and (c) provide clear dates for the completion of each maintenance task. This information should be shared with stakeholders (making it clear that the cost of any damage is paid for by the event organiser, not the Council).	Agreed This will form part of the Communications Plan each year.	Head of Direct Services Following each major event	As above	A programme of grass restoration was implemented as soon as Festival Republic vacated the site. This included de-compaction of the ground through verti draining or ground breaking, over seeding, and top soiling. Tarmacing works to some damaged areas were started within days of Festival Republic leaving the site, and were completed within two weeks. A stakeholder tour of the event area was conducted on 26 July followed by a stakeholder meeting where reinstatement works were discussed.
12	To limit the impact events in Finsbury Park have on the local community it is recommended that:		Head of Direct Services	These items are all now implemented.	As agreed
(a)	Summer holidays should continue to be excluded	Agreed			

	<p>from any major event booking period and importantly Finsbury Park should be returned, and be in full use, before the start of the summer holidays;</p>	<p>Contained within the current Outdoor Events Policy.</p>			
(b)	<p>The number of events (five) and duration (a maximum of three days per event), allowed in the policy, should not be increased any further;</p>	<p>Agreed</p> <p>Contained within the current Outdoor Events Policy.</p>			
(c)	<p>Policy implementation should ensure in practice that no more than two successive weekends are used for major events between the end of the May half-term and the start of the summer holiday period, and that no more than two successive weekends are used after the summer holiday period until the end of September;</p>	<p>Agreed</p> <p>This will be included in our booking process.</p>			
(d)	<p>Any events held in Finsbury Park during September should be</p>	<p>Agreed</p> <p>Events have taken place on</p>			

(e)	<p>smaller (than the June/July events) with a maximum capacity of 20,000 to ensure better coordination with other events, such as football at the Emirates Stadium;</p> <p>That events held on a Sunday should always finish no later than 10.00pm.</p>	<p>this scale previously when there has been a home match at The Emirates with no major issues for public transport network.</p> <p>Agreed</p> <p>Contained within the current Outdoor Events Policy.</p>			
13	<p>The Committee notes that retailers selling tobacco are obliged to comply with various legislative measures and new national regulations that restrict the display of cigarettes and point of sale advertising to tobacco. With this in mind, and in addition to the licensing process for Finsbury Park, it is recommended that (a) it becomes a condition of hiring the park that any tobacco stalls should be as plain as possible (e.g. no bright colours or lights) to help prevent the</p>	<p>Agreed</p> <p>Will be made a condition of hire of the park for 2016.</p> <p>Evidence will be reviewed.</p>	<p>Head of Direct Services and Licensing Team Leader</p>	<p>This now forms part of the standard contract for hire of the park.</p>	<p>Discussions with Festival Republic resulted in much smaller, low key booths being used as tobacco stalls at this year's event.</p>

	promotion of smoking; and that (b) any evidence arising from this year's events in relation to tobacco products be reviewed by the Licensing Team Leader in advance of future events.				A review of 2015 events has taken place and continued inspection of licensable activity will continue to take place throughout events.
14	The Cabinet member for Environment is recommended to develop a 3-5 year programme of events for Finsbury Park to enable all stakeholders to better prepare and plan for events.	Agreed Will work towards this to commence in 2017.	Cabinet Member for Environment and Head of Direct Services	Ongoing – research has commenced with Neighbouring Boroughs and also with other organisations that can assist the council in developing its approach.	Research is continuing and an agreed approach is to be considered by the Council's cabinet before the end of this municipal year.
15	In developing a 3-5 year events programme for Finsbury Park the Cabinet Member for Environment is recommended to give consideration to:	Agreed	Head of Direct Services Ongoing	As above in 14.	As above in 14.
(a)	Delivering events that reflects the diversity of Haringey's population. This should include providing opportunities for local artists / bands to show case their talent during events held in Finsbury Park.	The hire of the park is subject to market demands particularly for major events. Therefore diversity must be considered across the commercial, charity and community events held across all parks.			

(b)	Using the expertise and knowledge from across the council to deliver a mixed and diverse range of events that help the Council to achieve objectives set out in the Corporate Plan.	Officers from across the council will work together to deliver this.			
(c)	The provision of event space for local community groups, charities and businesses to promote their work during events.	Where possible each major event will include opportunities for this to take place.			<p>During Wireless 2016 local charity MIND in Haringey was given access to engage with event goers to promote mental health awareness and fundraise.</p> <p>Volunteers from the Manor House Development Trust participated in the council's Event Host scheme, providing information and local knowledge to event goers.</p>
(d)	Encouraging more members of the public, including community groups and charities, to hold events in the park.	Council has a Community Events Project as part of the Priority 3 Programme. This will support the delivery of this recommendation.			
(e)	Working with event promoters to identify opportunities for work experience and	The key to this is the early agreement of events and the 3 – 5 year programme.			

	volunteering.				
(f)	Working with event promoters to enable the Council and local Jobcenters to signpost, and help local residents gain skills required, for jobs that become available during events held in Finsbury Park.	As above.			
(g)	Working with event promoters to ensure local businesses have opportunities to take part in events, e.g. catering, and looking at how the Council can support local businesses overcome any barriers identified.	As above.			
(h)	Providing a discounted/lottery ticket scheme for local residents.	The delivery of this will be developed in conjunction with the event organisers and will vary dependent on the particular audience profile for individual events.			For 2016's event Festival Republic promoted a local postcode lottery scheme providing an amount of free tickets to local residents. This was part of the park hire agreement and will continue to be a standard clause for all major events.