

REPORT: Regulatory Committee
DATE: 16 January 2012
REPORTING OFFICER: Chief Executive
PORTFOLIO: Resources
SUBJECT: Creamfields Event 2011
WARDS: Borough-wide

1. PURPOSE OF REPORT

To consider a report from responsible authorities on issue's arising from the carrying out of the Creamfields Event 2011

2. RECOMMENDED: That the Committee considers the reports from the responsible authorities.

3. SUPPORTING INFORMATION

- 3.1 The Creamfields Event application was granted on 27 April 2011 for 3 years during the following periods of time and subject to conditions:
- first, for the period commencing on 26 August 2011 and ending on 29 August 2011;
 - secondly, for the period commencing on 24 August 2012 and ending on 27 August 2012; and
 - thirdly, for the period commencing on 23 August 2013 and ending on 26 August 2013.
- 3.2 The Creamfields events have taken place in Daresbury each year in August since 2006 and feedback on the events was presented to members at the meetings of the Regulatory Committee following the events.
- 3.3 The purpose of this report is to present the facts from the viewpoint of the responsible authorities who have now had the opportunity of dealing with six events.
- 3.4 It is also recognised that at the hearing on 27 April 2011 the Committee considered representations from a number of interested parties as well as responsible authorities. It is not appropriate for this report to seek or represent the views of interested parties.
- 3.5 Reports on the event have been received from Cheshire Police and Halton Borough Council Environmental Health – Noise Control and

Health & Safety and Warrington Borough Council and these reports are set out at Appendix A.

The responsible authorities have been invited to attend the Committee to introduce their reports and to answer any questions raised by the Committee

4 POLICY IMPLICATIONS

See note below

5 OTHER IMPLICATIONS

See note below

6 IMPLICATIONS FOR THE COUNCILS PRIORITIES

9.1 Children and Young People in Halton

9.2 Employment Learning and Skills in Halton

9.3 A Healthy Halton

9.4 A Safer Halton

9.5 Halton's Urban Renewal

See note below

7 RISK ANALYSIS

See note below

8 EQUALITY AND DIVERSITY ISSUES

See note below

NOTE; - The Councils Policies and Priorities are of course very important considerations in decision making and must always be taken into account as far as possible. However, in the case of Regulatory Committee matters, they can only be considered so far as is consistent with one or more of the Licensing Objectives under the Licensing Act 2003

9 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

| Document | Place of Inspection | Contact Officer |
|-----------------------|----------------------------|---------------------------|
| Application Documents | Legal Services | John Tully/ Kay Cleary |

APPENDIX A

CHESHIRE CONSTABULARY

REPORT TO HALTON LICENSING COMMITTEE CREAMFIELDS 2011

This report is based on recorded crime figures and a comprehensive debrief process involving all staff who were involved in the event including a formal debrief meeting.

Planning

Planning for this years event was undertaken within the Force Planning and Resilience Unit based at Cheshire Police Headquarters with PC Paul Mace conducting the lead planning role.

Experience was drawn from officers within the community with Inspectors Gary McIntyre and Gareth Lee attending parish council meetings and developing a strategy for communities outside the event. Sgt Rick Weaver has supported the traffic planning for the event working with members from the Traffic sub-group.

The policing operation for the 2011 event has been streamlined from previous years and from early in the planning process the police have worked with the event organisers and security to enable them to take responsibility for some functions which do not have to be performed by the police. This year security have taken greater responsibility for patrolling the car parks and for providing a visible security presence within the arena.

Changes were made to the licence allowing the organisers to open on the Friday and also to have licenced bars on the campsites.

Improving partnership working between police, security and event organisers at the entrances and within the site was a key objective during the planning processes. Cheshire Police and the event organisers have attended security briefings which were given by Showsec to their supervisors and key personnel. The quality of the briefing given was very good and it provided a greater understanding of how we were able to work together.

2011 saw unprecedented inclement weather at Creamfields and a number of changes had to be made for reasons of public safety, including access from Campsites to the arena, changes to the internal traffic system and search areas. All changes which were forced upon the event organiser were made in consultation with the police commanders and planning team and communication was excellent throughout.

Public Safety

The issue of lighting on the A56 is raised each year during the debrief process. Officers have again commented that the lighting on the A56 was in places non-existent and that during egress the conflict between vehicle and pedestrian movement was extremely dangerous. In theory there should not be pedestrians there but in reality there are a large number of people walking between moving traffic in darkness. This issue has been raised in previous debriefs and the problem has still not been rectified. Sufficient lighting must be in place for 2012 or the conflict between pedestrian and vehicular movement must be resolved.

In 2010, one of the main concerns for the public attending the festival was the fear of crime within the campsites. Police have worked closely with the event organisers focusing on creating a safer environment within the campsites and festival footprint. The introduction of "campsite hubs" was warmly received and resources have been allocated to specific campsites giving them a "beat" to patrol.

The organisers have introduced T-shield style perimeter fencing which was a welcome addition providing a higher degree of security to the campsites and the integrity of the fence line was better than in previous years. However there were still a large number of breaches to the fence in areas around the Cream campsite which need to be resolved to reduce opportunity for those wishing to commit crime to enter the event.

During the planning process, proposals were made by Showsec for changes to the ejection policy which offered an alternative to automatic ejection for those considered at risk. This gave the opportunity to use welfare facilities on site but be excluded from the arena until the following day when the circumstances of the incident could be reviewed and permanent ejection considered. The policy does need some refinement but overall this worked well, contributed to the safety of the festival attendees and should be developed next year.

The event organisers and licence holder have worked with the police to address concerns around disorder at the campsite bars. Cooperation from Cream in restricting the number of campsite bars to below that which the licence allowed and also offering to close the bars earlier than stipulated was welcomed and served to prevent any significant disorder. When visited by the police the bar was quiet, well maintained and adequately supervised by SIA accredited staff. In the event of the number of campsite bars increasing or the location and configuration changing, the police seek early notification of this to consider implications around crime and disorder.

The taxi rank was not properly marshalled affecting the ability of the public to leave the event safely. Taxis were refusing to take customers who were travelling short distances and drivers were not using the queuing system which should have been in place. Police resources were taken away by having to control the

taxi ranks. More security staff to control the queuing system and an additional lane needs to be added in that area to manage the traffic flow.

The relationship with Showsec management and police planning team has been excellent and the relationship between Police officers and Security staff from Showsec during the event has been very good, however there is concern about firms which Showsec have sub-contracted some of the work out to. During the event a member of security staff from MAN security had to be warned about his conduct towards police officers. The matter was reported to the Showsec Director who took positive action however the issue of subcontracting and enforcement of SIA regulations needs to be looked at for future years.

The Lost Property and Welfare Tent was closed down too early. On Monday morning a large number of people wanted to report lost property etc... and had no where to go other than to police officers. The welfare tent should remain open until the event has shut down and this has been raised with the event organisers who have stated that this will be addressed in the planning for 2012.

PREVENTION OF HARM TO CHILDREN

Challenge "21" was enforced by the Designated Premises Supervisor (DPS) and his staff during the event.

The following details are the results of those checks:

| | CHALLENGES MADE |
|-------------|------------------------|
| 2007 | 1500 |
| 2008 | 2324 |
| 2009 | 4728 |
| 2010 | 7653 |
| 2011 | 8487 |

In total over the festival weekend 8487 challenges were made, of these checks 38 persons were reportedly refused entry for having no ID or fake ID and appearing to be under 21.

There continues to be significant rises in the numbers of challenges made by the DPS and his staff.

Further to this the Police did not receive any complaints relating to concerns for young persons at the event site.

PREVENTION OF PUBLIC NUISANCE

Traffic plan worked well despite the inclement weather providing difficult conditions on egress. Signage on A56 was an improvement on previous years. The Friday opening did not cause any significant traffic problems and overall assisted by spreading ingress over the weekend.

Policing of the communities around the event was conducted using locally based Neighbourhood Policing Unit officers to provide high profile reassurance to local residents and members of the public attending the event.

Concerns were raised that a sold out event would see an increase in activity from ticket touts however there were very few reports of ticket touting within the community.

PREVENTION OF CRIME AND DISORDER

This year the campsites for Creamfields 2011 opened a day early on Friday 26th August at 12:00. This year's event also accommodated an additional 10,000 people, with onsite camping for 45,000 and 5,000 day ticket holders compared to the total capacity of 39,999 attendees last year.

Recorded crime for Creamfields 2011 was as follows,

| Crime Type (Home Office Group) | Creamfields Figures 2010 | Creamfields Figures 2011* | Difference (Number) | Difference (Percentage) |
|------------------------------------|--------------------------|---------------------------|---------------------|-------------------------|
| Criminal Damage | 2 | 2 | - | - |
| Drug Offences | 129 | 284 | 155 | 120% (+) |
| Robbery | 12 | 4 | -8 | 67% (-) |
| Theft | 66 | 68 | 4 | 3% (+) |
| Violence Against a Person | 14 | 11 | -3 | 21% (-) |
| Theft from Vehicle / Vehicle Crime | 12 | 2 | -10 | 83% (-) |
| Other | - | 1 | 1 | 100% (+) |
| Total | 235 | 372 | 137 | 58% (+) |

- There were a total of 36 arrests at this year's event compared with 38 for Creamfields 2010. Of the 36 arrests, 11 resulted in a caution and 3 were charged and bailed to court, with 1 then being rearrested for failing to appear. 1 received a final warning, 1 received a reprimand, 1 received a penalty notice for disorder and 4 were closed with no further action. The remaining 15 offenders were bailed to attend a date after the festival weekend. Offences for the arrests included theft, robbery, Possession of class A and B drugs, Possession with intent to supply class A drugs, violence, money laundering, drunk and disorderly, and drink driving.
- A total of 261 people received a caution on site, all were for drug offences.
- Over the weekend period there were a total of 68 reported offences of Theft and these are broken down as follows:
 - 46 reported offences of theft from tent; this is an increase of 6 offences compared to Creamfields 2010 (40).

- 21 reported offences of theft from person; this is a decrease of 4 offences compared to Creamfields 2010 (25).
- 2 reported offences of theft from vehicle; this is a decrease of 10 offences compared with Creamfields 2010 (12)
- 1 reported offence of theft by employee

- The overall detection rate for recorded crimes at this year's event is 78% which is a continuing improvement against the detection rate last year (57%) and Creamfields 2009 (22.5%). Detection rate for Theft has improved from last year's rate with an increase of 6%, last year none of the offences were detected.

Conclusion

Creamfields 2011 saw a 58% increase in overall recorded crime. This is partially due to the extension of the event to 3 days but also improved searching at entrances and cooperation between police and security leading to a higher number of individuals who have been dealt with for drugs related offences.

Violent crime and Robbery have fallen and the feedback given to officers within the campsites from the public was that the campsites were perceived to be a safer environment than previous years benefiting from increased visibility of police and security.

Although violent crime has fallen there were still serious assaults and dangerous weapons recovered from amnesty bins showing that there is still a willingness within the minority to bring weapons to the event. The improved search and relationship between police and security is something which must be built on in 2012 to further reduce violent crime and the presence of weapons and illegal drugs.

2012 will be a very demanding year for police planning and resources with the Diamond Jubilee celebrations, Olympic and Paralympic Games taking place. It is essential that planning for the event is conducted much earlier than in previous years with any changes to the event plan discussed at the earliest opportunity.

The relationship between the police planning team, event organisers and Multi agency group has been good and we will continue to work together towards making Creamfields an even safer event.

PC Paul Mace
Cheshire Constabulary

HALTON BOROUGH COUNCIL – ENVIRONMENTAL HEALTH

Halton Borough Council's Environmental Health division undertook noise monitoring both on-site and off-site, throughout the event. The purpose of this, as in previous years, was to ascertain compliance with license conditions, and to respond to complaints from residents in Halton. Warrington Council responded to complaints from Warrington residents.

Monitoring was undertaken in Moore and Daresbury where it was estimated residents would be subjected to the most noise. Staff used sound level meters (SLM) to ensure compliance with licensing conditions and also made subjective observations.

The Council received two complaints on Saturday 28th after 21:00 hours regarding noise from the site which were responded to by officers. Officers were in continuous direct contact with consultants on site to ensure that levels could be controlled.

Licence conditions specify levels, across 15 minutes, that should not be breached prior to 23:00 hours. No breaches of the licence conditions were observed.

It therefore appears that the noise management plan, together with close working between Halton Borough Council and the organiser's noise consultants ensured all conditions relating to noise were complied.

There were no occupational health & safety or building control issues reported. Notifications of all food concerns trading during the event were received in good time. Inspections carried out on the Friday found some issues of food hygiene that required attention. Early notification and inspection continues to be extremely valuable in ensuring that the historical record of good food safety for the event is maintained.

Yeemay Sung – Regulatory Services

WARRINGTON BOROUGH COUNCIL – ENVIRONMENT AND REGENERATION

- 1.0 The 2011 Creamfields event was a step change for the event previously held since 2006, namely extensions to the festival to include a Friday night entry and start and extending beyond 23.00 on the Sunday night. The use of both North and South Main Stages were new for 2011.
- 1.1 Warrington Borough Council did have concerns, but these were resolved with the co operation of the Loudsound / Creamfields Management.
- 1.2 The earlier opening time on the Friday and the silent entertainment proposed for both the Friday and the Sunday nights had no adverse impact on residents in the area.
- 1.3 Noise levels for both main stages [which stopped at 23.00 on Saturday and Sunday] were calculated by Vanguardia to have an effect on the nearest residences. They calculated that the 15 minute noise levels would be noticeably louder but remaining within the limits set by both the Code of Practice and previous Premises Licence Conditions.
- 1.4 The predicted levels were remarkably accurate and no 15 minute LA_{eq} exceeded the permitted levels.
- 2.0 Warrington Borough Council received 29 calls from residents complaining about the noise. These were all before 23.00 on both Saturday and Sunday. Contact was made with all the complainants within the stated service standard time, those who requested a visit for monitoring were visited within the stated service standard. No licence or CoP levels were exceeded.
- 2.1 Noise levels on Warrington Road Hatton, [directly in line with the North Stage and with a lesser influence of the South Stage] were subjectively louder than previous years and were measured to be very close to the limits on the Licence and CoP
- 2.2 Measured noise levels over the 15 minute period were only 1 dB (A) below the limit. From the residents perspective, they can only detect changes in levels when they are in the region of about 3dB (A). This is one of the reasons why empirical monitoring is important. Residents must be reassured by the levels measure by Officers of WBC and HBC, and Vanguardia as being below the limit, regardless of the perceived increase in noise. However, residents have experienced the noise from Creamfields at the highest level. It is very dangerous for

Creamfields to be playing at the loudest level possible as elements beyond their control, such as weather conditions, may cause limits to be exceeded.

- 2.3 Good communications between WBC, HBC and Vanguardia allows for dynamic management of the noise levels off and on site and this did happen during Saturday and Sunday night.
- 2.4 The events after 23.00 on Sunday caused no complaint.
- 3.0 The inclement weather over the weekend may have caused residents to be indoors more than expected, possibly with windows closed. The ankle deep mud on the site may have had an effect on sound propagation but this theory is questionable.
- 4.0 Warrington Borough Council is committed to support the planning process for the 2012 event and will play a full part in the reduced meeting schedule. In light of current financial constraints, it is not possible to give a commitment as to our presence over the August Bank Holiday of 2012.

Philip Ramsden and Paul Johnson, Public Protection