

**REPORT:** Regulatory Committee  
**DATE:** 14 January 2013  
**REPORTING OFFICER:** Chief Executive  
**PORTFOLIO:** Resources  
**SUBJECT:** Creamfields Event 2012  
**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 2012

## **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 seven events.
- 3.4 Reports on the event have been received from Cheshire Police and Halton Borough Council Environmental Health – Noise Control and Health & Safety and these reports are set out at Appendix A.
- 3.5 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**

<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>
Application Documents	Legal Services	John Tully/ Kay Cleary

## APPENDIX A

### CHESHIRE CONSTABULARY

## REPORT TO HALTON LICENSING COMMITTEE CREAMFIELDS 2012

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 Chief Inspector Raistrick Silver planner, A/Insp Keith Robbins conducting the lead planning role, with support from Insp Andrew Ross

Experience was drawn from officers within the community with Inspectors Sarah Heath 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, together with Blue Arrow.

The policing operation for the 2012 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. The rationale here is that the Police do not enter the arena unless its absolutely necessary and certainly not without the express permission of the Police Event Commander.

The campsite bars that were in place for the 2011 event were found to be unprofitable and for this year's event were not repeated.

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

2012 saw a repeat of weather conditions from last year, but following on from several months of heavy rain which had increased the existing water levels within

the ground. This caused extreme flooding and site instability which will be discussed in length later in this report.

## **Public Safety**

The issue of lighting on the A56 had been raised each year, and in the planning process for this event, ensuring said lighting was in place proved difficult, although eventually it was put in place and was highly effective. Problems in previous year's events had been the absence of light along the highway as well as significant pedestrian movement.

Tactics for this year's event, in addition to the lighting, were a Pedestrian Prohibition put in place for the event that ran from the production entrance to the North carpark entrance. There was some debate as to the usefulness of such a prohibition in terms of enforcement and whether members of the public would understand its function and purpose. Indeed, at the beginning of the event, many festival goers were dropped off within the area, and it became clear that it was very difficult to steward effectively. There is a debate to be had as to whether such a tactic is worth implementing again.

In 2010 and 2011, 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" following on from last year continued successfully, and again officers were allocated to particular campsites to patrol which gave a sense of ownership.

Much planning and discussion went into the provision of communicating with festival Goers in the case of emergency messages as well as utilising social media and screens inside and at camp entrances. This was very useful after some drugs deposited in an amnesty bin were found to be particularly harmful. Pre-planning enabled safety messages to be put out via Health care partners to try and minimise harm.

The organisers continued to improve the quality of fencing used on the event and this provided a higher degree of security and integrity in most cases.

However there were still a large number of breaches to the fence in areas around the Cream and indigo campsites which necessitated a large deployment of Police Officers and the use of Off road Motorbikes to try and 'flush' people attempting to enter unlawfully out of the forested areas. Should the organisers wish to repeat the plan for next year, a suitable strategy needs to be formulated to ensure this is not repeated again.

In terms of perimeter integrity, the watch towers built at strategic points along the event, proved a useful and highly visible means of stewarding/Policing the event. However, on the Saturday evening of the event, several of the stewards stated they had been 'shot at' by an air rifle. This then prompted a significant Police response which resulted in several arrests but no weapon found. It may be useful

next year for the organisers to consider some sort of Perspex shielding which would give some cover from the elements as well as any potential missile.

St Johns Ambulance service tended to 590 persons on site over the course of the event. North West Ambulance Service was called to 88 incidents which resulted in just 14 persons taken to Accident and Emergency at Warrington.

Showsec's changes to the ejection process made for last years event, continued successfully this year with the addition of an 'Ejection Hub' at the North campsite entrance. This offered an alternative to immediate and irrevocable ejection from the site and enabled a more thoughtful and measured approach to be considered. Additionally it enabled Police/organisers the opportunity to allow festival goers deemed unsuitable for arena entry to use the exterior welfare facilities but be excluded from the rest of the event until they were deemed to be fit to re-enter. 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 taxi rank was not properly marshalled again this year, affecting the ability of the public to leave the event safely. Last year, 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. This year, the organisers had made particular effort to employ specialist Taxi marshals whose job it was to ensure taxi's were loaded efficiently and members of the public not overcharged. Sadly, several of the marshals/stewards used had a limited command of the English language which caused confusion. Additionally the design of the queuing system enabled people to jump ahead in the queue increasing the likelihood of disorder. Significant Police resources were taken away therefore to ensure that the Taxi rank was orderly. This is clearly unsatisfactory, and for next years event requires significant planning and assurances from the organisers.

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. In particular several stewards who, as mentioned above had a limited command/understanding of English which could have been problematic. This has been fed back to Showsec management.

The legacy of last years weather conditions, prompted the event organisers to place 'metal track' extensively across the car parks and around the arena and key site points. This is essentially a flat metal road that improves traction and access. The provision of this was an absolute essential given the state of the site after the torrential rain and flooding on the Saturday, and would be considered a basic essential for further events. The metal track provision was so good that despite the extensive flooding, the car parks were emptied in the same time frame as they had been last year.

Perhaps the most important issue for the consideration of the Licensing panel is the management of the site and event itself should a replication of the weather and site conditions from this year occur. Several months of hard rain followed by a torrential bout of rainfall on Saturday 25<sup>th</sup> August, caused massive disruption and the eventual closure of the site. The site itself was nothing short of devastated, with access to parts of the campsites blocked by waist high torrents of water. Several of the larger tents in the arenas shifted their position and large areas of the car parks and camp sites were made uninhabitable, with festival goers rendered effectively homeless and stranded. This highlighted several issues which need action and rectification:-

**Onsite:** - extensive work needs to take place to address drainage problems across the current site. [The new organiser Live Nation have already commissioned a Drainage report from Land Drainage Consultancy LTD]. The lack of drainage this year rendered the site inaccessible to Emergency vehicles for a period of time due to the levels of water at the North and South bridge areas. The levels of water in car parks caused dozens of vehicle break downs and more worryingly, the levels of standing water in campsites often meant that the floors of several tents were many inches under water which caused a significant risk to life.

**Health and Welfare:** - Despite having a remarkably similar scenario in the table top exercise prior to the actual event, there were several shortcomings in the organisers plan for dealing with major incidents on site [in this case - whereby massive flooding had wiped tents out and in some cases leaving people without anything and no means to get home for at least another night.] There needs to be provisions in place for the availability of spare tents, welfare Tents, Hot food/drinks , blankets, communications etc, so that should this occur again, then, as a partnership, we would be infinitely better equipped to facilitate an orderly evacuation and support those left on site.

**Communications:** - The provision of an off site Silver Command was invaluable. This transformed into multi Agency Silver when the seriousness of the flooding became apparent. However it is essential that all agencies are represented there, and in this instance, the Organisers did not provide a member of staff. This does need to be built into future plans.

In terms of on site communications - consistency of message did appear to be an issue with contradictory messages being passed by the Stewards and Police. It is vitally important that during major incidents, messages from all agencies involved are consistent.

## **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:

	<b>CHALLENGES MADE</b>
2007	1500
2008	2324
2009	4728
2010	7653
2011	8487
<b>2012</b>	<b>14,110</b>

In total over the festival weekend 14,110 challenges were made, of these checks 56 persons were reportedly refused entry/ejected 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/or around the venue.

One complaint was received by a member of the public which was dealt with by the Creamfields planning staff. This complaint revolved around issues for local residents and included issues when persons were queuing for event entry prior to gates open on the Friday and some of the Traffic management provisions.

## **PREVENTION OF CRIME AND DISORDER**

This year the campsites for Creamfields 2012, once again, opened a day early on Friday 24th August at 12:00. This year's event also accommodated an additional 5,000 people, with onsite camping for 52,000 and 3,000 day ticket holders per day compared to some 50,000 attendees last year. However, inclement weather

prior to the event did change the ticket dynamic somewhat resulting in slightly less camping sales and an increase in day ticket allocation.

Recorded crime for Creamfields 2012 was as follows [showing a comparison with the two previous year's events.]

Crime Type (Home Office Group)	Creamfields Figures 2010	Creamfields Figures 2011	Creamfields Figures 2012	Difference 2011/12	Difference 2011/12
Criminal Damage	2	1	2	1	100% (+)
Drug Offences	129	279	99	-180	65% (-)
Robbery	12	4	4	0	0
Theft	66	68	47	-21	31% (-)
Violence Against a Person	14	11	11	0	0
Vehicle Crime	12	2	4	2	100% (+)
Other		2	4	2	100% (+)
<b>Total</b>	<b>235</b>	<b>367</b>	<b>171</b>	<b>-196</b>	<b>53% (-)</b>

- This year it is very difficult to make a true comparison of recorded crime compared with Creamfields 2011 due to the event being cancelled on Sunday, and large numbers of attendees making their way home early.
- Whilst the figures for Criminal Damage, vehicle crime and other crime show a large percentage increase the volume of crimes involved is very low. There was a massive decrease in the number of drug offences which will partly be due to there being no search operation on the Sunday but also because the approach for this year's event was radically changed to give attendees final chances to put items in the amnesty bins. In previous years, attendees were not given this opportunity and this led to a high number of persons being cautioned for drug possession whereas the likelihood is that had they had the opportunity they would have disposed of it earlier.



<b>BREAKDOWN OF OFFENCES</b>	<b>Total 2011</b>	<b>Total 2012</b>	<b>Difference</b>
<b>Possession with Intent to Supply</b>	19	31	+12
<b>Possession of Controlled Drugs</b>	264	68	-196
<b>Theft of Motor Vehicle</b>	0	0	0
<b>Theft from Motor Vehicle</b>	0	0	0
<b>Theft from Tent</b>	2	0	-2
<b>Theft from Person</b>	3	0	-3
<b>Assault</b>	2	1	-1
<b>Robbery</b>	0	0	0
<b>Possession of Offensive Weapon</b>	2	0	-2
<b>Fraud/Deception/money laundering/counterfeit</b>	1	1	0
<b>Public Order</b>	3	4	+1
<b>Positive Breathtest</b>	1	0	-1
<b>Wanted Persons</b>	0	1	+1
<b>Drunk &amp; Disorderly</b>	0	3	+3
<b>Other</b>	0	0	0
<b>TOTAL ARRESTS</b>	<b>297</b>	<b>109</b>	<b>-186</b>

- As previously mentioned it is difficult to make a fair comparison against figures for previous year's events due to the cancellation of the 2012 event on the Sunday. The bulk of the decrease shown above is cautions relating to possession of controlled drugs. This will partly be due to there being no search operation on the Sunday but also because the approach for this year's event was to give attendees final chances to put items in the amnesty bins.
- It should however be noted that despite this year's event having been cut short there was a significant increase in the number of people arrested for PWITS and this figure would potentially have been even higher had the event run as normal. It has been suggested that this high figure for PWITS is as a result of a very good working relationship between the security team and police and good knowledge of potential methods of concealment when searching individuals. It is also due in part to the change in Amnesty bin location which in turn led to less persons being cautioned, which resulted in more officers being available to search those targeted on the 'priority lanes'.

## **Conclusion**

Creamfields 2012 saw a 53% decrease in overall recorded crime. This is partially due to the early closure of the event, 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 process and relationship between police and security is something which must be built on in 2013 to further reduce violent crime and the presence of weapons and illegal drugs.

2013 will be a very demanding year for police planning. 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, with the new Organisers Live Nation

Extensive improvements to the current site are essential, and must take place if the safety of the event is to be enhanced and the Licence granted. Equally the new organisers should amend their proposed meeting sub group from 'medical' to 'Health and Welfare' to ensure that there is an adequate forum to discuss, plan for and mitigate issues raised in the course of last years event.

Insp Andrew Ross  
Cheshire Constabulary

## **HALTON BOROUGH COUNCIL – ENVIRONMENTAL HEALTH**

### Report By Environmental Health: Creamfields 2012

Environmental Health are responsible for ensuring the control of noise, food hygiene safety and occupational health & safety of the site employees and members of the public.

With regards to noise, there were no major changes in the positioning of the stages or music tents proposed for 2012 and the number of complaints received about noise has diminished since the event first started. Van Guardia, the noise consultants since the first Creamfields event, has proved to be co-operative and reliable during this time.

Only two complaints were received for the Creamfields event of 2011. During this 2012 event one complaint was received about noise early Saturday evening. No further complaints were received after the event. For this reason and after reviewing the profiles of past noise complaints, no officer worked on or off the site over the Bank Holiday weekend. Environmental Health are awaiting the Noise Monitoring Report from Van Guardia for the whole event to establish if any levels were breached but are confident that given the level of complaints, this will not have happened.

Notifications of all food concessions trading during the event were received in good time. Inspections of all the food concessions took place before the opening of the event. Generally the food concessions reached a good standard although one unit was required to take immediate action to improve standards. Early notification and inspection of all food concerns is essential and has ensured that the food units attending are aware of acceptable standards.

With regards to occupational health & safety, Environmental Health are currently investigating an accident that resulted in an employee working for a waste contractor losing an eye after being struck by a tent peg whilst removing tents from the camping field. The investigation is still on-going. The outcome will inform any action or discussion Environmental Health will be having with event organisers.

Y.Sung  
December 2012