

**HAMPSHIRE CONSTABULARY**  
**RESTRICTED**

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**NEW GRANT OR VARIATION OF PREMISES LICENCE  
OR CLUB PREMISES CERTIFICATE  
FORM FOR REPRESENTATIONS FROM HAMPSHIRE CONSTABULARY**

Before completing this form please read the guidance notes on page 3.  
Once completed please send your representation form to your local Licensing Authority.  
You must keep a copy of the completed form for police records.

**Hampshire Constabulary wish to make a representation(s) regarding the grant or variation of a  
Premises Licence or Club Premises Certificate issued under the Licensing Act 2003.**  
**These representations must be made within 28 days**

<b>Postal address of premises or club premises:</b>		
Matterley Bowl Alresford Road		
<b>Post town:</b>	Winchester	<b>Postcode:</b>

<b>Name of premises licence holder or club holding club premises certificate (if known)</b>
GE Events: Premises 548

**Police Details**

**Hampshire Constabulary is a responsible authority.**

<b>Name and address:</b>
Winchester Police Station North Walls Winchester SO238DW

**This application to object relates to the following licensing objective(s)**

- |   |                                     |  |
|---|-------------------------------------|--|
| 1) The prevention of crime and disorder | <input checked="" type="checkbox"/> | <i>Please select<br/>one or more<br/>boxes</i> |
| 2) Public safety                        | <input checked="" type="checkbox"/> |  |
| 3) The prevention of public nuisance    | <input type="checkbox"/>            |  |
| 4) The protection of children from harm | <input checked="" type="checkbox"/> |  |

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**State the ground(s) for representation** *(please read guidance notes 1 & 2)*

Hampshire Constabulary wish to make representation to this Premises Licence. This is due to the unacceptable level of incidents arising from when it was used in conjunction with the Mr Peveril Bruce Premises Licence:500 for the 'Glade' Music festival in 2009.

Due to the high levels of crime last year it was clear that there was inadequate security on site. Therefore it is necessary for the Police to have a condition relating to Special Police Services to ensure that the organiser meets their obligations to prevent crime and disorder, maintain public safety and protect children from harm.

It is clear that any CCTV that was in place last year was inadequate as it did not assist with Police investigations into the crimes committed as detailed below. Therefore a strengthening of the CCTV condition is necessary.

There is evidence that a number of people had to be treated for illness brought on by the use of "legal highs" and this coupled with the highly publicised recent deaths of young people taking legal highs has led to us requesting conditions to prevent these from being sold or allowed at this event.

The controls over the consumption and possession of alcohol by persons under the age of 18 years were also weak. There is evidence from Police officers attending last years festival that there were a lot of persons who were very drunk. For this reason we are seeking conditions to reduce the likelihood of underage obtaining alcohol and the promotion of the Hampshire Police Challenge 21 scheme.

It is clear from the current licence that there are inadequate conditions to promote the Public Safety objectives, for example there is no mention of an emergency situation procedure.

We are seeking to amend some of the time scales for submission of Event Management Plans and notification of when events are to be held, details on staffing numbers and how they will be used to promote the 4 licensing objectives. This will allow the Police and Local Authority to effectively respond to the Event Management Plan and provide proper advice and guidance to the organisers to promote the 4 licensing objectives.

During this 4 day Event that ran from the 16<sup>th</sup>-19th July there were in excess of 70 crimes recorded by the Police.

These crimes consisted of a variety of offences including assaults, robbery, burglary, theft and drugs. Out of these crimes, 65 were classified as theft offences. Theft from motor vehicles accounted for

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51% (33)of all thefts and theft from tents 32%. Supporting documentation will be available if required.

We believe that the existing Licence conditions need additions, amendments and strengthening . This will enable the Safety Advisory Group ( SAG ) and Police to effectively manage large events to comply with the Licensing Objectives. Unfortunately this imbalance was highlighted at 'Glade' last year and representation has now been made to rectify this through the Review procedure..

Please note we are not making comment on Public Nuisance, as the lead Agency is the Environmental Health Dept at Winchester City Council.

For clarity all wording within brackets ( ) in this Representation refer to the sections that require attention and are within the existing Premises Licence. (Page 1-7 of our Representation. ). We are seeking these parts to be amended, or for additional wording to be included within the Licence.

From page 7 -11 of our Representation we have included additional conditions for consideration by the Licensing Sub Committee.

**State any conditions that the Police seek to negate the need for a hearing**

If our full proposals are accepted the Representation by Hampshire Constabulary would be withdrawn.

-----All Licensing objectives-----

A.4. The premises user shall comply with all conditions contained in Annexe 2 attached to the Premises Licence. These should be complied with to their full extent. ( unless otherwise agreed by the Licensing Authority).

**REMOVE ALL IN BRACKETS A.4 IN THIS SENTENCE**

A.6. No event shall be open to the public for more than four days ( unless agreed with the Licensing Authority, Hampshire Police and the Safety Advisory Group). Events shall be treated as a continuous event unless there is at least 24 hours between them.

**REMOVE ALL IN BRACKETS A.6 IN THIS SENTENCE**

A.7. The premises licence holder/event organiser shall produce an initial event management plan

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(EMP), including a noise management plan and a traffic management plan. This EMP must be submitted at least 3 Months before the commencement of the event. The event management plan must include details of the number of stewards/security staff and SIA approved staff, and their respective roles. The final version shall be submitted to the safety advisory group (SAG), including to the Police licensing officer and Police Operations department Central Hampshire Operational Command Unit, based at Fareham, no later than 28 days prior to the start of any licensable activity. This condition will apply except for certain event types, which will be at the discretion of the Licensing Authority and in full agreement with the Safety Advisory Group

DELETE EXISTING A.7 CONDITION AND REPLACE WITH NEW

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A.9. Safety Advisory Group meetings shall be held to bring together all key event staff and agencies involved in the event and at least six months before the event each year. Multi Agency meetings shall continue throughout the actual event at agreed times and will conclude with a post event debrief.

DELETE A.9 COMPLETELY

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A.10. The Premises Licence Holder shall prepare a Traffic Management Plan (TMP) which shall be updated as necessary and shall be inserted into the (Final)Event Management Plan at least 28 days prior to each event.

ADD FINAL A.10 (in Brackets)

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-----ANNEX 2 -----

CD.2. Unless it has been agreed by the Police in writing that CCTV it is not required, then no later than 3 months prior to any event, the Premises licence holder/Event organiser shall submit full details of any CCTV system that is proposed, as part of the Event Management Plan (EMP). The recordings shall be retained for a period of 30 days. Full details of the proposed system should include any contractor, agreed positions, installation, operation, playback facilities and retention of data. No licensable activity to take place until the CCTV system is agreed to the satisfaction of the Police in writing, no later than 28 days prior to the event. Any CCTV images must be provided to Police or Local Authority Officers on demand and must be capable of being viewed on any Windows based computer without the need for additional software.

AMMEND CD.2 WITH NEW WORDING

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CD.3. No licensable activities shall take place unless the event organiser agrees with the Licensing Authority/Safety Advisory Group, no later than 28 days before the start of each event, the number of stewards and security personnel required for the event and has received such agreement in writing. The number of appropriately trained stewards and security guards shall be provided in accordance with the guidance contained within 'The Event Safety Guide' or similar unless otherwise agreed.

A schedule of stewards and security personnel shall be made available to the licensing authority no later than 24 hours before the start of licensable activities for the public, such schedule to include the following details: name, date of birth, reference number, location on site and whether or not SIA registered. The schedule shall list the position and numbers of all security and steward personnel on site. If applicable this shall include dedicated teams for the campsites, the arena, the perimeter and the car parks. There shall be both static and mobile positions.  
 All Stewards to wear High visibility jackets/tops that are of a different colour to any SIA registered staff.

**AMMEND CD3 WITH NEW WORDING**

CD.8. If applicable (as deemed by the Safety Advisory Group), a perimeter fence shall be erected and patrolled by security to ensure that unauthorised access cannot be gained.

**INSERT NEW WORDING CD.8 (In Brackets)**

CD.10. If applicable (as deemed by the Safety Advisory Group), the campsites, (car park, or event arena) shall be patrolled by security and stewards and there shall be watch towers with CCTV cameras manned throughout the event.

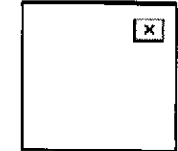
**INSERT NEW WORDING CD.10 (In Brackets )**

CD.12. If applicable (as deemed by the Safety Advisory Group, the event organiser shall prepare a drugs policy for the event which shall be based on three core messages):  
 Prevention  
 Drug dealers and users  
 Welfare and treatment

(This Policy must be submitted as part of the Event Management Plan and agreed by Police at least 28 days before any event.)

**INSET NEW WORDING CD.12 (In Brackets )**

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CD.13. If applicable (as deemed by the Safety Advisory Group) random searching shall take place at all entrances to the campsites and the arena entrance for offensive weapons or drugs along with other items that are not allowed onsite. The seizure of any property shall be recorded and shall then be passed on to Hampshire Constabulary via security for evidential purposes where appropriate.

Searching of persons shall be carried out by members of the same gender. The ticket conditions shall indicate that searching will be carried out and there shall be signage with this message at all entrances.

INSERT NEW WORDING CD.13 (In Brackets)

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CD.15. All reasonable steps shall be taken to ensure that no glasses or bottles are allowed inside the event site. This would prevent the possibility of them being used as weapons. Bottle banks shall be located at the event site entrances to facilitate this rule. These must be sited away from residential properties / campers to prevent noise nuisance and plastic containers shall be available for decanting facilities.

AMMEND WORDING CD15

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CD.16. If applicable ( as deemed by the Safety Advisory Group )there shall be mobile vehicle units to patrol any volatile areas and to react quickly to reports of incidents. Covert intelligence gathering staff shall be provided to pinpoint groups of potential troublemakers.

INSERT NEW WORDING CD.16 (In Brackets )

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-----Public Safety-----

PS.1 The Licence Holder shall notify the Licensing Authority of a future event at least (6 months) before each event unless otherwise agreed with the Licensing Authority( in consultation with the Safety Advisory Group).

INSERT WORDING PS.1 (In Brackets )

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PS2. At least 60 days before an event, the Licence Holder shall arrange a meeting with the Licensing Authority and other appropriate bodies( including the Safety Advisory Group) to discuss the measures that will be put into place to protect public safety and public nuisance.

INSERT WORDING PS.2 (In Brackets )

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PS.3 The Licence holder shall ensure that the Event Organiser submits an event specific event management plan to the satisfaction of the Licensing Authority (in line with all other time scales set out within this licence) prior to each event. The Event Management Plan and associated documentation (including site plan) must be clearly labelled indicating version number and date of publication.

INSERT WORDING PS.3 (In Brackets ).

PS.5 The Licence holder will ensure that a site plan(s) is submitted (as part of the final event management plan), to the satisfaction of the Licensing Authority, at least 28 days prior to the start of each event clearly indicating the position of the following;

The site boundaries and entrances and exits to the site (including those for emergency services) which must be clearly labelled;

All road and track ways (including emergency routes), car parks and other vehicles compounds;

The location of all structures either constructed or brought onto site (refer also to condition;

The location of the campsite(s), if appropriate;

The location of toilet, shower (if appropriate) and washing facilities

Drinking water points and associated pipework including sampling points and soak ways

The location of all lighting facilities including those for the event arena, associated walkways and

vehicles routes and emergency routes

Welfare tent and medical services

Generators and other principle electrical connections

Fuel stores (refer to condition

Fairground rides

Fire fighting equipment and other associated fire fighting provision (refer to condition

INSERT 'AS PART OF THE FINAL EVENT MANAGEMENT PLAN' ( In brackets)

PS.10 The Licence Holder shall ensure that a sufficient number of exit gates of sufficient width are provided dependent on the nature and size of the event having regard to the requirements of HSG195 'The Event Safety Guide' (or similar unless otherwise agreed.)

INSERT WORDING PS.10 (In Brackets)

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-----THE PROTECTION OF CHILDREN FROM HARM -----

PCH.2.Bar staff shall ask for proof of age ID whenever the customer appears to be under (21).

CHANGE PCH.2 18 TO 21 (in Brackets)

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\*\*\*\*\*In addition to the above the following conditions would be sought at a Licensing Hearing to promote the Four Licensing Objectives:\*\*\*\*\*

Due to the fact that the entire site which is a considerable area, is Licensed for Licensable Activities, the Police would seek a condition: "That as part of the initial event management plan, the event organisers submit a plan of the site, showing clearly where the actual Licensable Activities are taking place. This area to be fenced with controlled access and egress." This would be a general licensing objective to promote all four licensing objectives. Thereafter the following is sought to promote those licensing objectives listed:

\*\*\*\*\*CRIME AND DISORDER\*\*\*\*\*

1. The Premises Licence Holder/Event Organiser and Hampshire Constabulary shall agree a Statement of Intent setting out their respective responsibilities of the event.

The police will carry out a risk assessment of the event in accordance with the event management plan and traffic management plan.

If it is deemed by Police that additional police resources are required for this event, the event organiser shall be provided with details within 21 days of receipt of the event management plan and associated documents.

The Premises Licence Holder/Event Organiser should enter into negotiations with the police to agree the required level of Special Police Services. The Police may then submit a final amended report.

Before any licensable activity takes place, the event organiser must submit a request in writing to the Police for Special Police Services as detailed in the final police report. This request must include the agreement to pay for such Special Police Services no later than 28 days prior to the commencement of the event.

(This condition ensures appropriate resources are provided for the Prevention of Crime & Disorder and Public Safety objectives.)

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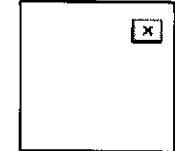
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2. All SIA registered staff to wear High visibility jackets/tops and the relevant SIA licence to be on display at all times throughout any event.
3. Male and Female SIA staff to be present on all ticketed entrances and exits throughout any event as deemed by the Safety Advisory Group.
4. Random searching shall take place at all ticketed entrances to the event site for offensive weapons, drugs and alcohol along with other items that are not allowed on site. It will be a condition of entry to the site that members of the public agree to be subject to such searches as deemed by the Safety Advisory Group.
5. There will be no 'legal highs' (these are defined as any herbal or chemical based substance which when consumed create an altered state of mind and various states of euphoria, elation, rapture, exhilaration or despair, anguish, despondency, gloom or similar altered mind states associated with known controlled drugs or pseudo drugs but not Alcohol, tea, caffeine based products, tobacco or any prescription medicine,) allowed on site, these to include any gas canisters unless for the purpose of cooking or lighting. (Reinforces PS 92 of original licence.)
6. There shall be suitable receptacles for the safe retention of illegal substances at each entrance and exit and Hampshire Constabulary shall be informed of such arrangements so that appropriate disposal can be arranged.
7. An interlocking 6ft heras type perimeter fence shall be erected and maintained as a minimum and patrolled by security personnel to ensure that unauthorised access onto the site cannot be gained as deemed by the Safety Advisory Group. .
8. With the exception of authorised traders, no alcohol should be allowed, to be taken on to the site at any time. Alcohol purchased within the site may not be taken off site at any time.
9. No irresponsible drinks promotions/discounts shall be allowed at any event in accordance with the British Beer and Pub Association guidance on responsible promotions.
10. All sales of alcohol and any other drinks to be provided in polycarbonate or similar non-glass drinking vessels and all glass bottled drinks to be decanted at point of sale.
11. The Designated Premises Supervisor or nominated deputies, being a Personal Licence Holder, shall be present on site throughout any event when alcohol is being supplied under the Premises Licence. Details of the nominated deputies to be provided to the police within 28 days of the commencement of the event and clear signage displaying the name of the Designated Person or Authorised Person should be at any point of sale of alcohol.

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\*\*\*\*\*PUBLIC SAFETY\*\*\*\*\*

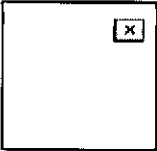
1. The provision of an adequate number of illuminated (during hours of darkness,) signed Emergency Exits will be identified in the Event safety Plan and identified on a to Scale site plan which forms part of the Event Management Plan (Cross reference 10 C & D original Licence.)
2. First Aid will be provided on site subject to a risk assessment and identified in the event safety plan.
3. A site evacuation procedure is prepared as part of the event management plan for each event and briefed to Security staff and Stewards.
4. Communications:

An effective communications system shall be put in place with an identified single point of contact on site to the satisfaction of the Licensing Authority to enable effective communication between the Licence holder, event organiser, event safety organiser, Licensing Authority, Emergency services and any other appropriate persons to ensure an effective and coordinated response in the event of an emergency. Details of the communication system are to be provided to the safety advisory group.

\*\*\*\*\*THE PROTECTION OF CHILDREN FROM HARM\*\*\*\*\*

1. The Premises Licence holder/Event organiser shall prominently display notices at the point of sale that "It is an offence to purchase or attempt to purchase alcohol if you are under the age of 18 in accordance with Section 149 Licensing Act 2003.
2. Written authority to sell alcohol by DPS/Personal Licence holder shall be given to all bar staff and be available on request to Police or Council Officers.
3. Adequate signage to be displayed in relation to underage sales of alcohol and the "Challenge 21 "

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scheme in all locations relevant to the sale of alcohol.

4. Soft drinks shall be available on site as an alternative to alcohol. Drinking water shall be provided free of charge.

5. No persons under the age of 16 \*\* years of age shall be permitted onto the premises unless accompanied by an adult. Any site / event staff having responsibility for the welfare of children on site must be CRB checked and the EMP should include a plan to deal with all such lost/found children.

\*\* This age would have to increase to 18 if persons attending the event are allowed to bring alcohol into the premises licence site. (As per sect 145/150 Licensing Act 2003)

\*\*\*\*\*In addition \*\*\*\*\*

The current licence, and the planning for this event allows for a perimeter fence containing all of the licensable activities, parking and camping to take place in one open plan field that is within the premises licence. The premises organisers intend to allow attendees to bring in their own alcohol to the event, as well as allowing 16/17 year olds entry without being accompanied by an adult. We believe that this will allow those underage to have uncontrolled access to the supply and consumption of alcohol within the licence which is an offence under section 150 of Licensing Act 2003.

Therefore we have recommended two licence conditions which would negate this concern.

Option 1

A new condition which does not allow anyone attending to take alcohol onto the site, other than authorised traders.

OR

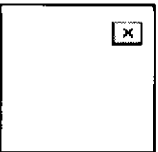
Option 2

A new condition to not allow anyone under the age of 18 to attend the site unless accompanied by an adult.

Either of these options would suffice.

Option 3

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The final option, and would certainly be appropriate if this were a fresh licence application, would be that only the arena area where licensable activities actually take place be part of the premises licence. This arena could be fenced off so that camping and car parking is outside, and access/egress points could then be controlled to ensure no alcohol enters the site, and alcohol sales are controlled at the bar.

This is not the preferred option as I am advised this would be opposed by the organisers who want a 'village atmosphere' at their event and would mean considerable changes to their approach and that of our Ops planning team.

**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS REPRESENTATION**

**Part 3 – Signatures** (please read guidance note 3)

**Recommendation of Police Officer**

All of the above

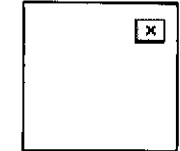
**Signature of Police Officer Completing**

Signature: PC 1526 Gary Miller. Winchester District Licensing Officer 10CU

Date: 29/03/2010

**Recommendation of Police Sergeant**

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As Above

**Signature of Police Sergeant**

Signature: PP 1780 Jennings

Date: 29/03/2010

**Decision of Police Licensing Inspector**

As above

**Signature of Police Licensing Inspector**

Signature: PP PS 1780 Jennings

Date: 29/03/10

**NOTES FOR GUIDANCE**

1. The ground(s) for representation must be based on one of the licensing objectives.
2. Please list any additional information or details, for example dates of problems which are included in the grounds for representation if available.
3. The representation form must be signed.

**John Myall**

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**From:** David Ingram  
**Sent:** 19 April 2010 13:11  
**To:** John Myall  
**Subject:** Glade Review

John, as per our previous conversation, I can confirm that since my submission of the Environmental Protection Service's noise report, I would like to amend paragraph 6.2. It should now read as follows:

6.2 *Winchester City Council's Environmental Protection Service wrote to fifty two private addresses within two kilometres, twenty eight letters to Parish Council's and Councillors, and a further fifteen letters sent to known complainants from previous Matterley Bowl events. Furthermore a press release was placed in the Hampshire Chronicle. A copy of the letter issued and press release is attached in appendix 1 and appendix 2 respectively.*

I hope this is of help.

Kind Regards

*David Ingram*

Environmental Protection Team Manager  
Environment Division  
Winchester City Council  
Colebrook Street  
Winchester SO23 9LJ

T: 01962 848479  
F: 01962 841 365  
E: [dingram@winchester.gov.uk](mailto:dingram@winchester.gov.uk)  
[www.winchester.gov.uk](http://www.winchester.gov.uk)

## **Environmental Protection Report for the review of the licenses for Matterley Bowl and G Events.**

### **1.0 Introduction**

1.1 The site known locally as 'Matterley Bowl' and which is located on the Matterley Estate just to the east of Winchester, forms a natural bowl or amphitheatre. It has for several years, been the chosen location for many large outdoor music events, such as 'Creamfields', 'Homelands' and more recently last year, 'Glade'. These events have varied in size but broadly speaking they have hosted crowds of between ten and thirty thousand people.

1.2 The site has been subject to licensing conditions under the previous Public Entertainment Licensing regime mandated under the Local Government (Miscellaneous) Provisions Act 1982 and then more recently under the Licensing Act 2003.

1.3 Currently the Matterley Bowl site is subject to two licenses under the Licensing Act 2003, named by the licensing Authority as PREM 500 and PREM 548. The former is held by Peveril Bruce the owner of the land and a latter license held by G Events is for a single annual event of short duration and intended to extend the hours within the PREM 500 license.

1.4 Provisions within the Licensing Act 2003 allow 'interested parties' or 'responsible authorities' to apply to the Licensing Authority, for a review of the license and this provision has been exercised by Messrs Beer and Barker. They have expressed concerns over the noise generated by these events, which they maintain are unacceptable and as such the current conditions do not satisfy one of the four licensing objectives namely the prevention of public nuisance.

1.5 As the Environmental Protection Service has not submitted an application for review in it's capacity as a 'responsible authority' it does nevertheless accept that the substantive issues outlined in Messrs Beer and Barker's application for review pertains to noise and the prevention of public nuisance. This report is intended to explain the position of the Environmental Protection Service in particular why the current noise conditions are held within both licenses and to deliver some clarity for the benefit of the Licensing Committee and the review hearing.

### **2.0 The application for Review**

2.1 The terms of application for the review of both PREM 500 and PREM 548 are essentially the same and relate to the following areas:

- Noise nuisance;
- Proper continuous noise monitoring reporting and enforcement for the duration of the event;
- Lack of communication and information for the surrounding community.

2.2 I will address each relevant area of review application herein referred to as 'the application', and address the points raised, from the perspective of the Winchester City Council's Environmental Protection Service.

### 3.0 Noise nuisance

3.1 The application maintains that Winchester City Council has not kept to the terms of it's own Licensing Policy and therefore do not meet the terms of it's own licensing objectives contained within Part 4, Section C, Prevention of Public Nuisance.

3.2 In particular the application submits that section C.6 states:

*'Other than in exceptional circumstances the Licensing Authority expects that noise associated with regulated entertainment which takes place between the hours of 23:00 – 09:00 or takes place on a regular basis at any time should be controlled to such a level that the noise will be inaudible at all times inside all noise sensitive properties in the vicinity of the licensed premises.'*

3.3 The application goes on to make the case that events held at Matterley Bowl do not merit 'exceptional circumstances' and the Environmental Protection Service does not wish to make a case to the contrary.

3.4 The Environmental Protection Service would submit that in the past licence conditions have included the criteria of 'inaudibility' inside noise sensitive properties between the hours of 23:00 and 07:00, but that difficulties in assessing such a criteria have merited an alternative approach.

3.5 In using such a criteria, officers are required to gain access to the internal living areas of complainants during times when it is alleged a breach of the condition is occurring. This could be at any time during the event including unsociable hours early in the morning and on several occasions this has resulted in an angry reception, with officers refused entry, thereby preventing the requisite assessment. On one such occasion this also resulted in negative press coverage on how Winchester City Council staff were disturbing people late at night. This indicates that many complainants do not understand that in taking action, Winchester City Council staff are required to gather the evidence first, and under the terms of such a condition, this requires assessment from within the complainants property.



3.6 As a result the Environmental Protection Service sought to adopt a different more objective approach that it believed would achieve the same outcome and in doing so consulted with David Leveredged an acoustic consultant with RPS, who has extensive experience in dealing with noise from large outdoor music events. Through this consultation process it was acknowledged that internal 'inaudibility' as a criteria of assessment was in acoustic terms hard to assess, not only for the reasons given above, but because it was considered a very subjective assessment method.

3.7 It was also thought difficult to realistically achieve, as external noise transmission over distance can be significantly affected by changeable climatic conditions. So a more prescriptive approach was sought based on existing environmental noise standards and which could be assessed from an external position to the complainants property without the need to disturb them at unsociable hours. It also employs a Type 1 Sound Level Meter, the results from which can be recorded and objectively assessed against the licence conditions prescribed, thereby removing any subjectivity.

3.8 Therefore the current conditions draw upon more prescriptive noise levels contained within noise standards as follows:

*PN.1. Noise levels from the event shall not exceed the following :*

- (i) Between the hours of 12 noon and 2300 noise levels from the event shall not exceed 55dB L<sub>Aeq</sub> (5mins) and between the hours of 2300 and 0800 on the following day, noise levels shall not exceed 45dB L<sub>Aeq</sub> (5mins) as measured at a distance of 1m from the facade of any noise sensitive dwellings.*
- (ii) In addition in the frequency range of 63 and 125 Hz noise levels shall not exceed 65dB (L) as measured at 1m from the facade of any noise sensitive dwelling.*

3.9 These standards are based upon World Health Organisation document 'Guidelines on Community Noise', which prescribes what it considers to be reasonable environmental noise standards and addresses issues of interference with communication, noise induced hearing impairment, cardiovascular and physiological effects, and the mental health effects from noise. However the most relevant aspects in terms of the application are the effects of annoyance and sleep disturbance.

3.10 Table 4.1 of the document recommends various environmental noise standards for specific environments. It suggests an average noise level of 55dB L<sub>Aeq</sub> (16 hour) so as to prevent serious annoyance to person occupying an outside living area, i.e. garden, during the day, which by convention is held to be between the hours of 07:00 and 23:00. The standard also suggests an average noise level of 45 dB L<sub>Aeq</sub> (8 hour) for

an outside bedroom environment, with the window open, as being acceptable to prevent sleep disturbance.

3.11 It is worth mentioning at this point that the day time standard adopted in the licence are some 10 dB(A) below those recommended in the 'Code of Practice on Environmental Noise Control at Concerts' issued by the Noise Council, and to which Mr Beer refers to in the application. Furthermore, the night time standard is some 20 dB(A) below the Noise Council standards which in acoustic terms is very significant and presents a much higher standard.

3.12 In acoustic terms it is recognised by the industry that a partially opened window presents a further noise attenuation of between 10dB(A) to 15dB(A), which at night means with an external standard of 45dB(A), one can reasonably assume an internal level of less than 35dB(A).

3.13 British Standard 8223:1999: 'Sound insulation and noise reduction for buildings - Code of practice' provides recommendations for the control of noise in and around buildings. It suggests appropriate criteria and limits for different situations, which are intended to guide the design of new buildings or refurbished buildings undergoing a change of use. Again we can use these standards as a guide on what is considered to be a reasonable internal domestic noise environment. It recommends a reasonable standard for sleeping conditions as being 35 dB  $L_{Aeq,T}$ , and therefore in keeping with standard found in the licence conditions.

3.14 In addition to the above  $L_{Aeq}$  noise standards, given the predilection of music festivals to employ music with a heavy base content, and the ability of base frequencies to travel over greater distances, Winchester City Council officers thought it prudent to employ conditions that addressed the base frequency issue. Such prudence is also reflected in the Noise Council's 'Code of Practice on Environmental Noise Control at Concerts', which states that

*'Assessment of noise in terms of dB(A) is very convenient but it can underestimate the intrusiveness of low frequency noise. Furthermore, low frequency noise can be noticeable indoors. Thus, even if the dB(A) guideline is being met, unreasonable disturbance may be occurring because of low frequency noise. With certain type of events, therefore, it may be necessary to set an additional criterion in terms of low frequency noise, or apply additional control conditions.'*

3.15 The guidelines go on to reference a document called 'A study of low frequency sound from pop concerts, J.E.T Griffiths, J. Staunton and S. Kamath (Proc IOA, Vol 15, Part 7, 1993), and suggests that:

*'A level up to 70dB in either the 63Hz or the 125Hz octave frequency band is satisfactory; a level of 80dB or more in either or those octave frequency bands causes significant disturbance.'*

3.16 For it's part Winchester City Council has in addressing the base frequency issue, elected to adopt a more stringent standard of 65dB(L), which is applied at all times during the licensable activities. One should note that (L) means this is measured in the linear and not the 'A' weighted scale, the latter which adjusts the noise measured to best reflect the response of the human ear. Monitoring using the linear scale means that the noise is recorded without any weighting assigned and is therefore a true reflection of the noise energy at any given monitoring position.

3.17 I note that the application contests that there is no difference on the base standard before or after 23:00. This is because in applying a reduced  $L_{Aeq}$  standard post 23:00, the reduction in the overall volume will in effect simultaneously reduce the base volumes. It is not expected that sound engineers will seek to maintain the pre 23:00 base levels whilst reducing over all volumes, as this will in effect mean that the base will then excessively dominate and adversely affect the sound quality at source. However, should the Licensing Committee be minded to set meaningful prescriptive post 23:00 base noise standards, then Winchester City Council's Environmental Protection Service would have no objection.

3.18 The application goes on to correctly highlight that there was a breach in the licence conditions and despite this no sanctions were taken against the licence holder or the event organiser. This is true, there was a single breach recorded between 22:45 and 23:00 hours on the Sunday during the closing performance of the head line act 'Underworld' and this was determined by Winchester City Council Environmental Health staff at an address on the A31 directly north of the site.

3.19 Given that the substantive noise monitoring undertaken during the event did not indicate a wholesale disregard for the noise conditions, that the event organisers were found to be very cooperative leading up to and during the event, and that the breach itself was of short duration, the Environmental Protection Service did not consider the isolated breach to merit 'sanctions'.

#### **4.0 Proper continuous noise monitoring reporting and enforcement for the duration of the event**

4.1 The application maintains that the acoustic consultants RPS Planning and Development Ltd are employed directly by the event organiser and cannot therefore be considered impartial. The application further submits that the monitoring undertaken by the consultants was selective, having been undertaken during 'quiet periods', that no report was produced and when breaches occurred no enforcement was taken.

- 4.2 Furthermore the application argues that any consultants must be contracted by Winchester City Council, the costs covered by the event organiser, that all monitoring must be continuous, any breaches rigorously enforced and with substantial fines levied.
- 4.3 Prior to Glade going ahead, the Winchester City Council's Environmental Protection Service worked closely with the event organiser G Events to ensure that all the license conditions were met, one of the most significant of which is that they submit a comprehensive Event Management Plan (EMP). This plan must address all aspects of how the event will be run in compliance with the licence conditions. The overall EMP is comprised of various sub plans, one of which is the Noise Management Plan (NMP). The NMP was submitted by Mr Liversedge of RPS Planning and Development Ltd, several months before the event. Mr Liversedge is known to have considerable experience in managing noise from large out door events, is well known to Winchester City Council from previous events held at the site and is deemed highly competent in the role.
- 4.4 It was agreed during meetings with G Events that they set up a complaint's line the details of which were sent to various local residences that the Environmental Protection Service staff believed may be affected. This list of residences was drawn up based on experience from previous events and additional details can be found in section 6.
- 4.5 The Environmental Protection Service assessed the submitted NMP and was satisfied that it addressed all of its concerns. The NMP engaged the services of a small team of qualified acoustic consultants who maintained a constant presence throughout the event and who undertook proactive and reactive (complaints) noise monitoring on and off the site.
- 4.6 In addition to this Winchester City Council Environmental Health staff were present each evening until between 09:00 and 02:00 to take their own proactive recordings in order to validate RPS data, respond to complaints, liaise with RPS and the event management staff. At no time was there reason to bring into question the competency or impartiality of the consultants.
- 4.7 As already mentioned Winchester City Council staff only recorded one breach of the licence conditions, the visit for which was solicited by a complaint. The Environmental Protection Service does not agree with the submission that self regulation through a third party acoustic consultant is unacceptable. For any given event the licensing objectives remain the responsibility of the licence holder and the event manager not the Local Authority. Should any consultant or contractor be commissioned by the licensing authority then it can be argued that this presents a conflict of interest in the event of non compliance.

4.8 Regards the imposition of substantial penalties for breaches of licence conditions, this is already addressed within the Licensing Act. In effect where there are breaches in licence conditions it is held that the event organiser is running an unlicensed activity and therefore in breach of the Act. Such breaches may be subject to prosecution where the licensing authority believes it is in the public interest to take such action. As stated in paragraph 3.19 the single short term breach was considered insufficient an infraction to merit such action, when assessed in the context of an otherwise well run event.

#### 5.0 Duration of the event

5.1 The Glade Festival ran from the Thursday evening to early the following Monday morning. The application contests that a four day event is too long and should be reduced to two days. The Environmental Protection Service does not propose to give a view on this submission suffice to say the longer an event the more likely it will give rise to annoyance in local communities.

5.2 However it could also be argued that it is feasible to manage a music event in such that way as to ensure that there are 'quieter' evening periods scheduled which do not affect the local community and thereby do not initiate a negative community response.

#### 6.0 Lack of communication and information for the surrounding community

6.1 Winchester City Council's Environmental Protection Service has several years of experience in dealing with open air events from the Matterley Bowl site and is very conversant with the need to keep local communities fully informed. It affirmed the need for community involvement early on in its dialogue with G Events.

6.2 Winchester City Council's Environmental Protection Service wrote to seventy six private addresses, nineteen Parish Council's and Councillors, and issued a press release which was placed in the Hampshire Chronicle. A copy of the letter issued and press release is attached in appendix 1 and appendix 2 respectively.

6.3 The application contends that there were 'around 50 objectors' in attendance at a meeting on the 1<sup>st</sup> September and Cheriton Village Hall. Having been present at the meeting I would say that it was unclear as to whether all or even the majority of those in attendance can be counted as 'objectors' as the meeting was dominated a small yet vociferous minority and notwithstanding no such vote was solicited from the attendees.

6.4 One of the outcomes from the Cheriton meeting was an acknowledgment from G Events that additional community consultation was needed and at the meeting they offered to engage with parish councils and schedule a series of open community meetings in advance of the 2010 event. The first of these meetings was held on the 2<sup>nd</sup> February at the Itchen Abbas Village Hall. The meeting was intended to address concerns over traffic management surrounding the event and was attended by G Events, a traffic management consultant working for G Events, an officer from the Environmental Protection Service and several Parish Councillors. A further meeting has been planned for later in May / June to address noise concerns and will be attended by an acoustic consultant commissioned by G Events.

6.5 It is therefore the Environmental Protection Service position that there has not been a lack of communication with the community as has been suggested.

**Report prepared for the review hearing by David Ingram, Manager of Winchester City Council's Environmental Protection Service.**



**David Ingram**

**1<sup>st</sup> April 2010**

## **Environment**

City Offices  
Colebrook Street  
Winchester  
Hampshire  
SO23 9LJ

tel 01962 840 222  
fax 01962 841 365

website [www.winchester.gov.uk](http://www.winchester.gov.uk)

Our Ref: Glade/LTR/09  
Eng to: David Ingram  
Ext. N<sup>o</sup>: 2479  
DX No: 120400

1 July 2009

Dear Resident

### **Glade Festival Contact arrangements**

You will be aware that the Glade Festival will be taking place this year at Cheesefoot Head (Matterley Basin) from 16th - 20<sup>th</sup> July 2009. The purpose of this letter is to advise you of contact arrangements in case you experience any difficulties during the event.

City Council officers will be on site at times during the event checking compliance with licence conditions including noise, water supplies, food safety, drainage etc. Careful planning has gone into this event and the organiser has been co-operating with the City Council in order to try and prevent any problems whilst it takes place.

If you do experience any issues the event organiser will be providing a direct contact telephone number on site which they believe will ensure that they are able to provide a swifter response. This will be a new initiative and the City Council will be monitoring its impact and the calls received to ensure they are dealt with appropriately. In addition, we will be providing our own contact number which you may use if you feel you would like to contact us direct. However, I would urge you to use the Glade hotline number in the first instance as we are keen to see if this is a more effective means of resolving problems.

As the event takes place over a number of days (including normal working days) listed below are the telephone numbers to be used to report any problems

**Glade Hotline (available throughout the event) 01962 841221**

City Council Contact numbers

Thursday and Friday Office hours (0900-1700)

01962 840222

All other times

01962 865407

I hope these new arrangements will help to ensure that the event passes off smoothly.

Yours sincerely



Head of Environment



## **DRAFT PRESS RELEASE**

**June 2009**

### Direct contact number a first for music Festival

Residents living near to the Matterley basin in Winchester will be offered improved contact arrangements for the latest music Festival following agreement between Winchester City Council Environmental Health staff and festival organisers regarding ways of ensuring anyone experiencing problems with the event receives a prompt response.

In previous years the City Council has provided its own contact telephone number for any complaints, most of which relate to noise from the site. However, for the first time ever festival organisers will be providing their own number for anyone wishing to report problems direct to them.

Commenting on the development Robert Heathcock, Head of Environment said "We will be on site at times throughout the event and will respond to any major concerns. However, Glade have offered to provide their own hotline in order to avoid the potential for delays in responding to incidents caused by the need to pass information from one individual to another. This is a trial arrangement for this event and will be reviewing its success during the event and in the debrief afterwards. Anyone who still wishes to contact the City Council can do so but the direct number offers the potential for a swifter response.

Luke Piper, Festival Director and Event Manager, of Glade Festival confirmed the new arrangements. "We are committed to making this event run as smoothly as possible and want to minimise the inconvenience to local residents. We will have a team of staff on site to respond to issues and hope that the public will take the opportunity to contact us direct to help us deal with any problems more quickly. We

will be recording the details of any calls received and discussing these with City Council staff. We have used this arrangement before and have found that it is very effective."

The Glade Festival runs from Thursday 16<sup>th</sup> July – 19th July. Anyone experiencing problems during the event should contact the site on 01962 841221. Anyone wishing to speak to City Council staff should ring 01962 865407 instead.

ENDS

## Glade Festival 2009 Complaints Log

### WCC Noise Complaints Log

No	Date	Day	Time	Details / Action	Complainant	Actions Taken	Visit	Measurments taken
1	17/07/2009	Fri	18:08	Mr Middleton				
2	17/07/2009	Fri	21:15	Mr Middleton		1 Instructions taken that wants a call back post event		
3	17/07/2009	Fri	21:40	Mr Delaissy		2 Called back but was happy to wait past 23:00 should he require any action		
4	17/07/2009	Fri	21:50	Mr Brown		3 Joint visit with RPS. Found to be inaudible (see No 14 below)		
5	18/07/2009	Sat	14:25	Mr Chesters		4 Did not require a visit at that time, but would call back later should he require a visit		
6	18/07/2009	Sat	19:11	Mr Milburn		5 Called back advice given. Declined a visit at 23:00		
7	18/07/2009	Sat	19:45	Cllr Harry Verney		6 Officers off duty		
8	19/07/2009	Sun	01:00	Mrs Jeanette Barker		7 Called back and advice given. Wanted complaint recorded		
9	19/07/2009	Sun	02:44	Mrs Budd		8 Officers off duty		
10	19/07/2009	Sun	02:58	Mr Harris		9 Officers off duty		
11	19/07/2009	Sun	03:02	Mr Scales		10 Officers off duty		
12	20/07/2009	Mon	04:00	Alison Mathews		11 Officers off duty		
13	20/07/2009	Mon	20:00	Nick Smith		12 Called back and advice given. Wanted to know the procedure for reviewing a licence.		
14	20/07/2009	Mon	22:10	Mr Beer		13 Wanted complaint logged but did not want a call back.		
15	20/07/2009	Mon	22:20	?		14 Visited at 22:30, measurements made, breach found	1	1
16	20/07/2009	Mon	22:40	Cllr Harry Verney		6 Visited Cheriton. Music inaudible	1	

## Glade Festival 2009 Complaints Log

### RPS Noise Complaints Log

No	Date	Day	Time	Details / Action	Complainant	Actions Taken	Visit	Measurments taken
17	17/07/2009	Fri	16:45	Richard Delaissy	2	Visit made - agreed acceptable at that time but would call if still disturbed post 23:00	1	
18	17/07/2009	Fri	19:05	Mr Brown	3	Visit made - inaudible	1	
19	17/07/2009	Fri	22:15	Mr Beer	13	Visit and measurement made, within licence conditions	1	1
20	17/07/2009	Fri	22:25	Sue Eburn	15	Visit and measurement made, within licence conditions	1	1
21	18/07/2009	Sat	07:12	Chris Sparks	16	Advice given		
22	18/07/2009	Sat	10:45	Yvonne Vandentleuvel	17	Visit and measurement made, within licence conditions	1	1
23	18/07/2009	Sat	17:45	Alison Bennet	18	Advice given		
24	18/07/2009	Sat	18:05	Yvonne Vandentleuvel	17	Visit and measurement made, within licence conditions	1	1
25	18/07/2009	Sat	18:10	Cllr Verney	6	Visit and measurement made, within licence conditions	1	1
26	18/07/2009	Sat	18:35	Steve Semour	19	Visit and measurement made, within licence conditions	1	1
27	18/07/2009	Sat	18:10	Mrs Thorpe	20	Visit and measurement made, within licence conditions	1	1
28	18/07/2009	Sat	19:10	Mr Milburn	5	Passed by only faint base beat audible	1	
29	18/07/2009	Sat	00:47	Anonymous	21			
30	19/07/2009	Sun	02:30	Mr Harris	9	Incorrect post code taken.		
31	19/07/2009	Sun	02:40	Anonymous	22			
32	19/07/2009	Sun	03:00	Richard Scales	10	Visit and measurement made, within licence conditions	1	1
33	19/07/2009	Sun	03:15	Mrs Broker	23	Visit and measurement made, within licence conditions	1	1
34	19/07/2009	Sun	04:40	Mrs Thorpe	20	Visited bass barely audible	1	
35	19/07/2009	Sun	16:40	Mr Beer	13	Visit and measurement made, within licence conditions	1	1
36	19/07/2009	Sun	20:00	Nick Smith	24	Visit and measurement made, within licence conditions	1	1
37	19/07/2009	Sun	22:05	Mr Hawkins	25	Visit and measurement made, within licence conditions	1	1
38	19/07/2009	Sun	22:15	Mr Beer	13	Visit and measurement made, within licence conditions	1	1
39	19/07/2009	Sun	22:20	Mrs Mason	26	Visit and measurement made, within licence conditions	1	1
40	19/07/2009	Sun	22:30	Andrew Black	27	Visit and measurement made, within licence conditions	1	1
41	20/07/2009	Mon	00:25	Charlie Carhett	28			
42	20/07/2009	Mon	01:05	Charlie Carhett	28	Visit and measurement made, within licence conditions	1	1
							<b>22</b>	<b>17</b>
Overall 42 complaints were received from 28 complainants of which 22 visits were made and 17 sets of readings taken.								
Only one set of readings were found to be in breach of the licence conditions								