

AGENDA

Meeting: Western Area Licensing Sub Committee
Place: Council Chamber - County Hall, Bythesea Road, Trowbridge, BA14 8JN
Date: Tuesday 30 April 2019
Time: 10.30 am
Matter: Application for a Review of a Premises Licence - Stowford Farm, Farleigh Road, Wingfield, Trowbridge

Please direct any enquiries on this Agenda to Lisa Pullin, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 713015 or email committee@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225) 713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

Membership:

Cllr Allison Bucknell
Cllr Peter Hutton

Cllr Stewart Palmen

Substitutes:

Cllr Peter Evans

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Public Participation

Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting.

For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Part 4 of the council's constitution](#).

The full constitution can be found at [this link](#).

For assistance on these and other matters please contact the officer named above for details

AGENDA

1 **Election of Chairman**

To elect a Chairman for the meeting of the Sub Committee.

2 **Apologies for Absence/Substitutions**

To receive any apologies for absence and to note any substitutions.

3 **Procedure for the Meeting** (*Pages 5 - 12*)

The Chairman will explain the attached procedure for the members of the public present.

4 **Chairman's Announcements**

The Chairman will give details of the exits to be used in the event of an emergency.

5 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

6 **Licensing Application** (*Pages 13 - 18*)

To consider and determine an Application for a Review of a Premises Licence in respect of Trowbridge Festival, Stowford Manor Farm, Farleigh Road, Wingfield, Trowbridge, Wiltshire made by Wiltshire Council's Licensing Authority. The report of the Public Protection Officer – Licensing is attached.

6a **Appendix 1 - Current Premises Licence** (*Pages 19 - 26*)

6b **Appendix 2 - Location Plan of the Premises** (*Pages 27 - 28*)

6c **Appendix 3 - Detailed Site Plan** (*Pages 29 - 30*)

6d **Appendix 4 - Event Management Plan** (*Pages 31 - 122*)

6e **Appendix 5a - Application for Review** (*Pages 123 - 134*)

6f **Appendix 5b - Evidence Submitted by the Licensing Authority**
(Pages 135 - 198)

6g **Appendix 6 - Relevant Representation** *(Pages 199 - 200)*

LICENSING COMMITTEE

PROCEDURAL RULES FOR THE HEARING OF LICENSING ACT 2003 APPLICATIONS

1 Purpose

- 1.1 These rules have been prepared to facilitate proper consideration of licence applications, made under the Licensing Act 2003, by the Licensing Committee and its Sub Committees.
- 1.2 The rules set out a framework for how applications are to be heard and explain the role of the participants at the Hearing.

2 Definitions

- 2.1 The following definitions describe the participants at and the subject matter of a Hearing:

“Applicant” means the person who has submitted an Application for consideration by the Committee.

“Applicant’s Premises” means premises subject to the Application.

“Applicant’s Representative” means a person attending a Hearing to assist or represent an Applicant including a lawyer.

“Application” means an application for the Grant/Variation/Transfer/Review and any other decision to be made by the Committee/Sub-Committee in respect of a Licence.

“Chairperson” means the Member who is the Chairperson of the Committee for the particular Hearing.

“Committee” means the Council’s Licensing Committee and includes any Sub Committee of the Licensing Committee.

“Committee Lawyer” means the Council’s Lawyer (including an external Lawyer instructed by the Council’s Legal & Democratic Services Manager) who is present at a Hearing to advise the Chairperson and the Members.

“Committee Manager” means the Council’s Officer who is present at a Hearing to take minutes.

“Committee Report” means the Licensing Officer’s written report to the Committee concerning an Application, a copy of which has been previously

made available to the Applicant or their Representative, a Responsible Authority or their Representative or any person/s or their representative who have made a Relevant Representation.

“Hearing” means a meeting of the Committee at which an Application is considered.

“Licence” means a Licence which the Committee has the power or duty inter alia to grant, transfer, suspend or revoke.

“Licensing Officer” means the Council’s Licensing Officer(s) who is/are present at a Hearing to present reports in respect of an Application and to give technical advice in respect of an Application to the Committee when requested.

“Licensing Authority” the Council in whose geographical area the subject matter of the Application relates to, and includes the Council’s Licensing Committee, any Sub Committee of the Licensing Committee and a Licensing Officer.

“Member” means a Member who is a Member of the Committee that is considering an Application.

“Responsible Authority” means a person who is present at a Hearing to make representations in respect of an Application in their capacity as Responsible Authority and includes any person who is present to assist or make representations on behalf of the Responsible Authority including a Lawyer.

“Person making a Relevant Representation” means a person who is present at a Hearing to make a representation in respect of an Application and includes any person who is present to assist or make representations on behalf of that person including a Lawyer.

3 Key Principles

- 3.1 The principles of ‘natural justice’, and Article 6 ‘Right to a Fair Trial’, which is one of the Convention Rights in the Human Rights Act 1998, require that there is a fair Hearing of Applications.
- 3.2 Natural justice is an umbrella term for the legal standards of basic fairness. This will include that:
 - 3.2.1 the Applicant has an opportunity to make representations before a decision is made;
 - 3.2.2 those making representations have an opportunity to voice their representations before a decision is made;

- 3.2.3 the Applicant has an adequate opportunity to consider and respond to any submissions made by a Responsible Authority/Authorities and/or any person/s who have made a Relevant Representation;
- 3.2.4 the Committee does not exclude an Applicant from a Hearing in order to consider submissions from a Responsible Authority/Authorities and/or any person/s who have made a Relevant Representation.
- 3.3 It is also fundamental that there is an orderly presentation of submissions at a Hearing so that the relevant issues are properly understood, evidence is tested and that oral statements made at the Hearing are accurately recorded.
- 3.4 Ultimately the Chairperson determines the application of these rules, having regard to any submissions being made by those present and in particular the Committee Lawyer.

4 The Hearing

- 4.1 The Hearing shall take place in public.
 - 4.1.1 The Committee may exclude the public from all or part of the Hearing where it considers it to be in the public interest to do so and, in accordance with the Local Government (Access to Information) Act 1985, as amended. Public includes a party and any person assisting or representing a party.
 - 4.1.2 The Committee may require any person attending the Hearing who, in its opinion, is behaving in a disruptive manner, to leave the Hearing and may:
 - a refuse to permit them to return;
 - b permit them to return only on such conditions as the Committee may specify;
 - c in the event that a person is required to leave a Hearing that person may, before the end of the Hearing, submit to the Committee in writing any information which they would have given orally.
- 4.2 Prior to the Hearing commencing, the Chairperson shall advise the parties of the procedure it proposes to follow at the Hearing.
- 4.3 Where a party has previously requested permission for a person(s), other than their representative, to appear at the Hearing then the Committee shall consider whether to permit that request.
- 4.4 The Committee will allow the parties an equal maximum period of time in which to exercise their rights.
- 4.5 This equal maximum time may have been notified in advance of the Hearing;
- 4.6 Where there is a number of people who have made a Relevant Representation who have attended the Hearing to make the same

representation then the Committee would normally require that a spokesperson be appointed by them to make the representations on behalf of all of those who have made a Relevant Representation.

5 Presentation of Submissions

5.1 The Chairperson will introduce the Application.

5.2 In the event that the Licensing Authority has given notice to a party requiring clarification on a point(s) then that party shall respond to the points raised by the Licensing Authority.

5.3 Submissions shall be made in the following order unless the Chairperson directs otherwise:

5.3.1 The Licensing Officer will orally present the Committee Report and will in particular advise the Committee as to:

- a the options available to it;
- b the considerations that are relevant in reaching its decision.

5.3.2 The Review Applicant (or the Applicant's Representative) will orally present its submission which may include:

- a presenting their case in accordance with the papers, which will have been circulated with Agenda papers;
- b confirming key information and answer pertinent questions; and
- c calling witnesses in support of the Application (see paragraph 4.3).

A Responsible Authority/Authorities and/or any person/s who have made a Relevant Representation will orally present their representations in turn which shall include:

- a the grounds of the representation to the Application; and
- b any condition(s) that the Responsible Authority/Authorities and/or any person/s who have made a Relevant Representation would be happy to have the Application granted subject to which would cause the representation to be withdrawn.

The Premises Licence Holder and/or their representative will orally present their representations which shall include;

- a The response to the representations made by the Review Applicant, a Responsible Authority/Authorities and/or any person/s who have made a Relevant Representation; and
- b Whether they would be happy to accept any modifications to the Licence as suggested by the Review Applicant, a Responsible Authority/Authorities and/or any person/s who have made a Relevant Representation.

6 Questioning of Submissions

- 6.1 The Chairperson will regulate the order in which questions are asked by Members.
- 6.2 The Chairperson and Members, voiced through the Chairperson, may question any party following the completion of their submission.
- 6.3 The Chairperson will normally permit the Applicant, a Responsible Authority/Authorities or any person/s who have made a Relevant Representation to ask questions through them of the other parties.
- 6.4 The Chairperson may direct that questions which are not relevant to the Application or one of the four Licensing Objectives are not formally put or answered.

7 Documentation

- 7.1 No party shall present new documentation to the Committee at the Hearing other than with the consent of all of the other parties. This does not preclude the Licensing Officer from correcting errors, providing updated information or an extract from a local map showing the Applicant's Premises in the context of the surrounding premises and any person/s who has made a Relevant Representation's premises. If any party is granted permission to present supplementary papers at the Hearing they shall provide at least 10 copies at the start of their submission.

8 Intervention

The Chairperson shall permit the following interventions at any point in the Hearing:

- 8.1 The Committee Lawyer to advise the Committee on issues of law, procedure and relevant considerations on decision making. If necessary, the Chairperson may require the Committee, the Committee Lawyer and the Committee Manager to leave the Hearing so that advice can be given.
- 8.2 The Committee Manager to advise the Committee on procedure generally, or to request that statements made are repeated for reasons of clarity and so that they can be properly recorded.
- 8.3 The Licensing Officer to seek to clarify statements that have been made in light of information held on their file.

9 Failure of Parties to Attend Hearing

- 9.1 If a party has informed the Licensing Authority that it does not intend to attend or be represented at a Hearing, the Hearing may proceed in its absence.

- 9.2 If a party has not indicated that it does not intend to attend or be represented at a Hearing and fails to attend or be represented at the Hearing then the Licensing Authority may:
- 9.2.1 where it considers it be necessary in the public interest, adjourn the Hearing to a specified date; or
 - 9.2.2 hold the Hearing in the party's absence.
- 9.3 Where the Licensing Authority holds a Hearing in the absence of a party, it shall consider at the Hearing the application, representations or notice made by that party.

10 Closing Submissions

- 10.1 The Chairperson shall allow first, the Responsible Authority/Authorities and any person/s who have made a Relevant Representation to make a closing oral submission(s) and secondly invite the Applicant or the Applicant's Representative an opportunity to make an oral closing submission in support of the Application.

11 Decision

- 11.1 The Committee, the Committee Lawyer and the Committee Manager, shall retire so that the decision may be considered in private, and to consider any legal issues raised by the Members.
- 11.2 The decision, and reasons for the decision, of the Committee shall be communicated orally by the Chairperson to the parties after the Committee has deliberated in private on the Application.
- 11.3 Written reasons shall be provided soon after the deliberations of the Application and in any event within the statutory time limits.

Review Hearing Procedure Summary

1. The Democratic Services Officer will request nominations for a Chairman for the Hearing.
2. The Chairperson welcomes all those present and introduces the Application.
3. The Chairperson invites the Sub Committee Members, Council Officers, the Review Applicant and/or their representative, any Responsible Authorities and/or any person who has made a Relevant Representation and the Premises Licence Holder and/or their representative to introduce themselves.
4. The Chairperson outlines the Hearing Procedure.
5. The Licensing Officer presents the Committee Report and outlines the application.
6. The Review Applicant and/or their representative address the Sub Committee to present their case.
7. Questions to the Review Applicant by Members of the Sub Committee, any Responsible Authorities and/or any person's who have made a Relevant Representation and the Premises Licence Holder.
8. Responsible Authorities and/or any person/s who have made a Relevant Representation address the Sub Committee.
9. Questions to any of the Responsible Authorities and/or any person's who have made a Relevant Representation by Members of the Sub Committee, the Review Applicant and the Premises Licence Holder.
10. The Premises Licence Holder and/or their representative address the Sub Committee to present their case.
11. Questions to the Premises Licence Holder by Members of the Sub Committee, any Responsible Authorities and/or any person/s who have made a Relevant Representation and the Review Applicant.
12. Summing up by the Responsible Authorities and/or any person's who have made Relevant Representations.
13. Summing up by the Premises Licence Holder.
14. Summing up by the Review Applicant.
15. The Sub Committee retires with the Committee Lawyer and Committee Manager to consider its decision.
16. The Sub Committee returns and the Lawyer gives a summary of any legal advice that may have been given to the Sub Committee.
17. The Chairperson either gives the decision with reasons, or advises that it will be released in writing with reasons within the statutory time limits.

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WILTSHIRE COUNCIL

WESTERN AREA LICENSING SUB COMMITTEE

30 APRIL 2019

Application for Review of a Premises Licence; Trowbridge Festival, Stowford Manor Farm, Farleigh Road, Wingfield, Trowbridge, Wiltshire, BA14 9LH

1. Purpose of Report

- 1.1 To determine an application for a Review of a Premises Licence in respect of Trowbridge Festival, Stowford Manor Farm, Farleigh Road, Wingfield, Trowbridge, Wiltshire made by Wiltshire Council's Licensing Authority.

2. Background Information

- 2.1 An application for the Review of NR Events Limited's Premises Licence has been made by Wiltshire Council's Licensing Authority. Following advertisement of the application one relevant representation has also been received.
- 2.2 Wiltshire Council (as the Licensing Authority) must hold a hearing to consider the review application and any representations received. In accordance with Section 52 (3) of The Licensing Act 2003 the Licensing Sub Committee is required to take such steps as it considers appropriate for the promotion of the licensing objectives.
- 2.3 The licensing objectives are:
- i) The Prevention of Crime and Disorder;
 - ii) Public Safety;
 - iii) The Prevention of Public Nuisance; and
 - iv) The Protection of Children from Harm.
- 2.4 Such steps are:
- i) To modify the conditions of the licence.
 - ii) To exclude a licensable activity from the scope of the licence.
 - iii) To suspend the licence for a period not exceeding three months.
 - iv) To revoke the licence.
 - v) To determine that no steps are necessary.

Government Guidance issued under s.182 of the Licensing Act states that:

"Licensing Authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of

the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as a necessary means of promoting the licensing objectives. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is necessary and proportionate to the promotion of the licensing objectives”

- 2.5 The event benefits from a Premises Licence issued under the Licensing Act 2003 since 1 July 2018 and the current copy is attached as **Appendix 1**. The licence granted allowed the following:-

Licensable Activity	Hours
Live music (Indoors & Outdoors)	Saturday & Sunday 11:00 hrs – 01:00 hrs (Next Day) Thursday 18:00 hrs – 01:00 hrs (Next Day) Friday 12:00 hrs – 01:00 hrs (Next Day)
Late night refreshment (Indoors & Outdoors)	Thursday to Sunday 20:00 hrs – 01:00 hrs (Next Day)
Alcohol sales (On Sales)	Thursday 18:00 hrs – 02:00 hrs (Next Day) Friday, Saturday & Sunday 11:00 hrs – 02:00 hrs (Next Day)
Hrs open to the public	Thursday 12:00 hrs – 00.00 hrs Friday, Saturday & Sunday 00:00 hrs – 00:00hrs (24 hrs) Monday 00:00 hrs – 12:00 hrs
Non Standard Timings	Annual event on one (long) weekend in July

- 2.6 A location plan of the premises is attached as **Appendix 2**.
- 2.7 A more detailed site plan provided by the applicant with the event management plan is attached as **Appendix 3**.
- 2.8 On 29 May 2018 an application for a New Premises Licence was received and accepted as a valid application. The application was submitted by Trowbridge Festival Ltd.
- 2.9 On 29 May 2018 an ESAG (Event Safety Advisory Group) trigger form was completed. The proposed event produced a “high-risk” score, this was due to the nature of the site being situated between a busy main road and a river,

with traffic management concerns. The fact that this was also a first time event for Trowbridge Festival Ltd increased the score.

- 2.10 On 30 May 2018 Licensing Officer, Carla Adkins was asked by the organisers to attend the site. It was at this site visit that Mrs Adkins pre-empted that the site was not going to be large enough for the proposed attendees at the event. Advice was given to the organisers at this point.
- 2.11 On 14 June 2018 an ESAG was held with partner agencies to discuss the upcoming event. The minutes of the ESAG form part of the Licensing Authority's evidence in **Appendix 5b**.
- 2.12 A further 3 Event Management Plan's (EMP's) were submitted before the date of the event. A copy of the final EMP is attached as **Appendix 4**.
- 2.13 On 18, 19, 20 & 21 July further site meetings took place by the Licensing Authority, Dorset & Wiltshire Fire Service and Wiltshire Council's Health & Safety team. Dorset & Wiltshire Fire Service and Wiltshire Council's Health & Safety attended site during the event due to concerns raised by Licensing Officer, Carla Adkins. Observations from these site visits form part of **Appendix 5b**.
- 2.14 On 10 August 2018 an ESAG debrief took place with partner agencies to discuss the event. Minutes of the ESAG debrief form part of **Appendix 5b**.
- 2.15 On 6 March 2019 the Licensing Authority received an application to transfer the premises licence holder from Trowbridge Festival Ltd to NR Events Limited.
- 2.16 On 13 March 2019 a review application was submitted by the Licensing Authority and was accepted as a valid application.

3. Details of the Grounds for Review

- 3.1 The review of the licence has been requested on the grounds that the event which took place on 19-23 July 2018 was conducted in such a manner as to prejudice the licensing objectives. The grounds for review are:
 - The Licence holders' failure to understand or grasp the serious concerns, both written and verbal, of responsible authorities prior to, and during the 3 day event in 2018 has led to the Licensing Authority having no confidence in the organisers to run a safe event. By carrying on the 2018 event without regard to the EMP or advice provided, participants of the event were exposed to risk of harm, thereby prejudicing the licensing objective of public safety.
 - It is a condition of the premises licence that the event is run in accordance with the EMP. By not adhering to the EMP, this is a breach of the licence conditions. (The licence and conditions are attached as **Appendix 1**)
- 3.2 The application for review is attached as **Appendix 5(a)**. The evidence relied upon in support of the application is contained within **Appendix 5(b)**.

4. Consultation and Representations

4.1 The review process requires a public notice to be posted on the premises for a period of 28 days together with a copy of the notice posted at the offices of Wiltshire Council, County Hall. During the consultation period one relevant representation has been received from:

- Public Protection, Food and Safety Team

The relevant representation is attached as **Appendix 6**.

4.2 The Sub Committee can take into account documentary or other information presented at the hearing with the consent of all other parties.

5. Legal Implications

5.1 This hearing is governed by the Licensing Act 2003 (Hearings) Regulations. These provide that hearings should be held in public unless the Licensing Authority considers that the public interest in excluding the public outweighs the public interest in the hearing taking place in public.

6. Officer Recommendations

6.1 Officers are not permitted to make a recommendation – the decision is to be reached by the members of the Licensing Sub Committee.

7. Right of Appeal

7.1 It should be noted that the Premises Licence Holder, the party that applied for the review and any Responsible Authority or Interested Parties who have made representations may appeal the decision made by the Licensing Sub Committee to the Magistrates Court. The appeal must be lodged with the Magistrates Court within 21 days of the notification of the decision.

7.2 The decision of the Licensing Sub Committee does not take effect until the end of the period for appealing against that decision. In the event of an appeal being lodged, the decision made by the Licensing Sub Committee does not take effect until any appeal is heard and finally determined.

7.3 The Premises Licence Holder and all Interested Parties have been informed of the date, time and location of the hearing and their right to attend and be represented.

Report Author: Teresa Bray

Public Protection Officer – Licensing
Tel: 01249 706413

Date of report: 12 April 2019

Background Papers Used in the Preparation of this Report

- **The Licensing Act 2003**
- **The Licensing Act (Hearings) Regulations 2005**
- **Guidance issued under Section 182 of the Licensing Act 2003**
- **Wiltshire Council Licensing Policy**

Appendices

- 1 Current Premises Licence**
- 2 Location Plan of the Premises**
- 3 Detailed Site Plan**
- 4 Event Management Plan**
- 5(a) Application for Review**
- 5(b) Evidence submitted by Licensing Authority**
- 6 Representation by Public Protection, Food and Safety Team**

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Licensing Act 2003
Premises Licence

ISSUING LOCAL AUTHORITY



PART 1 – PREMISES & LICENCE HOLDER DETAILS

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

Stowford Farm, Farleigh Road, Wingfield, Trowbridge, Wiltshire, BA14 9LH

NAME, (REGISTERED) ADDRESS AND CONTACT DETAILS OF HOLDER OF PREMISES LICENCE

NR Events Limited
Unit 4b Winford Business Park, Winford, Bristol, BS40 8HJ
Tel: 07719541347 Email: team@trowbridgefestival.co.uk

REGISTERED NUMBER OF HOLDER, FOR EXAMPLE COMPANY NUMBER, CHARITY NUMBER

11766778

NAME AND ADDRESS OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL

Euan Barker
[REDACTED]

ISSUING AUTHORITY AND PERSONAL LICENCE NUMBER HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES FOR THE SUPPLY OF ALCOHOL

Plymouth Council PL13099

WHERE THE LICENCE IS TIME LIMITED - THE DATES AND TIMES

Not Applicable

WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES

ON Sales

STATE WHETHER ACCESS TO THE PREMISES BY CHILDREN IS RESTRICTED OR PROHIBITED

Where applicable the provisions of Section 145 of the Licensing Act 2003 apply

PART 2 – LICENSABLE ACTIVITIES & TIMINGS

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE						
Licensable activities	Location	Day	Time From	Time To	Time From	Time To
Live Music	Indoors and Outdoors	Sunday	11:00	01:00		
		Monday				
		Tuesday				
		Wednesday				
		Thursday	18:00	01:00		
		Friday	12:00	01:00		
		Saturday	11:00	01:00		
Non Standard Timings & Seasonal Variations	Annual event on one (long) weekend in July					
Late Night Refresh	Indoors and Outdoors	Sunday	20:00	01:00		
		Monday				
		Tuesday				
		Wednesday				
		Thursday	20:00	01:00		
		Friday	20:00	01:00		
		Saturday	20:00	01:00		
Non Standard Timings & Seasonal Variations	Annual event on one (long) weekend in July					
Alcohol Sales	On Sales	Sunday	11:00	02:00		
		Monday				
		Tuesday				
		Wednesday				
		Thursday	18:00	02:00		
		Friday	11:00	02:00		
		Saturday	11:00	02:00		
Non Standard Timings & Seasonal Variations	Annual event on one (long) weekend in July					

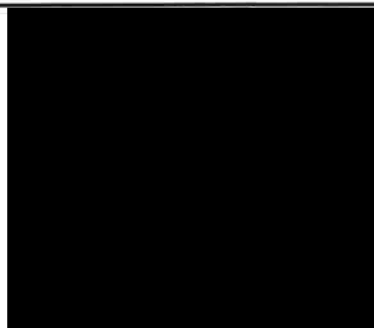
Hrs premises open to public	N/A	Sunday	00:00	00:00		
		Monday	00:00	12:00		
		Tuesday				
		Wednesday				
		Thursday	12:00	00:00		
		Friday	00:00	00:00		
		Saturday	00:00	00:00		
Non Standard Timings & Seasonal Variations	Annual event on one (long) weekend in July					

Licence Commencement Date

1 July 2018

Last Amendment Date

21 March 2019



ANNEX 1 - MANDATORY CONDITIONS

Supply of Alcohol

1. Where this Licence authorises the supply of alcohol:

No supply of alcohol may be made under this licence:

- (a) At a time when there is no Designated Premises Supervisor in respect of the Premises Licence
- (b) At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended

Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a Personal Licence.

Exhibition of Films

1. Where a premises licence authorises the exhibition of films, the licence must include a condition requiring the admission of children to the exhibition of any film to be restricted in accordance with this section.
2. Where the film classification body is specified in the licence, unless subsection (3)(b) applies, admission of children must be restricted in accordance with any recommendation by that body.
3. Where:-
 - (a) The film classification body is not specified in the licence, or
 - (b) The relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

4. In this section “children” means any person aged under 18; and

“film classification body” means the person or persons designated as the authority under Section 4 of the Video Recordings Act 1984(c39) (authority to determine suitability of video works for classification).

Irresponsible Promotions

1. The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
2. In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
 - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - i. drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or.
 - ii. drink as much alcohol as possible (whether within a time limit or otherwise);.

- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
- (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
- (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
- (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability)

Free Tap Water

1. The responsible person must ensure that free potable tap water is provided on request to customers where it is reasonably available. *(This means that responsible persons at all premises must ensure customers are provided with potable (drinking) water for free if they ask for it.)*

Age Verification Policy

1.
 - (a) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
 - (b) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
 - (c) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
 - i. a holographic mark, or.
 - ii. an ultraviolet feature.

Drink Volume Measures

1. The responsible person shall ensure that:
 - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures:
 - i. beer or cider: ½ pint;
 - ii. gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - iii. still wine in a glass: 125 ml; and
2. these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and.
3. where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

Permitted Price

1.
 - (a) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
 - (b) For the purposes of the condition set out in paragraph 1—
 - A. “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
 - B. “permitted price” is the price found by applying the formula—
$$P = D + (D \times V)$$
where—
 - i. P is the permitted price,
 - ii. D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
 - iii. V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
 - C. “relevant person” means, in relation to premises in respect of which there is in force a premises licence—
 - i. the holder of the premises licence,
 - ii. the designated premises supervisor (if any) in respect of such a licence, or
 - iii. the personal licence holder who makes or authorises a supply of alcohol under such a licence;
 - D. “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - E. “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
2. Where the permitted price given by Paragraph B of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
3. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph B of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Door Supervision (except theatres, cinemas, bingo halls and casinos)

1. Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each such individual must:
 - (a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or
 - (b) be entitled to carry out that activity by virtue of section 4 of the Act.
2. But nothing in subsection (1) requires such a condition to be imposed:
 - (a) in respect of premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c12) (premises with premises licences authorising plays or films); or

(b) in respect of premises in relation to:

- i. any occasion mentioned in paragraph 8(3)(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or
- ii. any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).

3. For the purposes of this section:

- (a) "security activity" means an activity to which paragraph 2(1)(a) of that Schedule applies, and, which is licensable conduct for the purposes of that Act, (see Section 3(2) of that Act) and
- (b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.

ANNEX 2A - CONVERTED CONDITIONS

N/A

ANNEX 2B - OPERATING SCHEDULE

PREVENTION OF PUBLIC NUISANCE

- A noise management plan to be produced and reviewed annually and to be submitted no later than 3 months prior to commencement of an event in writing to the Licensing Authority.

PUBLIC SAFETY

- Event to be managed in compliance with the Event Management Plan (policy and procedures) as approved by the Licensing Authority

PROTECTION OF CHILDREN FROM HARM

- A Challenge 25 policy will be adopted by the premises, all staff to receive regular training to prevent under age sales. A refusals record and training record to maintain by the premise and will be made available for inspection to an officer of a responsible authority.

PREVENTION OF CRIME AND DISORDER

- Only plastic receptacles to be used for consumption of alcohol at the event

ANNEX 3-CONDITIONS ATTACHED AFTER HEARING

None

ANNEX 4 – PLANS

Attached Separately
Dated: 25th June 2018



Page 27

Agenda Item 6b

43.7m

38.5m

Issues Def

A366

CR
Forest & UA Bdy

Farm

FB

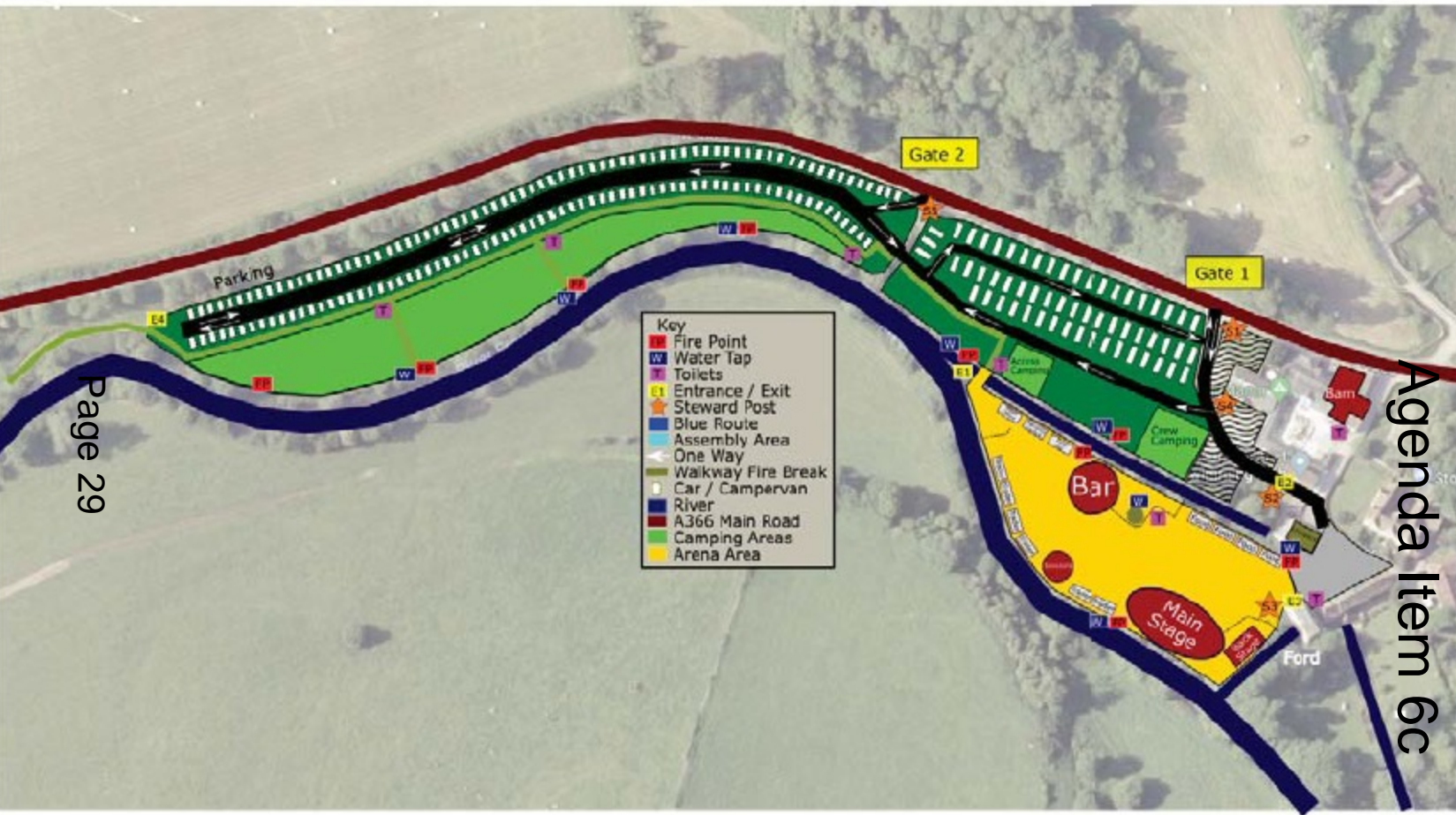
Stowford Mill

Stowford House

FB

Ford

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Policies and Procedures 2018

Trowbridge Festival

authors: Health and Safety Team - if in doubt, ASK

Version: 25 June 2018

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1. Introduction

1.1. Purpose of this document

- The purpose of this document is to outline policy and procedures regarding Trowbridge Festival 2018.
- This document defines the policies for the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm.
- In addition, this document draws together plans to ensure the safe running of a fun-packed festival.
- It identifies potential risks to people and property.
- It details how those risks are to be managed, reduced or eliminated.
- It defines the responsibility of the Teams of volunteers and their interactions.
- It acts as a live template that will be used in the execution of the Festival.

1.2. Event Description

- The Trowbridge Festival is an annual music festival to be held at Stowford Manor Farm in Wiltshire.
- The 2018 Festival will take place from 12:00 hrs Thursday 19th July up to 14:00 hrs Monday 23rd July.
- Expected maximum audience is 500 people, consisting of mainly adults and families with children.
- Attendance at the event is by ticket only. Tickets are purchased through advanced sales and tickets sold on the day.
- Festival Build will commence at 09:00hrs Tuesday 17th July
- Festival Knock-down will end at 12:00hrs Tuesday 24th July
- The Festival will be run by Teams of volunteers.
- The organisation of Teams, roles and responsibilities are described in Section G.1.
- The Festival running times are as follows:

Day	Opening of the Arena	Closing of the Arena
Thursday	1800	0200
Friday	0900	0200
Saturday	0900	0200
Sunday	0900	0200

For additional details, see the Trowbridge Festival Website (<http://trowbridgefestival.co.uk>)

1.3. Site Layout

- The Festival Site consist of:
 - Camping facilities
 - The Arena
 - The Barn
 - Parking areas

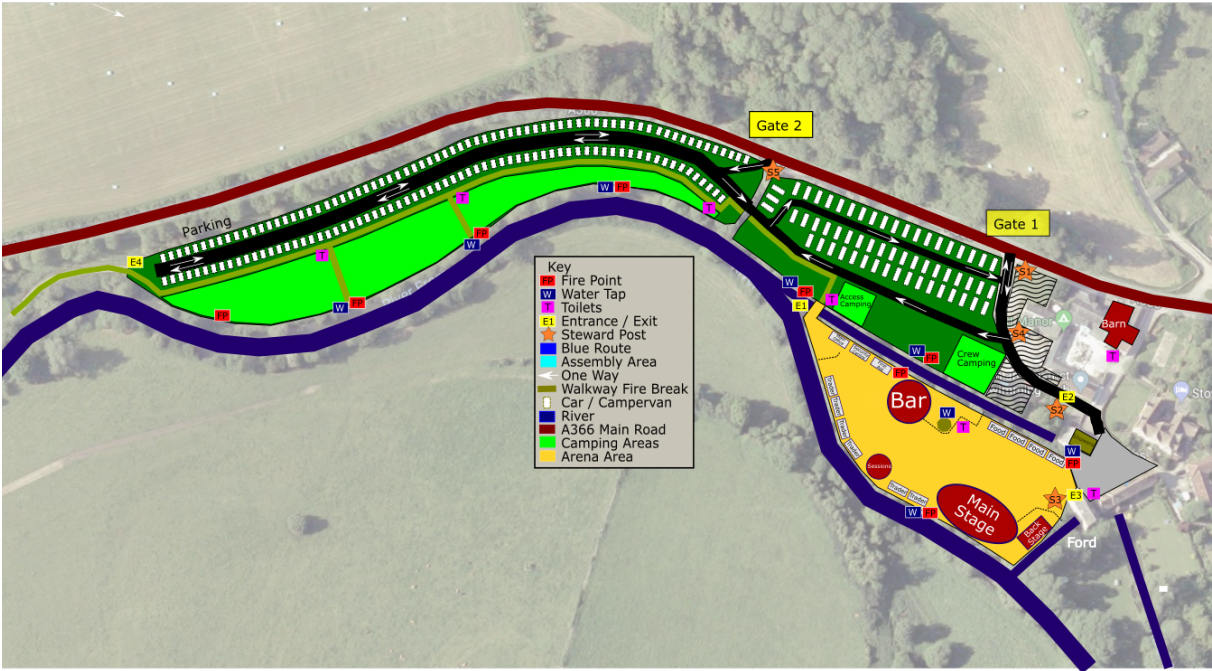


Figure 1: Image Caption

1.4. Terms and Conditions of Ticket Sale

- Admission to the site is at the ticket holder's own risk. The event organisers will not be liable for accident, injury, damage sustained, loss or theft of property whilst on-site.
- Purchase of a ticket to the festival implies acceptance of these terms and conditions.
- Anyone without a valid ticket will not be permitted entry to the event site/campsite.
- Tickets for under-18s cannot be purchased separately - all under-18s must be accompanied by an adult. It is requested that children under 10 have a contact phone number written on the white wristband issued to them. Children under the age of 16 must be supervised at all times.
- Delivery of tickets once purchased and funds cleared will be by post in good time for the festival and details provided by purchaser will be kept private and not be passed on to third parties.
- Ticket holders must check their tickets in advance; mistakes cannot be rectified on the day. The tickets will be exchanged for secure wristbands on arrival at the festival ticket office. These wristbands are required to be shown on entry to all the festival marquees and stages.
- Tickets / wristbands are not transferable and are not refundable. Refunds for exceptional circumstances will be considered individually. Defaced ticket forms will not be accepted.
- No duplicate tickets or wristbands will be issued in the event of loss. Wristbands are non-interchangeable and should not be removed until after the event.
- Refunds will not be made in whole, or in part, if the event is cancelled or curtailed through circumstances beyond the organisers' control.
- The following booking fees apply to on line bookings: £5 per transaction. Postage fees apply to postal booking: £5 to cover postage and administration booking fee.
- Entry to the campsite is from 12 noon on Thursday 19th July 2018 for weekend ticket holders. The main Arena will open after 6pm on Thursday 19th July 2018.
- Entry for day ticket holders will be from 9.30 a.m. on the date printed on the tickets. Day ticket holders who camp must vacate the campsite by 12 noon the following day. Entry for evening ticket holders is from 6.00 p.m. and may be suspended after 8.30 p.m. according to site capacity limits.
- Anyone requiring use of the accessible/disabled camping area or car park must arrange this when booking.
- Coaches, buses or lorries are not allowed on the campsite, even if converted for accommodation.
- Vehicles are parked at owner's risk.
- All attendees, their tents, caravans and motorhomes must be removed from site by 2pm Monday July 23rd 2018. Any property left after this time will be removed and disposed of.

- The event organisers reserve the right to add, substitute or withdraw artists, and change the advertised programme and timings without being liable to pay any compensation.
- The organisers cannot guarantee entry to all venues after safe capacity has been reached and because several stages are running concurrently a choice may be called for as to which artist is seen.
- No swimming in the river. Anyone found on the river bank or in the river will be asked to move away and might be expelled from the festival.
- The Ford is a shallow area away from the main river. The Festival discourages anyone from using the Ford and takes no responsibility for any individual doing so.
- No children will be allowed near the Ford unsupervised.
- Open fires or naked flames are strictly forbidden for safety reasons. You may use gas or charcoal burning BBQs (but not the disposable type)- these must be raised from the ground. Do not take used BBQs into a tent or caravan even if it appears to be extinguished. Carbon monoxide can KILL. Do not use or change gas canisters inside tents or caravans. The use of fireworks, other explosive devices and Chinese lanterns is prohibited.
- Ticket holders consent to inclusion in official photographic, video or audio promotion of the event.
- Unauthorised photographic, video or audio reproduction of artists is prohibited.
- No animals (except assistance dogs) are allowed in the Arena, car parks and campsites.
- No unauthorised trading, fly pitching or any other unauthorised sale or distribution of goods, services or materials is permitted.
- No illegal items or substances may be brought onto the event site; any found will lead to exclusion from the site and prosecution.
- The event organisers reserve the right to refuse admission or to eject a ticket holder (without reimbursement) for behaviour likely to cause damage, injury, nuisance or annoyance or failure to comply with the reasonable requests of the event.
- The event organisers reserve the right to search ticket holders if there is cause or suspicion.
- It is prohibited for any person under the age of 18 to have in their possession and/ or consume alcohol on-site, including the campsite. The event organisers reserve the right to confiscate alcohol in the possession of attendees unable to provide ID of being 18 or over. Ticket holders who appear to be under 25 may be questioned and should bring personal identification.
- No cans, glass bottles, drinking glasses or other glass objects are allowed in the festival Arena and may be confiscated before entry is permitted.
- All alcohol consumed in the Arena must be purchased on-site.
- Trowbridge Festival Ltd may, from time to time, publish on its website further terms and conditions in addition to the above and these shall be deemed to be included in these

terms and conditions. If there is any conflict between such further conditions and these conditions, the further conditions shall prevail.

2. Policy: Prevention of Crime and Disorder

2.1. Introduction

Trowbridge Festival has a policy of preventing crime and disorder and intends to promote this policy. The Festival Site will be patrolled 24 hours a day by SIA approved Security personnel. During the times when the Arena and stages are open to the public, stewards and Security staff will work together.

The family-oriented demographic of the festival reduces the risk of serious crime. However, in the event of a serious crime, we execute a serious incident policy (See Section 3.2), involving Security and the Police, is necessary.

All reported incidents are reported to the Health and Safety Team and recorded in an incident log book.

2.2. Alcohol related disorder

- Alcohol related disorder is not tolerated and our alcohol outlets are patrolled by Security staff, who seek to prevent alcohol related disorder, paying particular attention to any disorder that may put the public at risk e.g. drunk and disorderly behaviour near electrical equipment.
- Security staff will take appropriate action to deal with alcohol related disorder, which includes cautioning, escorting drunk people away from licensed premises or escorting drunken people away from the Arena back to their tents.
- Only in extreme circumstances would Security need to evict people from the Festival Site.
- The Bar is managed by an experienced Bar Manager who is competent at dealing with alcohol related disorder.
- It is in the Bar Manager's discretion to close the bar at any time or to refuse to serve anyone.
- The Bar Staff are trained to refuse service to drunk and disorderly people, and not to supply anyone they suspect of supplying a drunk and disorderly person with alcohol.
- Bar Staff are trained to ask for identification from anyone appearing under the age of 25 and to refuse to serve anyone unable to identify themselves as being over 18.
- Bar Staff will keep a log of challenges and refusals under the Challenge 25 initiative.
- Only plastic glasses are used at the festival to prevent injury.
- The Festival risk assessment includes action required in the event of serious alcohol related disorder.

- Our festival demographic is one of families and older people, drinking sensibly. Problems of excess alcohol are rare. A low-key approach is used to ensuring the safety of the public and people under the influence of alcohol.

2.3. Drugs Policy

- Trowbridge Festival has a zero tolerance policy with regard to drugs.
- We make clear our zero tolerance approach to drugs to all our customers, teams and contractors through the terms and conditions.
- The use, or distribution of illegal drugs is strictly prohibited across the Festival Site.
- Any person found using drugs will be escorted to the Security Centre by Security.
- The offender will be asked to give their details by Security and then removed from the festival.
- Any confiscated drugs will be sealed in an envelope by the Security team leader and the envelope will be placed in the festival safe.
- Wiltshire Police will be informed via 101 to enable collection of confiscated drugs at a convenient time.
- Any searches and confiscation of drugs will be carried out by Security staff and logged in the festival incident log.
- Persons suspected of being under the influence of drugs will be reported to the Police immediately
- Only qualified medics on-site should attempt to deal with the effects of drug abuse.

2.4. Other Crime

- Any incidents of assault, theft, vandalism and violent crime will be dealt with by Security and reported the police on 101.
- Knives, guns and other dangerous weapons and imitations thereof, are prohibited on-site.
- Traders are prohibited from selling weapons or imitations of weapons, even water pistols.
- Any incident involving a weapon will invoke the execution of the serious incident policy (See Section 3.2).
- Security and Festival staff are trained not to attempt to tackle the bearer of a weapon.
- The Car Parks are routinely patrolled by Stewards throughout the Festival. Stewards are trained to challenge anyone acting suspiciously around cars and they will inform Security.
- During the Festival, access to areas where equipment is present is restricted by appropriate signage and fencing.
- The bar areas are kept secure overnight. All bar monies are locked in the safe

- Moveable equipment and inventory of any value are removed at the end of each day. Traders are responsible for the safekeeping of all stock and should take measures to ensure the Security of their equipment and goods.
- Information provided to people on arriving on-site, informs them not to leave valuables visible in their vehicles.
- Anyone reporting a theft will have the details recorded in the Festival log book and the Police informed via 101.
- Car Park Stewards will advise customers leaving their vehicles where valuables are visible and encourage them to secure them or keep them on their person
- Most items such as purses, credit cards, bags etc. are not stolen but misplaced by their owners. All lost property handed in will be kept at the Main Office. Claimants must provide a reasonable description to claim their goods. All unclaimed items are retained by the Festival Team who, where possible, contact the owners after the Festival and arrange return of them. Unclaimed valuable items will be handed to the Police, other item will be disposed of after 6 months.
- Any reported theft of cash will be logged and recorded at the Main Office in the incident log.
- The policy for the protection of children is given in Section 5.
- Any accidents or incidents will be recorded by the duty Office Team Leader in the Main Office.

2.5. Security

- Security personnel are employed to secure various parts of the site during the Festival. They are there to protect the Public, Festival Teams and property at the event.
- Secure areas are patrolled by Security personnel.
- Only Security personnel will deal with conflict.
- Security personnel are there to support Festival Teams in ensuring Public Safety.
- When a complaint is received of unruly behaviour, Security will attempt to persuade those concerned to desist. If the behaviour does not cease, a verbal warning is given, and the Police will be informed. More detail is provided in the sections above on prevention of public nuisance and prevention of crime and disorder.
- Cash is removed frequently from the bar and other sources and locked in a safe. It is eventually moved off-site to a bank.
- Cash movement procedures and timings are varied and only known to a limited number of people.
- Security escorts are used in the transfer of on-site cash floats

- Security escorts are used when reasonable size cash payments to Artists/Entertainers are made
- Cash payments are counted, witnessed and sealed. Recipients of cash payments are required to count it in front of Finance Team, sign for it and are then responsible for it.

3. Policy: Public Safety

- Trowbridge Festival will take all practicable steps to ensure the Festival Site and activities are safe to all.

3.1. Risk assessment

- Risk assessments have been done for activities carried out on-site. The site risk assessment is in Appendix H.
- In addition, regular assessments on fire safety and other health and safety matters will be carried out during the build, the site operation and the knock-down phases of the festival.

3.2. Major Incident and Evacuation Process

- If required, the Fire Service, Police or other Authorities will be contacted.
- All teams are trained prior to the event and are aware of the evacuation process and radio procedure.
- Any emergency messages for the festival audience will be broadcasted over the stage public address systems. Battery powered loud-hailers will also be used, if required.
- Stewards will be in place in each of the festival areas and will be trained to evacuate any area where there is a problem.
- Should a full evacuation be required all of the events will be ceased and all gates will be opened to facilitate a rapid evacuation of the Arena.
- Covered shelter in the form of marquees and bar areas can be cleared quickly to form an incident/medical Centre.
- Any suspicious package and bomb alerts will be dealt with by the Event Team, the area will be cleared and the relevant authority informed.
- Emergency services will be met at Gate 1 and updated by the Event Team. who will then assist where required.
- Off duty staff that can be identified will be briefed by a team member with a radio and give assistance, if able to do so.

Copies of the process document and site maps with assembly area locations - See Appendix 3.2 will be displayed in the following locations:

- Stewards handbooks
- Main Office
- Security Centre

- Back of Main Stage
- Behind the Bar

Evacuation Process - See Appendix ??)

3.3. Fire Policy and procedures

- In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire
- If a fire is discovered, the alarm will be raised immediately, even if the fire is only small at the time
- All Stewards, Security, other team members and members of the public are empowered to raise the alarm if they believe there is a fire. No authority should be sought from any other person. The Festival will always support people who raise a fire alarm in good faith.
- The Festival does not require persons to attempt to extinguish a fire, but extinguishing action may be taken, if it is considered safe to do so. Guidance on the circumstances under which fire-fighting should be discontinued or avoided will be included in fire safety training
- Immediate evacuation of any structure must take place as soon as the evacuation signal is given.
- All personnel and public should report to the assembly points, which are marked with signs and on-site maps.
- Re-entry of the area is strictly prohibited until the fire brigade officer or the Health and Safety Team declares it safe to do so.
- Anyone should report any concerns regarding fire procedures, so that the Health and Safety Team can investigate and take remedial action, if necessary
- The alarm will be raised by repeatedly shouting the word 'FIRE'.
- Festival stewards will be trained that evacuation of the area must be given priority over trying to put out any fire.
- Assembly points will be clearly marked with large signage placed above head height for clarity.
- Each food trader will be expected to carry their own fire extinguisher and each trading unit will be placed at a safe distance from any other.
- Fire exits will be marked in the marquees and bar tents.
- The barn stage has permanently marked fire exits.

3.3.1. Arrangements for Securing the Health and Safety of People in the Event of a Fire

The Festival will, in consultation with Stewards, Security, other team members and their representatives:

1. Ensure any less able people made aware of the fire and are given assistance to evacuate the area.

The persons responsible for summoning the Fire Brigade is anyone on-site The persons responsible for liaising with the Fire Brigade are the Health and Safety Team

- Fire wardens are Security, Stewards and other team members
- Security, Stewards and other team members are responsible for supervising evacuation assembly points
- The Health and Safety Team is responsible for liaising with the Fire Service Inspection to ensure means of escape are maintained and clear, checks will be carried out daily.
- Fire safety training will be provided to those with special responsibilities
- If a fire occurs, Stewards provide additional assistance to:
 - those with a disability
 - people with learning difficulties
 - those with limited mobility
 - people with children

3.3.2. Safe system of work if a Fire Occurs

1. Immediately on discovery of a fire informing Security and the Health and Safety Team from a place of safety
2. Only attempt to extinguish a fire if it is considered safe to do so. Guidance on the circumstances under which fire-fighting should be avoided or discontinued is included in staff fire safety training
3. Evacuate the area and structures as soon as the evacuate signal is given. Stewards, Security and other team members should be familiar with the procedure through training. Do not wait to conclude meetings, telephone calls or collect belongings
4. Report to pre-determined assembly points. Do not re-enter the area until the Fire Brigade or the Health and Safety Team in charge declares it is safe to do so.
5. Stewards, Security and other team leaders should check that each area has been evacuated and report this to the nominated persons at the designated evacuation assembly points

6. The Health and Safety Team will liaise with the Fire Brigade on attendance and arrange such assistance from Security, Stewards or other team members as the Fire Brigade may require.

3.3.3. Fire Safety Risk Calculation for the Main Stage tent

- Read 'Fire Safety Risk Assessment – Open air events and venues' by hm.gov
- The tent is of the circus type, rounded at the ends.
- It is 15m wide by 24 m long.
- That give an area of 312m² say 300m² without the stage.
- Assuming half the people are sitting and the rest are standing.
- That is 150m² * 0.3per/m² + 150m² * 1per/m² = 600 persons.
- The tent capacity is 600 people.
- Assume a normal risk, the exit time should be 2 minutes.
- A 105 cm exit can accomodate 200 people in 2 minutes at normal risk.
- An extra width of 7.5cm can accomodate an additional 15 people.
- So, the total exit width is 105 + ((600-200)/15) * 7.5 = 305cm
- As the tent will have 3 exits of 4m wide each, this should be adequate.
- Maximum travel distance is 16m

See Appendix C for exact locations of exits and extinguishers

3.3.4. Fire Safety Risk Calculation for the Bar Tent

- The tent is of the round circus type.
- It is 15m diameter.
- That give an area of 176m², say 150m² without the stage and bar.
- Assuming all the people are standing.
- That is 150m² * 0.3per/m² = 450 persons.
- The tent capacity is 450 people.
- Assume a normal risk, the exit time should be 2 minutes.
- A 105 cm exit can accomodate 200 people in 2 minutes at normal risk.
- An extra width of 7.5cm can accomodate an additional 15 people.
- So, the total exit width is 105 + ((450-200)/15) * 7.5 = 230cm
- As the tent will have 2 exits of 4m wide each, this should be adequate.
- Maximum travel distance is 15m

See Appendix D for exact locations of exits and extinguishers

3.3.5. Fire Safety Risk Calculation for Stowford Manor Farm Barn

Barn holds several events annually where its maximum capacity is 200 people. Where the existing 3 emergency exits are sufficient, and the main entrance door is the preferred exit.

During the festival to take account of the possible effects of intoxicants (alcohol) and the type of event being held on the premises (live music) with some 50% of people seated, we will have a maximum capacity of 175 people at all times.

This maximum capacity of 175 will be monitored by the stewards on entry to the Barn keeping count of people coming in and out.

If capacity is reached the stewards will stop entry to the public and it will be strictly one out, one in via the main entrance door only.

The balcony in the barn will be closed to the public during the event.

In addition, Fire extinguishers already in place as part of the Barns existing fire Safety, an additional 2 CO2 extinguishers will be in place during the event due to the increased electrical equipment used for a live music event. One situated on the stage and the other situated next to fount of house sound equipment.

See Appendix E for exact locations of exits and extinguishers

3.3.6. Firefighting Equipment

The following firefighting equipment will be situated around the site in strategic locations.

- 7 - Water extinguishers
- 11 - CO2 extinguishers
- 12 - Water buckets, mostly near to taps
- 12 - Sand buckets

3.3.7. Emergency plan

The Trowbridge Festival has a fire policy and an emergency evacuation policy in place. All Stewards, Security and other team members are trained and aware of the process and what they are required to do during an emergency situation.

3.3.8. Fire Risk Assessment

The Fire Risk Assessment is provided as part of the overall Risk Assessment in Appendix H.

3.3.9. Summary policy statement

In the event of fire, the three most important actions are, in priority order, to:

1. Raise the alarm
2. Summon the fire brigade
3. Evacuate appropriate structures

Attempts to extinguish the fire should only be made if it is safe to do so.

3.4. Capacity policy

- Capacity is monitored and managed by the Health and Safety Team, Security and Site Team Leader.
- If the site is deemed to be close to, or at capacity at any time, safety measures are implemented to ensure Public Safety. These can include, but not limited to, announcements from the PA asking people to move away, Stewards encouraging people to move to less crowded areas.

3.4.1. Car Parks

Car parks are guided by Stewards who guide the cars into appropriate places. When the Main Car Park is full, traffic will be directed to alternative parking. The control and decision for this will be made by the Site Team Leader who will communicate this to their team in person or by radio communication.

3.5. Crowd control

3.5.1. Main Stage

- The Main Stage will have Stewards and Security personnel monitoring the crowd behaviour and capacity, if the area is becoming overcrowded announcements will be made from the PA system and the public will be encouraged to move to a less crowded area of the site. If there is a danger of crowd problems e.g. crush. Heat. Public disorder, they will call for assistance
- The Bar area will be monitored by Security personnel. They will be looking for anti-social behaviour. Crowd, Crowd disorder and deal with the situation appropriately

- The Family area will be monitored by Security every 30 minutes. They will be looking at the safety of families. They will be looking for overcrowding, heat, anti-social behaviour, abnormal activities and deal with them accordingly.

3.6. First Aid and Medical

- An accident log book is kept in the Main Office and accidents and their detail are recorded. The Main Office has a radio to monitor any incidents. Members of the public involved in any accidents are advised to make their own detailed record of the incident, how and where it happened and the consequences.
- The Trowbridge Festival aims to provide a fast, high quality on-site medical service to deal promptly and effectively with any emergency or minor medical complaint requiring treatment. Stewards and Security are trained to direct those requiring medical assistance to Security staff who are first aid trained. Access to Paramedics and general practitioners will be provided from there as required.
- Security staff who are first aid trained provide cover for Festival goers, all teams, contractors and visitors from Thursday through to Monday. Security staff determine the appropriate size and facilities of their team to support the total number of people on-site and the areas used by the Festival, the nature of the event and the running of its infrastructure. Male and Female team members are provided.

3.7. Traffic control

The Highways are to be kept clear at all times. Security and Stewards monitor the flow of traffic to ensure there is no back log and issues on the Main roads. If issues do occur, teams are deployed to restore normal operation as soon as possible.

3.8. Environmental Policy

3.9. Waste Management and Disposal, Odour management and Site Clearance

- The Event Team is responsible for arranging sufficient waste skips and re-cycling facilities and managing the Clean-up Team and Stewards to co-ordinate the waste collections. All waste is disposed of by an approved waste contractor who recycle as much as possible.
- The Clean-up Team has responsibility for litter collection and disposal.
- Litter bins are emptied regularly throughout the day. Clean-up Team also remove litter from car park and camp site areas. Stewards are trained to be on the lookout for litter

within the Festival Site and call for Clean-up Team to remove any litter spotted. At the end of the Festival, the entire site is cleaned to the satisfaction of the landowner.

- Clean-up Team are provided with heavy gloves, pickers and bags and trained how to deal with litter. All drinks are supplied in bio-degradeable, cornstarch glasses to reduce the risk of broken glass.
- Environmentally sound disposal is encouraged through a number of initiatives, recycling bins are provided.
- Odours from waste management facilities are minimised. Toilets are serviced twice a day to reduce odours, these services are performed at quieter times to reduce offence at odours. Odours from toilets and waste management will not be evident off site.
- Cooking odours from food concessions will not be evident off site.

3.9.1. Food Safety

See the Risk Assessment for details. Appendix H

3.9.2. Hygiene Provisions

See the Risk Assessment for details. Appendix H

3.9.3. Toilets

The site is serviced over the festival by approved contractors attending to waste and toilets. This is done with minimal disruption. Toilets will be inspected hourly by stewards and any problems reported. 25 unisex cubical toilets are to be provided on the site. 2 male urinals will also be provided. Access toilets will also be available in the Arena and Access camping area.

4. Policy: Prevention of Public Nuisance

4.1. Overall policy

The Trowbridge Festival recognises the need to maintain and protect the amenity of residents, visitors and other businesses in the area from the potential consequences of the operation of the festival. The Festival will not tolerate public nuisance.

4.2. Noise Management Policy

The Trowbridge Festival Noise Management Plan is designed to minimise the nuisance to local residents while enhancing the enjoyment of the festival patrons. This plan is attached in appendix J and will be reviewed annually and agreed with Wiltshire Council Licensing Authority no later than 3 months prior to the commencement of the festival, in writing.

4.3. Anti-social behaviour

- Measures are put in place to prevent anti-social behaviour causing disruption for local residents
- Anti-social behaviour includes swearing, shouting, urinating in public and any other act that may reasonably be deemed as a cause of offence to others
- A no smoking policy is enforced in all structures associated with the Festival
- Security patrol all areas routinely and deal with public nuisance offenders
- Stewards will be visibly present in key areas to deter anti-social behaviour.

5. Policy: Protection of Children from Harm

5.1. Overall policy / Introduction

The Trowbridge Festival is a family festival, where children are supervised usually with their parents or guardians. This event does not attract children on their own, particularly as the site is in a rural area requiring transport to reach it.

This Festival does not attract very large numbers of young people without their parents/guardians, a group which may be more likely to take or deal in drugs. A zero-tolerance policy on drugs, drug taking and drug dealing is operated by the Festival and stewards and Security are trained to pay particular attention to enforcing a zero-tolerance policy wherever children are involved, see Section 2.3 for details.

5.2. Child protection

- The Trowbridge Festival will actively do its utmost to protect children from moral, psychological and physical harm.
- The Festival does not take supervisory responsibility for children, it does not provide creche, nursery or child-minding facilities.
- All children must be accompanied by an adult/parent at all times whilst in the Festival Site, Arena and family tent.
- Protection of children from harm will be the main priority of all teams and Security.
- The terms and conditions of ticket sale (see Section 1.4) requires festival goers require parents to supervise their children at all times.
- All festival teams receive training into the protection of children and completion of this training is documented.
- Stewards will be trained to ensure that they are never alone with unaccompanied children. All festival and Security staff will be told to stay vigilant for any potential child protection matters, which will be brought to the attention of the accompanying adult/parent.
- Parents seen to be abandoning their children without supervision will be asked to supervise their children
- Stewards and Security are trained to ask unaccompanied children if they are alright and where their parents are. If it is viewed that the child is at risk they will be treated as a lost child and taken to the lost children point at the Main Office, where they will be supervised until their parents are located
- Security and Entertainers will be vigilant looking for inappropriate behaviour and dealing with it appropriately to ensure public safety.
- Any child discovered to be ill will be taken by the Security staff to the Security Centre and remain with the child until the parent/guardian is found. If the child has to go to hospital, a SIA/CRB trained adult will accompany them in the absence of the parent/guardian.
- Inappropriate activities of an adult or sexual nature are prohibited. Any activities reported, will be dealt with immediately by Security and will lead to immediate cessation and removal from the site.
- Incidents of violence or disorder between children will be dealt with by Security. Parents will be involved throughout and encouraged to curb children's violent or disorderly behaviour. Failure of a child to cease violent or disorderly conduct may result in parents being asked to remove their child from the Festival

5.2.1. Lost and Found children policy

- Wristbands will be supplied to parents/guardians to put on the child's wrist, their mobile phone number can be written on these to enable a swift re-union with found children.
- Children separated from adult/parent will be cared for by SIA cleared Security staff until reunited.
- No lost or found child's name will be broadcast over public address system. All radios are fitted with earpieces for privacy.
- Found children will be taken by Security to the Security Centre, Security staff are trained in child caring.
- The Security Centre will be manned on 24hr basis for the duration of the festival.
- All festival stewards will be trained what to do with a found child until Security can assume responsibility.
- Stewards will also accompany distressed adults to the Security Centre.
- All parents will be made aware that they must inform a Steward or Security of any lost or found child.

Procedure to be followed for a reported lost child:

1. A child is reported missing to a Steward or to Security by an informant.
2. The informant will be asked for a detailed description of the child including last known location and mobile phone number, if any.
3. The Steward or Security inform Duty Manger by radio with the details.
4. The duty Office Team Leader will be broadcast to all Stewards and Security with the childs details.
5. A site search will then be coordinated by the duty Office Team Leader.
6. The incident will be logged by the duty Office Team Leader in the Incident Log.

PLEASE NOTE: All radios on-site will be operated using an ear-piece so that no information is 'overheard'.

Procedure to be followed for a found child:

1. Steward or Security should notify the duty Office Team Leader that they have found an unaccompanied child.
2. The duty Office Team Leader will ask for detailed description of child and name if available.
3. Security will accompany the child to the Main Office.
4. Should the child not want to go to the office, they will be made comfortable at their location and measures taken to protect the child.

5. Announcements will be made over stage P.A.s in each event location to find the parent or guardian.
6. The incident will be logged by the duty Office Team Leader in the Incident Log.

5.2.2. Prevention of under-age sales

- Sale of alcohol to under-age persons is strictly prohibited.
- In addition, the Festival prohibits the sale or provision of any items or services of an adult or sexual nature.
- During the Festival the bars are managed by the Bar Manager. The Bar Team are all trained not to serve under-age drinkers.
- A 'Challenge 25' policy will be adopted for the sales of alcohol and no alcohol shall be sold to persons appearing to be under the age of 25 without an appropriate form of identification.
- If there is an issue, SIA cleared Security staff will be called in to handle the situation.
- Challenge 25 posters will be displayed in bar areas to show that this policy is in enforcement.
- Unaccompanied persons under the age of 18 will not be allowed to enter areas selling alcohol during the festival.
- All persons appearing to be under 18 will be asked to provide proof of their age when receiving their entry wrist band.
- Any adult suspected of supplying alcohol to children will be challenged by Security. Where appropriate, if a criminal offence may have been committed, the Police will be called.
- Bar staff are trained to request ID from anyone appearing to be under the age of 25. Stewards and Security are trained to be alert and respond to evidence of under-age drinking and those supplying alcohol to children. Any child suspected of being under the influence of alcohol will be treated as a lost child and escorted by Security to the Main Office until reunited with their parents

6. Policy: Festival Management and Running

6.1. Access for people with disabilities during the festival

In order to provide equal access to the event for people with disabilities, the following factors have been considered and implemented:

- A specific accessible camping area for people with disabilities is provided.
- Access to the accessible camping area is arranged when booking tickets.
- Accessible toilets are provided.
- Assistance dogs are welcome at the event.
- Carer tickets are available, free of charge.
- The site is mainly flat, and adjustments will be made for any areas with steps.
- Specific adjustments can be made for attendees with other non-apparent disabilities based upon information received prior to, or during the festival.

6.2. Access and Egress of vehicles and pedestrians

6.2.1. Vehicle access before and after the festival

The Trowbridge Festival is a rural site with access from A366. Large vehicles require access to backstage areas and to The Island for the delivery of marquees, stock and trader's equipment and other equipment.

6.2.2. Vehicle access during the festival

Vehicle access may be required during the Festival for deliveries to businesses, concessions and Emergency Services. There is a 5mph speed limit on all parts of the site not on the public highway.

No general vehicle access is required in the Arena or main stage areas. Emergency vehicles can access the Stage from the Public highway. If an Emergency vehicle needs to enter the area the evacuation process may be implemented if appropriate.

Trader's vehicles can access certain areas of the site during the festival as required, but will be escorted by stewards, use four-way hazard lights and not exceed the on-site speed limit of 5mph.

Security are on-site and monitoring accesses to ensure that roads are kept clear and traffic flowing.

6.2.3. Vehicle access to car parks

Vehicle access is via A366. Stewards guide traffic in the car parks to appropriate places. They ensure traffic is kept moving and no congestion occurs.

6.2.4. Wet Weather Access

In wet weather access to flat ground only is permitted. The 5mph speed limit is in place to avoid accidents and slipping. In the event of wet weather, the Health and Safety Team and the Site Team cooperate to ensure public safety.

6.2.5. Egress - Taxis

During the festival, an area will be provided inside the festival car park to allow taxi drop off, pick up and turn around.

6.2.6. Egress to the Main Road

Entry and Exit to the Festival Site is to a moderately busy main road. Risks caused by exit and entry using the main road are covered in the Risk Assessment in Appendix H.

6.3. Car Park

The car parks are the responsibility of the Site Team Leader, who oversees all the operations that take place in these areas. Co-ordination of Stewards in these areas is done by the Site Team who work closely with the Health and Safety Team to ensure the safety of the car parks.

6.3.1. Layout of the Car Parks

Layouts and signage are initially agreed with the Event Team, Site Team, Health and Safety Team. They are then marked out by the Site Team prior to the Festival. All layouts are clearly labelled and marked on-site maps. Maps are available to the people requiring them. Requirements, such as separation of cars and tents and fire access is considered when planning car-parking areas.

6.3.2. Security and Stewarding of Car parks

Volunteers Stewards will patrol the car parks during the Festival to help reduce the risk of theft of property and ensure all is in order in the Car Parks. If they find anything wrong they report incidents to Security. The appropriate team is called and the issues rectified where possible. They are also looking out for people perhaps causing a nuisance. If this is the case the matter is passed to Security to deal with the situation. This also gives reassurance to the public that they are being looked after and someone is always available should they have any problems or questions.

6.4. Communications

The most important part of managing a festival is communication, there are various ways this is achieved. All points of contact are made available in this document in Appendix A and this information will be made available at key locations in the Festival Site.

6.4.1. Communication of planning prior to the festival

- Festival meetings are held throughout the year between the Event Team. They are used to discuss the current festival and plan future festivals. Public views, local authority requirements, The Bryant's liaison & requirements, health and safety and fire safety requirements. The meetings also look at the way forward and ways for improvement.
- Festival meetings also occur electronically throughout the year with all team members, using software to keep a record of these conversations between team members. This meeting software also provides a central location for file storage and editing.
- Documents are available for appropriate inspection by authorised people. Records of electronic communications are stored electronically. Documentation for important decisions are documented and recorded.
- Phone calls via land line and Mobile phones are used. They are used by everyone involved. On the site there is an emergency phone available for public safety.
- Communication between organisers is also conducted by email. When using e-mail all correspondence is treated with confidence and the Data protection act obeyed.

6.4.2. Communication During the Festival

- During the festival UHF radios are used. Each Team Leader has a radio. Radios are held at the Main office.

- on-site during the Festival a radio communication system is operated. This system is used by Festival Management and Security and appropriate personnel. Radio Channels are monitored by Security. Training is provided for users in how to use the radios during the event.
- Mobile phones will be used as a back up to radio. Mobile phone numbers for the team leaders are provided in Appendix A.

6.5. Site Management

6.5.1. Setting up the site

The overall set-up is the responsibility of the Event Team. The Site Team Leader is responsible for coordinating the set-up operation with Team Leaders, Contractors, Stewards and any other appropriate people.

6.5.2. Teams setting up the event

Festival Teams, traders, Security Personnel and Contractors work prior to the event carrying out their roles setting up the event and report to the appropriate Team Leaders.

6.5.3. Pre-Festival checks

Access to the site is via the A366. Risk assessment and actions are listed in the risk assessment document in Appendix H.

6.6. Security

Security personnel are on-site and monitoring access from the Thursday before the Festival. They only allow access to contractors and Team Members involved in the set-up of the festival and securing equipment on-site.

6.6.1. Contractors and Sub-Contractors

Contractors and people providing a service are responsible for Health and Safety for their employees and their actions. Any unsafe or unacceptable actions will result in them being consulted immediately and required to correct the issue or leave the site. Contractors are also responsible for any public passing and their safety as detailed in the Health and Safety at work

regulations. Contractors will report to the appropriate Team Leader who has employed their services. Any Contractor on-site will be monitored by the Event Team and Health and Safety Team.

6.6.2. Traders

Traders are issued with their passes in advance of the Festival, with maps and appropriate access details. On arrival Traders will be directed to their appropriate pitch by a member of the Concessions Team. Their set-up will be overseen by the Concessions Team.

6.6.3. Festival Personnel

Festival Teams, Security and Medical Personnel arrive in the lead up to the Festival. Prior to the Festival they are made aware of where to go and on arrival are directed by Security or Stewards.

6.6.4. Members of the Public

The site is closed to members of the public during the set-up of the festival, except where public access is required by law and these areas are monitored by appropriate Event Team. Members of the Public are asked to take care and observe any guidance issued by Event Team.

6.7. Operating the Site

6.7.1. Event operation

The event is overseen by Team Leaders as described in their organisational roles above this document. The Health and Safety Team assists Team Leaders in ensuring the event runs safely. Site construction teams stand down but are available on call to attend to any issue that requires them to attend during the Festival. Each Team Leader is experienced and familiar with the area they specialize in. Any issue is dealt with by the appropriate Team Leaders, Security, Health and Safety Team or the Event Team, who are on-site throughout the Festival.

6.7.2. Daily Checks

Daily checks are carried out to ensure the safe running of the Festival and the safety of everyone. These checks are done by the Health and Safety team and appropriate Team Leaders. Findings are recorded in the event log and available for inspection by any authority requiring

access to them. All the checks are overseen by the Health and Safety team to ensure compliance and completion.

6.7.3. Overall Site

The overall site will be monitored by the Event Team, the Health and Safety Team, Office Team Leader, Security and the Site Team Leader. These groups will look after the big picture ensuring the site is not overcrowded. When they see that areas of the site may be reaching capacity they will bring into force aspects of the Capacity and Crowd Management Policy in Appendix 3.4 as deemed necessary.

6.7.4. Restoring the site

The overall responsibility for restoring the site is with the Event Team. The Event Team is assisted by the Health and Safety Team. The Event Team is responsible for coordinating the dismantle operation with Team Leaders, Contractors and appropriate people.

6.7.5. Contractors and Sub-Contractors

Contractors and people providing a service to the festival are required to provide the festival with a risk assessment for the activities they are undertaking. They are responsible for Health and Safety for their employees and their actions. Any unsafe or unacceptable actions will result in them being consulted immediately and required to correct the issue or leave the site. Contractors are also responsible for any public passing and their safety as detailed in the Health and Safety at work regulations. Contractors will report to the appropriate Team Leader who has employed their services. Any Contractor on-site will be monitored by the Event Team and Health and Safety Team.

6.7.6. During the set-up of the site

- The public shall be restricted from entering areas of the site during the setting up and the dismantling of the Festival, as infrastructure providers use vehicles and equipment. Anyone insisting on gaining access to restricted areas shall be escorted by a member of the Site Team.
- All setting up of infrastructure is supervised by the Site Team, The Health and Safety Team and appropriate Team Leader
- All Contractors are trained in performing setting up tasks that involve a risk to their safety.

- Safety equipment must be used where appropriate. Less able members of teams are not permitted to perform tasks requiring agility or strength.
- Specialist contractors set-up their own equipment and should be trained to deal with the required weight and height demands.
- Pitching of traders is supervised by the Concessions Team
- All equipment is provided by specialists. All provide appropriate certification, risk assessments and evidence of public liability insurance which is retained by the Health and Safety Team
- All stage structures, Marquees, drapes, ties etc. are non-flammable
- All food providers have to provide evidence of appropriate licenses and certificates before being allowed to trade
- All Car park areas are marked out and divided to provide safe driving around the site
- More toilets than the required number are provided

6.7.7. During the running of the festival

- Public safety is paramount
- The Event Team works together with the Festival team, contractors and service providers to ensure public safety is paramount
- Each part of the Festival has a set of policies and procedures to deal with running the Festival, policies and procedures are designed for the whole site, Food Area, Concessions, Main Office, Car Parks etc.
- Any public health issue that is raised by the local authority or the public is recorded by the Health and Safety Team and action taken noted.
- Should any food trader cause concern or generate a complaint, they are immediately investigated and if deemed necessary, the Festival Management will close them down, rather than wait for the Environmental Health Officers to do so.

During the Knockdown of the Festival

- All procedures for the knockdown of the festival include those for the setting up
- Litter and site cleaning is an additional procedure
- Rotas of Site Team and Stewards are made to ensure those working during the breakdown of the Festival are not unduly fatigued

6.7.8. Checks

After the Festival has been dismantled the site is checked to ensure that everything has been removed. This is also when checks take place to ensure that the site has been fully restored and not affecting the environment. This is carried out by the Event Team and Health and Safety Manger, The Event Team checks with the Bryant family that they are satisfied with the site clearance.

6.8. Music Stage Area

- This includes the Marquee, stage and storage area
- Security will roam this area monitoring behaviour
- No general access is necessary in this area. Emergency vehicles can access from the Public Highway.
- If an Emergency vehicle needs access, the evacuation process will be implemented
- Stage management

The stage is managed by the Stage Team Leader who has overall responsibility for all activities that take place in this area. All contractors report to the Stage Team Leader. The stage is inspected by the Stage Team Leader, Event Team and Health and Safety Team after contractors have finished and before the equipment is set-up to ensure safety.

6.8.1. Setting up the Main Stage

The PA system is installed by approved contractors. They provide the Festival with risk assessments and are responsible for the setting up of the equipment safely and correctly. Any lighting system will be installed by an approved contractor. They provide the Festival with risk assessments and are responsible for the setting up of the equipment safely and correctly.

Stage building is carried out by approved contractors to the Festivals specification. They provide the Festival with risk assessments and are responsible for the setting up of the equipment safely and correctly.

Stage dressing is done by the Stage Team with appropriate equipment. Only authorised people use the equipment which is overseen by the Stage Team. Personal protective equipment is provided and must be used correctly and when needed. Any dressing equipment is specified by the Festival and must have the necessary fire retardant quality and its appropriate certification.

6.8.2. Running the Main Stage

PA Systems are operated over the Festival by experienced contractors.

Lighting systems are operated over the festival by experienced contractors.

The Stage Team monitor the crowding at the front of the stage. Members of the crowd mounting the stage are escorted from the stage by the Stage Team. If any conflicts is involved Security staff will take control and resolve the situation.

The Main Stage will have Security personnel monitoring the crowd behaviour. If it is considered that there is a danger of crowd problems e.g. crush, heat, public disorder, capacity then further assistance may be called for. If assistance is required Security personnel, Stage Team Leader and Health and Safety Team will take the appropriate action needed to ensure the safety of the crowd. This can be done by part/full evacuation, reducing numbers, announcing over the PA system appropriate action or stopping the show until order is restored.

Security personnel will be the only people to deal with conflict. If anyone observes conflict they will pass the matter to Security personnel.

No general vehicle access is required in this area, Emergency vehicles can access the Stage from the Public highway. If an Emergency vehicle needs to enter the area the evacuation process may be implemented if appropriate. The evacuation process is in Appendix I

6.8.3. Dismantling the Main Stage

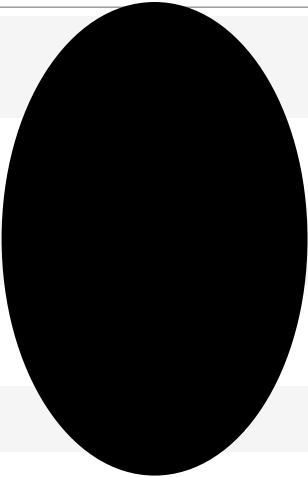
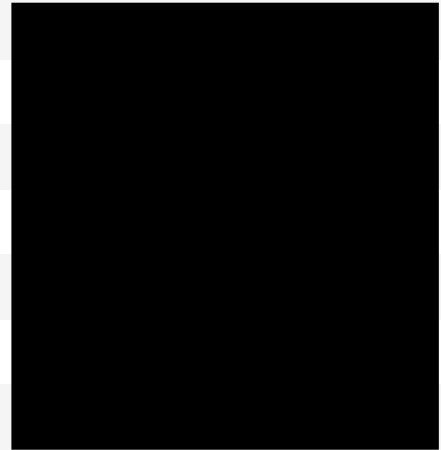
Dismantling the main stage is overseen by the Stage Team and Event Team. Contractors will be responsible for this. They provide the Festival with risk assessments and are responsible for the taking down of the equipment safely and correctly.

6.9. Bar Management

Setting up of the bar is overseen by the Bar Manager. The Bar Manager co-ordinates contractors and appropriate people who are involved in setting up the bar. All bar staff are trained. Once the bar is ready for use it is inspected by the Bar Manager, Event Team and Health and Safety Team.

A. Appendix – 2018 Teams and leaders

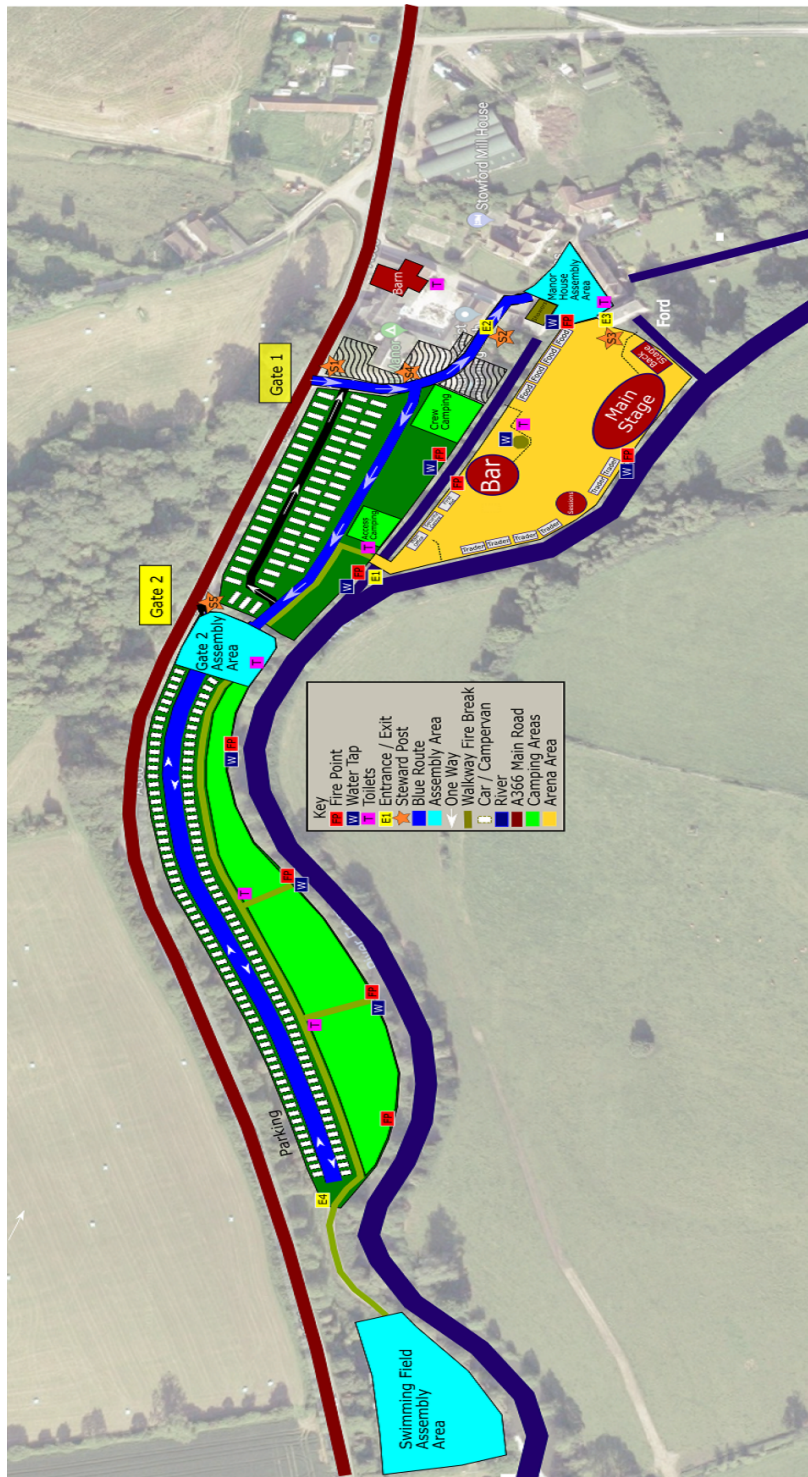
A.1. 2018 Festival Team Leaders – (liable to change on the run up to the festival.)

Team Name		Notes
Event Team		
Event Team		
Site Team		
Health and Safety		
Office Team		
Concessions Team		
Cleanup Team		
Utilities Team		
Bar Team		
Training Team		
Stewards Team		
Ticketing Team		
Artists Team		
Stage Team		
Security Team		Themis Freelance Security
Finance Team		
Family Entertainment		

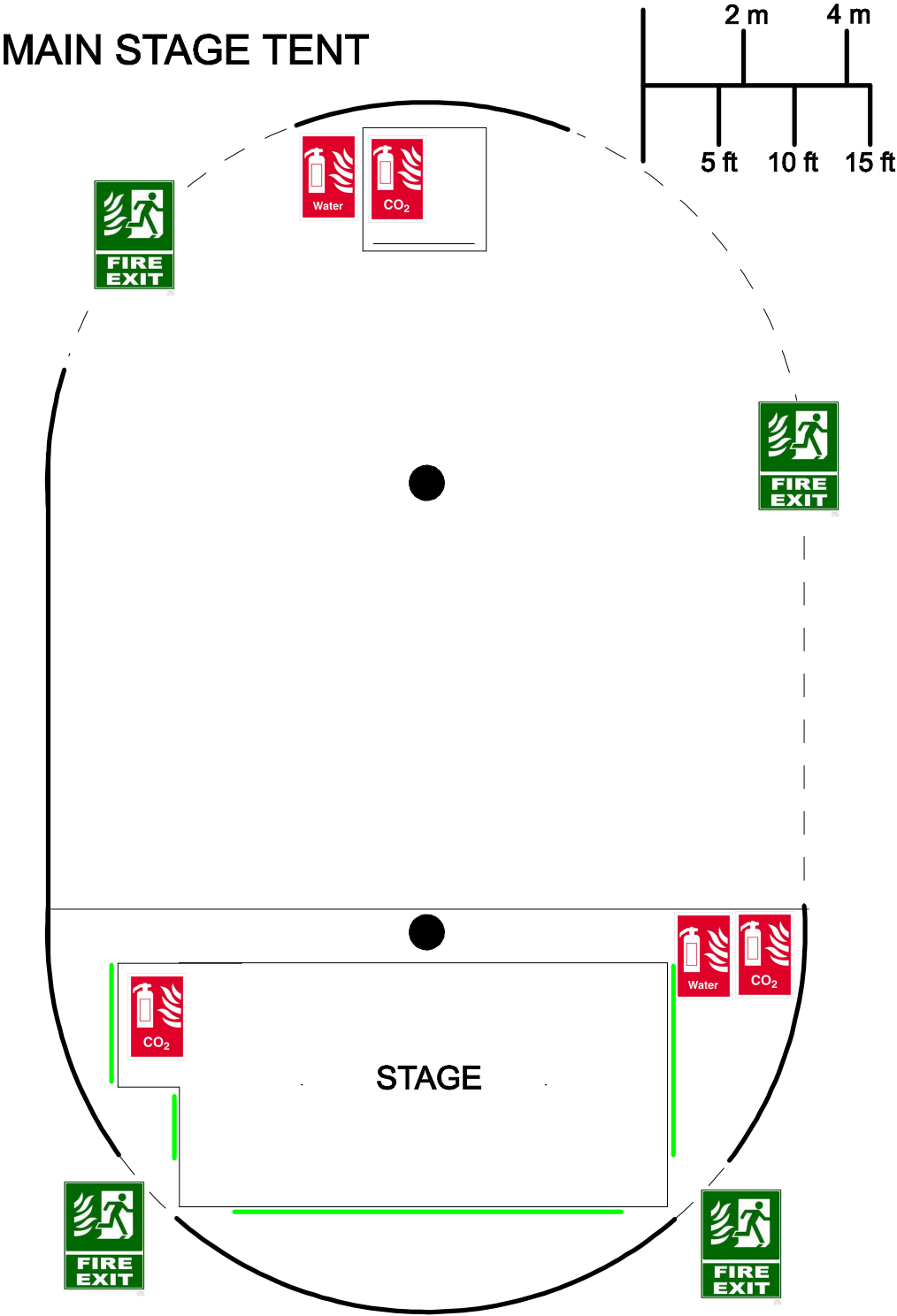
A.2. 2018 Festival Suppliers – (liable to change on the run up to the festival.)

company	type	contact
Moo And Two	Bar Supplier	Euan Baker
Wiltshire Council	Council	Carla Adkins (Licensing)
Mendip District Council	Council	Env Health noise
Richard Bielby	Electrics	Richard Bielby
Festival Medical Service	First aid Medical	Malcom Smith
Event Insurance Services Ltd	Insurance	.
IMAX lighting Ltd	Lighting	.
1st Call Skip Hire	Rubbish	Young Steven
Themis Freelance Security Ltd	Security	Danielle Bishop Finance Director
Phil & Cath & Anna Bryant	Site Owner	Phil Bryant
HL Audio	Sound	Will Angeloro
Albion Woods Showtents	Tents	Hazel Hirst
Griffin Toilet Hire Ltd	Toilets	Julie Reeves

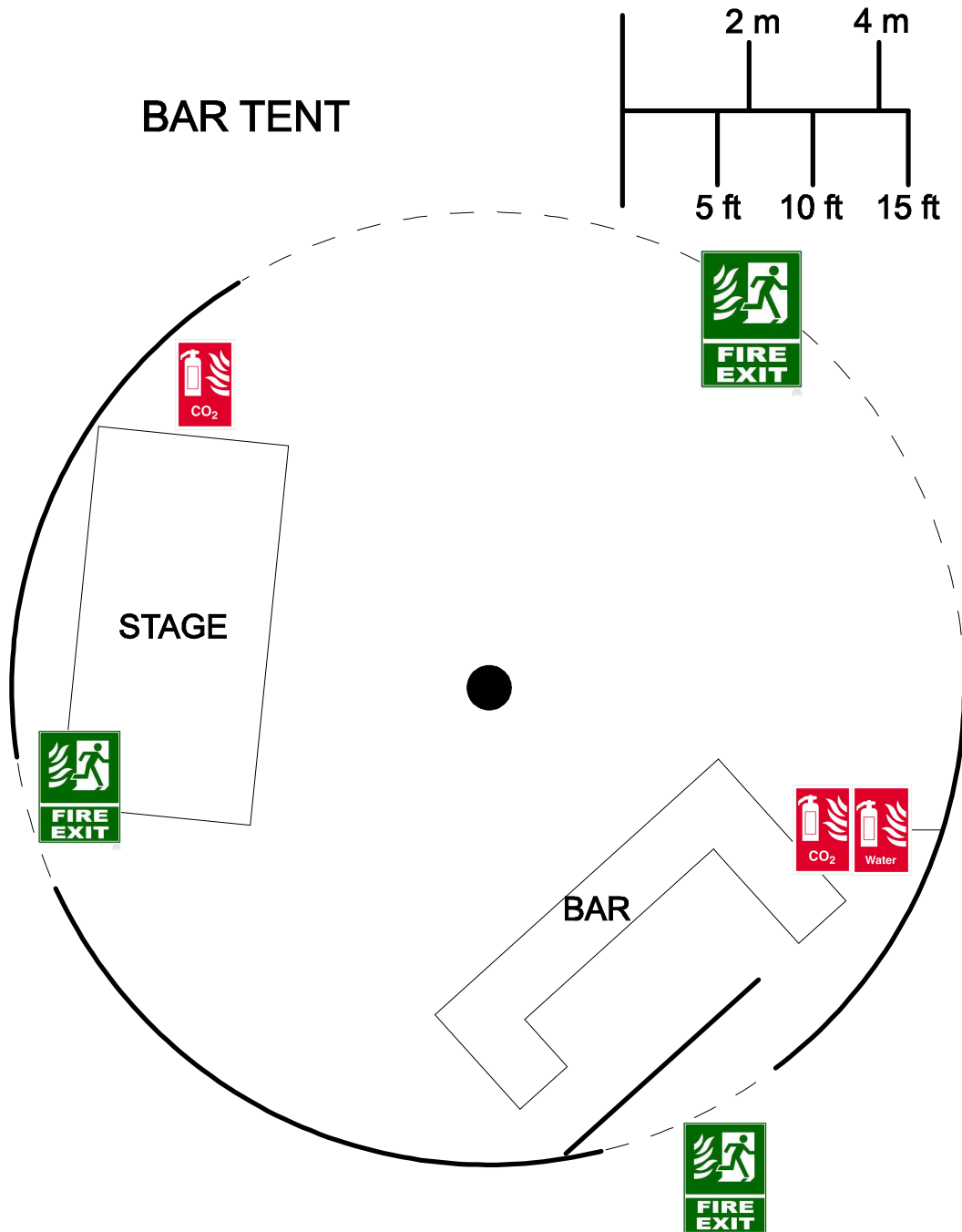
B. Appendix — Site Map 2018



C. Appendix — Main Stage Tent 2018

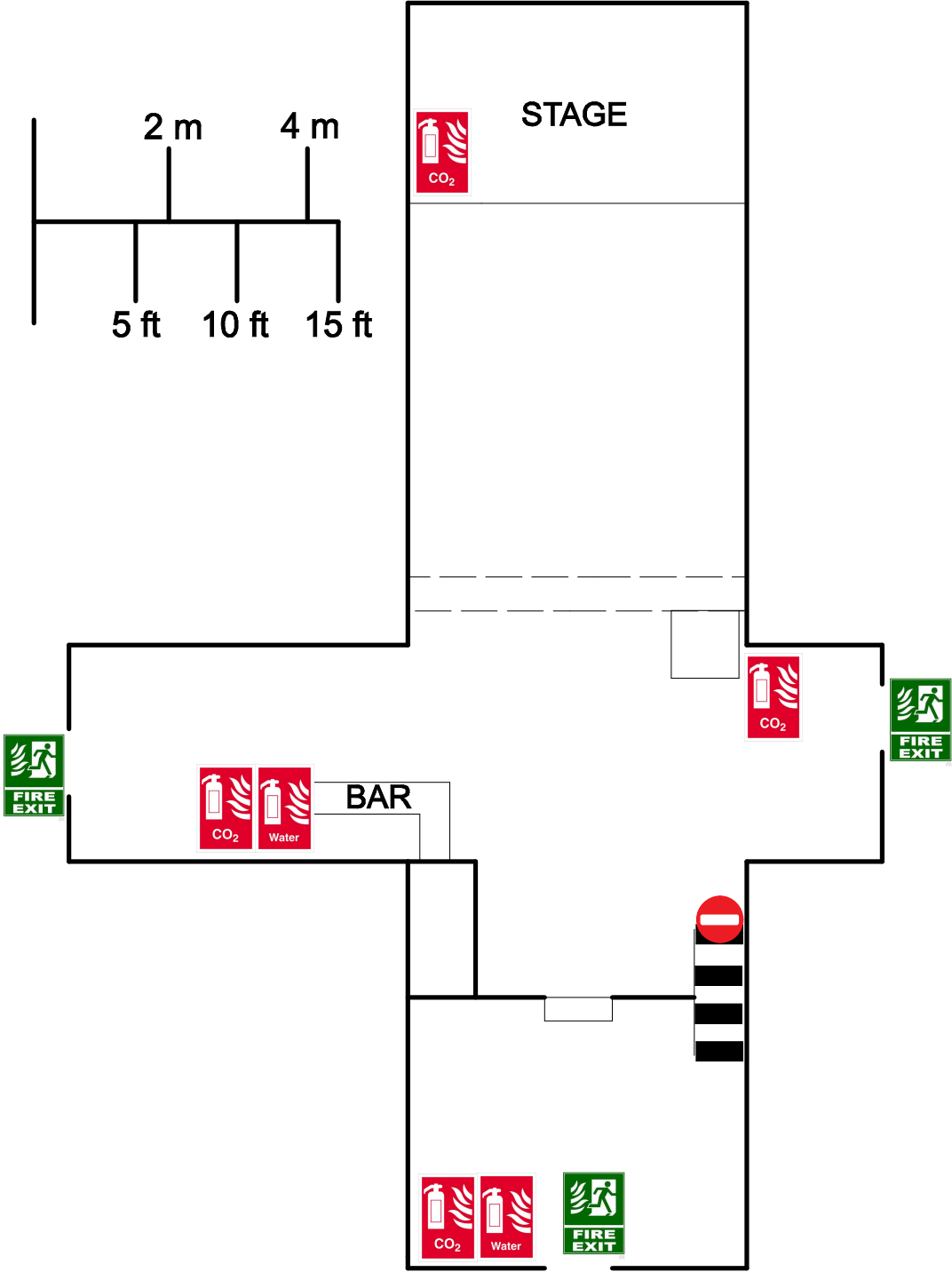


D. Appendix — Bar Tent 2018



E. Appendix — Barn 2018

STOWFORD MANOR FARM BARN

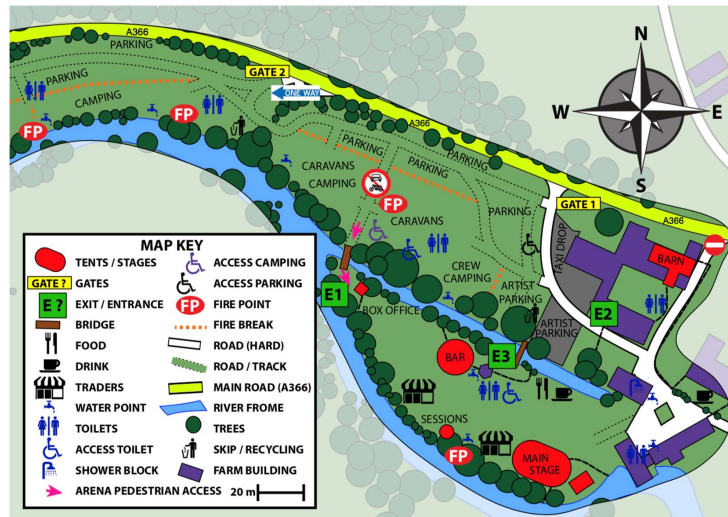


F. Appendix — Campers Information 2018

VERY IMPORTANT INFORMATION – PLEASE READ

<p>CAMPING Please set up tents and caravans ensuring they are 2m apart. Groups are permitted but a 2m space should be maintained around your group as a firebreak. Cars must NOT be parked next to tents due to fire risk Cars must be parked in the designated parking areas. NO parking on any roadway or in fire break</p> <p>FIRES NO OPEN FIRES are allowed due to the fire risk. Non- disposable BBQs are permitted as a controlled method of cooking but MUST be raised off the ground to prevent fire. Do not take BBQs into tents, awnings or caravans even if they appear to have been extinguished NO Chinese lanterns or Fireworks are allowed on site.</p> <p>FIRE POINTS Please familiarise yourself with the location of the closest fire point. If you use a barbeque, keep an open container filled with water by your tent.</p> <p>Noise on the Campsites No amplified music is allowed on the campsite. Please remember to keep any noise to a minimum when others are trying to sleep.</p> <p>Antisocial Behaviour We are all here to have a good time. Persistent antisocial behaviour is unacceptable and will lead to the causes being required to leave the site and banned from future events.</p> <p>ANIMALS No animals (except guide dogs) are allowed on the Festival Site</p>	<p>LOOKING AFTER CHILDREN We do not supervise your children at the festival. They are your responsibility at all times. Children separated from their parents will be cared for by security until they are reunited with their family. Please have your phone turned on so we can contact you on the number on the child's wristband</p> <p>GLASS For safety, glass and glass bottles are not allowed in the Arena area. Please decant your drink into a plastic container. Glass is allowed on the camp site but please dispose of it carefully.</p> <p>LOST PROPERTY DO not leave your valuables unattended in the open or in tents or unlocked caravans. Report lost or found items to a Steward.</p> <p>FIRST AID We have first aid professionals on site. If you need first aid, please ask a Steward. The tent is in the Arena Entrance.</p> <p>Main Road Do NOT walk down the main road, it is dangerous Please use the designated pathways within the Festival Site.</p> <p>River Do NOT swim in the river at the Festival Site, it is dangerous.</p> <p>Recycling We do not have separate recycling bins but our contractor advises us that 90% of the waste IS recycled. Please leave tied rubbish bags beside the skips provided.</p>
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Welcome to the Trowbridge Festival 2018. You may camp in the marked areas from 12 noon on Thursday 19th July 2018. Please park and camp with due regard for other campers. Cars must be moved to the designated car parks after unloading. All tents, caravans and motorhomes must be removed from site by 12 noon on Monday 23rd July 2018. Any property left after this time will be removed and disposed of.



Your co-operation will ensure that we meet our licensing requirements.
HAVE A GREAT FESTIVAL

Disclaimer – Trowbridge Festival Ltd organisers do not accept liability for injury to persons or for loss or damage to property

G. Appendix — Roles and Responsibilities

G.1. Organisation Structure – Roles and responsibilities

G.1.1. Introduction

The names and details for the team leaders are listed in Appendix A

G.1.2. Event Team

The Event Team has responsibility for:

- Artistic direction and contracting
- Licensing
- Financial management
- Sales and marketing, ticketing
- Human resource management
- Liaising with the local community
- All purchasing of equipment and services

The Event Team appoints and communicates with the Team Leaders of:

- Health and safety Team
- Site Team
- Office Team
- Bar Team
- Training Team
- Stewards Team
- Ticketing Team
- Artists Team
- Stage Team
- Security Team
- Finance Team
- Family entertainment Team
- Concessions Team
- Clean-up Team, including litter disposal
- Utilities Team

G.1.3. Health and Safety Team

Responsibilities:

- Food safety is checked by the Health and Safety Team and the local Authorities. If any trader is not complying with safety regulations, they will be asked not to trade and required to leave the site, if possible.
- Complaints are taken seriously and dealt with by the trader involved and the Concessions Team during the Festival. If necessary, the Local Authorities will also be involved. All complaints are dealt with immediately and with the appropriate action.
- The Health and Safety Team has the responsibility for the Health and Safety of the site and everyone on-site. The Health and Safety Team monitors the site and works to ensure public safety.
- The Health and Safety Team carries out and documents appropriate checks to ensure public safety
- The Health and Safety team has responsibility for the overseeing of Health and Safety over the event. Working closely with all Teams, the Health and Safety team manages and implements health and safety practices and procedures. The Health and Safety team is also responsible for liaising with Security, liaising with medical support, fire safety and liaising with Local Authorities on health and safety issues.
- The Health and Safety Team has authority to sequester resources to deal with any required site improvement issue. Liaising with the Event Team, the Health and Safety team has the authority to safeguard the health and safety of the Public, employees and volunteers.

G.1.4. Site Team

The Site Team has responsibility for the setting up of the Festival Site, the operation of the site during the festival and the dismantling and clearing of the site after the event.

The Site Team has the authority to sequester resources to deal with any site safety issue. Liaising with the Health and Safety Team, they have the authority to implement any procedure to safeguard the Health and Safety of the public, contractors and volunteers, irrespective of which part of the festival is affected.

Site Team coordinates with the Toilet sub-contractor in locating their facilities and servicing them. Toilet numbers will be as specified. The service is regularly monitored to ensure a satisfactory, hygienic and safe service.

The Site Team is responsible for marking out the areas used for car parking and the signage for all parking areas. Car parks have restricted speed limits and are stewarded to ensure adherence

to speed limits.

The Site Team supervises safe parking with stewards, giving instruction to suit conditions. In wet weather, vehicles are not allowed to drive onto sloping slippery ground or sensitive areas. Stewards and Security patrol the car parks during the hours of the Festival. Open fires are forbidden and extinguished if found. Stewards cannot deal with unruly behaviour, they observe and relay information to the Security team and the authorities

G.1.5. Office Team

The Main Office shall be situated at entrance to the festival. The Steward Team Leader shall procure all Volunteers & Stewards and shall be responsible for drawing up rotas, for all task associated with the event. The Health and Safety Team shall liaise with the Office Team Leader regarding Volunteers and Stewards.

The Office Team Leader supervises a rota of office supervisors & liaises with all other Team Leaders during the event.

Parents of all younger Children under the age of 10 are to be instructed that the lost children point is in the Main Office

The Office Team Leader liaises with the Event Team and Finance Team on the secure removal of cash from all sales outlets on the day to a secure location.

G.1.6. Concessions Team

Responsibilities:

- Food concession contracts are produced by the Concessions Team and Health and Safety Team. The traders are required to provide the Festival with certain information as outlined in their contract in Appendix ???. The information is gathered and checked before the offer of a pitch is confirmed.
- The Concessions Manger oversees that the traders are in the correct places and working in line with the contract. The Health and Safety Team works with the Concessions Team to ensure safety requirements are complied with and in order.
- Concession contracts are produced by the Concessions Team. The Traders are required to provide the Festival with certain information as outlined in their contract Appendix ???. The information is gathered and checked before an offer of a pitch is confirmed.
- The Concessions Team oversees that the traders are in correct places and working in line with the contract. The Health and Safety Team also works with the Concessions Team and traders to ensure safety.

G.1.7. Bar Team

Responsibilities:

- Running of the bar over the Festival is performed by the Bar Manager
- Inventory management and stores management are the responsibility of the Bar Manager
- Breaking down the bar - dismantling and cleaning

G.1.8. Training and Development Team

The Festival Team Leaders are the key people at the Festival who are the eyes and ears of the Festival at all times and are authorised to implement any procedure where safeguarding the Health and Safety of the Public, employees and volunteers is required, irrespective of which part of the Festival is affected. The Festival Team leaders are advised to contact the Event Management first but to act assertively and promptly should they deem it necessary.

G.1.9. Security Team

Responsibilities:

- Maintaining public safety at all times
- Supporting all of the Teams in performing their duties
- Dealing with unruly behaviour

G.1.10. Stage Team

The Stage Team has responsibility for the setting up and dressing of all performance areas during the Festival, also their dismantling and clearing after the event. The Stage Team Leader has overall responsibility for PA & Lighting and their responsible use, meeting local authority by law on noise management. The Stage Team Leader has the routine authority to implement any procedure to respond to any incidents in the performance areas.

Prior to the Festival the Stage Team Leader and the Event Team plan stage and performance layouts for all entertainment including logistics, running orders and changeovers.

G.1.11. Concessions Team

The Concessions Team Leader liaises with all concession providers and Health and Safety Team during the year and uses standard contracts to contract with food and non-food traders. All con-

cessions areas are planned and marked out in advance. Concession providers are supervised on arrival to ensure that they comply with setting up their concessions in the designated spaces. These are planned to ensure sufficient distance between them.

All Food concessions are to be located in the food area of the Arena, to ensure the risk from gas bottles and cooking equipment are in one area that can be closely supervised. The Health and Safety Team, liaising with the Concessions Team, works closely with the Authorities to resolve any concerns relating to environmental health, health and safety and fire safety. The Event Team and Health and Safety Team carry out their own monitoring and audit which shall be made available to the local authorities and shall respond to any additional concerns raised by the authorities. Concessions are closed by the Festival as required, rather than wait for enforcement agencies to gain the necessary permission for closure. The Festival shall encourage the offering of a range of different food concessions from different nations, nutritional preferences for ethnic groups, religions and healthy eaters.

Any items sold that are deemed to be unsafe are to be removed from sale or the concession is removed from the site. The Festival will not allow fireworks, tattoos (Other than henna/airbrush tattoos) body piercing or items of an adult nature to be sold on-site.

G.1.12. Site Clearance Team

The Clean-up Team has responsibility for litter collection and disposal.

Environmentally sound disposal is encouraged through a number of initiatives, recycling bins are provided. The entire site is cleaned to restore it after the event.

G.1.13. Utilities Team

The Utilities Team provides all electricity required across the site and supervises the supply. To sign off to Standard Number: BS 7909:2011 Code of practice for temporary electrical systems for entertainment and related purposes.

G.1.14. Training and Development Team

All Team Leaders, team members and Security are required to be trained on emergency evacuation procedures, dealing with incidents, communication, calling of Security, calling for health and safety support, using fire extinguishers, crowd management and being the vigilant eyes and ears of the Festival, supporting the Festival objectives. Training of Stewards is carried out by the Training Team Leader in conjunction with the Health and Safety Team.

All policies and business processes are designed and implemented to promote and support the objectives of prevention of crime and disorder, public safety, prevention of public nuisance and protection of children from harm. The following sections summarise and signal which policies and business processes promote and support each structure.

G.1.15. Traders (Non-food)

Areas are marked out and they are allocated a space. Non-food traders are located away from the food areas.

G.1.16. Responsibilities of the Main Office

The office and associated activities are the responsibility of the Office Team Leader

- Cash is cleared from the site to the Main office secure facility frequently
- Cash is cleared from the Bar Frequently a number of times a day
- Security escort cash movements with the Finance Team

G.1.17. Finance Management

Finance is handled by the Finance Team Leader. Security escorts any cash movements.

G.1.18. Volunteer Stewards

Stewards are volunteers who help to run the Festival over the weekend.

Roles of Stewards

General Stewards

- Escorting vehicles
- Being Vigilant, being the eyes and ears of the Festival
- Answering any questions and assisting the public.
- Helping ensure safety on-site

Car Park Stewards

- Direct traffic
- Keep roadways clear

- Receive complaints
- Being vigilant
- Answering any questions
- Assist in Emergencies

Litter Stewards

- Collect litter and clear the site as required
- Being vigilant
- Answer any questions
- Assist in emergencies

G.1.19. Sourcing Volunteers

Stewards are recruited by the Steward Team Leader

G.1.20. Rotas/shifts

Rotas and shifts are managed by the Office Team Leader

Supervising Stewards

Stewards are supervised by the Office Team Leader and supported by the Health and Safety Team and Security.

H. Appendix — Risk Assessment



Risk Assessment 2018

Trowbridge Festival

authors: Health and Safety Team - if in doubt, ASK

Version: 25 June 2018

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1 Important information

The site address is **Stowford Manor Farm, Wingfield, Trowbridge. BA14 9LH**

Co-ordinates: 51.317743, -2.273875

Grid Ref: 810577

Health and Safety Team	Contact Details

Contacts	Contact Details
Environmental Health	0300 456 0107
Highways Wiltshire	0300 456 0105
Wiltshire Council (Emergency only)	0300 456 0100
Wiltshire Fire (non-emergency)	0306 799 0019

Notes:

The site is located next to a A366 main road with access to emergency vehicles. Local hospitals are located Trowbridge and the main A&E hospital located in Bath. There are large areas of open space that are suitable for an air ambulance to land.

2 Festival 2018 Risk Assessment

2.1 Introduction

This Risk Assessment relates to the Trowbridge Festival 2018. It concerns visitors, guests and ticket holding members of the public (festival-goers), event organisers, crew, stewards, contractors, artistes and entertainers at the event.

This Risk Assessment is based upon information and experience gained from other previous similar events. Please note that this is a working document and may be subject to change.

An assessment of risks has been carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) as modified and complies with the Management of Health Safety at Work Regulations (1999) as modified including all subsequent modifications under statute.

Everyone attending the event shall observe the Health and Safety Regulations currently in place at the site as made known to them by the Health and Safety team.

Terms of reference are the HSE Guidance 'The Event Safety Guide' (HSG 195), second edition published in 1999 and as modified by any future HSE Guidance thereafter including HSE Fire Safety Guidance and HM Gov Fire Safety Risk Assessment for Open Air Events and Venues.

The following definitions are used:

Hazard: the potential for something to cause harm.

Risk: is the likelihood that harm will actually be done.

2.2 Identification of risks

A standard pattern is used here for all risks in order to bring out each of the key aspects of each risk.

We have identified the potential risk or hazard related to the different activities associated with the event as 'Area of risk or hazard' and identified the threat and those who could be harmed under 'Threat'. 'What could go wrong?' are the risks within each area, 'Required actions' are the steps to mitigate or prevent the risks from occurring and 'Key success indicators' are the means of checking whether things are working well or whether further actions may be required now or in the future.

Each risk has a brief note of the likelihood and level of potential damage. Likelihood will change as the required actions are put in place and the key success indicators demonstrate whether the measures taken are working or not.

Risks and Hazards can be categorised as Low, Medium or High in terms of likelihood and impact.

2.3 People likely to be affected

Groups of people that may be affected include:

- Festival Team (see Appendix A).
- Members of the public – invited guests and ticket holding festival goers
- Artists
- Traders
- Contractors and their staff including those employed by the land owner.
- Others in the immediate vicinity

Although the event itself does not present any specific problem and the expected audience profile, participants in folk festivals, has no history of crowd disorder, there are potential hazards that need to be identified. There have been a number of successful festivals at this site and no serious incident has occurred and all minor incidents have been dealt with correctly and in the appropriate manner.

The overall control of the Festival be managed by the Event Team.

The Event Team empower the Health and Safety Team to make any decision required by a contravention of this risk assessment.

2.4 The site

The site for the festival is Stowford Manor Farm, Wingfield BA14 9LH. It is a working farm. None of the farm operations will be accessible from the site. The festival will primarily be held in two fields, which are currently used by the land owners as a campsite. Other events are held at this site, including Weddings and a small festival in August.

The Festival site has been specifically designed to ensure that there is limited conflict between different activities happening immediately prior to the event in setting it up, over the weekend, and in clear up operations thereafter.

Careful consideration has been given to the layout of the festival site, which has been mapped. See Appendix B for the Site Plan. Sufficient space has been allowed for each of the defined activities, eg. access, parking, camping, existing buildings, family and play areas, stages, marquees, concessionary outlets, etc.

3 Risk: Food Safety

Threat: Public Health, food poisoning, sickness

What could go wrong?

- Outbreak of food poisoning.
- Cross contamination between food preparation, food storage, waste and toilet facilities.
- Inadequate food storage facilities.

Required Actions:

- Ensure that all food and drink outlets are aware of their responsibilities, that they are acting on behalf of the festival and to guard its reputation. They have all received details of the Health and Safety requirements as part of the tendering process.
- Ensure that all outlets have confirmed that their own staff have been properly trained.
- Only use competent and accredited caterers that conform to legislation in regards to food hygiene, preparation, storage, handling, waste management, cleaning of cutlery and equipment and general hygiene. Food safety and hazard spot checks will be completed.
- Ensure that competent sanitation and waste management is provided with appropriate toilet and washing facilities and to manage the waste based on the site. Have toilet blocks positioned away from food and water supplies used for drinking and in catering.
- Ensure that on-site first aiders are aware of the need to provide assistance if required in the event of illness or minor accidents in the bars or kitchens.
- Environmental Health to be advised in the event of potential or actual food poisoning case.
- Any trader acting in a manner identified as likely to result in harm will be asked to leave the site with immediate effect.

Key success indicators:

- The outlet appears satisfactory and on inspection meets the necessary criteria.
- No word of mouth opinions or complaints.
- Acceptability to Health and Safety Team and Environmental Health Officers.
- No significant problems occur during the festival.

Likelihood: Low to Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival

4 Risk: Crowd Safety

Threat: Injury to persons including structures and barriers and back stage areas

What could go wrong?

- Overcrowding of site.
- Inadequate facilities to protect crew and festival goers including areas of cover or shade.
- Injury caused by lack of sufficient barriers.
- Poorly installed structures.

Required Actions:

- Ensure that we do not exceed the occupant capacity for the site and there are sufficient lighting, fencing, stewards and security staff to deter unauthorised entry. Number checks on ticket sales will be carried out to ensure that the numbers attending are within the prescribed limits.
- Use a competent stage and pit crew to prevent crowd surge or collapse. We will ensure all stage barricades are free-standing and competently constructed. Members of the public will be prevented from climbing temporary structures. All Teams within the site will keep watch for issues of this nature.
- Only stage crew and performers and their own crew will be permitted in back stage areas.
- Have a 'temporary show stop' procedure in place in the event of any crowd problems.
- Be aware that there could be injury from the collapse of temporary structures such as marquees, fencing, staging, sound or lighting towers. To reduce the risk of structural collapse, reputable contractors will have been engaged to provide and erect temporary structures, which will conform to current regulations regarding loading and structural integrity. All structures are to be erected by competent persons.
- All Teams and Security Staff will be on-site to ensure that such structures are not tampered with.
- Non-food traders will have received details of the Health and Safety requirements as part of the tendering process.
- All Teams will have received training and will have an effective means of communication and effective crowd control plans will be in place.
- Areas of High Risk will be clearly signed and specific hazards will be made known to contractors and all Teams operating in those areas. Moving trucks should have adequate visual and audible warnings operating when moving near members of the public and will be 'walked through the site' by Team members.
- The site has been designed to ensure bar and food areas will be strategically placed around the site.

- We will ensure suitable and sufficient numbers of competent security and stewards are on duty at the main gate to deal with early and late arrivals together with a peak time surge of arrivals. We will provide sufficient fencing at the entrance to the arena to form a queuing system to prevent queue jumping and ensure queue control.
- It is inevitable that there will be movement around the site during times of darkness. Sufficient temporary lighting will be installed at the main site, at the site entrance and main camping field, near trip hazards, toilets and late-night facilities.
- Bottles of water will be provided to all Team members throughout the Festival.
- Communication will be via mobile phones and mobile radio devices during the event.
- Ensure that on site first aiders are aware of the need to provide assistance, if required.
- Those working backstage should wear appropriate clothing and safety equipment

Key success indicators:

- The necessary mitigation measures have been put in place and on inspection meet the necessary criteria
- No word of mouth opinions or complaints.
- Acceptability to Health and Safety Team and Environmental Health Officers.
- No significant problems occur during the festival.

Likelihood: Medium**Impact:** Medium to High**Ownership:** Health and Safety Team**Review:** During the Festival

5 Risk: Fire Safety

Area of risk or hazard: Fire Safety

Threat: Injury to person/s

What could go wrong?

- Outbreak of Fire
- Electrical fire, gas canister explosion and general fire

Potential Sources of Fire Risk

Car Park areas

Sources of ignition	Sources of fuel	Sources of oxygen
Smoking	Gas cylinders	Natural air
Arson	Bins, diesel, vehicles	
Matches or lighters	Petrol	
Naked flame	Hedges trees and grass	

Main Marquee

Sources of Ignition	Sources of fuel	Sources of oxygen
Electrical	Marquees	Natural Air
Smoking	Electrical	
Arson	Rubbish bins	
Matches	Generators	
lighters	Vehicles	
Naked flame		

Required Actions:

- Ensure that all fire risks are identified in advance.
- All tanks containing fuel or other toxic fluids should be sealed and tamper proof to ensure that there is no leak of any substance that could cause discomfort or harm to the public or Teams working close to the vehicle. Appropriate precautions should be in place to reduce the risk of fire.
- All electrical installations and power supplies will be correctly installed by competent persons and sufficiently protected or fenced. Teams should be made aware by appropriate signage of High-Risk area. Ensure powder-based extinguishers positioned near all electrical equipment. Do not overload any plug-banks or generators beyond rated capacity. Ensure all sub-contractors bringing in electrical equipment have valid electrical certificates.
- Enforce a no smoking policy inside all structures reducing the risk of fire
- Open fires are forbidden and will be extinguished immediately by Security or Stewards
- Bins are located away from structures. Skips are metal in construction to reduce the risk of fire spreading. Waste Bins are small and emptied regularly to reduce the risk of fire
- Vehicles are not allowed to park near hazards, reducing the risk of fire. All vehicles have a designated parking area.
- Ensure that all contractors adhere to Local Authority regulations regarding combusting materials, litter and other flammable equipment.
- Have suitable and sufficient firefighting equipment strategically situated on-site and make staff aware of its location.
- Areas of High Risk will be clearly signed and specific hazards will be made known to Teams operating in those areas.

Fire Assembly Points, Evacuation and Training

- Ensure that there are adequate fire points and that these are easily identifiable and located on the campsite and within the main arena area.
- Assembly areas are marked as FP on all site maps and signs will be used to mark assembly points on-site.
- Non-food traders will have received details of the Health and Safety requirements as part of the tendering process.
- All Teams will have received training and a record of this training is made.
- Implement a system for raising the alarm and keep fire exits clear from obstructions.
- Have sufficient fire exits and exit routes to ensure calm, steady evacuation of public.
- Take guidance from Wiltshire Fire Authority regarding fire safety, evacuation procedures and a place of safety.

- Including evacuation of vulnerable people such as children, those less ambulant and disabled persons.
- Ensure that on-site first aiders are aware of the need to provide assistance, if required.

Key success indicators:

- The fire risk is kept to a minimum and there are no outbreaks of fire.
- No bad word of mouth opinion or complaints.
- Acceptability to Health and Safety Team and Environmental Health Officers.

Likelihood: Medium

Impact: Medium to High

Ownership Health and Safety Team

Review: During the event and following the festival

6 Risk: Camping and Cars

Area of Risk or Hazard

Camping, Car Parking, vehicle movements within the site, into and out of the site

Threat

Hazards relating to parked vehicles. Injury to persons and damage to their possessions. Traffic incidents related to main road.

What could go wrong?

- Injury to pedestrians walking along main road (A366)
- Traffic incidents on main road, near to the site entrance and exit
- Overcrowding of site and congestion caused by poorly parked vehicles and badly located tents, caravans and motor caravans.
- Injury to pedestrians caused by movement of vehicles within the site, camping and parking areas.
- Injury caused by delivery vehicles and contractors vehicles colliding with structures and pedestrians.
- Spread of fire between vehicles and tents.
- Emergency Access routes within site blocked by vehicles.

Required Action:

- Institute a one-way system, so that vehicles leave via the exit from site with best view of main road.
- There is a walkway through site, away from the road, with signs instructing attendees not to walk along main road.
- Roadways around entrance and exit to site will be kept clear to prevent congestion and to allow constant access to site by emergency vehicles.
- Camping will be provided in a designated area for those with special needs, such as people with disabilities, wheelchair users, etc. There will be disabled toilet facilities contained within this area.
- Parking will also be provided in a designated area.
- Parking and Camping Areas will be clearly defined and the parking will be in the first field on entering the site.
- Ensure that there are sufficient lighting, fencing, stewards and security staff to ensure that all camping (including motor homes & caravans) and cars are in the designated areas.
- Ensure that no tents are positioned in vicinity of vehicles, in case of hand-brake failure or fire.

- All campers will be issued with specific instructions about distances between tents, the need for fire-breaks and that camp fires and barbecues are not allowed.
- Ensure that signs are provided for fire points within the campsite and that these are visible from all directions, by positioning them above surrounding obstructions.
- Ensure that all vehicles are parked facing in same direction with sufficient turning space between.
- Ensure that there are sufficient stewards available to assist vehicle flow in the case of difficulty with entry and exit traffic.
- Ensure that an emergency route is not blocked by parked vehicles
- Ensure that there is a piped water supply provided to the campsite with stand pipes.
- No unnecessary deliveries will be made to the site. We will ensure that all sales outlets have sufficient supplies to reduce the number of deliveries and ban deliveries during hours when concerts are in progress. Only traders, stall-holders, artists and emergency services will have vehicular access to the arena area. No festival-goer's vehicles will be allowed beyond the campsite and parking area.
- Ensure that there is a transport procedure in place and that the existing 10mph speed limit on the main access route is maintained and that within the site vehicles move at no more than 5mph.
- No vehicle will be allowed to move on arena site without being escorted by stewards in a high visibility jacket walking alongside.
- Provide sufficient road signs on the main road to inform drivers of the way in.
- Warn other drivers of the possibility of slow traffic turning into the site.

Key Success Indicators

No vehicular incidents occur on the main road, at the entrance or exit, or within the site. No issues arise on the camp site regarding vehicles or access.

Likelihood: Medium

Impact: Medium to High

Ownership Health and Safety Team

Review: During the event and following the festival

7 Risk: Personal Injury

Threat:

Injury to person/s

What could go wrong?

- Injury to individuals from falls, trips, cuts and abrasions, collisions, etc.
- Injury to Teams and traders from lifting, manual handling and cash handling.
- Swarming bees, insect bites and stings, sunburn, sun-stroke, dehydration.

Required Actions:

- Potential for minor accidents is common anywhere and can be dealt with on an individual basis with assessment by on-site first aiders.
- Ensure that on-site first aiders are aware of the need to provide assistance, if required.
- Regular checks of all on-site installations to ensure that the likelihood of any potential trip hazards or injury from unstable fixtures or fittings is minimised.
- Ensure non-slip surfaces on all ramps, guard rails and hand rails are fitted to minimize the risk of slips, trips, falls on ramps and steps.
- Provide signs indicating the use of suitable footwear (i.e. shoes with covered toes) in back-stage areas.
- Provide lighting across the site to make walk ways and obstacles visible.
- Ensure that heavy lifting procedures are in place and that Teams are aware of the risks.
- Ensure All Teams are aware of the dangers of long exposure to the sun. Supplies of bottled water and sun block will be freely available.
- Ensure regular breaks for all Team members while working.
- Provide a suitable area in reserve for people who might have heat stroke.
- A wholesome water supply will be made available on the campsite and rehydrating drinks will be on sale in the arena.
- Ensure bottled water is freely available in the Office.

Key Success Indicators

- All measures have been put in place and on inspection, meet the necessary criteria
- Incidents are minor in nature and dealt with speedily and effectively
- There are no negative word of mouth opinion or complaints
- Acceptability to Health and Safety Team and the Environmental Health Officers.

Likelihood: Medium

Impact: Medium to High

Ownership Health and Safety Team

Review: During the event and following the festival

8 Risk: Information, Welfare and Medical

Area of risk or hazard

Information regarding welfare and medical

Threat:

Confusion affecting crowd safety illness or injury.

What could go wrong?

- Lack of information and knowledge leads to confusion and error.
- Accidents and injuries. See also 7 above.

Required actions

- Ensure that all festival attendees receive an information sheet with a site map indicating the location of the First Aiders and Main Office.
- Additional information will be included in the programme with details of what is happening, where and when, with times and locations of performances easily identified.
- Provide clear signage within the site, which is representative of the site map.
- Use of competent Teams of volunteers to manage the site.
- Teams are aware of all necessary information or able to access it easily.
- On-site first aiders are aware of the need to provide assistance if required.
- The Artist Team has been appointed to look after the specific needs of artists and performers.
- Environmental Health and/or Emergency Services to be advised in the event of a serious incident.

Key Success Indicators

- The festival goers are aware of the site layout.
- Response time to incidents is minimised due to a clear site layout.

Likelihood: Low to Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the event and following the festival

9 Risk: Child Safety

Threat: Harm to children, children becoming lost

What could go wrong?

- Children injured whilst playing or being entertained
- Children becoming lost
- Parents or children becoming distressed

Required action:

- All Teams to be properly trained to understand child safety issues.
- All entertainers dealing directly with children are DBS checked.
- Parents with children to be advised that they are responsible for their own children – i.e. children shall be under parental control.
- There will be measures in place to look after lost children.
- We will assist parents in finding children in the event of them getting lost and reuniting them as speedily as possible.

Key success indicators

No major incident and all lost children are safely reunited with parents as speedily as possible.

Likelihood: Medium

Impact: Low to Medium

Ownership Health and Safety Team

10 Risk: Open Water - River

Area of risk or hazard

Open Water - River

Threat:

Drowning and injury to persons

What could go wrong?

Potential for people to ignore warning signs and swim.

People accidentally fall into the water. **It should be noted that a swimming club operates along this stretch of the river Frome close to the festival site.**

Required Action

- All Team members, security staff, performers, guests and ticket holders to be advised that there is a 'No Swimming rule'.
- The festival does not advertise the swimming club and is not responsible for anyone that uses the swimming club area of the river during the festival.
- Tickets holders are informed that swimming in the river within the festival site is prohibited.
- Signage warning of the danger the river poses will be placed along the river bank.
- In most areas of the main arena, foliage lines the banks of the river creating natural obstructions to the river edge.
- In areas where the foliage does not provide a sufficient barrier, the river edge will be blocked off by fencing, taping or the placing of festival infrastructure.
- In particular, the ford next to the farm Mill building will have clear signage stating 'Do not use the Ford'.
- Surveillance of the river will be provided by all Team and security staff while doing their jobs.
- Provide lighting of the festival arena and camping areas to show site boundaries.

Key success indicators

There are no incidents in the river.

Likelihood: Low

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the event and following the festival

11 Risk: Bad Weather

Threat: Wet and stormy weather, high winds, excessive temperature.

What could go wrong?

- Damage to temporary and permanent structures.
- Flooding or water-logging to parts of site.
- Mud causing injury due to slipping.
- Marques, tents and other structures may become unstable after heavy rain or high winds
- Vehicles entering and leaving the site could become stuck.
- Injury to persons.

Required Actions

- Get installers to inspect festival structures after any weather events for any movement and secure as required.
- Inspect condition in the parking areas, camping site and access routes for mud and standing water.
- All festival structures will be inspected every day.
- Continuously check the weather forecast and have policies and procedures ready.
- Shut down electrical equipment where there is a risk.
- Move people away from structures that are likely to fail.
- Avoid using areas of the site prone to becoming water logged
- Be aware of river swelling in the event of heavy rain.
- Ensure vehicles leaving the site do not have muddy wheels.

Key success indicators:

- Any weather events are managed smoothly and in safety.
- That there is no injuries.

Likelihood: Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

12 Risk: Fire Safety in in very hot weather

Threat: Injury to persons and damage to property

What could go wrong?

- The dry ground conditions created by a 'Heat Wave' present a greater potential risk of an outbreak of fire.
- There is a greater risk of grass fire and scrub/hedge fire in these dry conditions
- Such fires could be started by hot vehicle exhaust pipes, discarded cigarette ends, discarded matches reflection from wing mirrors, sparks from barbeques, flammable liquids and explosion of camping gas containers.
- Heat from fermentation of damp grass cuttings and hedge clippings could self-combust.
- The spread of flame in dry conditions will be more rapid.
- Fires could spread rapidly along the ground, between tents and cars creating further hazards.

Required Actions

- We will ensure that there are no areas where grass cuttings and other cut vegetation are stored within the festival site.
- We will provide water and sand buckets at all fire points within the camp and festival site.
- Shouting 'FIRE' should be the method used for raising the alarm within the camp and festival site.
- In the event of a minor fire festival Teams will take immediate action to put the fire out using the sand and water buckets but only if they feel able to do so safely. Otherwise Emergency Services will be called on 999 immediately.
- In the event of a larger fire, the area will be evacuated immediately and Emergency Services called on 999.
- In either case, All Teams will assist in managing the incident and keeping the public safe.
- Emergency Services will be appraised of the incident on arrival and control handed over to them.
- Any and all assistance will be given.

Key success indicators:

- There are no fires at the festival.
- The fire risk is kept to a minimum and that any outbreaks of fire are minimised.
- Word of mouth opinion/complaint.
- Acceptability to Health and Safety Team, Wiltshire Fire Brigade and Environmental Health Officers.

Likelihood: Medium to High

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

13 Risk: Sanitary, Waste and Litter

Threat: Health risk from human and other hazardous waste

What could go wrong?

- Overflowing toilet facilities.
- Inadequate disposal of waste and litter.
- Injuries from broken glass on site.

Required Actions:

- The Clean-up Team manage the litter waste on-site.
- The toilet company deals with effluent and hazardous waste.
- The toilet cleaning within the arena area will be carried out safely, monitored by stewards.
- Ensure the provision of adequate numbers of litter bins around the site.
- Flexible corn-starch 'glasses' to be used within the arena by the food and bar traders.
- Ensure facilities for waste disposal are well sign posted.
- Ensure litter picking teams keep the whole site clear.
- Ensure that Environmental Health is informed of any major incident relating to disposal of waste.

Key success indicators:

- Waste and litter facilities are maintained in good working order and without spillage.
- There are no injuries from broken glass.

Likelihood: Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

14 Risk: Public Order

Threat:

- Problems due to excess consumption of alcohol or drugs on-site.
- Verbal or physical assault.
- Outbreak of violence.

What could go wrong? Disruption and injury to persons.

Required Actions:

- Use competent security and stewarding staff.
- When an incident occurs, act quickly to dissipate any tension.
- Let the site security deal with any physical conflict.
- Call the Police, if the incident is serious.
- Provide adequate and suitable lighting in the festival and camping areas
- Create a friendly environment.
- Ensure that the bars do not serve anyone under age.
- Ensure that the bars do not serve anyone who appears to have consumed too much alcohol.
- The License's own bar staff to be briefed on their roles according to the Licensing Act (2003) and as modified by any subsequent legislation.

Key success indicators: There are no public order incidents. Everyone enjoys the festival.

Likelihood: Medium

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

15 Risk: Electrical hazards

Threat: Injuries resulting from poorly installed electrical equipment and wiring including trip hazards.

Required Actions:

- All electrical installations and power supplies will be correctly installed by competent persons and sufficiently protected and fenced.
- All Teams will be made aware by appropriate signage of any High-Risk areas.
- Powder-based extinguishers will be positioned near all electrical equipment.
- Any plug-banks or generators will not be overloaded beyond rated capacity.
- All sub-contractors and traders bringing in electrical equipment will have valid electrical certificates.
- Cable runs will be dug in or flown overhead safely and any surface cable runs will be properly protected.
- All cables shall be designed for external use and protected from moisture ingress.
- Cable and other event equipment will be installed in such a way as to avoid public walkways and other areas where they may cause a hazard.
- All work is signed off by the electrical contractor in the festival log book.

Key success indicators: There are no electrical incidents.

Likelihood: Low

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the festival and following the festival

16 Risk: Noise Nuisance

Threat: Nuisance and harm to peoples hearing, discomfort through excessive vibration

What could go wrong?

- Complaints from neighbouring residents.
- Complaints from Environmental Health.
- Harm to hearing of those working back stage and those in close proximity.
- Environmental Health take steps to close the event.

Required Actions

- We will ensure that Environmental Health is aware in advance of the proposed amplified music programme.
- Any nearby neighbours will be notified that the festival is taking place and given the duty Team leader's phone number and that of Environmental Health.
- It is anticipated that there will be minimal sound leakage between the different musical events taking place at the festival and that disturbance to local residents will be kept to a minimum.
- There will be no amplified music played after 1.00am on any night.
- The stage PA systems will be run by professional sound engineers and are experts in dealing with sound.
- The sound engineers will be continuously monitor the levels and carry out sound assessments.
- There will be no fireworks or special effects.
- Hearing protection will be provided to those working back stage and in artists' areas.
- The front of stage barrier will be 3ft tall and will be no less than 1 metre from the front of stage speakers and distances will be checked.

Key success indicators: No complaints regarding noise

Likelihood: Low

Impact: Medium to High

Ownership: Health and Safety Team

Review: During the Festival and following the festival

17 Risk: Major Incident

Threat: Panic, injury to persons, destruction of property

What could go wrong?

- A hazard off-site that may affect the event.
- A hazard on-site that requires evacuation of the site.
- Terror attack.
- Bomb threat.
- Serious road collision

Required Actions

- We need to ensure that we have evacuation plans in place.
- We need to ensure all Team members understand the plans.
- Ensure that a report any suspicious packages or activity is acted upon promptly.
- Emergency Services must be informed immediately on any verified threat being found.

Key success indicators: No major incidents

Likelihood: Low

Impact: High

Ownership: Health and Safety Team

Review: Following the Festival

18 Risk: Barn

Threat: Unfamiliar building

What could go wrong?

- A fire.
- A structural failure.

Required Actions

- We need to ensure sufficient Stewards are available to manage the building.
- Close off the balcony area
- Check all emergency exits, the fire alarm and fire extinguishers.

Key success indicators: No incidents

Likelihood: Low

Impact: High

Ownership: Health and Safety Team

Review: Following the Festival

19 Risk: Build and Knockdown phases

Threat: Injury to persons, damage to property

What could go wrong?

- A collapse
- Serious road collision

Required Actions

- We need to ensure that all contractors are briefed on the site risks before working on site.
- That all deliveries are brought onto site with minimal road disruption.
- Ensure that any contractors, Team members or members of the public are kept away from works.

Key success indicators: No build or knockdown incidents

Likelihood: Low

Impact: Low

Ownership: Health and Safety Team

Review: Following the Festival

I. Appendix — Evacuation process

I.1. Risks Possibly Requiring Evacuation

- Fire
- Bomb threat
- Terrorist threat
- Explosion
- Equipment failure causing danger
- Structure failure causing danger
- Crush (crowd)
- Public disorder
- Robbery
- Medical reasons
- Environmental influences - Flood
- Authorities request

I.2. Areas Requiring Evacuation

- Main Stage Tent
- Barn
- Bar Tent
- Arena area
- Campervan Site
- Camp Site
- Whole Site

I.3. Evacuation Process Scenarios

- In all cases, if it is serious, 999 will be called by the immediately.
- Emergency services will be met at Gate 1 and directed where to go.
- The Blue Route is designed to be 4m wide to accomodate a fire engine.

I.3.1. Main Stage Evacuation

- Stage crew to radio and alert Security and all Teams.
- Stage crew to stop the show and announce that people should leave the tent.
- Stage Crew to help artists away from Back Stage.
- Stewards and security to help people away from the tent.
- Stewards should look out for less able people and help.
- Bar staff to close the Bar.
- If necessary, the Arena should be cleared.

I.3.2. Barn Evacuation

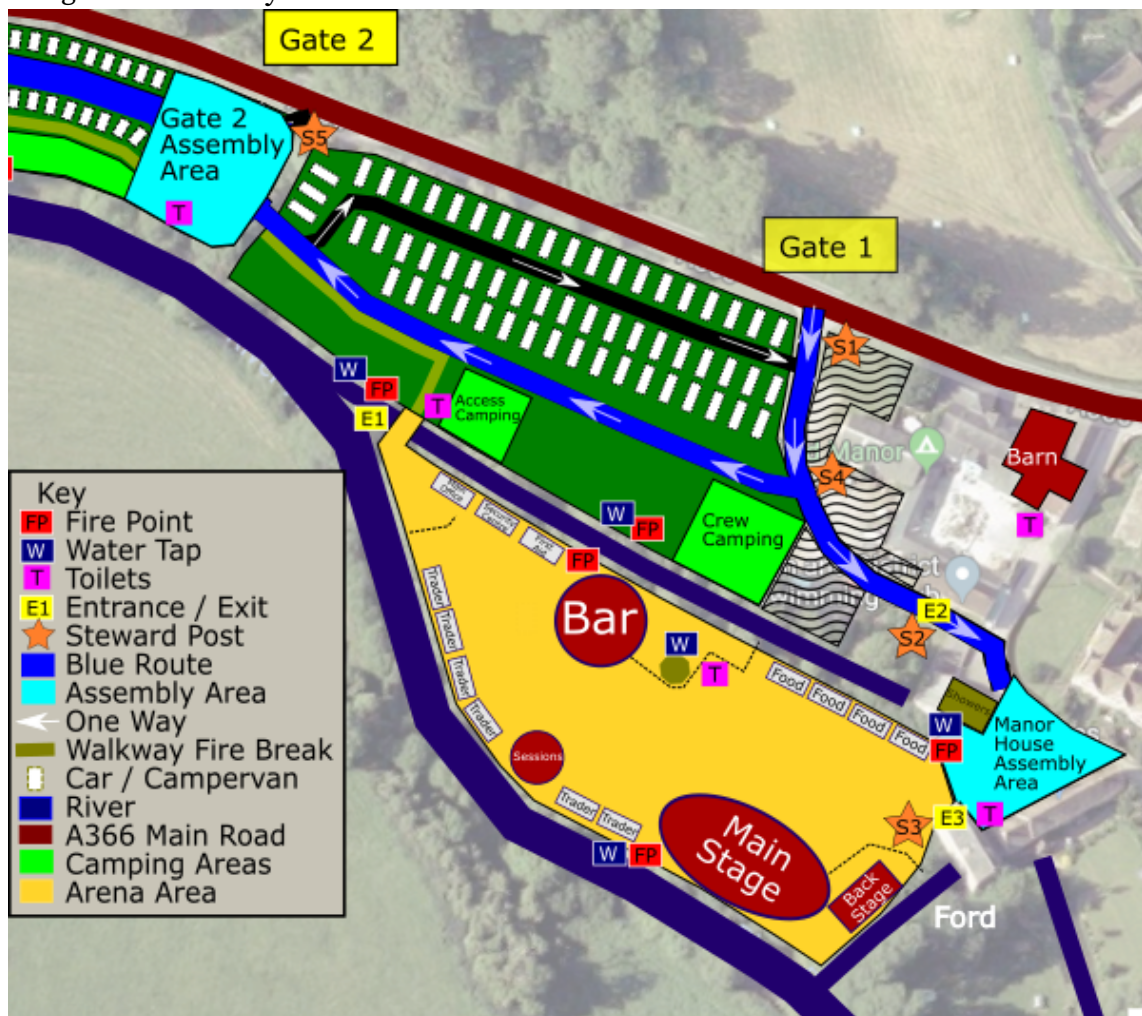
- Stage crew to radio and alert Security and all Teams.
- Stage crew to stop the show and announce that people should leave the barn by the 2 emergency exits.
- Stage Crew to help artists away from the barn.
- Stewards and security to help people away from the barn.
- Stewards should look out for less able people and help.

I.3.3. Bar Evacuation

- Bar staff to close the bar and alert Security and all Teams.
- Bar staff to announce that people should leave the bar tent.
- Stewards and Security to help people away from the tent.
- Stewards should look out for less able people and help.
- Stage Crew might stop the show and evacuate the Main Stage.
- If necessary, the Arena should be cleared.

I.3.4. Arena Area Evacuation

- Security and all Teams are alerted.
- Stage crew to stop the show and announce that people should leave the arena.
- Bar staff to close the Bar and announce that people should leave the arena.
- Stewards and Security to help people towards E1 or E3 depending which is best.
- People leaving by E1 should assemble at the Gate 2 Assembly point
- People leaving by E3 should assemble at the Manor House Assembly Point.
- If either of these assembly points are compromised, people should be lead to the Swimming Field Assembly Point.

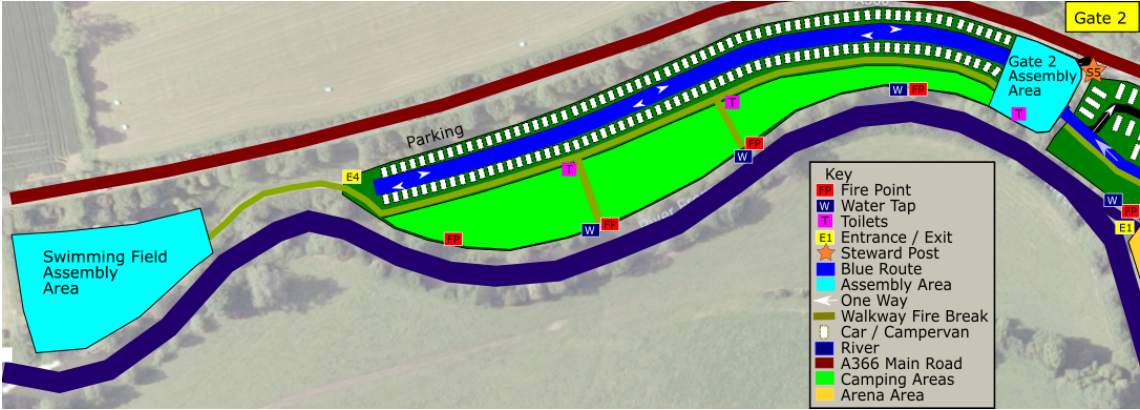


I.3.5. Campervan Site Evacuation

- Security and all Teams are alerted.
- Stewards and Security to knock up and help people towards the Gate 2 Assembly point or the Manor House Assembly Point, depending which is best.
- Stewards and Security to discourage people to drive through the site.
- Access Camping and Crew camping might also need to be evacuated.
- Entrance E1 might need to be stopped.
- Consider a show stop and a bar closure.

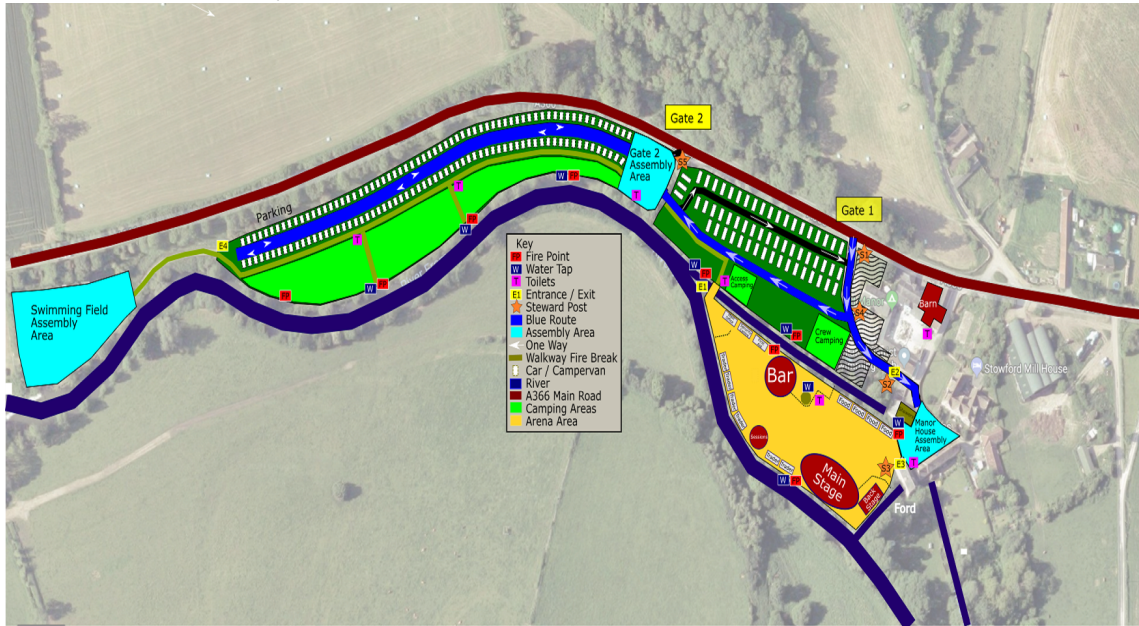
I.3.6. Campsite Evacuation

- Security and all Teams are alerted.
- Stewards and Security to knock up and help people towards the Gate 2 Assembly point or the Swimming Field Assembly Point, depending which is best.
- Stewards and Security to discourage people to drive through the site.



I.3.7. Whole Site Evacuation

- Security and all Teams are alerted.
- Stage crew to stop the show and announce that people should leave the arena.
- Bar staff to close the Bar and announce that people should leave the arena.
- Stewards and Security to help people towards the Swimming Field Assembly Point.
- Stewards and Security to discourage people to drive through the site.



J. Appendix — Noise Management Plan 2018



Noise Management Plan 2018

Contents

Description of Site and Noise Sources Section 1

 Introduction Section 1.1

 Site Setting Section 1.2

 Noise Sensitive Receptors Section 1.3

 Site Layout & Description Section 1.3

 Discussion Section 1.5

Description of Site Operations Section 2

 Operational hours for licensable activities. Section 2.1

 Music operations and timings Section 2.2

 Maximum Music Noise Levels Section 2.3

Monitoring Section 3

Being a good neighbour Section 4

Managing Complaints Section 5

1. Description of Site and Noise Sources

1.1 Introduction

This Noise Management Plan (NMP) is intended to be used as a reference working document for all teams. It outlines the main noise sources identified on site, the mitigation measures implemented to reduce the risk of noise nuisance and the monitoring, maintenance and recording methods to be used during the festival. The NMP has a dual function of showing how to control noise and identifying where improvements can be made.

This Noise Management Plan is to be updated annually and will be provided to the Licensing Authority no later than 3 months prior to the commencement of the festival for approval in writing.

1.1 Site Setting

- The festival site at Stowford Manor Farm is situated in the valley of the river Frome.
- It is situated about 700m from Farleigh Hungerford Village.
- The site has hosted many successful, well attended festivals since 1979.
- Location Map



1.2 Noise Sensitive Receptors.

For the purpose of this assessment, a radius of 800 metres (pink line) has been adopted for all other potentially sensitive receptors. The sensitive receptors are detailed in the table below.

Map ref	Name	Direction	Distance
NR1	4? Properties sheltered by hill	SE	400m
NR2	3? Properties sheltered by farm buildings	E	100m
NR3	8? properties	W	700m
NR4	1 property sheltered by hill	WNW	700m

1.3 Noise Sources

Map ref	Name	Speaker Direction	
NS1	Main Stage in a marquee	WNW	
NS2	Bar Stage in a tent	NE	
NS3	Barn Stage in a stone building	W	

1.4 Discussion

NS1 is the main stage and this will have the largest sound system. The stage will be managed by HLAudio, a professional outfit based in Frome. They will be consulted during the site build to ensure the sound system is setup to ensure that the minimum nuisance is generated. Speakers will be positioned and directed to ensure that the least direct noise travels towards the noise receptors. During the setup sound checks, noise levels will be taken at the noise receptors to create a base level.

NS2 is the bar stage and this will have a simpler, less powerful sound system. This will be overseen by a qualified volunteer, who will manage this simpler stage. Acts on this stage will largely be single instrument and voice arrangements. The timings of the bar stage are designed to overlap with the main stage, meaning there will be continuous sound, albeit quieter at times.

NS3 is the barn stage and this, again will have a less powerful sound system. During the day time, this will be our folk stage and it will be organised and run by an experienced team. In the evenings, this stage will host a quieter stage, as an alternative to the other two. This will be overseen by a qualified volunteer. As the barn is an enclosed, stone build building, sound leakage is expected to be very low. This needs to be tested at setup time and during initial performances.

2 Description of Site Operations

- The 2018 Festival will take place from 12:00 hrs Thursday 19th July up to 14:00 hrs Monday 23rd July.
- Facilities at the festival consist of:
 - Camping facilities
 - The Arena (referred to as 'The Island')
 - The Barn
 - Parking area
- Expected maximum audience is 500 people, consisting of mainly adults and families with children.
- Attendance at the event is by ticket only.
- Tickets are purchased through advanced sales and tickets sold on the day.
- Festival Build will commence at 09:00hrs Tuesday 17th July
- Festival Knock-down will end at 12:00hrs Tuesday 24th July
- The Festival will be run by Teams of volunteers.

2.1 Operational hours for licensable activities.

	Thursday/Friday	Friday/Saturday	Saturday/Sunday	Sunday/Monday
Sale of alcohol	18:00 – 02:00hrs	12:00 – 02:00hrs	11:00 – 02:00hrs	11:00 – 02:00hrs
Live music -NS1, NS2, NS3	18:00 – 00:00hrs	11:00 – 01:00hrs	11:00 – 01:00hrs	11:00 – 00:00hrs
Late Night Refreshment	23:00 – 01:00hrs	23:00 – 01:00hrs	23:00 – 01:00hrs	23:00 – 01:00hrs

2.2 Music operations and timings, NS1, NS2, NS3

	Thursday	Friday	Saturday	Sunday	Monday
00:00 – 01:00	No music	No music	NS2 music	NS2 music	No music
01:00 – 09:00	No music	No music	No music	No music	No music
09:00 – 11:00	No music	Acoustic music	Acoustic music	Acoustic music	No music
11:00 – 18:00	No music	Acoustic music	Amplified music	Amplified music	No music
18:00 – 23:59	Amplified music	Amplified music	Amplified music	Amplified music	No music

The timing of the end of each evening session will be the responsibility of the stage crew.

Any band running over will have the sound cut at the time limit, to prevent nuisance

2.3 Maximum Music Noise Levels at NR3 – Farleigh Hungerford Village measured over 5 minutes

	Thursday	Friday	Saturday	Sunday	Monday
00:00 – 01:00	No music	No music	45 db(A)	45 db(A)	No music
01:00 – 09:00	No music	No music	No music	No music	No music
09:00 – 23:00	55 db(A)	55 db(A)	55 db(A)	55 db(A)	No music
23:00 – 23:59	45 db(A)	45 db(A)	45 db(A)	45 db(A)	No music

These figures are based on the previous festivals that have successfully been run without complaint.

3. Monitoring

While the festival is in operation, music noise level measurements will be taken to ensure that they are within the music noise levels stated. If they are above the limits set, the stage crew will be informed, and the sound level will be reduced until it is acceptable. When no music is being played, the site security and stewards will ensure noise is kept a minimum on the site. The table below will be completed by the Event Team during the festival and sent to Wiltshire Council Environmental Health afterwards.

Music Noise Levels at NR3 – Farleigh Hungerford Village measured over 5 minutes

	Thursday	Friday	Saturday	Sunday	Monday
00:00 – 01:00	No music	No music	_____ db(A)	_____ db(A)	No music
01:00 – 09:00	No music	No music	No music	No music	No music
12:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music
16:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music
20:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music
23:00	_____ db(A)	_____ db(A)	_____ db(A)	_____ db(A)	No music

4. Being a good neighbour

This is the first festival back at Stowford since 2010 and, as such, we need to start out as we mean to go on. There is bound to be some initial concern about what will happen. We plan to alleviate these fears through interaction with the residents concerned. We hope to establish a long-term relationship with the area and be a good neighbour.

Prior to the festival, we will distribute leaflets to all of the noise receptors, NR1, NR2, NR3 & NR4, and meet as many of the local residents as possible. We will encourage them to come along and participate in the festival.

The leaflet will contain the festival details, the timings for the musical activity and the complaints procedure including phone number of the Event Team, to lodge any complaints. Wiltshire Council Environmental Health details will also be displayed.

The leaflet will also be forwarded to Wiltshire Council Environmental Health prior to the event.

5. Managing Complaints

Any noise complaint received at the site or via phone will be handled by the Event Team.

They will record the complaint on the Festival App using the online forms.

After details of the complaint have been recorded, the cause(s) will be investigated, and immediate action will be taken to remedy the situation, where possible.

The likely reasons for the complaint will be added to the form and the complainant will be contacted, if contact details are provided and feedback has been requested.

Where any changes are made, the Noise Management Plan will be updated accordingly.

Wiltshire Council Environmental Health will be informed about all complaints after the festival finishes.

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Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
 If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Licensing Authority

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description	
Stowford Manor Farm Farleigh Road Wingfield	
Post town Trowbridge	Post code BA14 9LH

Name of premises licence holder or club holding club premises certificate (if known)
NR Events Limited
Previous licence holder: Trowbridge Festival Limited

Number of premises licence or club premises certificate (if known)
LN/0000014610

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

2) a responsible authority (please complete (C) below) X

3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick ✓ yes

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Licensing Authority Wiltshire Council County Hall Bythesea Road Trowbridge Wiltshire BA14 8JN Authorised officer Linda Holland (Licensing Manager)
Telephone number (if any) 01249 706555
E-mail address (optional) publicprotectionnorth@wiltshire.gov.uk

This application to review relates to the following licensing objective(s)

Please tick one or more boxes ✓

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

X

Please state the ground(s) for review (please read guidance note 2)

This review relates to the premises licence holders failure to comply with either the premises licence conditions attached to their licence and/ in promotion of a licensing objective under the Licensing 2003 Act, for a music festival held on Stowford Manor Farm, licensed for up to 4,999 persons.

The Licensing Authority considers that the previous licence holder, Trowbridge Festival Limited, failed to **promote** the licensing objective of public safety. The standards of management at the 2018 festival fell considerably below those expected of responsible licence holders organising a public event.

The licence has recently been transferred to NR Events Limited; the Licensing Authority concerns have not been alleviated by this change as one of main organisers and a director of Trowbridge Festival Limited who held the licence is still incumbent and the sole director of the new company.

The Licence holders' failure to understand or grasp the serious concerns, both written and verbal, of responsible authorities prior to, and during the 3 day event in 2018 has led to the decision to apply for a review of the Premises Licence as set out in section 11.10 of the 182 Guidance.

The Licensing Authority has no confidence, that should the proposed event be held this year (2019) the event will be run in a safe and secure manner promoting the licensing objective.

Without competent management there is the potential for all participants to be exposed to the risk of harm.

The location of the festival, on a narrow strip of land between a main road and river requires significant responsible management, this was clearly not demonstrated during the set up and running of the 2018 event.

Despite preliminary site visits and discussions with the organisers it was necessary for officers from the Fire Authority, Licensing and Health and Safety teams to attend the event in 2018 to give clear informed advice due to the many areas of concern.

Despite responsible authorities' engagement with Trowbridge Festival Limited through the Event Safety Advisory Group, where significant reservations were expressed by various agencies and subsequent site visit prior to the event it went ahead without regard to the advice provided.

The Premises licence is issued subject to compliance with the Event Management Plan as supplied. Whilst the Licensing Authority recognises an Event Management Plan can and often is a fluid document subject to minor changes, there were serious areas of non-compliance / adherence to the plan during the festival.

It was evident to visiting officers during the event that there was some infighting amongst the organiser, there was a loss of control of management of the event and it had been necessary to call upon the services of a former organiser of the event held on this site to implement some management.

Licence holders have a responsibility to ensure the safety of those using their premises as part of their duties under the Licensing Act 2003. Whilst there were no major incidents at the 2018 this was through luck rather than application of all the appropriate control measures and this situation cannot be allowed to happen should an event take place this year.

Please provide as much information as possible to support the application (please read guidance note 3)

Trowbridge Festival Limited were granted a licence in 2018 to hold an annual festival at Stowford Farm, Wingfield Road, Trowbridge, for one long weekend in July each year. The event in 2018 took place from Thursday 19th July until Monday 23rd July 2018.

Concerns about the management of the event became clear from the start. The public were allowed on to site before the proposed opening time. The infrastructure was clearly not in place to support this. It soon became abundantly clear that the organisers were under prepared to manage an event for 700 with camping and day tickets. This resulted in mixed camping, caravans and vehicles parking with the associated fire risks this created.

There was no defined management structure on site, no clarity on roles and responsibilities; even though an event management plan was produced it was not complied with on a number of key elements.

The most serious concern was the lack of understanding regarding the weather conditions. July 2018 saw extreme heat over a period prior to commencement of the event and during the festival. This needed to be managed accordingly. Fire precautions were clearly inadequate on opening and during the event.

During the site visit, the Fire Officer had expressed his concerns regarding those camping, and firefighting provisions. The organisers were not prepared early enough. Tent pitching wasn't adequately monitored with insufficient spacing between cars, caravans and tents. The fire officer followed up his concerns in writing on the opening afternoon of the festival.

The site has many limitations with a river and main road along the side of the premises adding additional pressures that need careful management. This was not evidenced during the 2018 event. The event organisers were clearly not prepared to manage the event they ended up with, stewards were extremely over stretched.

The event proved more popular than organisers anticipated despite previous popularity of the event at the site and the excellent weather. This caused an influx of patrons at the last minute requiring additional camping and parking areas being utilised on nearby fields and the infrastructure stretched to provide further resource i.e.: water points, toilets, firefighting provisions, which could have been foreseen. This led to two additional fields being used for camping: one adjacent to the swimming club site, which had no water provision when inspected despite very hot weather. The second across the road from the site in the orchard requiring patrons to negotiate the main road to access the event. There are no pavements on this busy road or lighting on only what was provided at a hastily arranged crossing point. All of this adding further stress to an already overstretched management structure

Proving that the initial area set out for use during the festival was insufficient which meant the organisers had to use additional fields which were not prepared to accept patrons attending the festival. Advice had been given at meetings prior to the application being made and at the event safety meeting regarding the suitability of the site for the numbers proposed.

There were no visible event headquarters on site. The responsible authorities were given differing responses depending on who they were speaking to regarding who was dealing with what. And at times there seemed to be little or no understanding behind the rationale when it was requested that actions be taken to address concerns raised.

There was no clear defined medical provision on site until the Saturday. When provided this was simply 1 medic sat in an unidentifiable car.

The Licensing Authority has no confidence that should a major incident or emergency have occurred the evacuation would have been calmly and safely managed.

Incident records produced after the event contained very sparse and insufficient details. No evidence of corrective actions undertaken or having been signed off as addressed.

Organisers were unable to confirm maximum attendance or tickets sales, officers visited on Saturday evening - no wristband checks made – so access uncontrolled.

There was a failure to manage the blue route (emergency access) effectively leading to being partially obstructed.

Additional management support had to be sought by the organisers to assist with the running of the event at short notice.

The management structure of the company has also raised serious concerns with the Licensing Authority, as no clear demonstrable lead has been taken by the two named directors with visible evidence of 'in fighting' witnessed at the event and since.

The acrimonious behaviour of the two directors has continued since the event with both seeking independent advice from the Licensing Authority.

The fire authority made the following statement after the event in 2018, "It should be noted that until such time as the Fire Authority are fully satisfied that all issues and concerns identified during this year's event (2018), will not be replicated in any such future event, the Fire Authority will formally object in principle, to any future event taking place".

Whilst the Licensing Authority recognises the licence has recently been transferred to NR Events Limited this does not address any of the concerns raised by the Licensing Authority as the personnel and operation will be the same.

The Licensing Authority is seeking the licence to be revoked as the authority has no confidence that, should the event take place this year, it can be run in promotion of the licensing objective Public Safety without the public being put at risk.

Have you made an application for review relating to the premises before

Please tick ✓ yes
NO

If yes please state the date of that application

Day	Month	Year
↓	↓	↓

If you have made representations before relating to the premises please state what they were and when you made them

None

Please tick ✓

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature

[Redacted Signature]

Date

13/3/2019

Capacity

Licensing Manager

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Post town

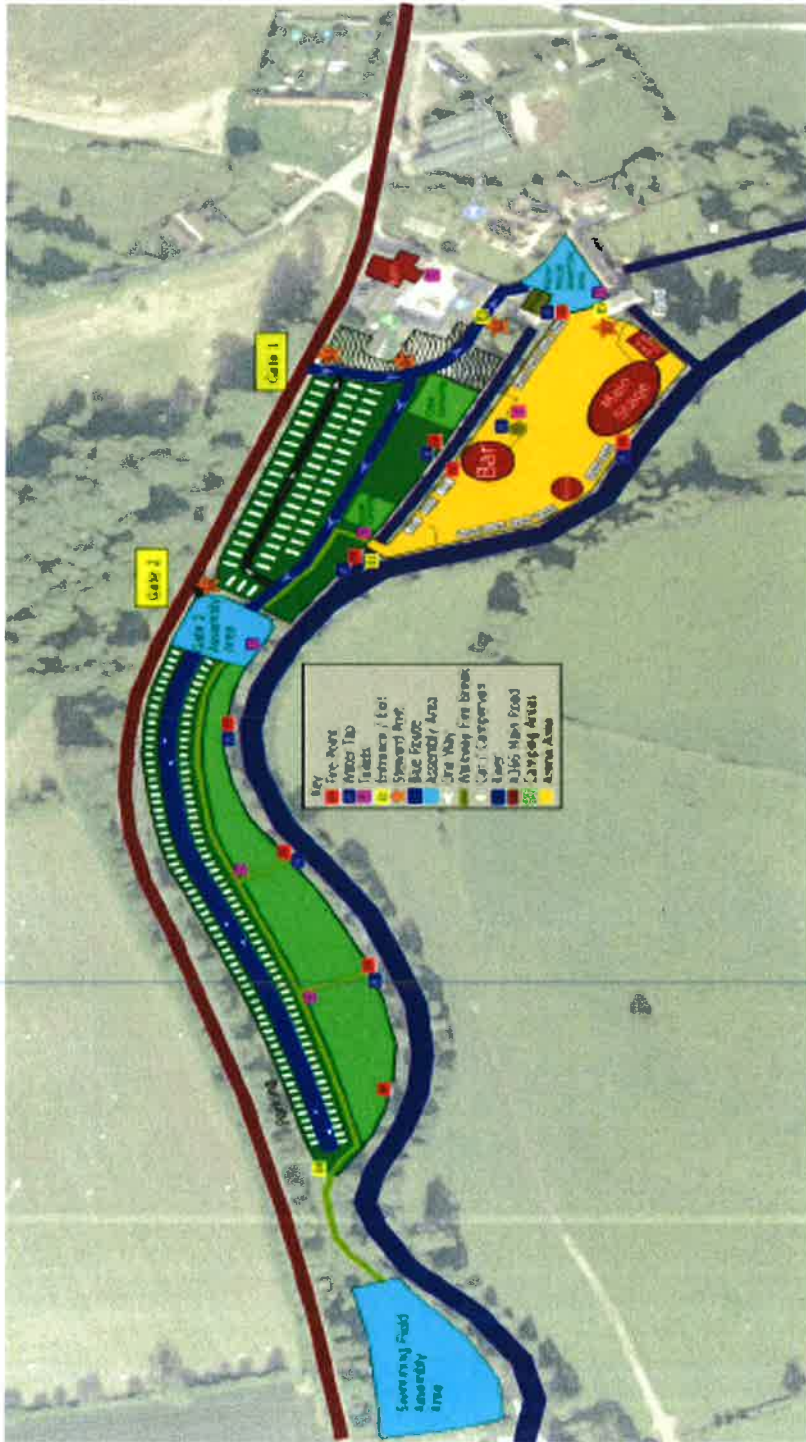
Post Code

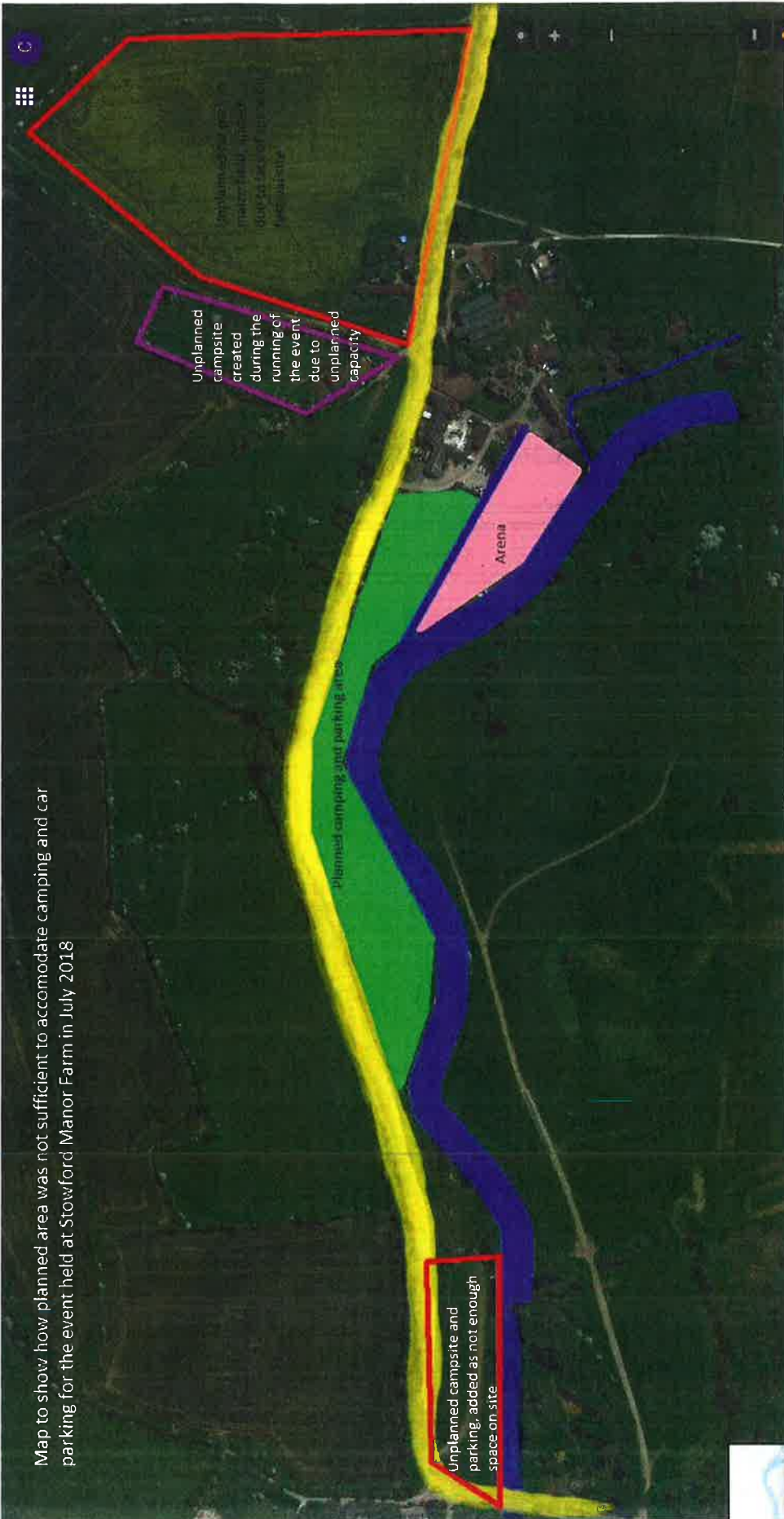
Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.





Trowbridge Festival– Incident timeline

29/05/2018	Council received application from Trowbridge Festival Limited for a new premises licence
29/05/2018	Event safety advisory group triggered form completed and submitted
30/05/2018	Site visit made by Carla Adkins – Licensing Officer - points raised regarding suitability of site
06/06/2018	Fire officer requests further information from applicant
14/06/2018	Event safety advisory meeting took place – minutes attached - a number of actions required by the organisers
18/07/2018 (Wednesday)	<p>Site visit made by Licensing Officer Carla Adkins on day before official opening.</p> <p>Site not ready – considerable amount of infrastructure is incomplete / missing</p> <p>Further site meetings with other responsible authorities called due to the serious concern’s raised by the officer regarding the management (Licence holders) understanding of the importance of site readiness / safety which was totally inadequate.</p>
19/07/2018 (Thursday) 11:00	<p>Site visit undertaken with Fire Officer at 11:00, public started to arrive although site was not ready they were permitted to enter and pitch their tents / vehicles, organisers seemed ill prepared with no stewards visible</p> <p>Infrastructure still incomplete</p> <p>Fire provisions inadequate</p> <p>No road signage</p> <p>See notes for more details</p> <p>Email sent to organisers by Fire Officer following the site inspections</p> <p>Mr Ian Lucas requested to attend site by the organisers and assist due to his past history with the event</p>
19/07/2018 15:31	Fire Officer’s confirms his visit and findings / concerns by email to Licence holders
20/07/2018 (Friday) 10:15	<p>Site inspection Licensing Officer and Health and safety officer (see detailed notes)</p> <p>Ford still not fenced</p> <p>Fire provisions still inadequate</p> <p>No detailed log book in operation at time of visit</p> <p>Lack of water provision in top field</p> <p>No signage (warning or otherwise) regarding the event from bath direction)</p>

21/07/2018 (Saturday)	Site visit Licensing manager, Licensing officer, Food & Health and safety Manager (see detailed notes)
20:45	Day parking field exceptionally dry. Fire point inadequate Access for pedestrians up and down a steep slope Camping now in field next to day parking Walked down footpath by the side of barn, flammable material lining the adjacent open shed / storage area No water provision in top (over flow) camping field bottles empty No steward / SIA in same field Cars parked in main arena next to main tent Blue route partly obstructed in main field
23/07/2018	Visit notes written up by Jenny Thomson
10/08/2018	Event safety advisory group event de-brief - minutes attached
Jan & Feb 2019	Numerous emails to Licensing regarding the status of the licence from both directors, internal discord seemingly between the two directors of Trowbridge Festival Limited regarding the way forward. Licensing having to advise them to seek independent legal advice. Licensing Authority concerns regarding the event proposed for this year heightened and a review application is considered as management failings for the event in 2018 are key to the issues with the event.
06/03/2019	Advert for this year's (2019) festival seen that causes more concern 2000 tickets / day tickets being allowed to camp
06/03/2019	Transfer forms received from NR Events Limited
13/03/2019	Review application served by Licensing Authority
15/04/2019	Advert checked again, some minor changing but details mostly the same

Linda Holland

Licensing Manager

15th April 2019

Site Visit – Stowford Manor Farm – 30th May 2018
Public Protection Officer – Licensing Carla Adkins

I met with Nick Reed and Phil (?) at 2pm on site.

Nick Reed had asked me to visit site so that he could explain the event, and for me to check the blue notices.

When we met, Nick handed me a plan of the site and was explaining his thoughts on where cars/caravans/tents would be located and the entry points onto the site. My comment to Nick was that what he was proposing in my opinion would not fit into the field. I suggested that he measured the field so he would have an idea of its capacity.

I also commented that he had two entrances into site for customers; however he had not mentioned anything about blue routes. I suggested that he drew up a plan of the site, marking out defined areas for camping, cars, campervans and vehicle movement around the site. Nick hadn't considered blue routes or vehicle movement around site.

I informed Nick that I had completed an ESAG trigger form and had submitted this the day before (29th May 2018), and that I would be in contact again with the date.



**DORSET & WILTSHIRE
FIRE AND RESCUE**

Dorset & Wiltshire Fire and Rescue Service
Five Rivers Community Health & Wellbeing Centre,
Hulse Road, Salisbury, Wiltshire SP1 3NR

Direct Line: (01722) 691717

email: stuart.granger@dwfire.org.uk

dwfire.org.uk

Your ref: -

My ref: L0000844/32670

Date: 06 June 2018

Trowbridge Festival Ltd
Unit 4b Winford Business Park
Winford
Bristol
BS40 8HJ

FAO: Nicholas Reed

Dear Sir

Licensing Act 2003 – Application for Premises Licence
Address of Premises: Trowbridge Festival Ltd, Camp Site Stowford Manor Farm,
Farleigh Road, Wingfield, Trowbridge, BA14 9LH

I refer to your application dated 25th May 2018 for a licence for the above premises.

I am unable to comment as the information given is not sufficient to enable it to be processed. I therefore request further information on the following: -

- Capacity of the event, capacity of areas/marquees/buildings, supported by more detailed plans
- Calculations to support capacity, including crowd flow calculations for exit points/bridges
- The plan does not show the whole event
- A wider view plan is required to show the location of the event and emergency access/egress routes
- Details of firefighting equipment. Water and sand buckets are mentioned, but an itinerary of firefighting extinguishers and their locations is recommended
- The camp site does not have details of fire lanes and their widths

If you resubmit your application, please ensure that each of the above items are included.

Articles 9 & 11 of The Regulatory Reform (Fire Safety) Order 2005 require that a suitable and sufficient fire risk assessment is completed and the significant findings are recorded.

- Further guidance can be found in the "Fire Safety – Risk Assessment" publication for this premises type, available as a free download from www.gov.uk (fire safety law and guidance documents for business).

Chief Fire Officer Ben Ansell

I take this opportunity to remind you that fire safety is a dynamic process to be considered on a daily basis, and the assessment of fire risk should be constantly under review and updated as required, especially where the risk in the premises has been affected by alterations, changes in procedures, use or occupancy.

Yours faithfully



Stuart Granger
Fire Safety Manager

Cc Carla Adkins - Public Protection Officer (Licensing)

Event Safety Advisory Group

14 June 2018, Longleat Room, County Hall, Trowbridge

Trowbridge Festival 19 – 23 July 2018

Attendees:

Linda Holland	LH	Wiltshire Council - Chair
Karen L Taylor	KLT	Wiltshire Council - meeting notes
Sarah Kelly	SK	Wiltshire Council - Emergency Planning
Carla Adkins	CA	Wiltshire Council – Licensing Officer
Jenny Thomson	JT	Wiltshire Council – Food & Safety
Fred Nutley	FN	Wiltshire Council – Health & Safety
Cassandra Barrow	CB	Wiltshire Council – EH Practitioner Workplace Student
Martin O'Neill	MO'N	Wiltshire Police – Licensing Officer
Pat Whyte	PW	Wiltshire Council - Highways
Charly Chilton	CC	Wiltshire Police – Community Policing
Organisers:		
Colin Peel	CP	Festival Organiser
Nick Reed	NR	Festival Organiser
Apologies:		
Barney Appleton	BA	Wiltshire Police - Traffic

Introductions were made and the organisers were invited to outline their plans for the 2018 event

Nick Reed is local and has grown up with the original Pump Festival
Colin Peel is a Councillor from Brighouse, Yorkshire

The Pump Festival was huge on the folk festival circuit. The vision is to bring back the family orientated music festival to its original site, starting off small with approx. 600 people. There will be one main stage, smaller stages, a bar, further entertainment in the barn, four food traders, Morris Dancers, yoga, a Bangura band, folk music, acoustic music and Kooky the Clown.

Regarding ticket sales, the more diverse acts may have attracted some people who have attended the original festival. It is hoped that some younger people will attend too.

The limit will be 600 people which includes the staff and volunteers.

Applying for a full licence rather than a Temporary Events Notices.

Questions to the organisers from the agencies

Wiltshire Council – Emergency Planning

Heatwave – what provision is there for ensuring there is adequate water for everyone - all volunteers will be given bottled water.

The signage needs to make clear there is no access to the river for and that there is a swimming facility off-site. The water quality isn't good, particularly in the summer.

ACTION: Make a firm decision on the wording, arrange for the signage and put that information in the EMP

Where will people be evacuated to and how will this be facilitated? What planned emergency messages have been prepared? How will the deaf people be communicated with?

ACTION: Add this information, including the assembly point to the EMP

ACTION: Blue route needs to be identified and added to EMP, make sure there is enough width for emergency vehicles. Ensure that marshals know where the route is

More details are needed regarding lost/found children. What is the codeword that will be used over the tannoy to alert stewards? Details in what stewards are trained in, are they all DBS checked? When will the parents be told of the lost/found children's area? Could write the parent's mobile phone number on the wrist bands.

ACTION: Highlight first aid tent/lost and found children, add this information to the EMP and highlight locations on site map.

The event control needs to be identified; the duty manager will be in there with the festival phone. They will manage the log book. The festival directors will sign off actions that have been done. There needs to be plenty of staff to carry out all the tasks. There will be a separate night-duty manager. Mobile phone/radio retails must be kept at event control.

ACTION: Event HQ and management procedures need to added to the EMP

Wiltshire Council – H&S Food & Safety

JT suggested the organisers need an auditor to manage their EMP.

ACTION: safety of the build-up/break down, this information and the RA management procedure needs to be in the EMP

Consider what will happen should flooding occur, etc. Contingency plans need to be written down. Check the forecast and monitor the river. In the event of.....what are you the organisers going to do.

ACTION: Identify where the LPG will the store be in the EMP

The organisers confirmed there will be no traffic movement on island.

ACTION: Advise the traders they are not to move vehicles once on site

ACTION: Appendix E – evacuation, details needs to be in the EMP

The organisers confirmed the number of urinals/toilet provision is more than the purple guide. JT suggested they might need more urinals. More lights are needed in the toilets overnight. She stressed the importance of cleaning the toilet blocks regularly to reduce the risk of D&V on site

ACTION: Remove mention of the play equipment and fairground out of the EMP as there won't be any on site

The family area will contain the clown's caravan.

ACTION: Clarify in the EMP that recycling will be collected by First Call Skip Hire and rubbish by the normal volunteers. Also, that medical cover will be provided by Festival Medical Services, 2 of their staff will be on duty

ACTION: Add to EMP that standard 3ft crowd barriers will be used

ACTION: Include the RA for the barn in the EMP

ACTION: The site electrician will do the signing off, the information will be kept at event control – add to EMP

ACTION: Add to the EMP that the emergency exit route from the barn is already on the wall as it's used for weddings. Also ensure that the balcony is closed off.

ACTION: Ensure there are procedures for what each person does, what they check, how they check and how they record it

The organisers confirmed that those camping will be given a camper's info booklet by the stewards. Stewards will monitor the camping area.

ACTION: Add the fire evacuations procedure and fire points in the camping area to the EMP

It is important to manage risk proactively not reactively.

ACTION: Add the procedure for stopping a food trader trading if an Environmental Health Officer came to site to the EMP

Wiltshire Council – Licensing & Police Licensing

The organisers confirmed the security firm they are using came recommended to them. There will be 2 or 3 SIA at any one time, they are happy with this number as there will not a lot of younger people but an older demographic. The agencies felt that more SIA might be needed.

Stewards will be on entrance gate to search people coming in, SIA will be called if needed. Security will roam the site.

There will be a no glass policy in the arena.

ACTION: Build in more resilience to the security planning and reflect this in the EMP

Wiltshire Police

What will be the security do with drunk people?

It was confirmed the bar staff will challenge customers age using acceptable IDs. 'Challenge 25' with no sales without the right ID.

ACTION: Whatever the bar manager's protocol is needs to be put it into the EMP. Also, consider an SIA at the bar.

The organisers have spoken with the security company regarding staff numbers but will speak again to secure extra numbers. Steward training must be robust, the river is an additional danger.

Wiltshire Council - Highways

There is no mention of signage outside of the site to warn that, in the event of rain, mud will be present on the main road that runs alongside the site, causing a danger, contained within the EMP.

ACTION: The organisers will need to minimise the risk by having of a sweeper on-call and have other suitable measures in place to mitigate the risk. Warning signs are needed too highlighting the possible danger of mud on the road. There are plastic roads to go on the grass, farmer has a tractor, all this to detailed in the EMP

There has been no temporary signage application made yet for directional signage to be erected prior to site. The entrance gate to have a sign to say it is the festival site and the organisers will email the campers. They are already some signs but the organisers aren't accredited to put them out.

ACTION: Need to apply for signage; some might be in BANES as well as Wiltshire. The Highways Agency will need to know too as it will affect the A36

The EMP forms part of the premises license, the organisers must comply with everything in it.

All the festival goers to arrive by car, camper van and with caravans. There is a taxi drop of point shown on the map. The verges outside of the site are high and not good for walking on, so anyone walking to the site they would have to walk in the road. Warning signs are needed prior to the event by the crossroad and the bridge to warn traffic there may be pedestrians on the highway.

ACTION: PW to email the list of signage words to the organisers

Local cadets (aged 16+) will help with the traffic at the entrance gate to try to keep highway clear. None of the cadets can stop or direct traffic on the highway, but will get cars in ASAP

Spectators will park along fields before their wristbands are issued at the box office. Gate steward to direct cars and another will check the tickets.

Most tickets will be sold before the event, the organisers will know how many camper tickets will have been sold. There will be different colour wristbands for different tickets, these will be monitored throughout the event.

ACTION: Organisers to double check they have supplied the correct version of their EMP to the agencies

LH thanked everyone for attending

CLOSE

The Event Safety Advisory group has no legal standing and in all cases, the responsibility to comply with all relevant legislation and regulations and to ensure public safety at the event rests with the organisers.

STATEMENT OF WITNESS

*(Criminal Procedure Rules, r. 16.2;
Criminal Justice Act 1967, s. 9)*

STATEMENT OF CARLA ADKINS

Age of witness (if over 18, enter "over 18"): over 18

This statement (consisting of 1 page) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

The document titled "Site Visit Notes – Trowbridge Festival, Carla Adkins – Public Protection Officer – Licensing, 24th July 2018" is a true record of what was observed from my visits to Stowford Manor Farm, Wingfield Road, Trowbridge, BA14 9LH on the 18th, 19th, 20th and 21st July 2018.

Signed: (witness)

Date: 12/4/19

(To be completed if applicable: being unable to read the above statement I,of, read it to him/her before he/she signed it.

Signed: **Date:**)

Site Visit Notes – Trowbridge Festival
Carla Adkins – Public Protection Officer – Licensing
24th July 2018

Wednesday 18th July 2018

I arrived at Stowford Farm around 1.30pm and parked on the hard standing. I walked passed the shower block and onto the arena. Nick Reed was stood at the entrance to the arena. I said hello and asked him how things were going. He showed me the stage and bar tents which were in the final stages of being put up. We walked through the arena passed the ticket office which was being painted and into field one where we saw Colin Peel. Nick and Colin walked me around the site. The crew had already set up camp in field one, this was a mix of campervans, tents and vehicles. There were also a few tents pitched and unpitched belonging to staff in field two. I asked Colin and Nick how the campers would be cooking, their response was “disposable bbq’s”. I asked how were the campers going to dispose of these, Colin replied by saying that I should look in the hedgeline along the river where I would find several old ones that had been thrown away. Nick quickly corrected this and said that the disposal bbq’s would be thrown in the skip.

I said to Nick and Colin that there was no signage up anywhere and was subsequently shown a pile of signs on the floor in the arena. Nick and Colin took me along the path at the top of the second field and through the swimming field and explained that they were going to use this for overflow car parking. The path was narrow so we walked single file. The grass was very dry. The path went along the river and was unlit. I asked if there was going to be any lighting along the path, Colin told me that there wouldn’t be as everybody has lights on their mobile phones. I said that there was no signage out on the road and Colin told me rather abruptly that this is what I was preventing him from doing whilst I was on site.

I mentioned to Colin and Nick that I thought the live-in vehicles, tents and cars were too close to each other, to which Colin replied “its like this at every other festival”, I explained that you would normally expect to find a 4mx4m grid with each live-in vehicle housing an individual vehicle. I said I would check the accuracy of this and get back to him.

When I got back from site I called Linda Holland and informed her that I had concerns over the site not being ready and also that I thought there may be a fire risk. I also spoke with Fred Nutley about how far apart vehicles and tents etc. should be. It was agreed between us that I should contact the Fire Officer. I called and spoke to John Irons. It was agreed that Rob Wallbridge would meet Linda Holland and Fred Nutley on site at 2.30pm on 19th July.

Thursday 19th July 2018

Rob Wallbridge called in the morning to say that he had read the EMP and could see the site was due to open to the public at 12.00, therefore he would like to visit before this instead of the previously agreed 2.30pm. Fred Nutley was unable to attend at 11am, so Lin and myself met Rob there.

- Lin and I met Rob on site at 11.00am
- Rob gave advice to Colin and Nick about fire breaks
- Public were on site before we arrived at 11.00am and more were coming in whilst we were there (before 12 noon)
- Colin was very stressed
- Public shouting at Colin due to confusion as to where to pitch
- No organisation to positioning of caravans, campervans, cars, tents etc. Public and staff had no idea where they were supposed to be
- Not all stewards were on site.

- Nick stated that the stewards who had turned up in the morning had been briefed
- Cadets on site – had not been briefed
- No medical provision
- No fire provision
- Lin asked Nick if the
- Lin asked Nick when the arena was open to the public. He was unsure about this. He started saying that it would be crew and artists only and then said if the public wanted to use the bar they could, but half of the arena would be closed off.
- No road signage - Lin asked where this was, Colin told her that it wasn't up because she was holding him up. I stated that he had said the same to me on the previous day. Lin asked if he could delegate any of the jobs still left to be carried out, he said that he should put out the road signage because he was expendable and it didn't matter if he was run over.
- Rob, Lin and myself suggested Colin carried on with what he was doing and we would find him later.

Friday 20th July 2018

Fred Nutley and I drove to Stowford farm along the A366. Upon approach to site we noted that signage had been erected. "Slow festival site" and "Gate No." with a description underneath for who should be using the gate.

We arrived at 10.15am, entered at gate 1 and parked on the hard standing. We saw a steward and asked where the site office was. We were told it was the ticket office. We walked through to the arena, passed the shower block. SIA staff (later known to be Lynsey) said hello, we introduced ourselves and she let us through. The arena was closed off with low level metal fencing.

I immediately noticed that the ford was still open, no fencing etc. Lynsey asked if it needed fencing off – said yes.

Fred and I carried on walking through the arena with the intention of finding the site office, a couple of seconds later we heard a man shout "Fred Nutley". We turned around, Fred recognised the man to be Ian Lucas. Ian explained that he had been called the night before to take charge of the site as Colin Peel and Nick Reed had lost control of the site. Ian told us that they had doubled the SIA numbers to 8.

Whilst talking to Ian, he said that they had spent £5000 on road signs and had only got them today. He said that more signs were due to go up and that Colin was doing this. He also said that they were planning on sorting out the field across the road (entrance opposite the barn) to use as additional parking and that he had asked Colin to sort this.

Fred and I carried on up the arena to the site office/ticket office. The sink in the arena area was discharging onto the floor next to the drains for the chemical waste. The drains and the area behind the sink was cordoned off with harass fencing.

At the site office we were initially told that they didn't know how many people were on site or how many tickets had been sold and that we would have to ask Jean Chatfield for this information. As we were heading out of the arena Jean arrived. She told us that 784 tickets had been sold so far and that this included 450 weekend adult tickets, 21 youth weekend tickets 3 carer weekend tickets as well as day tickets for Fri, Sat and Sunday. Fred enquired about a log book, Jean was unsure about this. I asked how many staff were on site, Jean said she didn't know the answer to this as Colin and Nick were dealing with staff.

We left the arena to look at the campsite. Tents, cars, caravans and campervans were all mixed in together. The firefighting provision in the camping area consisted of less than half a plastic bucket of water and half a plastic bucket of sand.

Ian appeared again and we said that the amount of sand in the buckets was insufficient. He mentioned the field across the road again and how it was going to be used as parking. He said that it was going to be set up with SIA either side of the road to assist people crossing and would be lit.

We walked through the 1st and 2nd field, across the path into the swimming field and then into another field (not part of the EMP), this last field was being used for camping, caravanning and car parking. The field was very dry. The fire provision was less than half a bucket of water and less than half a bucket of sand. The "fire point" sign was held up by a pig iron. As this was low level it could not be seen from across the field. There was no drinking water/stand pipe in this field. (We mentioned this to Ian the next time we spoke to him)

We walked back through the swimming field (people were swimming in the river). The footpath from this field had orange mesh along the riverside and "no swimming" signage. It did not have buckets of water or stewards as requested the previous day by Rob Wallbridge, fire officer.

Back in the second field, I spoke to the cadets on Gate 2 and asked them how many more people they were going to let into the field. She said that only about 3 more 2 man tents could fit in and that a new field was being prepared, although she wasn't sure when it would be ready.

We went back into the arena to speak to the SIA staff. SIA provided by Themis security which was headed by John King. John said that he was running a log of incidents on his laptop.

Fred asked Ian if there was a log book for the site and Ian said that it was in the process of being created (11.55am). I asked Ian about the medical provision and he said that they were on route (11.55am). John pitched in and said that the medic was stuck in traffic, however he and his team were fully qualified. He claimed that he was ex-army and could stand in during the meantime (there was no first aid kit/provisions etc). John said that the SIA had increased, with some staff having been brought over from a job in Weymouth. He said if more staff were needed then he could get some from Boutique in Trowbridge.

At this point we spoke to Ian about the lack of water provision in the top field (the other side of the swimming field). Ian said that he was hoping to get everyone moved out of this field and into the field across the road. I asked him if this really was the case, given that people had pitched /settled and he admitted probably not.

Fred and I looked into the barn briefly before leaving. We drove left out of Gate 1 towards Bath and turned around passed Farleigh Hungerford Castle. Other than the signs for the gates there was no signage to let people know that there was a festival on/or a need to slow down on the Bath to Trowbridge side of the road.

Saturday 21st July 2018

Jenny Thomson, Linda Holland and myself drove to Stowford Farm and parked in the new day parking field across the road from the event. We parked in the maize field at 20.45, the field had been cut and was exceptionally dry. The cars were parked orderly in rows. From the carpark we could see tents and a fire point/water point sign in an adjacent field on the

same side of the road. The fire provision in the car park was less than half a bucket of water and half a bucket of sand, with a "fire point" sign held up with a pig iron. We went into the field with tents. There were no vehicles in this field. There was a water point and again half a bucket each of water/sand. Two SIA, one either side of the road and a lighting column on the car park side of the road. We were assisted across the road by the SIA (they had hi-vis vests, black t-shirts, black trousers). We walked into the barn, nobody was performing. Jenny noted the holes in the floor by the fire exit.

We walked from the barn into the arena. Linda and I were wearing orange wristbands from Melksham Party in the Park, whereas Jenny was wearing an official Trowbridge Pump wristband bearing the festival logo. Nobody was checking wristbands or entry into the arena from the ford side. Upon entry into the arena we noticed a number of cars parked in the arena. There were people sat on chairs in the arena, outside of the stage tent, listening to the music. I checked the sink, this was still discharging onto the floor despite having mentioned it to Nick on previous visits. We walked through the arena, into field one, we walked around field one, then into field two, along the path across the swimming field and into field three. More campervans had arrived since Fred and I visited on Friday. There was still no water provision for the campers in this field.



24/7/18.

Holland, Linda

Subject: FW: Trowbridge Festival

From: Rob Wallbridge [mailto:Rob.Wallbridge@dwfire.org.uk]
Sent: 19 July 2018 15:31
To: colin@trowbridgefestival.co.uk; nick@trowbridgefestival.co.uk
Cc: Adkins, Carla
Subject: Trowbridge Festival

Dear Sirs

I would confirm the points discussed at our site visit this morning.

BBQs

You confirmed that no disposable bbqs were allowed on site and anyone found using them would be asked to put them out. I advised that you should have a process in place so that when your steward request this there is a safe method of disposing of them.(10lt metal bucket of water for example)

Tents

After researching the subject of the spacing of tents at festivals I found distances of between 6m and 1.5m quoted. I advised that the tents should be spaced as far apart as the site conditions allow with the minimum distance between tents of 2m. No storage should be located in this area and no cooking should take place in this 2m separation zone.

Other Issues

The fire point in the camp site was well signed and very visible, unfortunately there was no firefighting equipment in place at the time of the visit although there were tents erected and occupied in this area. (I believe Nick instructed a steward to attend to this while we were on route to the main stage area)

The footpath between the day car park and the festival site was very dry and parched, I advised that a steward should be provided to patrol/control this area and a fire point set up at one end to deal with any incidents that may occur, particularly at the end of the evening.

All of the above points should be written into your fire risk assessment for the festival

I would also confirm that the above points relate to fire safety only and that further measures may be needed to be put into place under other legislation (Licensing/H&S ect)

Please feel free to contact me if you would like any clarification of the above.

Regards

Rob Wallbridge
Fire Safety Inspector
Dorset & Wiltshire Fire and Rescue Service

Five Rivers Health & Wellbeing Centre

Hulse Road | Salisbury | SP1 3NR

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Notes on Trowbridge Festival – Evening Visit – 21 July 2018

Officers attending:

Lin Holland
Carla Adkins
Jenny Thomson

- Overflow carpark for day pass holders – on very dry stubble – steep approach - poorly signed
- Fire point in this car park – low level signage – water/sand provision poor – low volume
- Orchard camping – no obvious lighting
- Road crossing – lighting rig with generator – no obvious earth bonding
- Stewards assisting at road crossing –trained?
- Entry through Gate ? pats barn and direct access to arena – no wristband check
- Barn – poor flooring – open jointed boards – very poor at main fire exit
- Catering facilities? Will need follow up inspection, particularly water supply
- Arena – not overly full –audience using chairs outside main tent has potential to obstruct thoroughfare if not managed/stewarded
- Portaloo – clean – slightly haphazard layout
- S/S sink on wooden frame with cold water push tap – for handwashing? Soap available. Waste pipe discharging to ground – next to tanks
- No main event office as per plan? (need to check revised EMP)
- Security tent – said to house laptop for Ian Lucas as event log – entries said to be kept by security as organisers had nothing in place
- No obvious medical welfare set up – one paramedic with vehicle was adjacent to security tent on return walk by
- Traders in main arena seated so as to partially obscure Fire point adj. to hedge line by river
- Campervan/caravan field – chaotic parking and siting - - no regard for fire breaks
- End of blue route in this field at gate through to net camping field partially obstructed by blue gazebo with kitchen set up and a white campervan/caravan
- Camping field – some mixed tents and vehicles but some parking and separation had been reasonably managed.
- Petrol generator in use in field near Air cadets gazebo - watching TV!
- Festoon lighting stopped part way down the field – camping and footpaths continued beyond
- Footpath though to swimming field – no arc lighting – strings of solar powered fairy lights along temporary orange net fencing
- Swimming field – clear
- Overflow camping field – not full. No water supply /standpipe – had been provided with bottles of water – now empty. Portaloo had sanitiser. Lack of water supply confirmed by campers “minimum 5 mins walk”
- Wax garden flare spotted in camping field on return – asked SIA steward if permitted – uncertain but he did intervene and it was extinguished. “would have accepted it if it was over a drip tray” (not much help if it falls/is knocked over)
- Conversation with Ian Lucas – called in by Nick to help retrieve lost control of site, poor briefings
- Pedestrians crossing road with steward at gate ? into woods on opposite side of road – “Phil Bryant’s Nighttime in Woods Experience”?

- BBQ flare up – stewards intervention – were prepared to have it moved away from hedge, then relocated to thoroughfare by toilets – eventually agreed to not use it when suggested that fire risk in the field was already very high
- Arena once dark not particularly full, smaller marquee had very few present. Crowd generally very sparse – chairs outside main marquee slightly difficult to see in glare of lighting – would be significant obstruction risk when very busy
- Footpath back to road past barn - lighting causing glare – difficult to see some uneven surface. e.g. next to pigsty
- Stewards assisting crossing – not in full hi vis
- No wristband checks – except when pointed out to officials that 2 of the three were orange Party In The Park Melksham bands
- No control on numbers evident
- Fire points – generally low volumes of sand/water although some supplied with extinguishers

Holland, Linda

From: Fraser Drummond <Fraser.Drummond@dwfire.org.uk>
Sent: 24 July 2018 17:09
To: Rob Wallbridge; Adkins, Carla; Holland, Linda
Cc: Neville Mullings; Gareth Evans; Stuart Granger
Subject: Re: Possible date for De-brief Trowbridge Festival

Dear all,

Firstly I can confirm that SM Gareth Evans or myself will be unable to attend the debriefing on 10th August 2018.

I would wish to confirm from all parties the following:

What prior involvement DWFRS had regarding this event. To include:

- The attendance of any Safety Advisory Group Meetings by DWFRS representatives prior to the event;
- The provision of any Event Management Plans;
- The provision of an Fire Safety Risk Assessment.

I understand that Rob Wallbridge visited the site on 19th July with Carla and Linda and highlighted a number of significant issues, which were passed on to the organisers.

It is understood that Neville Mullings (DWFRS) is willing to attend the debrief.

Rob, please can you ensure Nev is properly briefed as to the issues and concerns the Fire Authority have regarding this event.

It should be noted that until such time as the Fire Authority are fully satisfied that all issues and concerns identified during this years event, will not be replicated in any such future event, the Fire Authority will formally object in principle, to any future event taking place.

Fraser A Drummond Eng Tech AIFireE APCIL IOSH Dip FS(I)

Fire Safety Team Leader (North)

Dorset & Wiltshire Fire and Rescue Service

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**PASSIONATE ABOUT
CHANGING & SAVING LIVES**

From: Rob Wallbridge
Sent: 24 July 2018 15:26
To: Gareth Evans; Fraser Drummond
Cc: Neville Mullings
Subject: FW: Possible date for De-brief Trowbridge Festival

Hi Gareth/Fraser

Please see the e-mail trail below re the de-brief for the Trowbridge Festival, please give me a call if you would like to discuss.

PS. Nev said he is available that day if required.

Regards



Rob

Trowbridge Festival – debrief.

It is a condition of the premises licence issued to Trowbridge Festival Ltd on 01 July 2018 that the:

- *Event to be managed in compliance with the Event Management Plan (policy and procedures) as approved by the Licensing Authority.*


The following is a table showing how the event that took place at Stowford Farm 19-22 July 2018 did not comply with this condition.

Section	Page number	Information provided in EMP (version 25 June 2018)	Comments
1.2 Event description	7	The 2018 Festival will take place from 12.00hrs Thursday 19 th July	Linda Holland (LH)- Licensing Manager, Rob Wallbridge (RW)-Fire Officer, Carla Adkins (CA) – Licensing Officer witnessed customers onsite prior to this.
	7	Expected maximum audience is 500 people	Ian Lucas stated over 600 onsite on Saturday 21 st July.
1.3 Site Layout	8		 <p>Areas highlighted in red added to site during festival as the original planned area of use was not big enough</p>
1.4 Terms and Conditions of Ticket Sales	9	Wristbands are required to be shown on entry to all the festival marquees and stages.	LH, CA and Jenny Thomson (JT) entered Barn and arena without having our wristbands checked. LH and CA were wearing Melksham Party in the Park wristbands

	9	Coaches, buses or lorries are not allowed on the campsite, even if converted for accommodation.	
	10	Open fires or naked flames are strictly forbidden for safety reasons	
	10	No cans, glass bottles, drinking glasses or other glass objects allowed in the festival arena and may be confiscated before entry is permitted. All alcohol consumed in arena must be purchased on-site	<p>Confusion over whether disposal BBQs allowed or not. JT witnesses garden candle burning. 21/07/18 Ian Lucas asked SIA to put fire out from BBQ that had large flames 21/07/18</p> <p>LH, JT, CA witnessed people drinking from cans in the arena 21/07/18.</p>
2.	12	Policy: Prevention of Crime and	<p>No log book as of 11.55am 20/07/2018 when requested by Fred Nutley (FN) – Health and Safety Officer Log kept by SIA on SIA laptop when requested by JT on 21/07/2018. (not demonstrated)</p>

Disorder 2.1 Introduction					
2.4 Other crime	13	The car parks are routinely patrolled by Stewards throughout the Festival			No stewards in field 3 or maize field 21/07/2018
3.3.5 Fire Safety Risk Calculation for Stowford Manor Farm Barn	14	Any accidents or incidents will be recorded by the Duty Manager in the Main Office			
3.3.6 Firefighting equipment	20	Maximum capacity of 175, monitored by stewards If capacity is reached the stewards will stop entry to the public and it will be strictly one out, one in via the main entrance door only			21/07/2018. No checks being made JT, LH, CA walked in without being checked.
3.4.1 Car Parks	20	The following firefighting equipment will be situated around the site in strategic locations. <ul style="list-style-type: none"> • 7-water extinguishers • 11 – CO2 extinguishers • 12 – Water buckets, mostly near taps • 12 – Sand buckets 			No firefighting provision on site 19/07/2018 – customers and crew both on site. Sand and water added but no fire extinguishers until 21/07/2018
3.6 First Aid and Medical	21	Car parks are guided by Stewards who guide the cars into appropriate places. When the Main Car Park is full, traffic will be directed to an alternative parking. The control and decision for this will be made by the Site Team Leader (Colin Peel) who will communicate this to their team in person or by radio communication			Public not being guided on Thursday. Cars drove onto site and parked wherever they wanted. Cadets had not been briefed when LH and CA spoke with them on 19/07/2018. Observed customer shouting at Colin Peel as there was confusion as to where they were supposed to be.
6.2.2 Vehicle access during the festival	21	An accident log book is kept in the Main Office and accidents and their detail recorded			No log book. No main office
	22	The Trowbridge Festival aims to provide a fast, high quality on-site medical service to deal promptly and effectively with any emergency or minor medical complaint requiring treatment.			No medical provision on site until 21/07/2018. This was one man sat in his car.
	28	There is a 5mph speed limit on all parts of the site not on the public highway			No signage in place until Friday 20/07/2018. Crew on site prior to 18/07/2018. Public on site 19/07/2018.

		No general vehicle access is required in the Arena or main stage areas	<p>Cars parked in the arena 21/07/2018</p>  
6.3.2 Security and stewarding of Car Parks	30	Volunteers Stewards will patrol the car parks during the Festival to help reduce the risk of theft and ensure all is in order in the Car parks	Parking in Field 3 and maize field car park not patrolled.
6.6 Security	31	Security personnel are on site and monitoring access from the Thursday before the Festival. They only allow access to contractors and Team Members involved in the set-up of the festival and securing equipment on-site.	Nobody on gates monitoring access when CA arrived on 18/07/2018 or when CA and LH arrived 19/08/2018. Public on site pitching tents and caravans prior to 12 noon 19/08/2018.
6.6.3 Festival Personnel	32	Festival Teams, Security and Medical Personnel arrive in the lead up to the Festival. Prior to the festival they are made aware of where to go and on arrival are directed by Security or Stewards	No medical until 21/07/2018 No SIA until 19/07/2018
6.6.4 Members of the Public	32	The site is closed to members of the public during the set-up of the festival, except where public access is required by law and these areas are monitored by appropriate stewards.	Public onsite prior to opening of festival at 12noon on Thursday 19 th July. No stewards to refuse entry or monitor access or movement on site. Witnessed by CA, LH, RW
6.7.6 During	33	The public shall be restricted from entering area of the site	See notes above

<p>the set-up of the site</p>		<p>during the setting up and the dismantling of the festival as infrastructure providers use vehicles and equipment. Anyone insisting on gaining access to restricted areas shall be escorted by a responsible festival committee member</p>	
<p>Risk Assessment 1.4 The Site</p>	<p>ii</p>	<p>The festival will primarily be held in two fields, which are currently used by the land owners as a campsite.</p>	<p>See map above. The event did not fit into two fields and had to expand to include: The Arena Field 1 – entrance by gate 1 Field 2 – entrance by gate 2 Field 3 – entrance by gate 3 (other side of swimming field) The Barn The Orchard The maize field</p>
	<p>iii</p>	<p>Careful consideration has been given to the layout of the festival site, which has been mapped. See Appendix B for the Site Plan. Sufficient space has been allowed for each of the defined activities, e.g. access, parking, camping, existing buildings, family and play areas, stages, marquees, concessionary outlets, etc.</p>	<p>The event had to expand into field 3, The orchard and the maize field. Cars, tents, campervans and caravans all mixed in together.</p> 

			
2 Risk: Food Safety	iv	Have toilet blocks positioned away from food and water supplies used for drinking and in catering.	
3 Risk: Crowd Safety	v	Ensure that we do not exceed the occupant capacity for the site and there are sufficient lighting, fencing, stewards and security staff to deter unauthorised entry.	<p>Water supply positioned in between two portaloos</p> <p>Extra space was required</p> <p>Occupancy was over 500</p> <p>No checks taking place at the barn or for entry into the arena from the ford side.</p>
	vi	We will ensure suitable and sufficient numbers of competent security and stewards are on duty at the main gate to deal with early and late arrivals together with a peak time surge of arrivals	No stewards or security on site 19/07/2018. Customers arriving.

		Sufficient temporary lighting will be installed at the main site, at the site entrance and main camping field, near trip hazards, toilets and late night facilities	No lighting in field 3, swimming field (access to field 3 was via swimming field), orchard or maize field.
4 Risk: Fire Safety	viii	Open Fires are forbidden and will be extinguished immediately by security or stewards	Solar powered fairy lights along riverside footpath. JT witnessed garden candle in camping area and reported to SIA. SIA was unsure whether this was permitted or not. Said he would have allowed this if there had been a drip tray. Candle was extinguished.
Fire Assembly points, evacuation and training		Vehicles are not allowed to park near hazards, reducing the risk of fire. All vehicles have a designated parking area. Ensure that there are adequate fire points and that these are easily identifiable and located on the campsite and within the main arena area	Cars in amongst tents and cars in arena
			 

	<p>No such signage witnessed</p>		<p>See previous comments and photographs</p> <p>See previous comments and photographs</p>	<p>Cars, tents motor homes and caravans are all mixed in – no clear defined areas in field 1 and 2.</p>	<p>Fire point signs mounted on pig irons – not visible. See previous photographs</p>	<p>Parking in all directions</p>	<p>No stewards to assist when customers arrived on 19/07/2018</p>	<p>No water available to campers in Field 3</p>	<p>No signage on 18/07/2018 or 19/07/2018</p>
<p>5 Risk: Camping and Cars</p>	<p>x</p>	<p>There is a walkway through site, away from the road, with signs instructing attendees not to walk along main road</p>	<p>Parking will also be provided in a designated area</p> <p>Parking and Camping Areas will be clearly defined and the parking will be in the first field on entering the site</p>	<p>Ensure that there are sufficient lighting, fencing, stewards and security staff to ensure that all camping (including motor homes & Caravans) and cars are in the designated areas.</p>	<p>xi</p> <p>Ensure that signs are provided for fire points within the campsite and that these are visible from all directions, by positioning them above surrounding obstructions.</p>	<p>Ensure that all vehicles are parked facing in the same direction with sufficient turning space between</p>	<p>Ensure that there are sufficient stewards available to assist vehicle flow in the case of difficulty with entry and exit traffic</p>	<p>Ensure that there is a piped water supply provided to the campsite with standpipes</p>	<p>Provide sufficient road signs on the main road to inform</p>

		drivers of the way in. Warn other drivers if the possibility of slow traffic turning into the site.		
6 Risk: Personal Injury	xii	Provide lighting across the site to make walk ways and obstacles visible	See previous comments	
		A wholesome water supply will be made available on the campsite	See previous comments	
7 Risk: Information, Welfare and Medical	xiv	Ensure that all festival attendees receive an information sheet with a site map indicating the location of the First Aiders and Festival Office	Site office on map provided didn't exist.	
9 Risk: Open Water – River	xvi	Signage warning of the danger the river poses will be placed along the river bank	This was not in place until 20/07/2018	
11 Risk: Fire Safety in very hot weather	xviii	We will provide water and sand buckets at all fire points within the camp and festival site	Not in place when crew were on site or for when festival opened	

Further photos taken at time of visits 18- 21/7/2018

Signage awaiting placement



18/07/2018 13:41

Key signage still not in position



18/07/2018 13:41

Layout of main parking / camping field very little in position



18/07/2018 13:46

Ford not fenced as requested



20/07/2018 10:21

Main arena, provision between toilets



20/07/2018 10:35

Run off straight onto the ground



20/07/2018 10:35

Level of fighting provision in camping field clearly inadequate



20/07/2018 11:06

Car mixed with camping in main field



20/07/2018 11:08

Fencing erected along river bank to swimming clubs private field access then into day parking field.

No firefighting provision ground tinder dry.

lighting requested



20/07/2018 11:25

Camping over flowed
into day ticket parking



20/07/2018 11:35



20/07/2018 11:28

No water available
bottles empty , very
hot

No security personal
in field



20/07/2018 11:29

Ford now fenced following request during site visit two days after first request



20/07/2018 12:17

Day parking.. opposite entrance across busy rd, not in original plan or Emp
Surface tinder dry. up a steep slope
No security in field



21/07/2019 20:48

Only fire provision in field at low level



21/07/2019 20:49

Emergency additional
over flow camping in
meadow field
opposite entrance.

EMP or application



21/07/2018 20:52

Flammable material
stored next to school
and building used for
performances ...



21/07/2018 20:56

Forde crossing and
fire point



21/07/2018 21:09

Blue route /
emergency vehicle
access

Insufficient width

Tent / caravan
permitted to
encroach



21/07/2018 21:17

Debrief for Trowbridge Festival – 19 – 23 July 2018

10 August, Lacock Room, County Hall, Trowbridge

Attendees:

Linda Holland	LH	Wiltshire Council - Chair
Emma Batchelor	EB	Wiltshire Council - Meeting Notes
Carla Adkins	CA	Wiltshire Council – Licensing Officer
Jenny Thomson	JT	Wiltshire Council – Food & Safety
Fred Nutley	FN	Wiltshire Council – Health & Safety
Martin O’Neil	MO’N	Wiltshire Police – Licensing Officer
Sarah Kelly	SK	Wiltshire Council - Emergency Planning
Neville Mullings	NH	Dorset and Wiltshire Fire
Organisers:		
Colin Peel	CP	Festival Organiser
Nick Reed	NR	Festival Organiser
Ian Lucas	IL	Festival Manager
Apologies:		
Richard Day		Wiltshire Police – Events Planning
Pat Whyte		Wiltshire Council – Highways

1. Welcome and Introduction – Linda Holland - Licensing Manager

- LH thanked organisers for attending. Advised the meeting was an opportunity for the organisers to mention what went well and what didn’t go so well from their perspective. Responsible authorities to advise what they believe went well and to offer guidance on what could be improved.
- Introductions were made.

2. Update from Trowbridge Festival on this year’s event:

NR made the following points:

- The event ended up being more successful than originally thought, members of the public attended and enjoyed themselves. Admitted there were a few issues - this was evident from the points raised and sent through from CA which they will go through and address for future events.
- Maximum attendance was on the Saturday. Not absolutely clear on figures – believes there were roughly 700 people on site. This comprised 600 ticket sales and 100 crew. 67 of the ticket sales were day visitors, however those visitors were permitted to camp overnight if they wished.
- Cars from the overspill car park along with caravans were moved to the designated day parking area.
- SIA were hired to manage the road crossing, one of whom was CSAS qualified.
- In hindsight another days set up and more crew were needed to prepare for the festival.
- IL who used to organise the Village Pump Festival at Stowford was brought in on the Thursday, originally for duty management. However due to his experience with such events he was asked to step up to an overall site management role.
- ‘Walk-ups’ threw the figures off plan, more turned up than expected along with a huge influx of last minute internet sales.
- IL – The swimming field is not an option in future events as there are relationship issues with the swimming club so they will not use the field again.

- CA – Do you think the site is appropriate for the event?
- IL – yes, used drone camera to look at layout; it wasn't as bad as looked from the floor. Happy to share the footage.
- Encourage ticket sales to give more information – allocate pitch sizes and ask visitors to advise what size pitch they need when booking.
- JT – advised current site licensed area won't allow the festival to grow and they already had to expand site outside of this. Need to be mindful that previous festival licensed area crossed the boundary into Mendip area.
- IL – recognises that festival management needs a clear structure and clarity on what role has what responsibilities. Everyone who is working needs to know the answers to questions that could be asked from authorities/ police.

3. Update / Comments / Concerns from Agencies on this year's event:

Dorset & Wilts Fire & Rescue Service

- Concerns over camping. Organisers were not prepared early enough, e.g. fire points were not on ground when people arrived.
- Concerned over confusion regarding the use of BBQs – need a safe way of handling disposables, disposal of hot coals. EMP states no BBQs allowed.
- Tent pitching wasn't adequately monitored and there was no spacing.
- Car parking – mixture of tents, caravans and cars.
- Fire points at time of inspection held minimum sand and water if any at all. This wouldn't have any effect on a fire.
- Fire risk assessment needed to be reviewed due to dry weather.
- Particular concern regarding dry grass on some walkways and maize field used for parking
- IL - Fields need to be ready on the Wednesday night, ready to open Thursday.

Licensing

- LH addressed substantial concerns:
- Key concern: is the site is appropriate /suitable for what the organisers are trying to achieve with the festival? Camping areas need to be bigger. Perhaps consider only day tickets and/or offer weekend ticket with no camping on site or limited camping.
- Festival organisers weren't ready for what happened. Lack of capacity, location of river and road added to issues and the stewards were notably stretched.
- No clearly defined management structure. Needed to know who was doing what and where / how things were being addressed. This was raised at the ESAG prior to event.
- No medical provision Thursday, first aid provision noted during the Saturday night visit but it wasn't clearly identifiable as the medic was sat in the car. LH informed a medical tent / or clearly defined medical provision was needed.
- No visible event HQ

Health & Safety / Food

- JT noted the arena wasn't particularly full, with a chilled ambience on visit o Saturday evening.
- No confidence that any real emergency and evacuation would have been calmly/safely managed.
- Evidence seen of failure to operate within EMP plan.
- Failure to manage public arrivals calmly and adhere to camping separation plans in EMP.

- Failure to demonstrate control of numbers on site, not wristband checking on Saturday evening.
- Petrol generator was in use at time of visit in camping area; were these permitted? This should have been considered and detailed in the EMP.
- At time of the visit a garden flare was alight in camping area, the steward asked to make safe – steward advised he would have allowed it if it had a drip tray. However had given no thought to the potential for it to fall over.
- Traders sat in front of fire point obstructing the signage in arena.
- Failure to provide water standpipe in top field. This was especially important to provide with the hot weather experienced at the time of festival. Bottles provided were not sufficient and empty on Saturday evening.
- Failure to manage B route, this was partially obstructed.
- Failure to effectively control people crossing road in the dark at gate 2.
- Underestimating management levels and numbers on site. Naivety in EMP.
- FN mentioned the failure with event control. No clear main office or log for the public and agencies to log issues or review how these were being addressed/ how corrective actions signed off, etc. During set up there should have been regular meetings with a dedicated event management tent, staff need to have a base where they can sign in and report to.

Wiltshire Police - Traffic management / Policing/ Events / Licensing

- 2 incidents reported, both were resolved quickly.
- 'Incident log will be kept' - on visit there wasn't one to be seen, advised it was kept on a laptop. Detail isn't sufficient. '21:30 – Stewart quits swaying not fully there'. How is this to be interpreted? IL – steward had to be removed from site due to way he was acting.
- MO'N - Incidents need expanding in log to provide due diligence.
- LH - Logs (incidents & general) need to clearly identify who was addressing the issues and contain much more detail.

Emergency Planning

- For evacuation purposes the tents were too close together, pitch marking was needed.
- Were the overflow areas included in the evacuation routes? These weren't planned to be used to begin with.
- Lost children – provision needs to be addressed.
- The main office needs to be the main focus for briefings. If an incident happened emergency services are more than likely to head towards the main office. This needs to be prominently located and signposted.
- Lack of confidence in marshalls and evacuation plan.
- Incident log needs to be signed off each shift. SK advised you can never over log, even the smallest detail in documentation could really help when reviewing an incident.

SWAS/Public Health

No Comments

Noise Team

No Comments

Highways

- LH - stressed the importance of getting signage up as soon as possible as this is critical to pre-warn passing traffic.
- Stewards need to be CSAS qualified for escorting across road and stopping traffic.

4. Next year's event

- Organisers stated they hoped to run an event next year.
- LH advised organisers they need to revisit what happened this year and start again - writing a new EMP that fits the event on offer.
- Licensing would like as much notice of proposals as possible.
- Festival management must have a clear and honest review of whether the site meets their needs going forward.
- All agencies in the room need reassurance, confidence and clear evidence that all matters raised are addressed. The organisers must be able to demonstrate they can provide a safe festival.

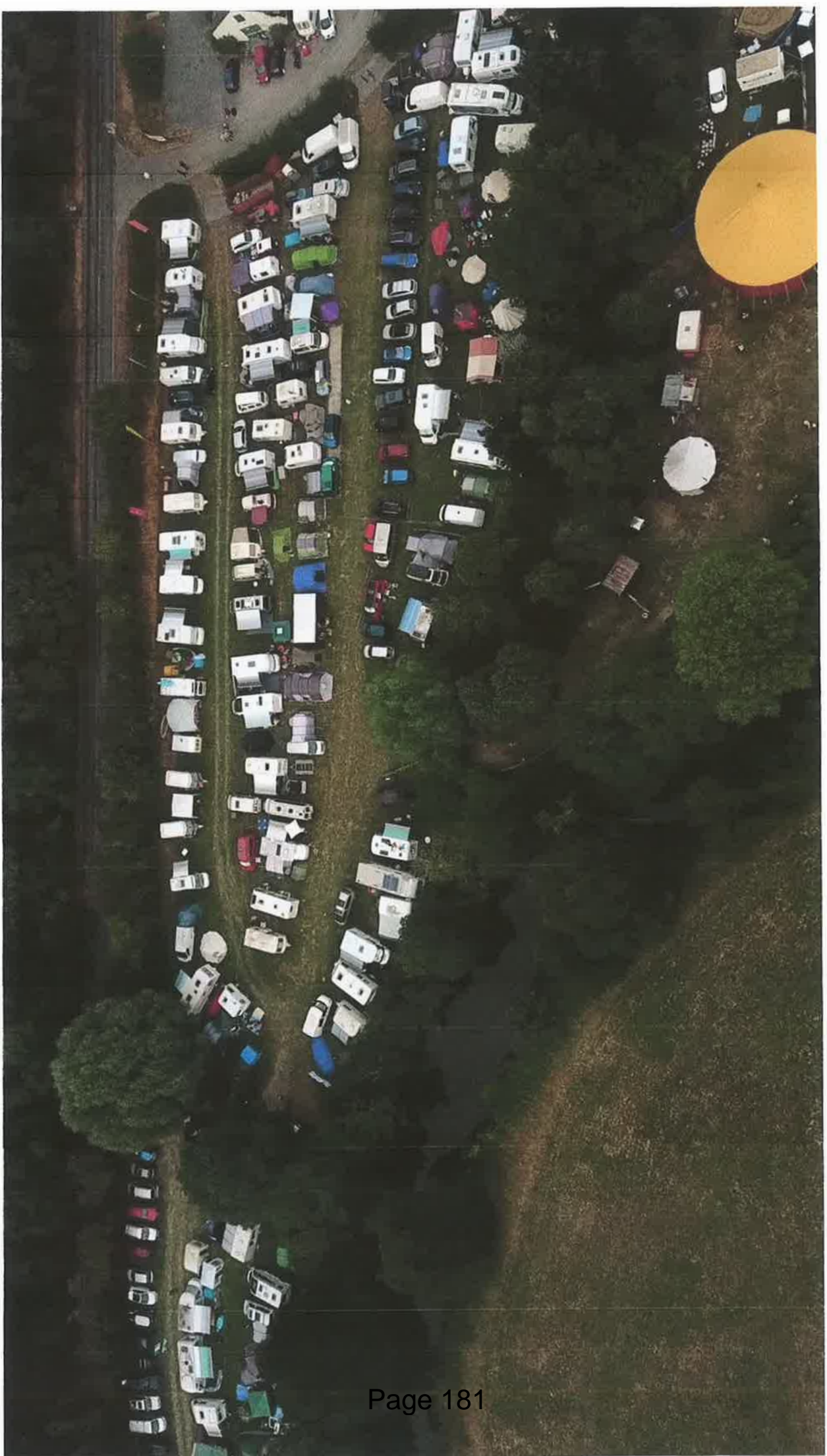
5. Summary

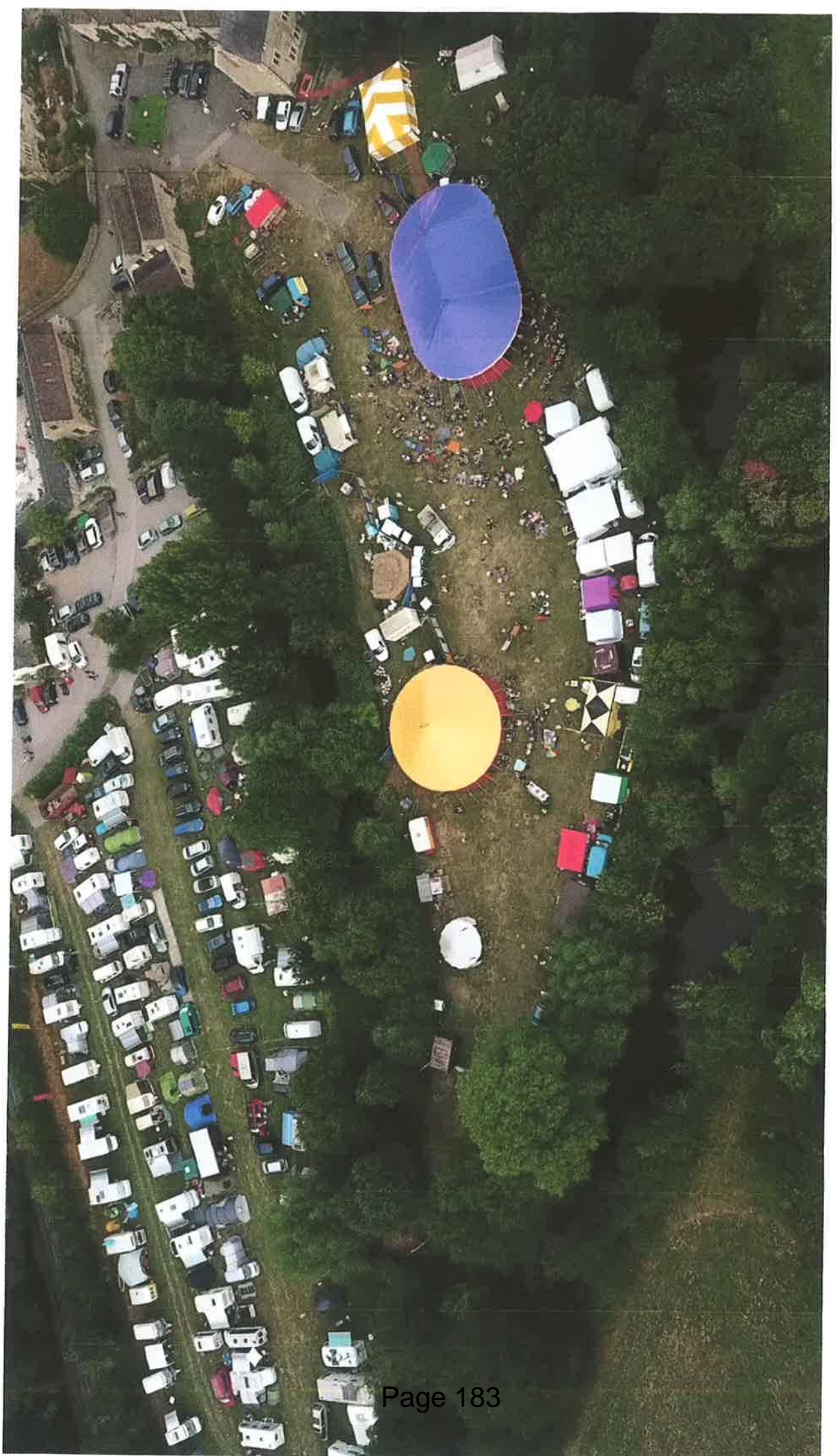
- LH – The organisers need to consider what Trowbridge Festival is about and what they want from it.
- Trowbridge Festival need to be confident and able to evidence that all provisions are going to meet the needs (medical, SIA, Marshalls) before going ahead with another festival.
- As the event proved popular, more people may want to come next year and this needs to be considered.
- LH advised that any licence is open to review by the responsible authorities if concerns need to be addressed regarding the operation of a premises or event. The Licensing Authority will be considering its options following this meeting.

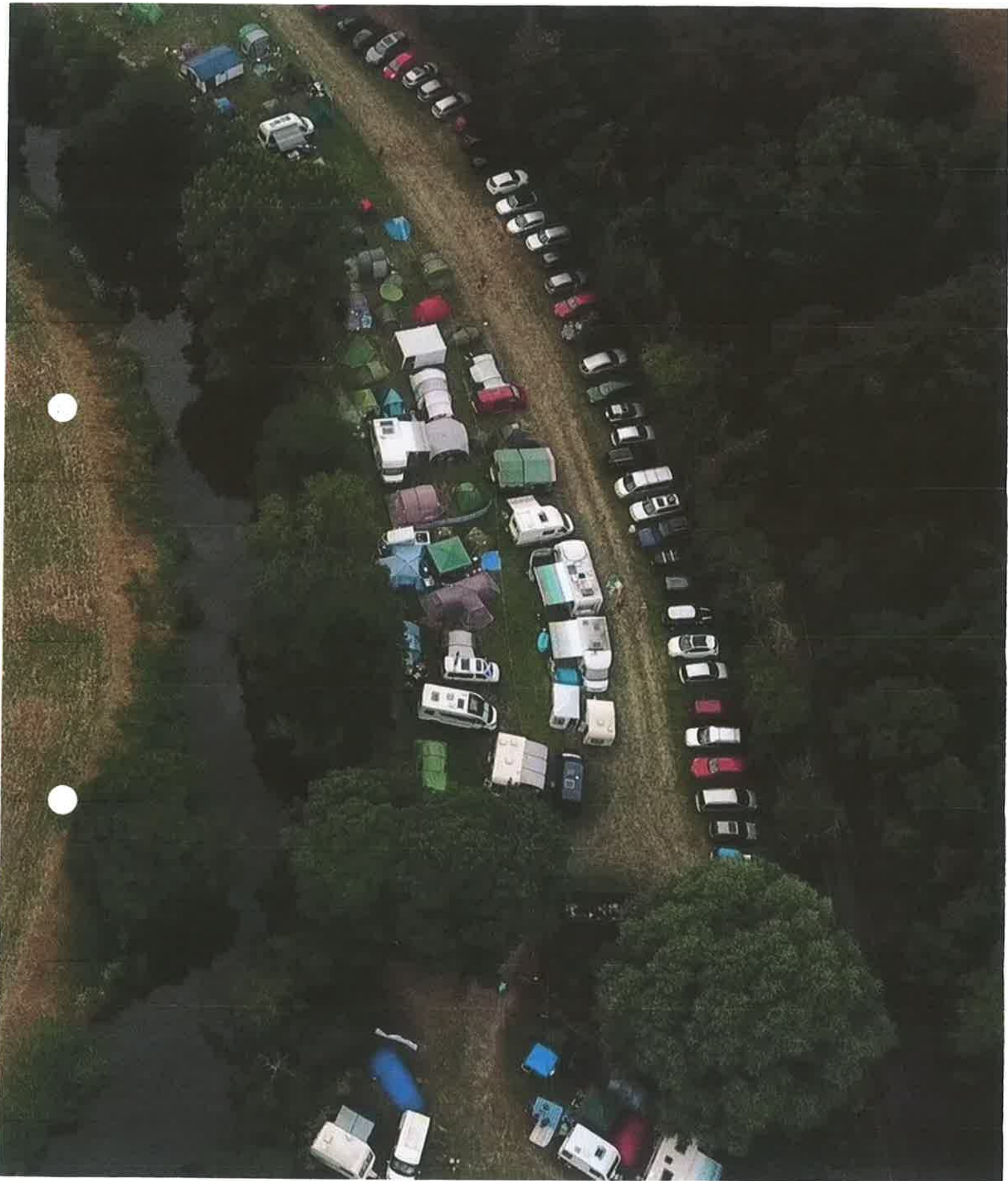
Closed

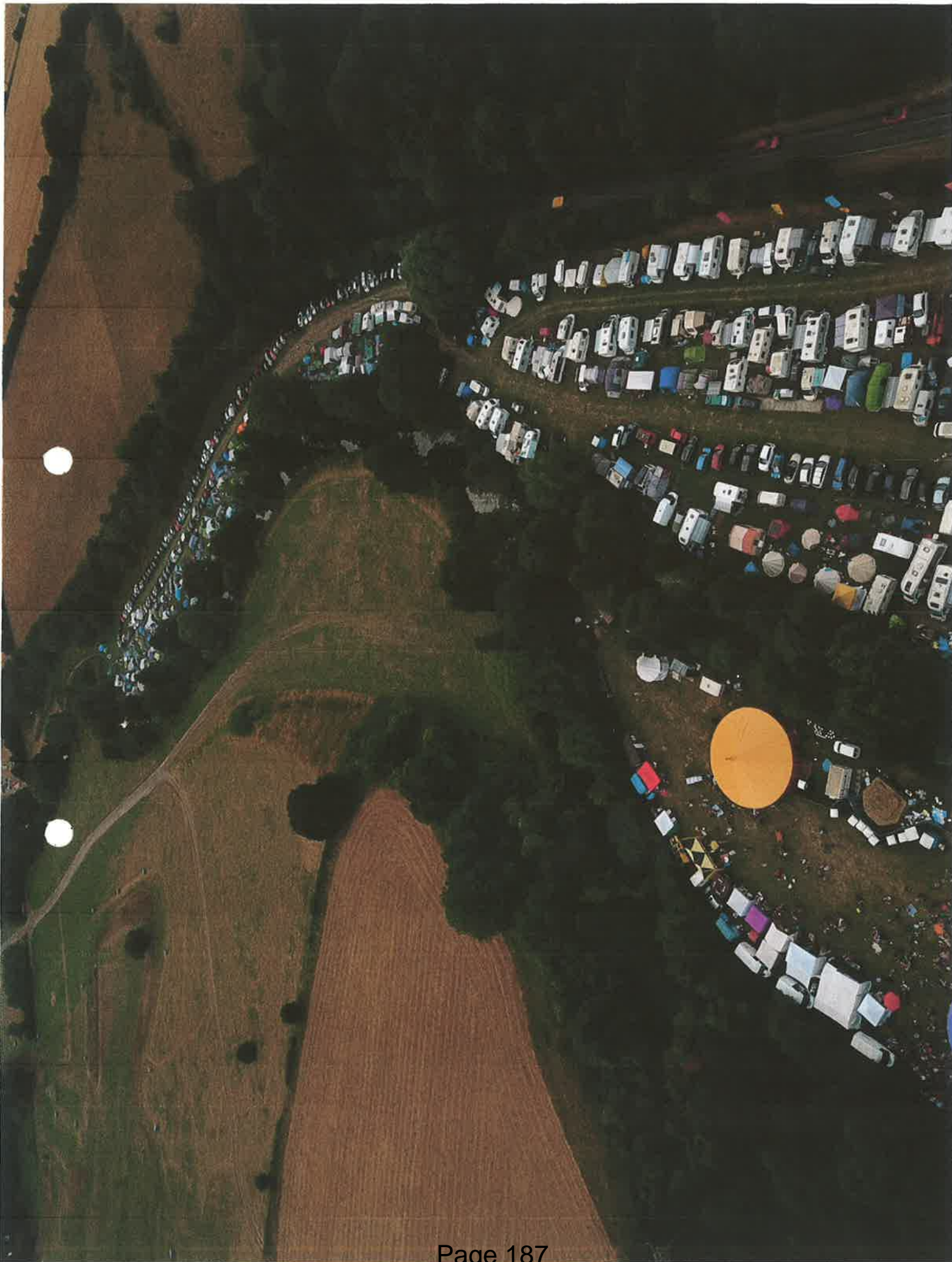
The Event Safety Advisory group has no legal standing and in all cases, the responsibility to comply with all relevant legislation and regulations and to ensure public safety at the event rests with the organisers.

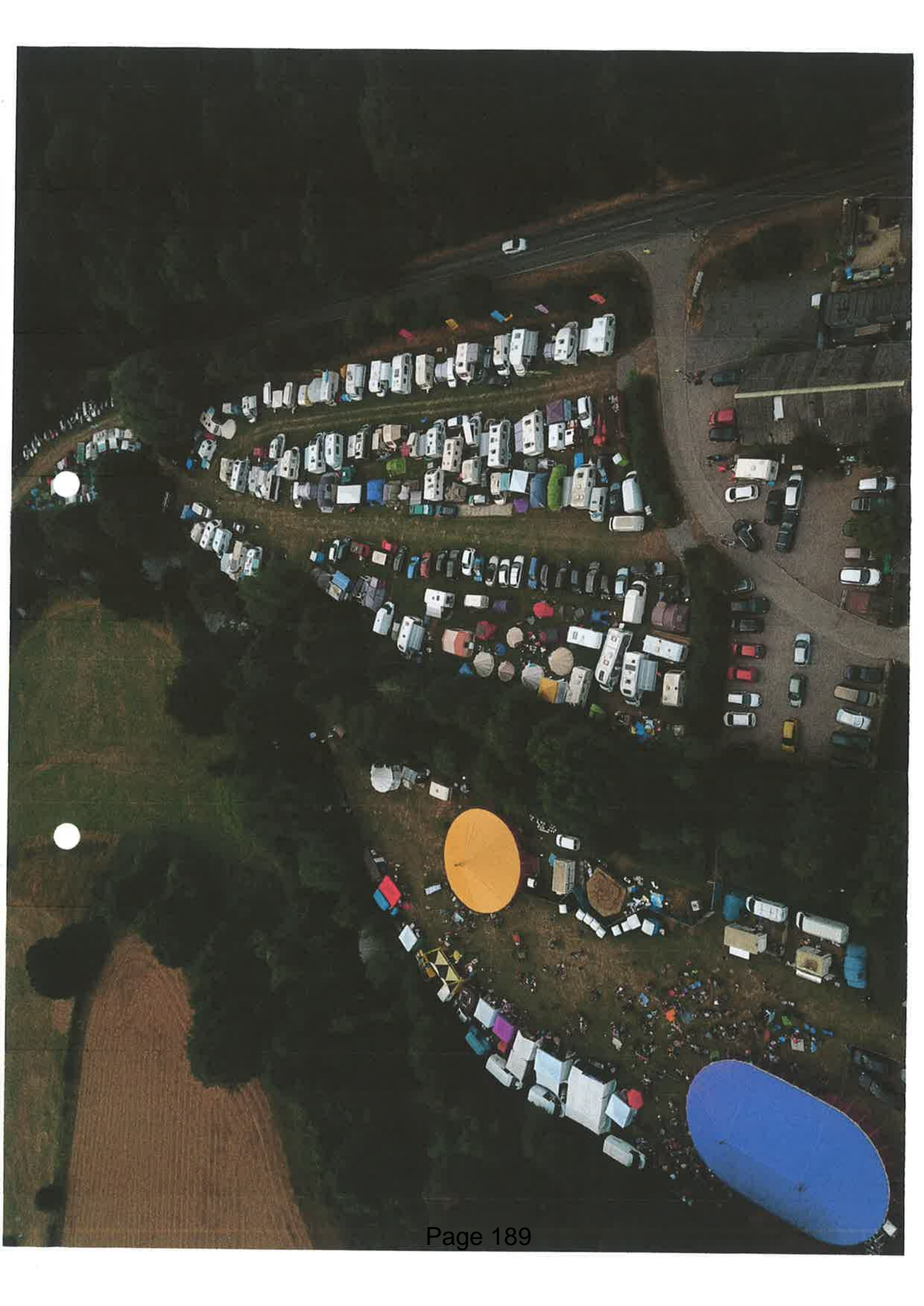
DROVE FOOTAGE SUPPLIES
AT ESAG. BY ORGANISERS













TROWBRIDGE FESTIVAL

COMMENCING 20/07/2018 UNTIL 23/07/2018

THEMIS FREELANCE OPS ROOM LOG

11:30 Ops room opened for festival

11:42 Terry Wells now on duty in ops room

12:24 Festival opened to public

14:00 Road crossing guard on shift

14:20 Told to inform campers to remove cars from campsite to car park 4

16:30 John King now on duty in ops room

17:00 Mobile phone handed in to ourselves samsung phone with id for person

17:05 Mobile phone collected by customer

17:40 Security tasked to car park 4 to deal with cars that have been abandoned

18:37 Low barrier fencing fell on little girl riddor report and first aid administered fencing moved and parents advised any change to see ops tent
Fencing has been replaced, and event directors informed.

21:30 Steward quit swaying and not fully aware

23:44 Three non paying members ran off without responding

23:57 Non wristband in bar response sent to escort off premises lan dealt allowed back in as local resident working cream teas

00:11 lan signed off to nick event organisers

00:16 White iphone x handed in by lona to security carbon screensaver

01:00 Medic escorted off site as finished shift

01:45 White iphone has been collected by customer who verified it was his by fingerprint to unlock the phone

02:00 Everyone off site

0900 shift change in ops room

0910 watch found in shower.(claimed)

0930 day med cover now on arena site

10:50 all day shift on site and tasked and deployed

11:50 Walkthrough completed all blue routes cleared

13:52 glasses in red case handed in (claimed)

14:33 vehicle driven at steward on gate 3 veh reg is HN11 HYO black bmw 118d police informed (log 204) police en route.

17:10 amber leaf tobacco pack handed to security

17:35 purple sunglasses hand in to security

17:40 police on site regarding earlier incident at 14:33, log 204/21/07/2018 vehicle driven at staff member

1825 gate staff relieved for break, and rotated around different positions

1830 police now off site

1930 a customer pulled Nick Seddon (2296) regarding two suspicious males with no wristbands they said they was going for a swim and would show tickets later after speaking with them they went in a van and left site in a green multi-cab caged van with the reg BN59

21:00 Licencing on site

21:47 Black BBQ next to hedge and too low to ground

22:40 Licencing off site

23:00 White american style hat found and handed in to security

23:40 Bloke walking up main road in hi-vis and torch. Was advised not to walk up main road but continued to do so. Security team walked over to see if they could spot the bloke but were unable to do so.

01:15 lost purse, red leather with zip,id, bank card, about 10pound cash Lucy ledgard 0780977689

02:10 Festival arena empty of public

08:05 Pete robson cd handed in with next carrier bag

08:30 Day staff now on shift

1150 reports of female in river frome. Went to investigate, female is land owner, and was asked to come out of water due to h&s of general public

1230 gate 3 reported a van with 3 males acting suspiciously, upon investigation, reports of the same 3 men in a different vehicle where around the same area trying to entice young females into the van. Police informed on 101 log number 185/22/07/2018

1500 5 males from incident log 185/22/07/2018 returned to site through gate 3. Police called on 999 as requested by police controller earlier. All security personel responded to gate 3 to maintain a visual observation on the party. Police attended at 1530. P.O. spoke to the party and advised them not to try and enter festival site.

Outcome: extra staff deployed to swimming club gate until party has left the area, but told to observe, and inform control.

1650 party from last log have now left the site. Staff to remain in position for 10 mins in case of return

1851 ladies bag handed in

20:30 chris taken to miu by terry returned on site 21:10

21:55 chris left site to return to miu

00:10 chris now back on site and on shift as usual

01:00 Medic off site

02:00 bar closed

04:40 site empty

07:00 traders packing up

6/3/2019.

TROWBRIDGE FESTIVAL 2019

[This Event](#) [News](#) [Forum](#) [Event home](#)

Trowbridge Festival 2019
Friday 19th to Sunday 21st July 2019
Stowford Manor Farm, Wingfield, Trowbridge, Wiltshire, BA14 9LH, England MAP
around £90 adult (not yet on sale)
daily capacity 2000
last updated: Thu 16 Feb 2019

[Find nearby accommodation >](#)

There are 22 weeks and 4 days until Trowbridge Festival

Offering fun for all types, and ages the Trowbridge Festival is held at Stowford Manor Farm with the best in Folk, Roots and Acoustic music, taking place from Friday 19th until Sunday 21st July 2019

Line-up

No acts are announced yet

Tickets

Tickets for 2019 are not yet on sale

In 2018 tickets were priced as follows -

adult weekend £90

youth (aged 13-17) weekend £45

Children aged 0-12 do not need a ticket, but require a wristband and an identity band when they arrive on site

More info

The Festival Arena will be open from around mid-day on the Friday to late evening on the Sunday

if you have a weekend ticket you'll be able to set up camp after mid-day on the Thursday

People buying a day ticket will be allowed to camp overnight if there is space but must vacate by 12 noon the following day.

Latest arrival on the campsite by 9:00pm each evening

Programmes will be available to purchase at the ticket office, the festival information office and the merchandise stall on site

There will be more information here when available

15/4/2019

TROWBRIDGE FESTIVAL 2019

[This Event](#)
[Live-up](#)
[News](#)
[Forum](#)
[event home](#)

Trowbridge Festival 2019
 Friday 19th to Sunday 21st July 2019
 Stowford Manor Farm, Wingfield, Trowbridge, Wiltshire, BA14 9LH, England MAP
 currently £90 adult
 daily capacity: 2000
 last updated: Mon 8th Apr 2019

[buy tickets now >](#)
[find nearby accommodation >](#)

There are 13 weeks and 4 days until Trowbridge Festival

Offering fun for all types, and ages the Trowbridge Festival is held at Stowford Manor Farm with the best in Folk, Roots and Acoustic music, taking place from Friday 19th until Sunday 21st July 2019.

Line-up

Acts so far include Gaz Brookfield and The Company of Thieves, The Spooky Men's Chorale, Peter Knights Gigspanner, CoCo and the Butterfields, Emily Barker, and more. There's more to come.

For the details as available please see the [line-up page](#).

Tickets

[buy tickets now >](#)

Tickets are on sale, currently priced as follows:-

- adult weekend: £90
- youth (aged 13-17) weekend: £45
- child (6-12): £5
- live-in vehicle: from £15
- car park: £5

More Info

The Festival Arena will be open from around mid-day on the Friday to late evening on the Sunday. if you have a weekend ticket you'll be able to set up camp after mid-day on the Thursday.

→ People buying a day ticket will be allowed to camp, overnight if there is space but must vacate by 12 noon the following day. Latest arrival on the campsite by 9.00pm each evening.

Programmes will be available to purchase at the ticket office, the festival information office and the merchandise stall on site.

There will be [more information here when available](#).

4 April 2019

Mrs Linda Holland
Licensing Manager
Wiltshire Council
County Hall
Bythesea Road
Trowbridge
BA14 8JN

Public Protection
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Our ref : JT1.4

Dear Mrs Holland

Re: Licensing Act 2003 – Review Application
Premises: Stowford Manor Farm, Farleigh Road, Wingfield, Trowbridge. BA14 9LH

The Public Protection Food & Safety Team is in receipt of the review application for premises licence LN/000014610.

As the officer delegated to respond on behalf of this team I am writing to support this licence being called for review. Having considered the review application I would wish to make a representation to express serious concerns relating to the management of health and safety during the Trowbridge Festival event held at this site from 19 July to 23 July 2018.

It is the view of the Public Protection Food & Safety Team that the premises licence holders have not demonstrated their ability to manage a public event in a sufficient manner to enable the licensing objective of Public Safety to be promoted.

Despite providing advice and guidance to the licensees prior to the event and through the Event Safety Advisory Group Process, visits by officers from this team to the site during the day on 20 July and on the evening of 21 July revealed that the event was not operated in accordance with the organisers own Event Management Plan (EMP). There appeared to be a lack of an adequate or cohesive management structure and very clear tensions between the principal organisers. A third party, with previous festival experience, was called in to crisis manage the matters of concern.

To summarise the observations of the Food & Safety Officers who attended:

- Failure to adequately prepare for and calmly manage public arrivals (including vehicles) and adhere to camping separation plans in EMP resulting in cars, caravans and tents being co-located with the associated fire/explosion hazard.
- Failure to manage the B route for emergency vehicles, this was partially obstructed.
- Failure to anticipate, provide for and manage the numbers of persons attending the site resulting in the provision of overspill car parking on a tinder dry maize field and public camping areas outside of the licensed area.
- Failure to provide adequate fire precautions for the site prior to the arrival of the public, the paucity of the sand and water provision at the fire points; failure to safely manage the use of barbecues (which were prohibited by the event management plan), a petrol generator and

garden flares on the very dry site and failure to prevent obstruction of fire point signage in the main arena during evening performances.

- Failure to provide fencing to the ford next to the public arena in readiness for the arrival of the public despite assurances this would be addressed.
- Failure to demonstrate control of numbers on site, with uncontrolled access to the site and no wristband checking on the Saturday evening.
- Failure to effectively control people crossing the main A366 road in the dark at gate 2.
- Failure to ensure stewards at main road crossing point to the orchard and day visitor parking were wearing appropriate high-vis garments.
- Failure to provide an adequate supply of fresh drinking water for campers in the top field. This was particularly essential given the hot weather experienced at the time of festival.
- Failure to ensure drainage connections properly made to prevent grey water discharging to the ground in the main arena.
- Failure to provide adequate lighting to all camping areas.
- Failure to adequately prevent significant glare from lighting in arena and uneven footpath to day visitor car park to ensure pedestrians not at risk from trip hazards and obstruction by camping chairs outside of main marquee.
- Failure to make appropriate arrangements for event control. No provision of clearly identifiable main office or event log for the public and agencies to log issues or review how any necessary corrective actions identified were being addressed/ signed off, etc.
- Failure to provide clear medical safety provision that could be readily identifiable by members of the public

From the observations made by the officers from this team, we were not confident that any emergency and evacuation would have been calmly/safely managed by the event organisers.

If you have any queries regarding the content of this letter please contact me.

Yours Sincerely



Jenny Thomson
Public Protection Manager – Food & Safety

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Email: jenny.thomson@wiltshire.gov.uk