

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



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**Public Protection Manager – Food & Safety**

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