

# EventLambeth - Post Event Report

**Date:** 23.09.16

**Report title:** SW4 / House of Common Post Event Report

**Wards:** Clapham Common, Clapham Town

**Contact for enquiries:**

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## 1 BACKGROUND

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SW4 and House of Common are major music events held on the Clapham Common event site. They are both delivered by the production company Lock N Load Events Ltd. Whilst SW4 was in its 13<sup>th</sup> Year in 2016, this was the first year that we have hosted House of Common. It was also the first year that a three day event has been held on the Common over the August Bank Holiday weekend. Although a license has been granted in previous years for a three day event, the third day has not hitherto been utilized.

The premises license granted permitted up to 29,999 ticket holders each day (reduced numbers were planned for the Monday) and the following event times – 11:00-23:00 on Saturday, 11:00 - 22:30 on Sunday and Midday – 22:30 on Monday.

As with all large and major events Lock N Load Events Ltd attended the Lambeth Events Safety Advisory Group, went through the pro-forma engagement process and held a table top exercise, in addition to the licensing process specified under the Licensing Act 2003.

There were no safety issues raised to preclude the event taking place.

## 2 SOUND LEVELS

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The new Lambeth Event Strategy included a revision to the Lambeth Guidance for Sound at Outdoor events (the Guidance). It followed full public consultation as part of the Culture 2020 and also further public engagement specifically around the sound levels specified in the Guidance. The new Guidance can be found [here](#) and details of the engagement [here](#).

SW4/House of Common was the first major commercial event to work to these levels. There was a test of similar sound levels (with no bass limit) at SW4 in 2013.

The sound levels that SW4/House of Common worked to for this year's event was 75db (a) and 90db (c) over a 15minute LAeq.

### 3 AGREED CONTACT PROTOCOL

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EventLambeth and Lock N Load were both acutely aware of concerns around the new sound levels and were keen to ensure that there were established protocols between the organiser, EventLambeth and Wandsworth Council Environmental Health to provide clarity around the contacts over the event weekend for residents. On 11<sup>th</sup> August, the event organiser, their acoustic consultant representative, EventLambeth, EventLambeth Acoustic consultant representative and an EHO from Wandsworth Council met to discuss the event, the sound levels and the points of contact.

The event organisers had a dedicated onsite number for complaints and the EventLambeth out of hours number was also staffed during the event. As a landline, the event organiser's number would be the main contact point, with the EventLambeth out of hours number serving as backup. Wandsworth Council also confirmed that they would be providing the event organisers number as the point of contact in the event that they received complaints.

As a backup the mobile phone number for the event organiser acoustic consultant was also provided to Wandsworth Council.

Given this was a three-day event (as opposed to two previously) and the publicity around the increased sound levels, it was anticipated that there would be an uplift in complaints received.

### 4 PUBLICITY FOR THE CONTACTS

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Lock n Load undertook a letter drop in the local area providing residents with the contact number for issues during the event.


**IMPORTANT NOTICE TO RESIDENTS OF CLAPHAM COMMON**

LOCK N LOAD EVENTS ARE STAGING THE SOUTH WEST FOUR WEEKENDER MUSIC FESTIVAL ON CLAPHAM COMMON FROM SATURDAY 27<sup>th</sup> TO MONDAY 29<sup>th</sup> AUGUST. THE EVENT OPENING TIMES ARE 11:00 TILL 22.30 & 23:00 ON THE SATURDAY. WE WILL ALSO BE DOING OCCASIONAL SOUND TESTING BETWEEN 12.00 AND 18.00 ON FRIDAY 26<sup>th</sup> AUGUST. OUR TEAM HAVE BEEN STAGING EVENTS ON THE COMMON SINCE 1999. WE APPRECIATE THE FACT THAT WE ARE ABLE TO USE THE EVENT SITE AND WANT TO ASSURE RESIDENTS THAT WE RESPECT BOTH THE PARK AND ITS LOCALS.

WE WILL DO OUR ABSOLUTE BEST TO RETURN THE SITE IN THE SAME STATE THAT WE OCCUPIED IT IN. WE WILL ALSO STICK TO ALL COUNCIL REGULATIONS ESPECIALLY ON SOUND LEVEL ISSUES. SHOULD ANYONE HAVE ANY GENERAL ISSUES RELATING TO THE ABOVE MENTIONED EVENTS, PLEASE CONTACT THE ORGANISERS ON 020 3117 0822.

IF YOU HAVE NOISE RELATED ISSUES DURING THE ACTUAL RUNNING OF THE CONCERTS, PLEASE CONTACT THE ON DUTY EVENT LIAISON OFFICER ON : 020 3137 6716

PLEASE REST ASSURED THAT WE WILL DO EVERYTHING REASONABLY POSSIBLE SO AS NOT TO DISTURB LOCAL RESIDENTS.

  
LOCK N LOAD EVENTS

Also, the number was publicised via the EventLambeth Facebook and Twitter:

Wandsworth Council also highlighted the number to their residents:

The Lambeth Council contact centre was aware of the onsite contact numbers for event complaints should people call the council directly. Also, the out of office for EventLambeth highlighted the contact number should people email EventLambeth directly.

EventLambeth produced a stakeholder information document (appendix 5) and sent it to the CCMAC, BID, Friends of Clapham Common, the Clapham Society, the Elms Road residents association and Clapham Common and Town Ward Councillors.

This year has had the widest circulation of the onsite event contact numbers to local people. Also the publicity around the increase in sound levels following Lambeth Council's approval of the Event Strategy would have brought to the attention of a vast number of people that there was due to be an uplift in the sound levels.

## 5 DURING THE EVENT

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As the onsite number received complaints, they were logged and highlighted to the event organiser's onsite consultant. Those received by the EventLambeth out of hour's number were also logged and passed to the acoustic consultant working on behalf of EventLambeth. Both acoustic consultants were engaging with each other to ensure that the areas where complaints were received were checked and issues highlighted and addressed as appropriate.

The event onsite telephone line received 49 complaints in total, this was 30 on Saturday, seven on Sunday and 12 on Monday. The EventLambeth out of hours number received no calls around noise over the course of the three days. One call was made to a resident on Monday who had rung through to the complaints line and requested a member of the council call them back. The acoustic consultant did visit the area to assess the sound levels.

The weather changed over the weekend and on Saturday (the day with the highest number of complaints) the prevailing wind conditions was in a westerly direction meaning the sound from the event was directed towards the west or Wandsworth end of the Common. This is demonstrated by the locations from which the complaints were received on that day.

There were, however, no significant noise issues raised with EventLambeth over the weekend from the acoustic consultants, working on behalf of Lambeth Council, who, when not attending areas of complaints, were checking the levels at the monitoring positions. Levels were kept within the Guidance levels apart from one breach at the end of Sunday evening, of 2.9db (c) over a 15minute LAEQ.

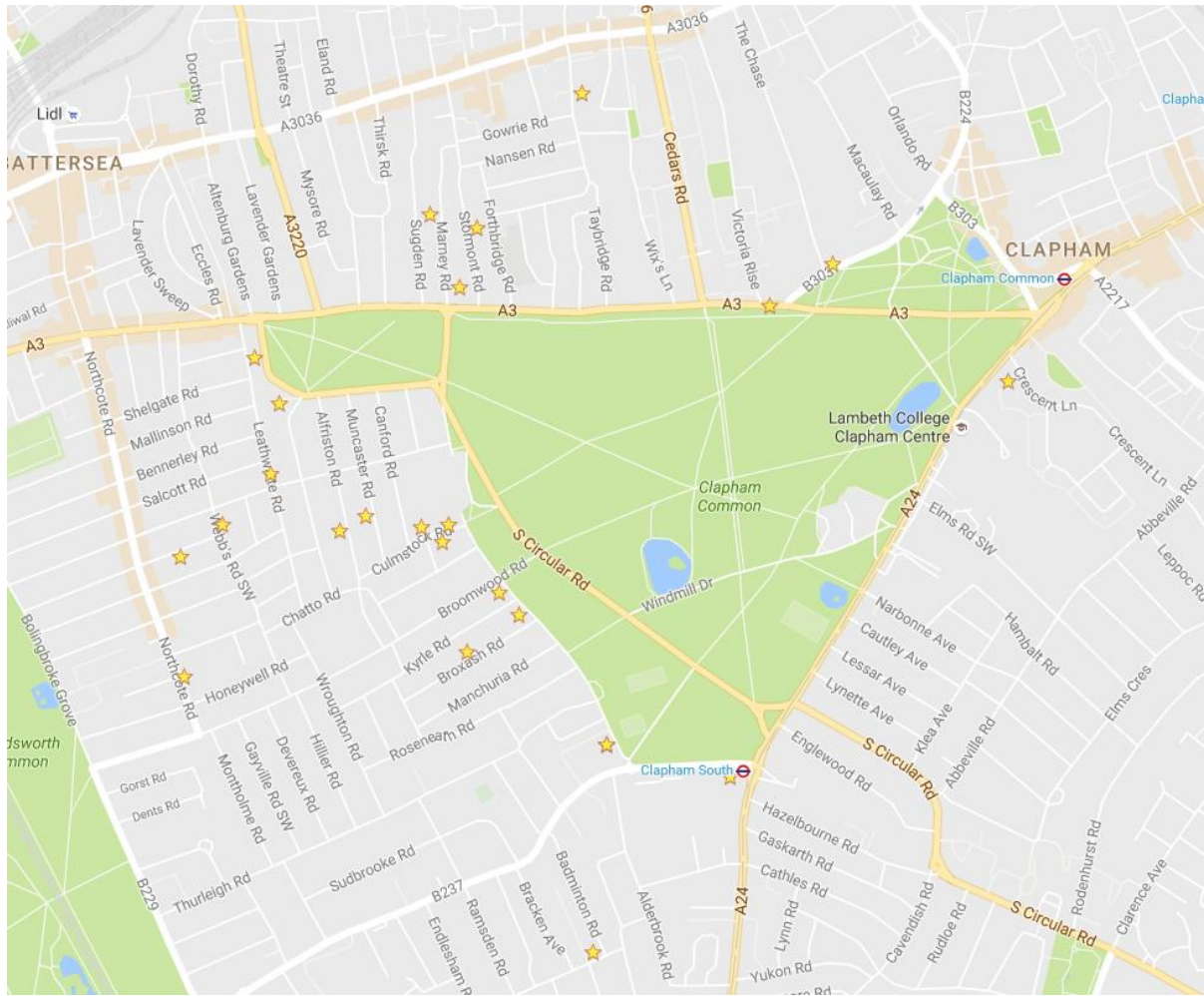
## 6 EVENT DAY COMPLAINTS

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Some key themes can be seen in these complaints, and the locations (represented by Postcode areas rather than individual locations) have been mapped on to the google maps below.

**Saturday** – 32 complaints (29 individuals)

Map of Complaint locations (stars - it should be noted that these are representations of postcode areas rather than individual locations) can be seen below



21 were from SW11 postcodes

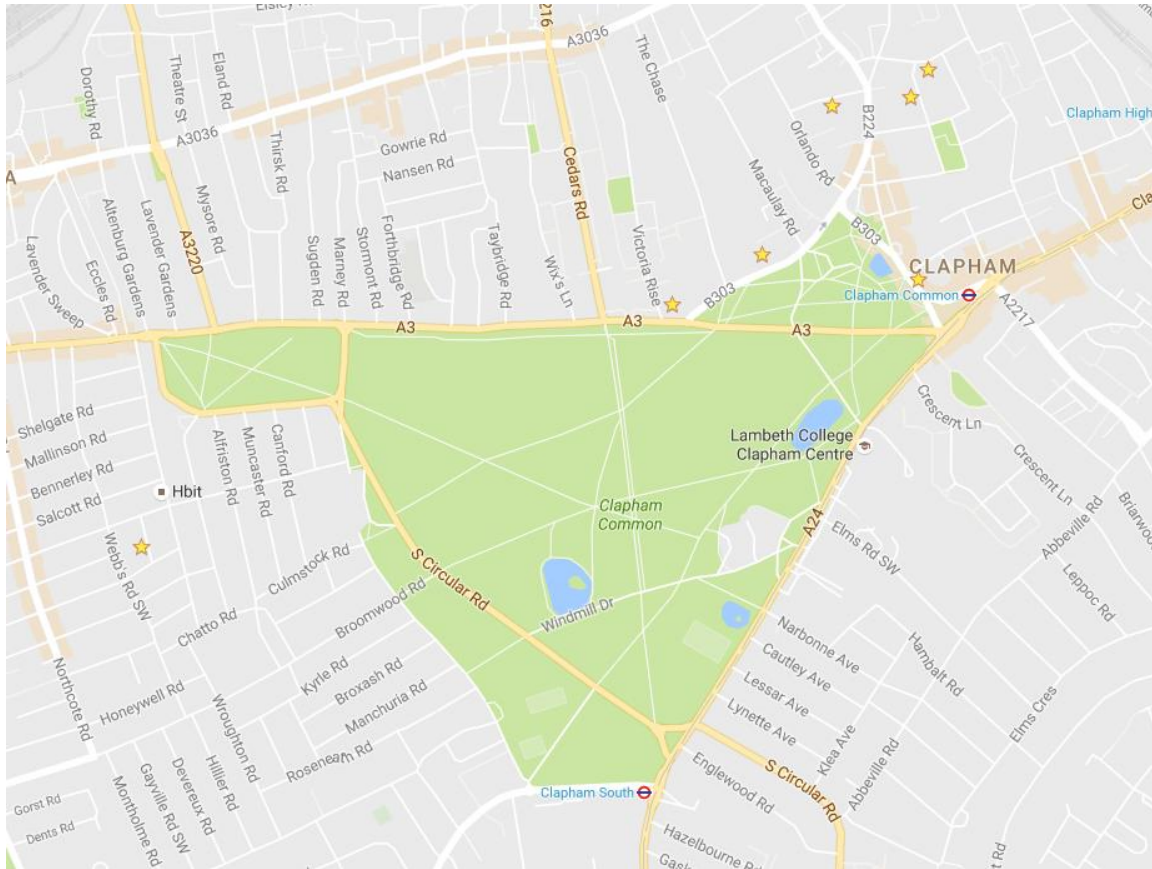
Eight were from SW4 postcodes

Three were from SW12 postcodes

Time	Complaints Received
11:00 – 12:00	6
12:00 – 13:00	2
13:00 – 14:00	3
14:00 – 15:00	2
15:00 – 16:00	1
16:00 – 17:00	7
17:00 – 18:00	4
18:00 – 19:00	1
19:00 – 20:00	1
20:00 – 21:00	1
21:00 – 22:00	2
22:00 – 23:00	2

**Sunday** – 8 Complaints (7 individuals – 1 repeat from Saturday)

Map of Complaint locations (stars - it should be noted that these are representations of postcode areas rather than individual locations) can be seen below



One from SW11 Postcode – didn't give any details beyond very unhappy

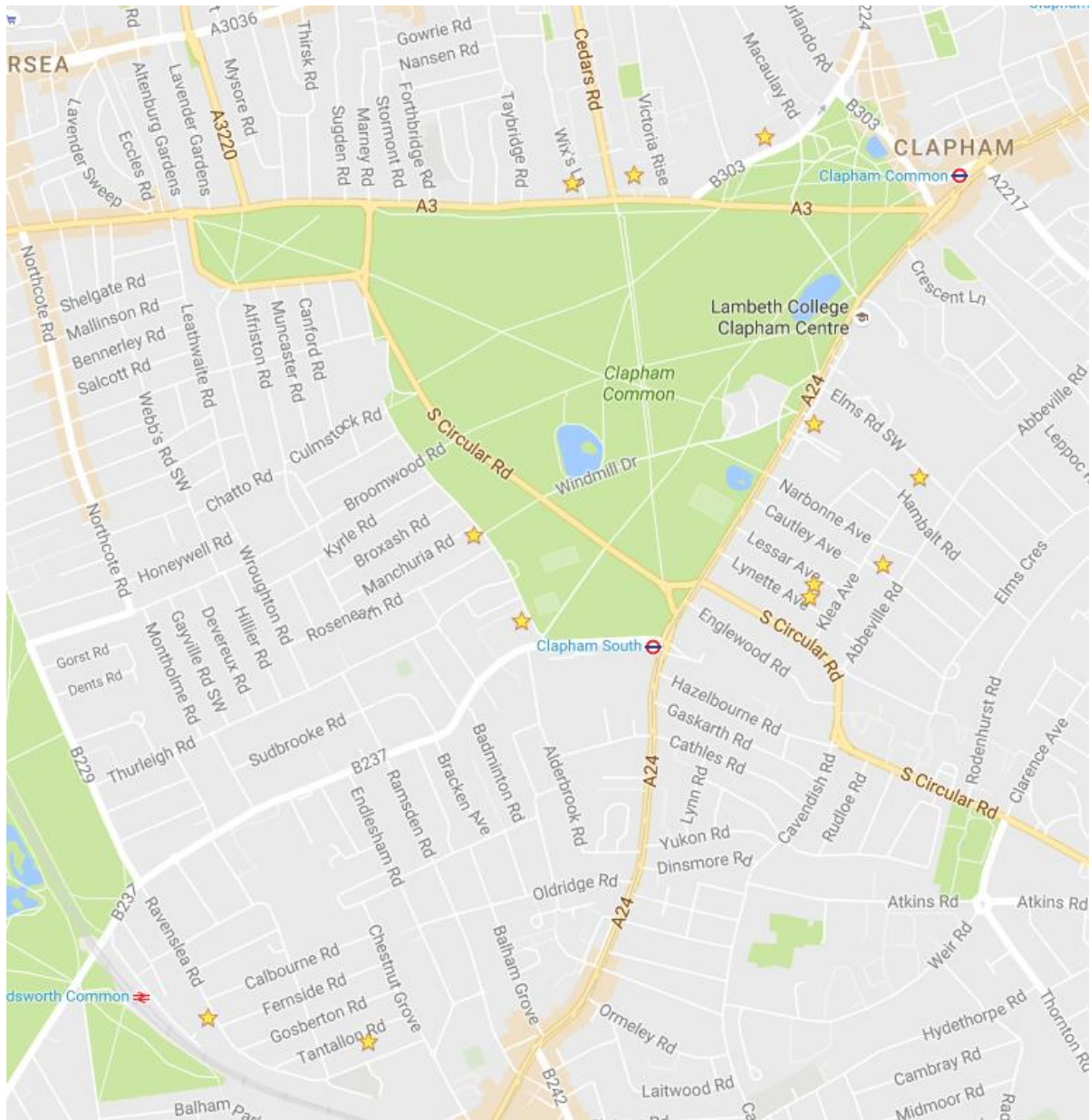
Six from Sw4 Postcode

Time	Complaints Received
11:00 – 12:00	1
12:00 – 13:00	1
13:00 – 14:00	0
14:00 – 15:00	0
15:00 – 16:00	0
16:00 – 17:00	1
17:00 – 18:00	1
18:00 – 19:00	0
19:00 – 20:00	0
20:00 – 21:00	0
21:00 – 22:00	2



**Monday** – 12 complaints (12 individuals – 2 repeats from Saturday and Sunday)

Map of Complaint locations (stars - it should be noted that these are representations of postcode areas rather than individual locations) can be seen below



Three from SW12 (one 1.77km away and one 1.80km away)

Nine from SW4

Time	Complaints Received
12:00 – 13:00	3 (including one 5 minutes after opening)
13:00 – 14:00	0
14:00 – 15:00	0
15:00 – 16:00	0
16:00 – 17:00	0
17:00 – 18:00	0
18:00 – 19:00	0
19:00 – 20:00	0
20:00 – 21:00	1
21:00 – 22:00	5
22:00 – 22:30	3

Complaints by issue:

Day	Sound Levels	Bass Levels	Other
Saturday	21	11	
Sunday	5	2	1 (general complaint)
Monday	8	1	3 (Monday event, finishing time, three event days)

Sound levels, in general, seemed to be the main issue. As indicated in the reports the wind directions changed throughout the weekend and so people who previously had not heard sound from the event would have heard something. This is reflected in the reports from Sunday and Monday from people saying that it sounded louder on those days and the significant decrease in the number of complaints from the Saturday. The sound levels were the same throughout the weekend. Also, it is not unreasonable to suppose that the drizzle on Sunday may have meant more people had windows closed providing a buffer to the sound from the event.

## 7 COMPLAINTS RECEIVED POST EVENT

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As usual, there are some complaints that are received post-event by the council. These are logged and responded to post-event along with a clarification that there were onsite numbers for complaints so that they can be addressed in real-time during the event. In total 17 emailed complaints were received and logged post-event, of which two had also rung the complaints line. Of the 17, 12 were emailed on a date that the event was taking place. We also received three compliments around the event organisation including one from a resident in the Elms Road area who said that they didn't hear any noise on the Saturday or Sunday despite having their windows wide open.

London Borough of Wandsworth have been asked for any complaints they received post-event (they had already confirmed in an email dated 30th August 2016 that they had "only received a couple of complaints which were directed straight to your complaint line"). No further complaints



have been passed to the London Borough of Lambeth by the London Borough of Wandsworth despite requests for copies made at a meeting held on Friday 16<sup>th</sup> September 2016 and at a further meeting held on Wednesday 21<sup>st</sup> September 2016.

## 8 COMPLAINT COMPARISONS WITH PREVIOUS EVENTS

To provide a comparison with previous events below is a table of the noise complaints received during and post similar events on Clapham Common including SW4 2013 when there was a test of the sound levels. The other events listed below would have been at the 2008 levels.

Previous complaints have also included those that the sound levels were too low (2 in 2015).

Event Name	Date	Duration (days)	Total Event Capacity	Complaints received During	Complaints received post	Total Number of Complaints	Average Complaints received onsite per day	Total Average Complaints per event day	Average Complaints per event attendee
SW4 2013	24 & 25 Aug	2	50,000	41	6	47	20.5	23.5	0.00094
Calling 2014	28 & 29 June	2	50,000	37	9	46	18.5	23	0.00046
SW4 2014	23 & 24 Aug	2	50,000	14	9	23	7	11.5	0.00046
SW4 2015	29 & 30 Aug	2	50,000	9	6	15	4.5	7.5	0.0003
SW4 2016	27, 28 and 29 Aug	3	80,000	52	17	69	17.3	23	0.0008625

## 9 ACOUSTIC CONSULTANT COMMENTS

The complete reports from the Acoustic Consultants working on behalf of Lambeth Council (Joynes Nash) Appendix 1. However, the key points from this report and that of Three Spires the Event Organiser's Acoustic Consultant are below:

### Joynes Nash (Appendix 1)

- There was a total of three measurements recorded in excess of the low-frequency music noise limit, with only one falling outside the margin of error for a Class 1 Meter.
- Due to the new guidance and the publicity released it, there was a significant number of complaints received. This was especially the case on Saturday, August 27<sup>th</sup>, where despite the low levels observed, there were some complaints from the West side of the common. However, at no times did we observe at any of the positions where complaints were received any noise which amounted to a public nuisance.

- Where complaints were investigated, there were no significant issues found – including that from a Wandsworth resident nearly 2km away where when taking recordings the acoustic consultant was approached by another resident to ask what they were doing and to say that they weren't even aware that a concert was taking place.

### Three Spires

- The cluster of noise complaints around Clapham Common West on Saturday indicates that music noise was more audible than in previous years in this specific area, and this was confirmed by visits to this area during the afternoon and evening. Much of the impact is likely to be due to wind direction and speed which was from the east; whereas the prevailing wind direction is westerly/south-westerly. The remaining number of complaints is similar to previous years indicating no meaningful change in community response.
- Aural assessment indicated that although low-frequency bass beat noise was audible at the C.C. West location, it was not unduly intrusive and was not considered to undermine the public nuisance objective of the Licensing Act 2003.
- Where possible complainants were contacted and in some cases, a visit was made to the area, and a spot check measurement made to determine the level of music noise. All measurements results indicated that the MNL's were within the current condition limits and in most cases were below the limits that had previously applied for this event at Clapham Common West.

## 10WAY FORWARD

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- It has been agreed that the 53 Clapham Common South monitoring point will be reinstated to the revised Guidance. This will be set at the same levels as at the other monitoring points.
- It is possible to make the following assumptions
  - There would have been an uplift in complaints due to the publicity around the new sound levels and the events strategy
  - That the weather played a significant role over the weekend in terms of the number of complaints received
  - The Monday would have added in an additional number of complaints as many people are used to two days of SW4 but not a third event day
  - Had there been continuous issues there would have been more repeat complaints over the course of the three days
- This is the first event held at the higher noise levels specified in the Guidance. It is impossible to draw any meaningful conclusions from this event alone in terms of the community impact arising from the increased sound levels

- Notwithstanding the above, we plan to reflect upon the lessons learnt from this event and to ensure the same is captured in the annual service report and considered in the course of the 2 year Event Strategy review.

## **11 APPENDICES**

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1. Joynes Nash Acoustic Report