

# EventLambeth

**Date:** 18/12/2017

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

**Contact for enquiries:**

EventLambeth, London Borough Of Lambeth. [events@lambeth.gov.uk](mailto:events@lambeth.gov.uk)

## 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 14<sup>th</sup> Year in 2017, this was the second year that we have hosted House of Common. It was also the second year that a three day event has been held on the Common over the August Bank Holiday weekend.

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 the application by Lock N Load Events Ltd followed the event service application protocols and processes which are set out in four stages. They attended the Lambeth Events Safety Advisory Group, went through the event pro-forma community engagement process and held a table top exercise, in addition to the licensing process specified under the Licensing Act 2003.

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

## 2 SOUND LEVELS

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The Lambeth Events Strategy includes the 2016 Lambeth Guidance for Sound at Outdoor events (the Guidance). The strategy and updated guidance 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 in 2017 and remains the only event on Clapham Common that uses these levels. There was a test of similar sound levels (with no bass limit) at SW4 in 2013 before the amendments.

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, at three monitoring points (Trinity Hospice, Windmill Drive, and Clapham Common South Side). Lower Levels of 70dB (A) Leq 15 Minutes and of 85 dB (C) Leq15 Minutes were agreed for Clapham Common West Side and an additional monitoring point of 94 Clapham Common Northside at levels of 70dB(A) Leq 15 Minutes and a 88 dB (C) Leq15 Minutes was included for 2017. Lambeth Council's Planning Applications Committee requested that additional readings were taken, by the event organiser, at the Notre Dame estate.

### 3 AGREED CONTACT PROTOCOL

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EventLambeth and Lock N Load were aware of concerns around the sound levels and were keen to continue with the protocols that had been established in 2016 between the organiser, EventLambeth and Wandsworth Council Environmental Health to provide clarity around the contacts over the event weekend for residents.

The event organiser 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 hour's number serving as backup.

Contact details for the onsite landline number and the Lambeth Council event out of hours number were provided to Wandsworth Council so that they could pass on any complaints they received.

### 4 PUBLICITY FOR THE CONTACTS

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As in previous years Lock n Load undertook a letter drop in the local area providing residents with the contact number for any 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 26TH TO MONDAY 28TH AUGUST. THE EVENT OPENING TIMES ARE 11.30 TILL BETWEEN 22.00 -23.00. WE WILL ALSO BE DOING OCCASIONAL SOUND TESTING BETWEEN 12.00 AND 18.00 ON FRIDAY 25TH 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.



The number was publicised via the EventLambeth Facebook and Twitter:

 **EventLambeth** added an event. ...  
25 August · 🌐

Now in its 14th year South West Four returns to Clapham Common, and for the second year the bank holiday Monday plays host to House of Common. For any concerns during the event please call the onsite number 020 3137 6716



**AUG 26** **South West Four/House of Common**  
26 August–28 August · Clapham Common ★ Interested  
You like EventLambeth

**EventLambeth**  
Published by Olivia Jane Pearcey [?] · 25 August · 🌐

The Events Team is on call this weekend during event hours. The number is 020 7926 9793.

👤 54 people reached Boost Post

👍 Like    💬 Comment    ➦ Share

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**EventLambeth**  
Published by Olivia Jane Pearcey [?] · 25 August · 🌐

We have these events taking place this weekend 26th - 28th August:

Caribbean Food Week - Windrush Square - Friday and Saturday - 11:00 - 19:00

South West Four - Clapham Common - Saturday 11:30 - 23:00 and Sunday 11:30 - 22:30

The onsite number for noise related issues is 020 3137 6716

Lambeth Learn to ride and Toddler Bike Market - Larkhall Park - Saturday and Sunday - 10:00 - 16:00

Zipworld London - Archbishops Park - Saturday, Sunday Monday - 10:00 - 19:00

Bensons Funfair - Kennington Park- Saturday, Sunday and Monday 12:00 - 22:00

House of Common - Clapham Common - Monday - 12:00 - 22:00

The onsite number for noise related issues is 020 3137 6716

RVT Sports Day - Vauxhall Pleasure Gardens - Monday - 13:00 - 19:00

If you have any queries about these events please call our out of hours number 020 7926 9793 which will be in operation - during the event hours only.

For general enquiries please call EventLambeth on 020 7926 6207 during office hours (Mon-Fri 9-5).

**EventLambeth** @EventLambeth · Aug 26  
The EventLambeth out of hours number is active this weekend, during event hours, 020 7926 9793. If you have... [fb.me/8ZtkMc5qK](https://fb.me/8ZtkMc5qK)

**EventLambeth** @EventLambeth · Aug 26  
The EventLambeth out of hours number is also active this weekend 020 7926 9793

**EventLambeth** @EventLambeth  
If you have noise related issues during South West Four there is a dedicated onsite number 020 3137 6716

**EventLambeth** @EventLambeth · Aug 26  
If you have noise related issues during South West Four there is a dedicated onsite number 020 3137 6716

**EventLambeth** @EventLambeth · Aug 25  
If you have noise related issues during South West Four or House of Common there is a dedicated onsite number 020 3137 6716

**EventLambeth** @EventLambeth · Aug 25  
The Events Team is on call this weekend during event hours. The number is 020 7926 9793.

**EventLambeth** @EventLambeth · Aug 25  
We have these events taking place this weekend 26th - 28th August:

Caribbean Food Week - Windrush Square -... [fb.me/9Aj9Sur1I](https://fb.me/9Aj9Sur1I)

Wandsworth Council also highlighted the event to their residents:

**People living close to Clapham Common are being urged to contact Wandsworth Council's noise team over the course of this bank holiday weekend if sound levels from the big music festival being staged on the common get too loud.**

Lambeth Council has granted permission for the "SW4 2017" music festival to be held over the three days with crowds of up to 30,000 expected each day.

Although half of Clapham Common is geographically located within the borough of Wandsworth, the whole of this large open space is managed solely by Lambeth.

Earlier this year the two councils and the event organisers reached an agreed out-of-court settlement following legal action by Wandsworth in response to dozens of noise complaints it received during last year's event.

As a result of the court action, Lambeth agreed to lower permitted sound levels and to also turn the music off on bank holiday Monday at the earlier time of 10pm.

Noise officers from Wandsworth will be closely monitoring sound levels to ensure these agreed limits are not exceeded, but are also appealing for the public to contact them if they suffer undue noise disturbance.

Environment spokesman Cllr Jonathan Cook said: "We have never been against the festival taking place but were forced to take legal action to protect our residents from excessive noise levels when Lambeth refused point blank to address our concerns.

"Thankfully we were eventually able to reach a sensible compromise agreement that will limit the impact this large scale event will have on people living near to Clapham Common.

"Now we need the public's help to make sure the agreements are honoured. If anyone feels that the noise levels are too high then we would urge them to contact us so we can investigate."

To report any type of noise problem over the weekend call 020 8871 6127 or email [NoiseNuisanceTeam@wandsworth.gov.uk](mailto:NoiseNuisanceTeam@wandsworth.gov.uk).



[Add comment](#)





The Lambeth Council contact centre was aware of the onsite contact numbers for event complaints should people call the council directly.

EventLambeth produced a stakeholder information document 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.

## 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 26 complaints in total, this was 12 on Saturday, eight on Sunday and six on Monday. The EventLambeth out of hour's number received three calls on Saturday (+ one around ASB and one around litter), three on Sunday (+ one around litter) and five on Monday. There were callers who called both numbers, they have been recorded as separate complaints. Emails were sent to Lambeth during the event, in some cases these were direct to the complaints team so weren't seen until post event, however these along with any sent to the events team were also accounted for. On Saturday one email was received, Sunday one email and Monday two emails.

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. There were two calls received during the sound checks by event Lambeth, these were highlighted immediately to the event organisers so that they could address any issues. The total individual noise complaints for the event duration including the two on the Friday were 30, total noise complaints were 43, total complaints 46.

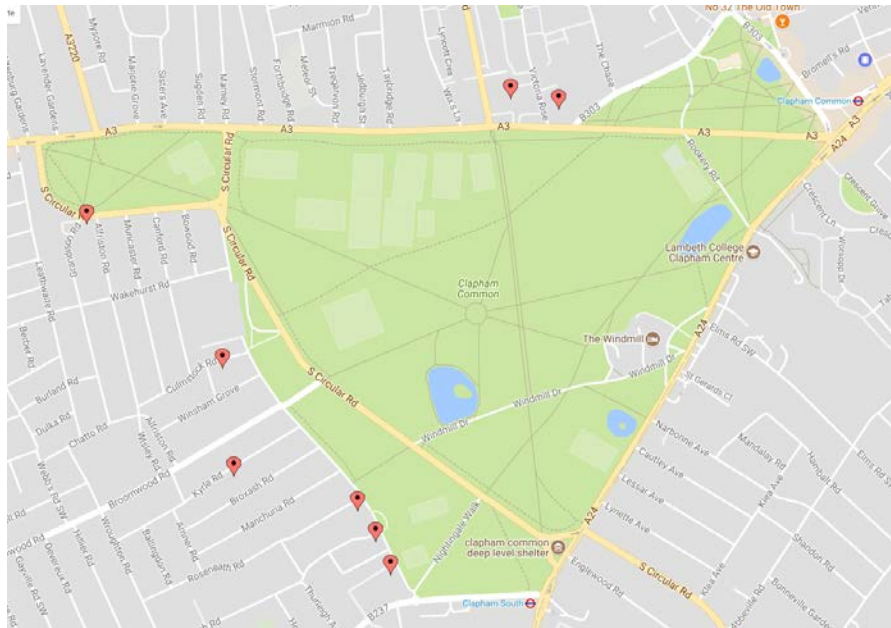
London Borough of Wandsworth had been asked for any complaints they received during the events and there were no recorded contact from Wandsworth Council officers. All complainants were local and contacted the event's organiser or Lambeth Council direct.

## 6 EVENT DAY NOISE COMPLAINTS

The locations (represented by Postcode areas rather than individual locations) have been mapped on to the google maps below.

**Saturday** – 16 Noise Complaints (10 individuals)

Map of noise complaint locations (Red Flags - it should be noted that these are representations of postcode areas rather than individual locations) can be seen below. These indicate areas where complainants gave their details not all complainants did.



Eight were from SW11 postcodes

Seven SW4 postcodes

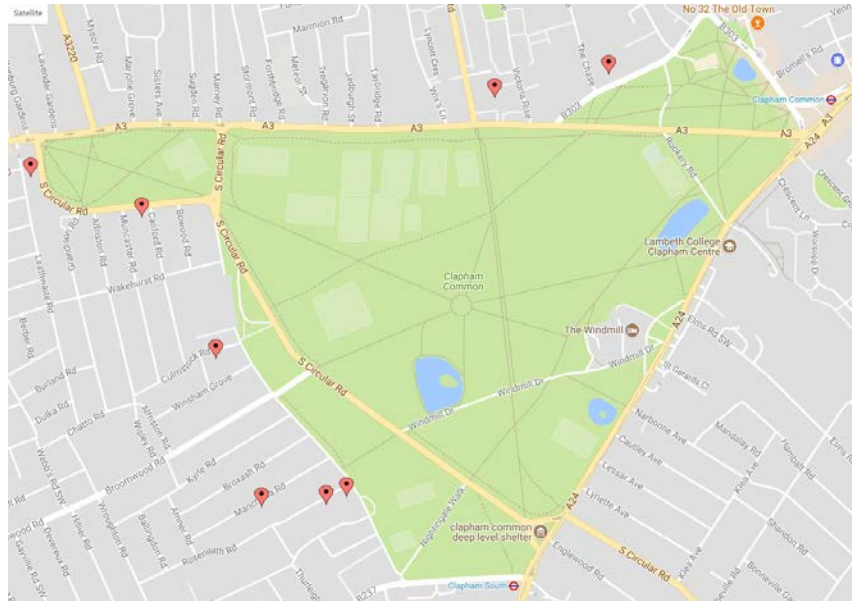
One was from SW12 postcodes

Time	Noise Complaints Received
11:00 – 12:00	0
12:00 – 13:00	0
13:00 – 14:00	0
14:00 – 15:00	1
15:00 – 16:00	0
16:00 – 17:00	0
17:00 – 18:00	1 (email)
18:00 – 19:00	1
19:00 – 20:00	0

20:00 – 21:00	2
21:00 – 22:00	4
22:00 – 23:00	7

**Sunday** – 12 Complaints (9 individuals – 3 repeats from Saturday)

Map of noise complaint locations (Red Flags- it should be noted that these are representations of postcode areas rather than individual locations) can be seen below. These indicate areas where complainants gave their details not all complainants did.



Four were from SW11 Postcode

Seven were from SW4 Postcode

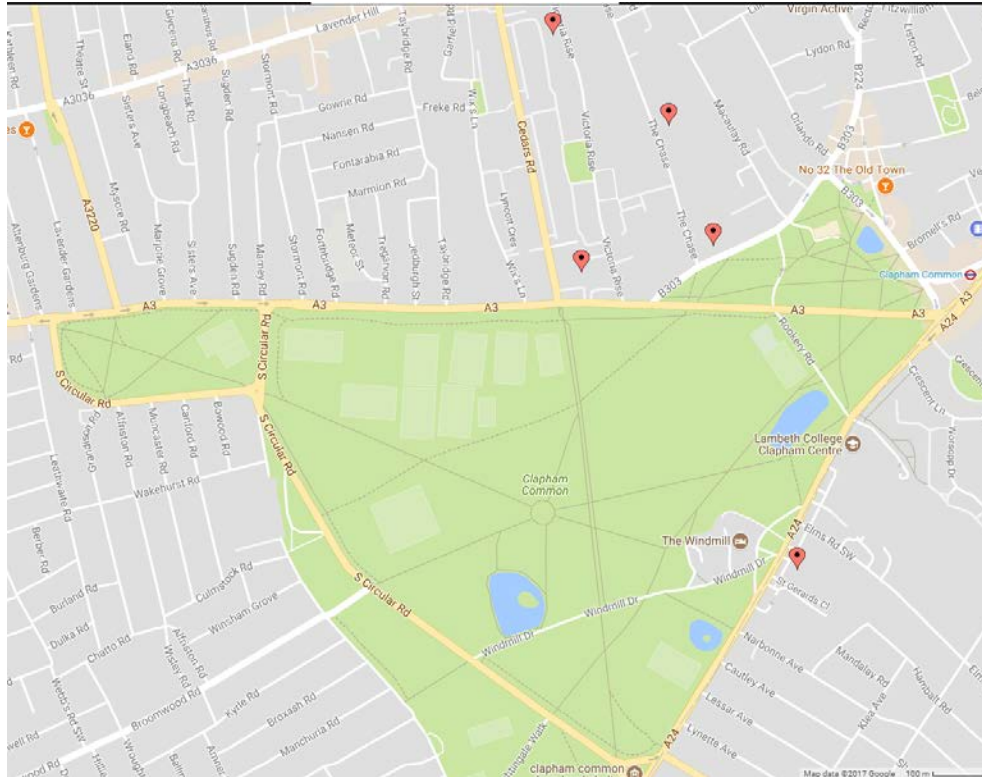
One declined to give their postcode

Time	Complaints Received
10:00 – 11:00	1 (email event not open)
11:00 – 12:00	1
12:00 – 13:00	0
13:00 – 14:00	1
14:00 – 15:00	0
15:00 – 16:00	0
16:00 – 17:00	0
17:00 – 18:00	0
18:00 – 19:00	2
19:00 – 20:00	1
20:00 – 21:00	0
21:00 – 22:00	5
22:00 – 22:30	1



**Monday** – 13 Complaints (9 individuals – 1 repeat from Sunday)

Map of noise complaint locations (Red flags - it should be noted that these are representations of postcode areas rather than individual locations) can be seen below. These indicate areas where complainants gave their details not all complainants did.



Thirteen were from SW4

<b>Time</b>	<b>Complaints Received</b>
12:00 – 13:00	0
13:00 – 14:00	1 (email)
14:00 – 15:00	0
15:00 – 16:00	4
16:00 – 17:00	0
17:00 – 18:00	3 (1 email)
18:00 – 19:00	2
19:00 – 20:00	0
20:00 – 21:00	1
21:00 – 22:00	2
22:00 – 22:30	0

Complaints by issue:

Day	Sound Levels	Other
Saturday	16	2 (ASB, Litter)
Sunday	12	1 (Litter)
Monday	13	0

Sound levels, in general, seemed to be the main issue.

## 7 COMPLAINTS RECEIVED POST EVENT

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 six emailed complaints were received and logged post-event, of which one had also rung the complaints line. Three were emailed while the event was taking place and are recorded above. We also received a compliment around the cleaning that took place during the event.

London Borough of Wandsworth have been asked for any complaints they received post-event and beyond a statement that “complaints were received” no further information, clarification or detail around those complaints or the action taken by Wandsworth Council on receiving them has been provided to the London Borough of Lambeth events team.

## 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
Sw4 2017	26, 27 and 28 Aug	3	80,000	44	3 (and 2 before)	49	14.6	16.3	0.0006125

## 9 ACOUSTIC CONSULTANT COMMENTS

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

### Van Guardia (Appendix 1)

- A good co-operative working relationship during the events was established with the Acoustic Consultants acting for Lock'nLoad (Three Spires).
- The offsite music noise levels were compliant with the LBL 2016 Noise Guidance. No breach of the 2016 Guideline noise levels was noted.

### Three Spires

- The geographical spread on complaints for each day correlates with the wind direction i.e. Saturday and Sunday the wind was predominantly from the south west and west, increasing the perceived levels at the community around Clapham Common West side. On Sunday evening and during Monday the wind directed changed to a predominantly easterly/south easterly direction and increased perceived noise levels to the north of the common.
- It is considered that the Notre Dame Estate monitoring position is unnecessary and is to a large degree duplicated by the Clapham Common South location i.e. compliance at CCS equates to compliance at the Notre Dame position. It is advised that this position is removed by the local authority as it takes consultant resources away from other noise management functions during the event.

## 10WAY FORWARD

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- There has been a 29% decrease in the total number of complaints received and a 16% decrease in the number of complaints received onsite. By far the greatest has been the reduction in the number of complaints received post event (61%) even when taking in to account the two complaints received during the sound checks. This demonstrates that the message around the onsite number is getting out and people are more pro-active in calling them.
- There is further work to be undertaken with Wandsworth Council as one of the emails received stated that they had called Wandsworth (as per their social media call to action) and said that "I have tried to phone the number on the Wandsworth website regarding

complaints about this concert, and they tell me it's Lambeth' s problem. They couldn't find Lambeth's number. I can't seem to find the right phone number either.” There was also a similar comment made on Social media.

## **11 APPENDICES**

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1. Van Guardia Noise Report