

# EventLambeth

**Date:** 28/11/2018

**Report title:** SW4 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 is a major music event held on the Clapham Common event site. The event was delivered by the production company Lock N Load Events Ltd. The production company has delivered this event for 15 consecutive years.

SW4 was held over 2 days on Saturday 25<sup>th</sup> and Sunday 26<sup>th</sup> August 2018.

In 2015 the event was granted a 3 day license but the third day was not use. In 2016 and 2017 a 3 day license was granted. The 3<sup>rd</sup> day was the Bank Holiday Monday where House of Commons event was held.

In 2018 a 3 day license was again granted but as in 2015 the third day was not used.

The premises license granted permitted up to 29,999 ticket holders each day and the following event times – 11:00-23:00 on Saturday, 11:00 -22:30 on Sunday.

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. SW4 was the only event on Clapham Common that used these levels in 2018.

The sound levels that SW4 worked to in 2018 were , as set out in the 2016 policy, 75db (a) and 90db (c) over a 15minute LAeq, at three monitoring points (Trinity Hospice, Windmill Drive, and Clapham Common South Side).

SW4 employed an Acoustic Consultant to monitor these points throughout the event.

EventLambeth employed an Acoustic Consultation to also monitor these points throughout the event. The acoustic consultant was accompanied by Lambeth Council Noise Officer who is based with the Community Safety team within the Environment Directorate.

## 3 CO-OPERATIVE WORKING

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Building on 2016 and 2017 approach to better communication between Wandsworth and Lambeth Councils and the event organiser, this year Environmental Health Officers from Wandsworth Council were on site throughout the duration of the event. EventLambeth officers were on site to monitor the event and were supported by officers from Lambeth Licensing, Community Safety and Lambeth Landscaping.

The event organiser had a dedicated onsite telephone number for complaints and the EventLambeth out of hour's telephone 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 hour's number were provided to Wandsworth Council so that they could pass on any complaints they received.

As Wandsworth Council and Lambeth Council officers were all on site and in communication with one another they were able to share information about calls received and respond and share information.

This cross borough working approach enabled all officers to deliver a far better service to all our residents.

## 4 PUBLICITY FROM THE ORGANISERS

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 25TH TO SUNDAY 26TH 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 24TH 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

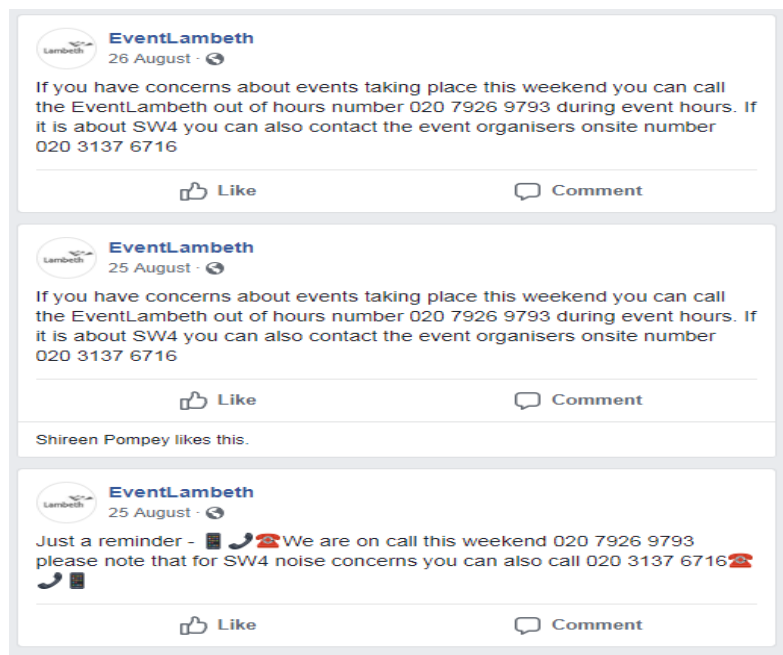
WE WILL DO OUR ABSOLUTE BEST TO RETURN THE SITE IN THE SAME STATE THAT WE OCCUPIED IT IN. WE WILL ALSO STICK TO ALL COUNCIL REGULATIONS ESPECIALLY ON SOUND LEVEL ISSUES. SHOULD ANYONE HAVE ANY GENERAL ISSUES RELATING TO THE ABOVE MENTIONED EVENTS, PLEASE CONTACT THE ORGANISERS ON 020 3117 0822.

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

23 August · 🌐

We have the following events taking place this weekend 24th - 27th August:

Trapeze School - Ruskin Park - Daily 10:00 -20:00

Zip Now London - Archbishops Park - Daily 12:00 - 20:00

Benson's Funfair - Brockwell Park - Daily 12:00 - 21:30

Vauxhall Family History Day - Vauxhall Pleasure Gardens - Saturday 15:00 - 19:00

SW4 - Clapham Common - Saturday 11:00 - 23:00 & Sunday 11:00 - 22:30  
(onsite noise complaints number: 020 3137 6716)

**CANCELLED** - March over Cancer in JA and UK - Kennington Park -  
Sunday 10:00 - 18:00 - **CANCELLED** due to weather conditions

RVT and Hero Sports Day - Vauxhall Pleasure Gardens - Monday 13:00 - 18:00

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

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



Like



Comment

1 share



**EventLambeth** @EventLambeth · Aug 26

If you have concerns about events taking place this weekend you can call the EventLambeth out of hours number 020 7926 9793 during event hours. If it is about SW4 you can also contact the event organisers onsite number 020 3137 6716



**EventLambeth** @EventLambeth · Aug 26

For Information the March over Cancer in JA and UK - Kennington Park - Sunday 10:00 - 18:00 - has been **CANCELLED** due to weather conditions



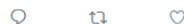
**EventLambeth** @EventLambeth · Aug 25

If you have concerns about events taking place this weekend you can call the EventLambeth out of hours number 020 7926 9793 during event hours. If it is about SW4 you can also contact the event organisers onsite number 020 3137 6716



**EventLambeth** @EventLambeth · Aug 25

If you have concerns about events taking place this weekend you can call the EventLambeth out of hours number 020 7926 9793 during event hours. If it is about SW4 you can also contact the event organisers onsite number 020 3137 6716



**EventLambeth** @EventLambeth · Aug 25

Just a reminder - 📞📞📞 We are on call this weekend 020 7926 9793 please note that for SW4 noise concerns you can also call 020 3137 6716 📞📞📞



EventLambeth Retweeted



**EventLambeth** @EventLambeth · Aug 23

📞📞📞 We are on call this weekend 020 7926 9793 please note that for SW4 noise concerns you can also call 020 3137 6716 📞📞📞



Wandsworth Council also highlighted the event to their residents:



## Who to call if Clapham Common festival gets too loud

Published: Wednesday 22nd August 18



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Comment

**People living close to Clapham Common can contact Lambeth Council's noise team if sound levels from the big music festival being staged over the August bank holiday weekend get too loud.**

Lambeth Council has granted permission for the South West Four 2018 music festival to be held this weekend (August 25 and 26) with crowds of up to 30,000 expected on both the Saturday and Sunday.

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.

In previous years the event has attracted a high number of noise complaints so this year Lambeth has put in place a noise hotline so local residents, including those in Wandsworth, can get in touch during the event if they think the music is too loud. Officers from both councils will be monitoring noise and Lambeth says it will work closely with the event organisers to keep noise to an agreed level.

Members of the public who wish to complain about noise during the event are being advised to contact the Lambeth noise team on (020) 3137 6716.



Add comment



### Latest News

- GCSE success for Wandsworth students  
Friday 24 August 2018
- Get ready to Get Active in Roehampton  
Friday 24 August 2018
- Flower show garden takes root in community space  
Friday 24 August 2018
- Latest Nine Elms office lease boosts innovative cluster  
Thursday 23 August 2018
- Free parking on the bank holiday - but please avoid yellow lines  
Thursday 23 August 2018
- Pub saved for community  
Thursday 23 August 2018
- Who to call if Clapham Common festival gets too loud  
Wednesday 22 August 2018
- Next advice event for EU residents  
Wednesday 22 August 2018
- Cycle safety event next week  
Wednesday 22 August 2018
- Love Parks: Your top ten hidden gems  
Tuesday 21 August 2018

Search our [news archive](#) by month.

The Lambeth Council and Wandsworth Council contact centers was aware of the onsite contact numbers for event complaints should people call the councils directly.

EventLambeth produced a stakeholder information document and sent it to the CCMAC, Clapham BID, Friends of Clapham Common, the Clapham Society, all Clapham Common and Town Ward Councilors.

## 5 DURING THE EVENT

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As the onsite number received complaints, they were logged and immediately highlighted to the event organiser's. If they related to noise complaints they would then be passed onto the organiser's onsite acoustic consultant. Those noise complaints received by the EventLambeth out of hour's number were also logged and passed to the event organiser's acoustic consultant as well as the acoustic consultant working on behalf of EventLambeth. Wandsworth officers stated that any calls they received the callers were given the Event Organiser's onsite number to call. 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. Both acoustic consultants also meet with Wandsworth Officers and contact details were shared.

The event onsite telephone line received 17 complaints in total, this was 11 on Saturday and six on Sunday. The EventLambeth out of hour's number received one call on Sunday with regard to noise. The resident who called the EventLambeth out of hour's number also called the SW4 onsite number as well. There were no emails sent to EventLambeth email address pre, during or post SW4 to log concerns or complaints.

The event acoustic consultation, Lambeth Noise officer and the Acoustic consultation contracted by EventLambeth did not log or record any breaches of the noise levels.

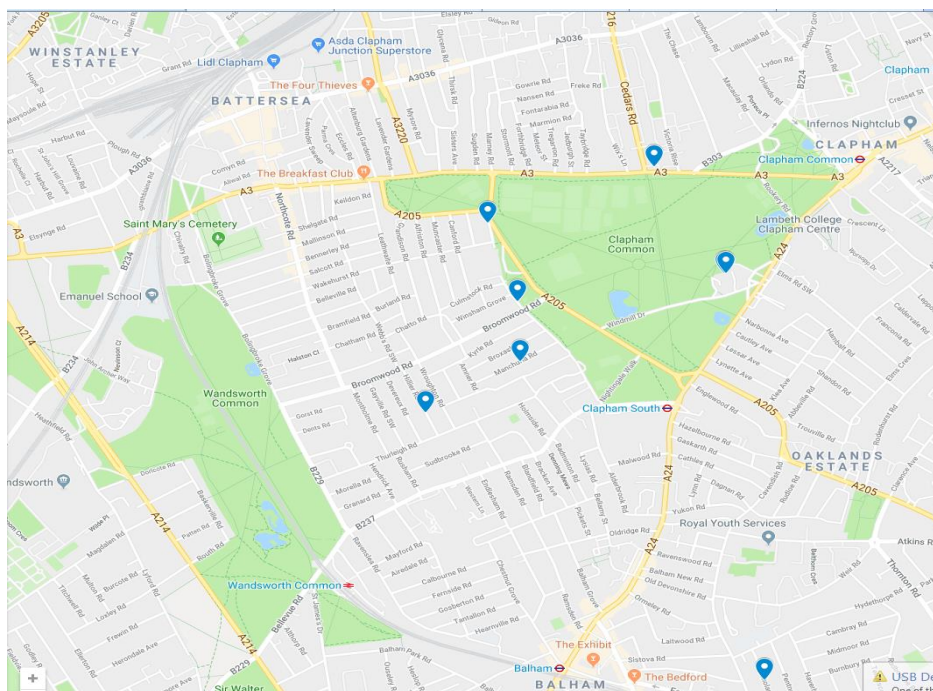
London Borough of Wandsworth officers monitoring the event did not feedback any concerns around noise levels or make us aware of any breaches in noise levels

### Event Day Noise Complaints

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

**Saturday** – 11 Noise Complaints (8 individual people)

Map of noise complaint locations (Blue Pins - 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.



4 were from SW11 postcodes

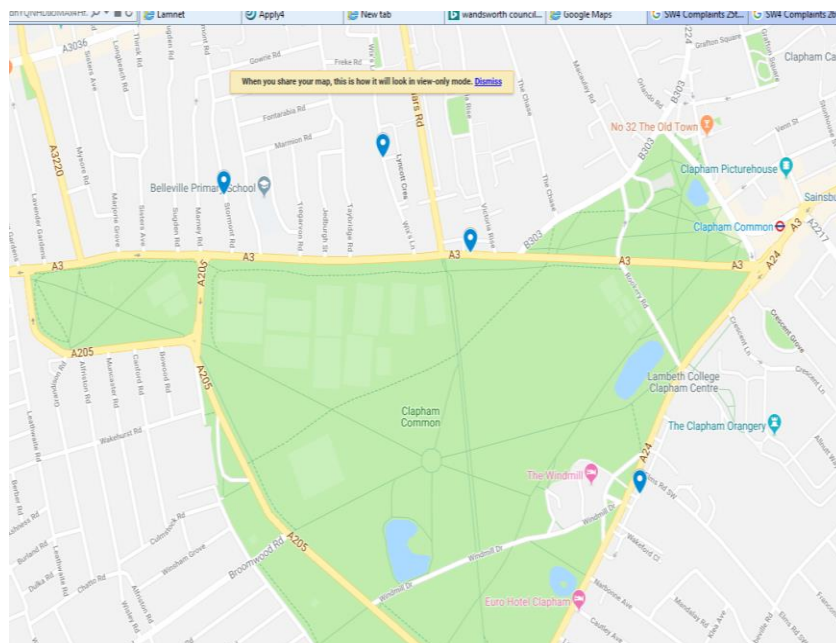
6 were from SW4 postcodes

1 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	0
15:00 – 16:00	3
16:00 – 17:00	1
17:00 – 18:00	1
18:00 – 19:00	0
19:00 – 20:00	0
20:00 – 21:00	2
21:00 – 22:00	4
22:00 – 23:00	0

**Sunday** – 6 Complaints (4 individual people – 1 repeated from Saturday)

Map of noise complaint locations (Blue Pins- 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.



1 were from SW11 Postcode

3 were from SW4 Postcode

Time	Complaints Received
10:00 – 11:00	0
11:00 – 12:00	0
12:00 – 13:00	0
13:00 – 14:00	3
14:00 – 15:00	0
15:00 – 16:00	1
16:00 – 17:00	0
17:00 – 18:00	0
18:00 – 19:00	0
19:00 – 20:00	0
20:00 – 21:00	2
21:00 – 22:00	0
22:00 – 22:30	0

Complaints by issue:

Day	Sound Levels	Other
Saturday	11	0
Sunday	7	0

Sound was the only issue during 2018 SW4.



## 6 COMPLAINTS RECEIVED POST EVENT

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EventLambeth received no post event complaints.

London Borough of Wandsworth had not passed on any details of complaints they might have received.

## 7 COMPLAINT COMPARISONS WITH PREVIOUS EVENTS

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The table below documents numbers of the noise complaints received for SW4 events since 2013. This data below denotes the combined number of complaints received by the Organiser's and Lambeth Council. Noise levels from 2013 – 2015 were at the 2008 noise levels apart from in 2013 there were initial tests of the increased sound levels which were adopted in 2016.

Also of note is 2 complaint noted in the 2015 total where the complainants were complaining that the noise levels were 'to low'.

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
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
SW4 2018	25 & 26 Aug	2	60,000	18	0	18	9	9	0.0003

## 8 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**

- As in previous years wind direction and speed affected received music noise at offsite locations. The predominate wind direction during the event was a westerly resulting in music noise being more audible to the east of the site. During Sunday morning and afternoon the wind changed to a northerly direction.
- From a noise management perspective, it is considered that the location and orientation of the stages provided good audience experience as well as protecting the largest local communities from noise pollution. It is considered that at no time was music noise at a level which could present a public nuisance with regard to the Licensing Act 2003.
- LB Lambeth and LB Wandsworth either employed independent consultants or used their own staff to monitor noise levels and we understand that they did not monitor any exceedances at any of the prescribed locations within the Premises Licence. No reduction request from officers were made and at no time did the officers indicate that music noise was unreasonable or causing a public nuisance. The general feedback on noise management was positive.

## **9 WAY FORWARD**

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- There has been 74% decrease in the total number of complaints received and a 60% decrease in the number of complaints received onsite. By far the greatest has been the reduction in the number of complaints received post event which was 100%. This demonstrates that people are aware that the event is taking place and the measures implemented to mitigate event impacts are clearly working.
- Continued joint working with colleagues in Wandsworth and key stakeholders will be implemented in 2019.

## **10 COMMUNITY BENEFITS OF THE EVENT**

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- It is worth noting that in addition to £30,000 in ring-fenced Park Investment Levy, the SW4 2018 event donated over £10,000 to Trinity Hospice.
- <https://www.royaltrinityhospice.london/news/south-west-four-festival>

## **11 APPENDICES**

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1. Van Guardia Noise Report