

EventLambeth

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Report title: SW4 Post Event Assessment Report

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1 BACKGROUND

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 16th consecutive year on Clapham Common, this was the third time we have hosted House of Common. The previous times were 2017 and 2016.

SW4 was held over 2 days on Saturday 24th and Sunday 25th August and House of Common was held on Bank Holiday Monday 26th August 2019.

For the previous 4 years the event had been granted a 3 day premises license. In 2018, an application for a 4 day premises license was submitted covering the period Friday 23rd to Monday 26th August 2019. At the Licensing Committee hearing in December 2018 a 4 day premises license was granted

(<https://moderngov.lambeth.gov.uk/ieListDocuments.aspx?CId=116&MId=10556&Ver=4>).

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

SW4 and House of Common events were also part of the EventLambeth planning application which was applied for in December 2018 and granted following hearing in April 2019

(<https://moderngov.lambeth.gov.uk/ieListDocuments.aspx?CId=600&MId=10537&Ver=4>).

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

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 and 2019.

The sound levels that SW4 worked to in 2019 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). A further monitoring point at Notre Dame Estate as requested as part of the Planning Process was also monitored.

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

EventLambeth employed an Acoustic Consultation to also monitor these points throughout the event. Their report is found in Appendix 1.

Colleagues from Wandsworth Council Environmental Health Team were also on site monitoring.

All 3 parties did not record any breaches to the sound levels.

3 CO-OPERATIVE WORKING

Building on the joint working established in 2018 officers from Wandsworth Council Environmental Health team were on site throughout the duration of the SW4 event days. They also attended the Bank Holiday Monday for the House of Common 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.

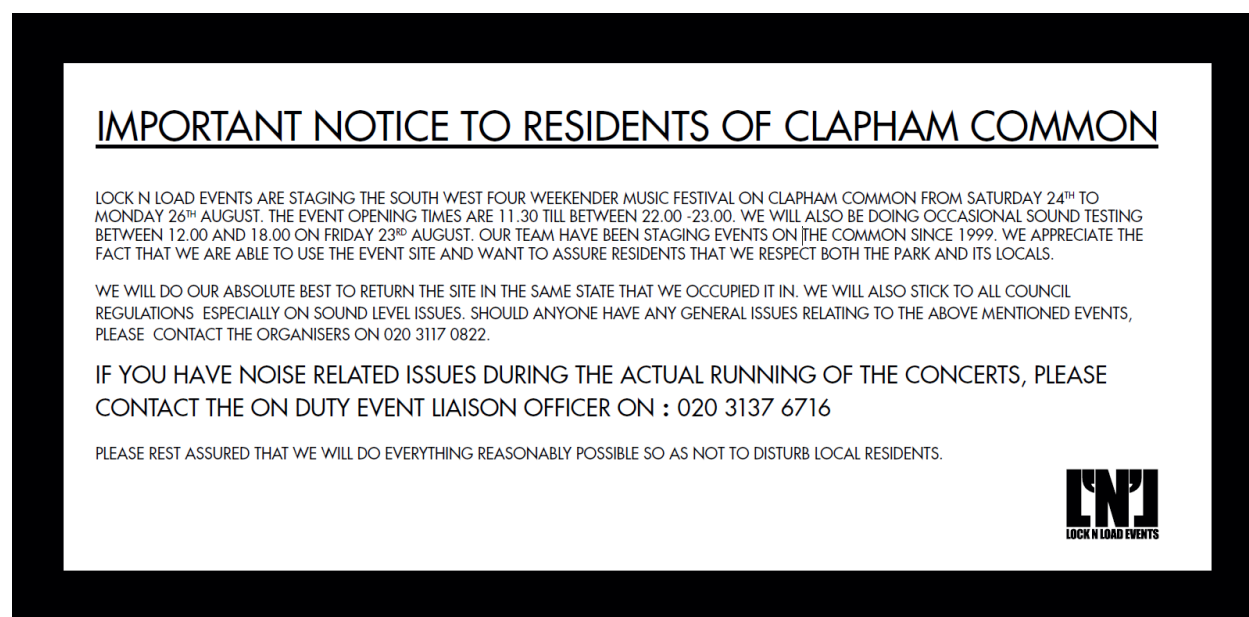
Contact details for the onsite landline number and the Lambeth Council event out of hour's number were provided to Wandsworth Council so that they could pass on any complaints they received.

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 24TH TO MONDAY 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 23RD 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 as well as the Wandsworth Council website. See appendix 2 for examples of posts made over the weekend.

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

The Lambeth Public Protection out of hours residents call centre were also give the event contact details to pass onto residents if they called the residents line.

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

The SW4 and House of Common Residents Liaison Officer was based in Event Control and took all calls that came in to their onsite number. These calls were logged and immediately highlighted to the relevant teams within the event production team. 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.

This year EventLambeth scheduled meetings at 11am each day prior to the event opening where the event, Lambeth and Wandsworth acoustic consultants meet. The reviewed issues from day before, debrief notes and reviewed monitoring plans for the day ahead. This enabled stronger working relationships and reinforced good communication.

The SW4 and House of Common event onsite telephone line received 12 noise complaints in total, 10 on Saturday and on 2 Sunday. They received no calls on Monday. The EventLambeth out of hour's number received no calls over the whole weekend with regard to noise. There were no emails sent to EventLambeth email address pre, during or post SW4 to log concerns or complaints.

Following the event however colleagues in the Lambeth Public Protection team forwarded 9 emails during the week following SW4. 7 emails were sent during the event weekend and a following 2 were sent in the days following the event. All noted noise as one of the reasons to send the email. These emails were sent using the link on the 'report a noise nuisance' and the link clearly gives the noise team number and their hours of work and states the link is to 'report past noise nuisance'. If the 7 persons who emailed this online link during the event had called the phone number their call would have been passed on to the on duty officer who would have pass one complaint to EventLambeth and Public Protection teams on site at SW4 for a response visit.

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.

However the Wandsworth Noise team did receive 9 emails which were again uploaded on their out of hours service and not forwarded during the event to the right officers but the following working day.

There is an issue with both Wandsworth and Lambeth Noise out of Hours Services not forwarding the information to residents about contacting the event organisers and Lambeth Events officer who can response immediately to residents' concerns.

EventLambeth are working with their colleagues in Public Protection to address this moving forward and also looking to put in place similar process with Wandsworth colleagues.

Event Day Noise Complaints

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

Saturday – 10 Noise Complaints (7 individual people)

10 calls were all from SW4 postcodes

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

Sunday – 2 Complaints (2 individual people – no repeated from Saturday)

2 were from SW4 Postcode

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

Monday – 0 Complaints

Map of noise complaint locations (it should be noted that the pins representations of postcode areas rather than individual locations) can be seen below.

SW4 Noise Complaints Saturday and Sunday



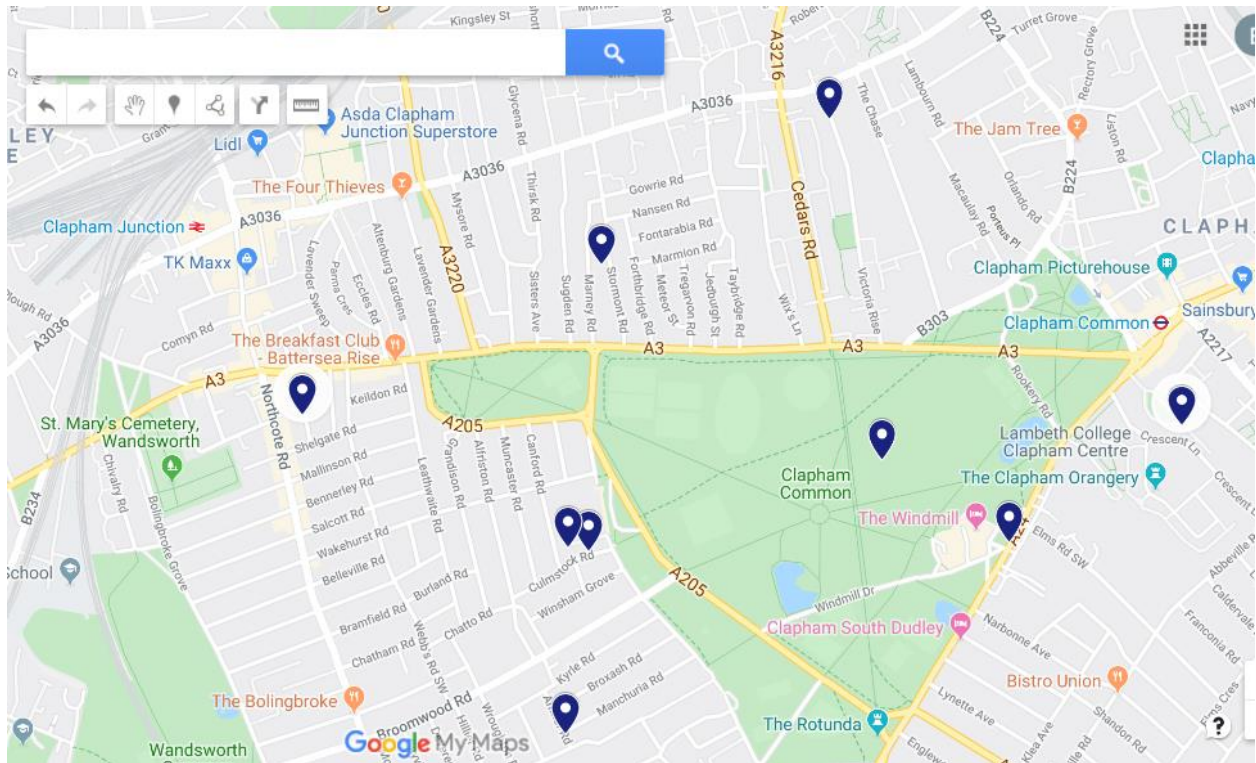
EventLambeth received no calls on their out of hours number

6 COMPLAINTS RECEIVED POST EVENT

EventLambeth received 9 complaints post event. These were all complaints submitted on line via the Report a Noise Nuisance page on the Lambeth Website. As noted in earlier section this function clearly states on the website page that the email form is to report 'past' noise nuisance and as such is not monitored out of hours. Hence the email complaints were not made aware to the onsite events and noise monitoring teams.

4 were from SW4 Postcode

5 were from SW11 Postcode



London Borough of Wandsworth received 8 complaints post event. These calls were logged with the Out of Hours response team for Wandsworth and not passed on to the team on site for investigation. Nor did the Wandsworth out of hours call desk pass onto the callers the onsite out of hours number for the event organisers or the EventLambeth officers. This issue will be addressed ahead of any events in 2020 to ensure a better more responsive service is given to Wandsworth residents.

7 COMPLAINT COMPARISONS WITH PREVIOUS EVENTS

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 & HOC 2016	27, 28 and 29 Aug	3	80,000	52	17	69	17.3	23	0.0008625
Sw4 & HOC 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
SW4 & HOC 2019	24, 25 & 26 Aug	3	75,000	12	9	21	7	7	0.00028

8 ACOUSTIC CONSULTANT COMMENTS

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 F1 Acoustics the Event Organiser's Acoustic Consultant are below:

Van Guardia (Appendix 1)

- No complaints were received via Lambeth Council and any complaints responded to were referred by F1 Acoustics. It is understood that complaints were also lodged with the Wandsworth Council noise complaints line but these may not have been passed on to their staff in time for them to make meaningful investigations. No Wandsworth Council complaints were referred to Vanguardia. One complaint made directly to Vanguardia was by a passing resident of the Notre Dame Estate. He was very annoyed that monitoring was being undertaken outside of his property for the purpose of 'trying to spoil the fun of the people at the Festival'
- The offsite music noise levels were compliant with the LBL noise guidance. No breach of the Guideline noise levels were noted.

F1 Acoustics

- Noise monitoring results at the three continuous off-site monitoring locations on Saturday 24th August 2019 indicate that music noise levels were compliant with the premises license conditions, with the exception of one five minute period at 22:45 where a 1dBA exceedance was shown due to firework performance and not because of music noise.
- Noise monitoring results at the three continuous off-site monitoring locations on Sunday 25th and Monday 26th August indicated that music noise levels were compliant with the Premises License conditions throughout the day.

9 WAY FORWARD

In spring 2019 EventLambeth put out a tender for a 4 + 1 year contract to deliver a summer season of events on Clapham Common. The aim of this was to reduce the impacts around repeated events delivered by different event organisers and have a consistency in the way events were delivered. Following a full procurement process the award for this contract was made to Live Nation.

10 COMMUNITY BENEFITS OF THE EVENT

It is worth noting that in addition to £37,500 in ring-fenced Park Investment Levy, the SW4 2018 event donated over £17,000 to Trinity Hospice.

11 APPENDICES

1. Van Guardia Noise Report
2. Social Media Posts