

## Laura Kirman

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**From:** Matthew Phipps <matthew.phipps@TLTsolicitors.com>  
**Sent:** 20 January 2021 16:58  
**To:** Matthew Phipps  
**Subject:** Responses to Herts Police rep [TLT-TLT.FID7030683]

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**From:** Rob Dudley <[Rob@wearethefair.com](mailto:Rob@wearethefair.com)>  
**Date:** Tuesday, 19 January 2021 at 11:56  
**To:** "MATTHEWS, Edward 518" <[edward.matthews@herts.pnn.police.uk](mailto:edward.matthews@herts.pnn.police.uk)>  
**Cc:** Yasmin Galletti di Cadilhac <[Yas@wearethefair.com](mailto:Yas@wearethefair.com)>, "HARRISON, Gerald 1998" <[Gerald.HARRISON@Herts.pnn.police.uk](mailto:Gerald.HARRISON@Herts.pnn.police.uk)>, "WESTOBY, Frankie 1810" <[Frankie.Westoby@herts.pnn.police.uk](mailto:Frankie.Westoby@herts.pnn.police.uk)>  
**Subject:** Re: Herts Police rep

Morning Eddie,

Hope you are well. Following on from our previous emails I thought I'd bring you up to date with our conversations with Michael Richardson from EFDC Environmental Enforcement. We have agreed additional conditions and operating hours as well as revising our Noise Management Plan and as such have satisfied the concerns that were raised in his representation.

I attach the revised Operating Schedule and amended conditions that I will be forwarding to the Licensing Officer today.

With this in mind, together with the detail provided in our previous emails and the updated Traffic Management Plan, I would be grateful if you could let me know if you still have any outstanding concerns?

I appreciate this is a busy time for you and look forward to hearing from you in due course.

Cheers  
Rob

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**From:** Rob Dudley <[Rob@wearethefair.com](mailto:Rob@wearethefair.com)>  
**Date:** Wednesday, 6 January 2021 at 14:03  
**To:** "MATTHEWS, Edward 518" <[edward.matthews@herts.pnn.police.uk](mailto:edward.matthews@herts.pnn.police.uk)>  
**Cc:** Yasmin Galletti di Cadilhac <[Yas@wearethefair.com](mailto:Yas@wearethefair.com)>, "HARRISON, Gerald 1998" <[Gerald.HARRISON@Herts.pnn.police.uk](mailto:Gerald.HARRISON@Herts.pnn.police.uk)>, "WESTOBY, Frankie 1810" <[Frankie.Westoby@herts.pnn.police.uk](mailto:Frankie.Westoby@herts.pnn.police.uk)>  
**Subject:** Re: Herts Police rep

Hi Eddie,

Hope you are well. As discussed previously, it would be great to have another call at some point convenient to you to talk through the concerns raised in your written representation and outline the measures we propose to alleviate these.

As a starting point, to address the concern regarding audience transport following Sunday's event, we will now be closing at 21:30 on Sunday, with the main stage finishing at 21:00. This staggered closure and additional 30 minutes will provide sufficient capacity on the train network to accommodate all of the expected guests. Additionally, a number of tickets for the Sunday event have also been sold at a discounted rate on the proviso that customers arrive at site prior to 14:30. Previous experience tells us that this measure encourages a percentage of customers to leave the event early, rather than staying until curfew, thus helping to reduce pressure during the peak egress phase.

The draft Traffic Management Plan (TMP) is being revised to reflect the amended Sunday hours and I'll get this over to you shortly.

In terms of the points you raised relating to the Medical and Welfare Plan (MOP), we have already engaged an experienced and CQC registered event medical company to provide staffing and equipment for the event and I attach their draft MOP for your attention. As with the TMP, this document is also being adjusted to reflect the fact that we will be redeploying one of the Emergency Ambulances (with crew) just before the conclusion of the event to be based in the vicinity of Waltham Cross station to enable us to respond quickly to any medical or first aid issues that may occur in 'Zone Ex' during egress. A point I think you raised with my colleagues previously.

With regards to security and security providers, we are currently tendering these contracts. However, we are used to working with all of the leading companies (both large scale and smaller) such as Showsec, G4S, AP, Specialized, Alliance, Blueline, FGH, KH and Kingfisher and will select them based on their suitability for the event, location and audience. We often utilise more than one company and designate specific roles and areas of responsibility. For instance we will have one company dedicated purely to the exterior of the event (with SIA and Stewards at static positions at transport hubs and key locations along the ingress/egress routes with additional roaming response teams), another company will then be solely responsible for the main entrance of the event (searching, queue lanes, ejections etc) and a further company responsible for the rest of the site (fire exits, wayfinding, stage access, crowd management etc).

Your representation also touches on Noise, ASB and Public Urination.

In relation to Public Nuisance which may be caused by noise from the event, we have brought on board a suitably experienced and qualified acoustic consultant who has developed a Noise Management Plan (NMP) and is currently engaged in dialogue with Michael Richardson (Senior Environmental Enforcement Officer, Epping Forest District Council) regarding additional conditions to satisfy concerns relating to noise.

Both ASB, Public Urination and Nuisance possibly caused by noise from customers on the perimeter of the site will be addressed satisfactorily in the Security Management, Ingress/Egress and Sanitation Plans. These will indicate the role, position and number of Security and Stewarding staff located at various points on the routes to and from the site as well as the positioning, number and servicing of external portable toilets.

To discourage this type of behaviour, we operate a communication campaign with our audience which reminds them to be considerate to local residents in a light hearted yet impactful way. This messaging lets our customers know that their behaviour has the potential to jeopardise the longevity of these events. The messaging is both digital (via website and social media in advance of the event) as well as through posters and staffed 'lollipop' type notices on the ingress/egress route. The messaging covers several topics such as informing customers of the location and distance of the nearest portaloos, reminding them not to interact with 'balloon' sellers and to be mindful they are in a residential neighbourhood and to keep noise to a respectful level.

We've drafted the following amends/additions to the Licensing conditions (which we believe are suitable, achievable, and enforceable):

17. The ESMP Security Management Plan will outline the number, position and roles of the Security and Stewarding staff working at the event. *This will include not just the Premises itself, but also 'The Last Mile / Zone Ex' leading to and from transport hubs and taxi/private hire pick up/drop off locations.*

*17a. The Security Management Plan will be shared and agreed with both Essex and Hertfordshire Police no later than 28 days prior to the event.*

25. The Premises Licence Holder (PLH) shall carry out a suitable and sufficient risk assessment as well as use the Health and Safety Executive (HSE) "purple guide" (HSG195) on outdoor events to determine the level of first aid provision for the event, such that there is no undue demand on National Health Service resources.

*25a. A suitably qualified and experienced event medical company will be contracted to provide first aid staff and equipment (in line with the risk assessment) for the event. The event medical company will also produce a Medical Management Plan which will be shared with the SAG (including East of England Ambulance Service) no later than 28 days prior to the event.*

29. A Traffic and Transport Management Plan will be submitted to relevant authorities (*including both Essex and Hertfordshire Police*). The traffic management plan will include: (a) details of the traffic management measures to be implemented (b) the location and specification of barriers (c) details of the staffing schedule and (d) details of any permits and temporary traffic orders.

*29a. The Traffic and Transport Management Plan and the Ingress/Egress Plan will also consider the various modes of transport that attendees to the event will utilise to access the event site and will detail measures taken to minimise disruption at the nearest main transport hub (Waltham Cross station) by means of staffing/security, event timings, communication, signage, messaging, barriers and the like.*

*29b. Both the Traffic and Transport Management and Ingress/Egress Plans will be agreed with the SAG (including both Essex and Hertfordshire Police) no later than 56 days prior to the event.*

Hopefully the above demonstrates our desire to not just work with you collaboratively to deliver a safe and enjoyable event, but also fairly reflect and address the concerns you have articulated. It would be great to talk through in more detail once you've had chance to review these points. Do you have any availability for a call towards the end of this week at all?

As you may know, we've been given a Licensing Sub Committee time and date of 10:00 02/02/2021 and a deadline of 20/01/2021 to provide supplementary documentation to the Committee, so we're keen to push on with resolution of any outstanding concerns ASAP.

Look forward to hearing from you.

Thanks  
Rob