



## Glastonbury Festival 2015 Villages Proposal

**Prepared By**

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## 1. INTRODUCTION

- 1.1 The Villages Proposal contains details of the management strategies and plans to be implemented by Glastonbury Festivals 2015 Ltd (GF2015) to ensure licence conditions are met and that focus continues on creating a safe, controlled environment in Pilton and other surrounding villages before, during and after each Festival. GF2015 will seek to make improvements each year to address any issues raised.
- 1.2 GF2015 will continue the established consultation process with local Parish Councils. Providing the Parish Council members are in agreement, GF2015 will continue the Parish Council Working Group Meetings with Pilton, Pylle, East Pennard and West Pennard Parish Councils. In addition the Villages Liaison Manager will consult with local residents via other groups such as WI groups and Neighbourhood Watch schemes etc. As in previous years, all residents of Stickleball, Laverley, East Pennard, West Pennard, Pilton, and Pylle will be written to early in 2015. Residents will be given contact details for the Villages Liaison Manager and personal visits, where required, will be made to individual residents, particularly those who feel more vulnerable. This ensures that GF2015 are fully apprised of all issues affecting local residents. This consultation will conclude with a debrief post event. GF2015 will look to continue this process whenever there is a festival.

## 2. CRIME AND SECURITY

### DELINEATIONS OF RESPONSIBILITY

- 2.1 GF2015 will again work with ASC and MDC to formulate a Memorandum of Understanding detailing tri-partite approaches to crime in Pilton and other villages with clear definitions and delineations of responsibility.
- 2.2 Clear written information about which agency is responsible for a particular issue and who to contact in the case of any crime or security problem will be circulated in advance to all residents.

2.3

### POLICING

- 2.4 GF 2015 and ASC agree each year a 'Policing Arrangements' protocol, which will include an appropriate level of policing and security resources for villages surrounding the festival site.

### SECURITY

- 2.5 Security levels will be maintained at a high level to meet actual needs with increased flexibility to respond to any situation that arises. Please refer to the Security and Stewarding Operational Plan (SSOP), which includes the security schedule, for additional information.
- The security contractor for the villages, as detailed in the SSOP, will work operationally to the Villages Liaison Manager.
  - The positions and numbers of security in Pilton and the villages are detailed on the schedule provided in the SSOP. This is a proposal, which is subject to further consultation with the parish council working groups, ASC, MDC and other interested parties although it is not anticipated that the level of security would decrease from this amount.
  - Security and steward personnel can be easily distinguished from each other, as they will be wearing different coloured tabards.


- All security staff will be subject to briefing prior to commencing duty, they will be in uniform and they will be identifiable by their tabard number.
- GF2015 will again have a crime reduction team and they will work within Event Control in constant liaison with ASC and GF2015 Security. Please see the Crime Prevention/Reduction Plan for additional details.

2.6 GF2015 will focus on briefing the village security staff. They will all be fully aware of the issues pertaining to the villages, traffic, pass system, road closures and they will be briefed in crime prevention measures and instructed to be pro-active about passing on crime prevention measures to local residents. All of them will be instructed to be courteous to local residents. GF2015 will fully and immediately investigate any complaints of behaviour, actions or comments by security staff via the Villages Liaison Manager and GF2015 will communicate the results back to residents at the earliest opportunity. GF2015 will brief all security staff with radios in radio usage and GF2015 will provide full contact details to them for them to request back up support and report problems.

2.7



#### STEWARDING

- 2.8 GF2015 will retain the same level of stewarding in Pilton and surrounding villages as in previous years. Please refer to the Security and Stewarding Operational Plan.
- 2.9 All stewarding staff will be 18 years or above, 
- 2.10 GF2015 will brief all stewarding staff with radios in radio usage and GF2015 will provide full contact details to them for them to request back up support and report problems.

#### LIGHTING

- 2.11 The style of lighting and exact locations may be revised each year to improve the overall provision in regards to health and safety. Where lighting towers are used, they will be fitted with silent generators to ensure the minimum noise pollution for local residents. With their permission, GF2015 also employ flood lights powered direct from local residents' houses. Where possible, GF2015 will look to negotiate with further residents in order to extend this method of lighting in order to further reduce noise pollution.

#### TRESPASS

- 2.12 GF2015 will ensure that no evicted ticket holders or non ticket holders are directed towards Pilton or other villages by stewards or security but will rather be taken to the bus station at the main gate to board a bus back to a main population centre which will be paid for by GF2015 if necessary.
- 2.13 Information regarding trespass will be available to local residents. Any residents concerned about trespass will be invited to sign a contract with the Operations Director, which will empower the village security contractor to act on their behalf against trespassers on their land. GF2015 can provide a similar level of legal advice about their signing of this contract as in previous years.
- 2.14 GF2015 will provide and maintain fencing and signage to particularly vulnerable locations in Pilton and other villages. GF2015 commit to full consultation and communication about the fencing and signage locations and the scheduling of the work to all residents directly affected.

**TROUBLESPOTS**

- 2.15 Arrangements previously agreed with the Crown Pub and Village stores not to sell alcohol during the Festival period are no longer required as the village store has stopped trading and the Crown Pub is no longer a source of nuisance and has not been for over 10 years. Monitoring this area to ensure that this area continues to be trouble free will remain a priority for the security team.
- 2.16 GF2015 will ensure that the clearway signage at Steanbow lay by is adequate, to enable the taxi rank to operate under the control of security and stewarding personnel.

2.17

2.18

**TICKET TOUTS**

- 2.19 GF2015 will fully consult with MDC, ASC and Devon and Somerset Trading Standards Service over a combined effort to take action against ticket touts.

**UNAUTHORISED CAR PARKS**

- 2.20 GF2015 is committed to providing assistance and cooperation as required by ASC and MDC should any unauthorised car parks materialise close to the Licensed Site that affect the main Licensing Objectives under the Licensing Act 2003.

**UNAUTHORISED RAVES/THE CONVOY**

- 2.21 Although this has not been a problem at recent festivals we will continue to monitor and use intelligence gathered by all agencies to pre-empt any instances as they arise.
- 2.22 GF2015 commit to signing a tri-partite Memorandum of Understanding with MDC and ASC over this issue and to continue with the policies of combined effort, clear delineation of responsibilities, and taking early action upon intelligence.

**RESIDENTS COMPENSATION FUND**

- 2.23 GF2015 commit to a policy of considering claims for compensation from residents directly affected by specific incidents associated with the festival.

**3. TRAFFIC****TRAFFIC MANAGEMENT**

- 3.1 A Traffic Sub Committee has been set up which is made up of representatives of Pilton Parish Council, the GF2015 Village Manager and the Offsite Manager to discuss the impact of traffic specifically in and around Pilton Village and how it can be improved.
- 3.2 Villagers vehicle passes; to reduce vehicle movements in Pilton, GF2015 operates a 2-tiered village vehicle pass system: village residents have a pass and there is also a village guest vehicle pass that allowed holders to park in the staff (Green) car park. This works well to reduce parking problems and vehicle movements in the village and the same system will operate in 2015.
- 3.3 GF2015 commit to providing full and comprehensive information with regards to roadblocks, one-way systems, alternative routes, and estimated timings of heaviest traffic flow, traffic lights etc. to residents of Pilton and other surrounding villages.

**VILLAGE AMENITIES**

- 3.4 The school bus, postal services and refuse collection will operate as normal. The refuse collection may be made earlier in the day. GF2015 work with West Pennard School, Somerset County schools

transport department and the local transport contractor to ensure the Pilton school bus picks up the children at the normal time.

#### **ROAD SAFETY**

- 3.5 GF2015 commits to a continuation and improvement of the road safety PR campaign at Castle Cary station and along the main routes to the festival.
- 3.6 GF2015 commit to trying to encourage more ticket holders to use train, bus and coach services to travel to the festival.

#### **ROAD CLOSURES**

- 3.7 Traffic plans are designed to permit easy access for residents whilst deterring unnecessary additional vehicles. Please refer to the Traffic Management Plan for further details.

#### **EXITING SAFELY FROM PILTON ONTO THE A361**

- 3.8 GF2015 will ensure that the set up of traffic checkpoints do not make it difficult to exit onto the A361.

#### **SUNDAY NIGHT/MONDAY POST FESTIVAL**

- 3.9 The post festival exit plan can be found in the Traffic Management Plan.

### **4. ENVIRONMENTAL CONSIDERATIONS**

#### **NOISE DURING BUILD AND LOAD OUT**

- 4.1 GF2015 will continue and reinforce the effort to keep all site traffic (contractors etc) on the A361 and entering site via main gate.
- 4.2 A schedule of build and load out activities will be made available to local residents in advance of the festival.
- 4.3 GF2015 will stop the use of sirens on security vehicles in the villages during the build to minimise noise disturbance. It is recognised, however, that these are a safety feature and that at times - in the case of heavy traffic / pedestrians - it will be necessary to turn them on temporarily.
- 4.4 It is not possible to stop vehicles such as forklifts onsite using reversing sirens, as these are an important legal safety feature, however in most cases GF2015 will ensure that hired in plant adopts 'white noise' mode.
- 4.5 GF2015 is unfortunately unable to stop the noise that ensues from security vehicles driving on the trackway road around the perimeter fence. Constant monitoring of the fence is essential. However all security personnel will be briefed that they should try and keep the noise to a minimum wherever possible in the course of their duties.
- 4.6 GF2015 will quickly deal with, and stop any noise from unauthorised staff parties on the nights prior to and after the event.

#### **NOISE MONITORING**

- 4.7 GF2015 commits to a yearly review of noise management procedures for offsite areas and Pilton in particular with permanently stationed staff in Pilton during the night time period. See the Noise Management Plan for full details.

#### **NOISE FROM FIREWORKS**

- 4.8 All official firework displays will finish prior to 11pm. GF2015 will inform the public, staff, performers and traders about its eviction policy towards those setting off fireworks and confiscation policy for anyone found with them.

**NOISE FROM UNAUTHORISED SOUND SYSTEMS**

- 4.9 GF2015 commits to continuing the tri-partite agreement with MDC and ASC to work together to stop a convoy finding a local site to base themselves.
- 4.10 GF2015 commit to continuing to deal with any unauthorised sound systems onsite as soon as it is brought to our attention.

**LITTER**

- 4.11 GF2015 commit to continuing the offsite litter pick during and immediately after the festival.
- 4.12 GF2015 commit to continuing to take full responsibility for litter arising offsite from the festival and to conduct a further litter pick in November once the hedges are bare.

**PERIMETER FENCE**

- 4.13 GF2015 commits to maintaining the schedule of installation and take down as in 2014 and to having the fence in place for the minimum amount of time possible.

**WILDLIFE TRAPPED INSIDE THE SITE**

- 4.14 GF2015 propose to continue to work with the RSPCA onsite in the future to deal with any problems should they arise.

**URINATION BY SECURITY STAFF OFFSITE**

- 4.15 GF2015 will provide toilet facilities for offsite security and stewarding staff. Details can be found in the Sanitary Facilities Plan.

**URINATION BY MEMBERS OF THE PUBLIC**

- 4.16 It is illegal to urinate or defecate in public. If any local residents witness this behaviour from members of the public they should contact the Police or Village Drop-in centre. GF2015 provide toilet facilities in car parks for use by departing members of the public. Details can be found in the Sanitary Facilities Plan.

**VERGES**

- 4.17 GF2015 confirm that it will make good any damage to verges along the lanes of Pilton and other surrounding villages caused by vehicles travelling to and from the festival site.

**5. COMMUNICATION****VILLAGES LIAISON MANAGER**

- 5.1 GF2015 has appointed [REDACTED] as Villages Liaison Manager for 2015. [REDACTED] is appointed as the deputy. The Villages Liaison Manager works in conjunction with the village's security contractor.
- 5.2 The Villages Liaison Manager will make contact with every single household and will hold a key role in terms of communication with local residents and troubleshooting any problems as they arise. The 2015 letter to residents was issued in early 2015 and can be found at **Appendix A**.
- 5.3 It is a requirement of the role that the Villages Liaison Manager is completely familiar with the geography of Pilton and other nearby villages.
- 5.4 The Villages Liaison Manager can be contacted on [REDACTED] via the Village Drop-in Centre [REDACTED]. The line will be monitored by the onsite Office pre and post festival.

**COMMUNICATION – IN WRITING IN ADVANCE**

- 5.5 GF2015 commit to disseminating written information to all local residents in June, in advance of the Traffic Management Plan commencing.
- 5.6 This written communication is referred to throughout this document and to summarise it will contain information about:
- Delineation of responsibility between GF2015, MDC and ASC with clear instructions about who to contact in which situation
  - Information on identification of festival security supervisors, security personnel and stewards
  - 24 hour hotline numbers for MDC, ASC and Villages Liaison Manager
  - Road blocks, one way systems, traffic lights, timings of expected heaviest flow, alternative routes etc including dates and quick reference maps
  - School bus route details
  - Road safety advice
  - Home security and detailed crime prevention advice
  - Advice regarding trespass and the contract between the Operations Director and the landowner with regards to trespass (plus legal advice as offered in previous years).
  - Information of the importance of collecting tabard number when reporting problems or issues with security or stewards
  - Scheduling of site activity in terms of deliveries, noise, firework displays etc.

**COMMUNICATION – IN PERSON VIA VILLAGE DROP-IN CENTRE**

- 5.7 Representatives from GF2015 will provide 24 hour cover throughout the festival and will be available to assist residents who visit the Village Drop-in Centre in person. They will deal with any issues raised and the appropriate agency will be informed where appropriate.

**COMMUNICATION – BY TELEPHONE**

- 5.8 GF2015 commit to responding to all calls as soon as is practically possible after the initial call with updates and details about what has been done.
- 5.9 GF2015 commit to providing a twenty four hour staffed hotline number during the Licensed Period.

**COMMUNICATION – VIA SECURITY AND STEWARDS**

- 5.10 As mentioned above, GF2015 commit to briefing security and stewarding staff in all aspects of their work, and in particular with regards to issues that affect local residents and on the importance of courtesy.
- 5.11 GF2015 will ensure that an experienced supervisor is clearly identifiable so that it is always clear to local residents who they should approach and speak to.

**6. PASSES / ACCESS****VEHICLE PASSES AND COMPLIMENTARY TICKETS**

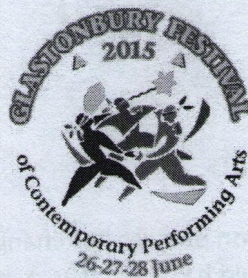
- 6.1 No problems were encountered or reported with the distribution of passes in 2014 and it is proposed to distribute them in the same way in 2015, making use of the internet to allow villagers to apply for their tickets online rather than attend a ticket session. The Villages Liaison Manager will co-ordinate this.

**ACCESS TO THE FESTIVAL BY LOCAL RESIDENTS**

- 6.2 Local residents can access the festival via any of the pedestrian gates and by Vehicle Gate 1a which is a dedicated gate specifically for the Pilton residents.



APPENDIX A – RESIDENTS LETTER



Dear Resident

I have [redacted] been appointed the Villages Liaison Manager for this year's Glastonbury Festival, [redacted]  
 [redacted] For those who are new to the area, I would like to introduce myself. [redacted]  
 [redacted]

As a starting point we intend to maintain at least the same level of security and stewards as last year. However we will be making some changes based on feedback from villagers, police, parish councils and our own experience.

I will [redacted] be providing a single point of contact for villagers' concerns and queries. Whilst I may not be able to answer these concerns/queries immediately it is my intention that all people who make contact will get a swift response. I will be trying to make contact with as many villagers and organisations as possible since many will have ideas that we could use to assist in maintaining a reasonable quality of life over the period of the festival.

For two weeks prior to the festival, and for a week after, I will be residing permanently in Pilton in order to provide a better response to your concerns. However I would like to start answering your questions, dealing with your issues and trying to solve your problems from now. Please feel free to contact me at any time and leave a message on [redacted] I will return your call as soon as possible. You can also email me on [redacted]

As per last year, we will have a dedicated security company providing security just for the villages. Apart from the "Drop in Centre" in Pilton Village we will again be providing a single "hot line" number. This year I will be monitoring this line [redacted] before and after the festival. In June the line will be transferred to the onsite office and will be in operation during office hours from Monday 1<sup>st</sup> June to Friday 24<sup>th</sup> July and will be manned 24 hrs a day during the actual festival period.

I am looking forward to meeting as many of you as possible over the coming months. I have also included information regarding the dates for collecting vehicle passes and complementary tickets.

[redacted]  
 Village Liaison Manager  
 Phone No: [redacted] or Email: [redacted]



## GLASTONBURY FESTIVAL 2015 VILLAGE TICKETS

This year the ticket registration and distribution process has changed with the intention of making it easier and less time consuming. Hopefully you should have received a letter or email outlining the various options. Could you please ensure you have completed and returned your form. If you have any queries, questions or you did not receive a form could you contact Beth on [REDACTED] or email [ticketing@glastonburyfestivals.co.uk](mailto:ticketing@glastonburyfestivals.co.uk) as soon as possible. All ticket requests must be completed by 11<sup>th</sup> April.

As last year tickets will not be posted out, they will be available for collection at the village vehicle passes sessions (dates below). Please note that even if you transferred your ticket you will have to collect it yourself. If you are unable to attend to collect your ticket then they can be collected on your behalf as long as you give written authorisation to the person collecting them.

### Vehicle Passes

The new system we introduced last year worked well and we saw a marked decrease of vehicles in the village and in the Guest Car Park, thank you for cooperating with us on this. We will be using the same system again this year in order to try and protect the village from further increases in traffic. The passes will be numbered and those issued will be recorded.

### GUEST/"G" PASSES (Village/Green Car Park)

This is a Festival controlled car park which is available for the residents with Guests attending the village. There is only a limited number of passes available again this year. Requests submitted with your ticket requests will be considered and passes issued at the passes distribution sessions.

### 2015 Vehicle Passes and Ticket Pick up sessions.

| Date                           | Location                   | Time         |
|--------------------------------|----------------------------|--------------|
| Saturday 13 <sup>th</sup> June | Pilton Village Hall        | 1pm – 6pm    |
| Monday 15 <sup>th</sup> June   | Pylle Village Hall         | 6pm – 7.30pm |
| Tuesday 16 <sup>th</sup> June  | East Pennard Church Rooms  | 6pm – 8pm    |
| Thursday 18 <sup>th</sup> June | North Wootton Village Hall | 6pm – 8pm    |
| Friday 19 <sup>th</sup> June   | Pilton Village Hall        | 6pm – 8pm    |

[REDACTED]  
Village Liaison Manager  
Glastonbury Festival 2015 Ltd