

Margaret Hallam

From: Artichoke [artichoke@artichoke.uk.com]
Sent: 17 November 2011 01:26
To: George Garlick
Subject: LUMIERE Launches Today

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ARTICH KE

VISIT SITE

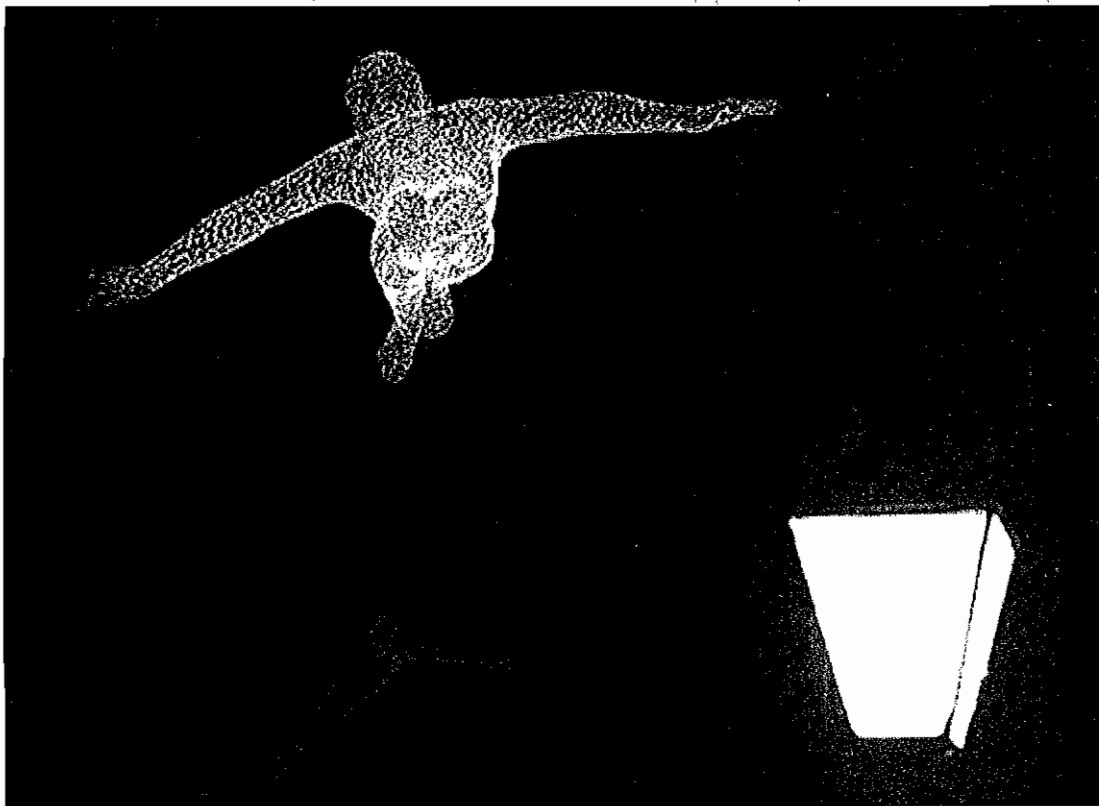
NEWS

FORWARD

17 NOVEMBER, 2011

LUMIERE IS HERE: THE FESTIVAL LAUNCHES TODAY!

DURHAM ON A HIGH



LUMIERE, Durham
17 - 20 November, 2011
6pm - 11pm

Our production teams have been working round the clock to install the 35 installations and transform the city of Durham into a shimmering outdoor gallery.

Crowds have been gathering around the artworks as they've been constructed the

city. We ooo-ed and aahh-ed at Peter Lewis' illuminated waterfall **Splash** as it was tested off Kingsgate bridge and held our breath as the snow dome was painstakingly inflated over Lord Londonderry for Jacques Rival's **I Love Durham**. We delighted at the individual neon letters of Tim Etchells' **Will Be** scattered across the side of a University building, and stood agog as Claire Morgan's **A New Moon** was hoisted above the River Wear. We've uploaded some **behind-the-scenes pictures** so you can get a peek at the lightworks set to wow the crowds this week.

If you're coming to Durham, **The Hub** in Millennium Place is brimming with information and goodies to make your festival experience the best it can be, including limited edition mementos of your visit.

We added lots of information about getting in and around the city to the website so please be sure to **have a look if you're wondering how to get about**. If you have further enquiries you can use the feedback form on the site or you can call the Council's festival information line on: **03000 26 26 26**. Lines are open Monday to Friday, 9.30am - 5.30pm.

DON'T FORGET: If you have a smart phone, you can access the mobile version of the website to guide you as you move around the festival. Just visit www.lumieredurham.co.uk using the browser on your phone.

Familiarise yourself with the programme and the locations, plan your route allowing some time to grab a bite to eat on the way from one of the great offers from restaurants and cafes, get your friends and family together and wrap up warm for this magical winter warmer!

We look forward to seeing you over the next four nights. And don't forget to tell us what you think by letting us know via the website or by paying us a visit in The Hub!



 Like  Tweet [#lumieredurham](https://twitter.com/lumieredurham)

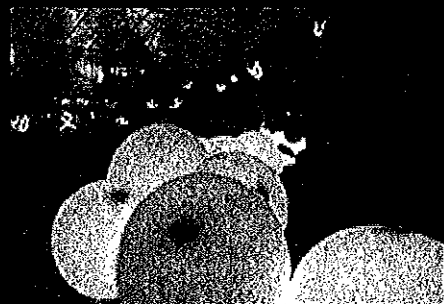
Image: Les Voyageurs by Cedric Le Borgne. Photo by Matthew Andrews.



This project has been funded with support from the European Commission.

FAMILY FUN AT LUMIERE

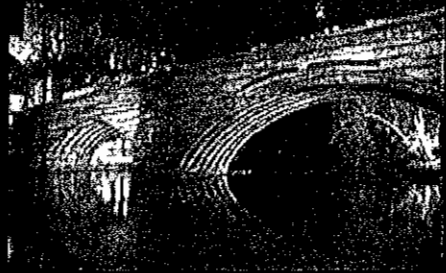
Paints that change colour in the heat, fluorescent cup-cakes and jelly for a 'glow in the dark' feast, life as a firefly, and scorpions that glow...our family events have got lots to keep little ones glowing all weekend with hands-on activities, talks, and demonstrations. Check out Seeing Nature in a Different Light and The Science of Light for all the info and join in the fun.



A POTTED HISTORY OF DURHAM...

Local historian Martin Roberts was an Inspector for English Heritage and Conservation Officer in Durham and is enormously knowledgeable about Durham's history.

As you browse through the installation pages, you'll find his insights about some of the key landmarks which form the backdrop of LUMIERE 2011. Have a listen and be enlightened!





SEASONAL MAGIC AT BEAMISH

If you're visiting the area, why not take a trip to the award-winning museum Beamish, which opens its Christmas Festival on Saturday 19th November. The museum has been transformed into a seasonal winter wonderland with all the trimmings of Georgian, Victorian and Edwardian Christmases, giving you the chance to immerse yourself in the sights, sounds and smells of Christmas in days gone by.

Beamish is just 12 miles from Durham city centre. Each Saturday, the bus service **Go North East 128** runs from Durham bus station direct to the Museum entrance (hourly from 10.45am) and travellers on this service **receive 25% discount** on admission to Beamish.



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Margaret Hallam

From: Lorraine O'Donnell
Sent: 17 November 2011 21:48
To: George Garlick
Subject: Fw: Concern about public safety at Lumiere

For info - Will get an update for tomorrow.

From: Anthony McDermott
To: Durham & Darlington CCU General Enquiries
Cc: Roger Goodes; Lorraine O'Donnell
Sent: Thu Nov 17 21:35:32 2011
Subject: Fw: Concern about public safety at Lumiere

This matter is being dealt with by the police, so no response please.
Mac

From: [REDACTED]
To: Customer Service Desk <customerservicedesk@durham.pnn.police.uk>
Cc: artichoke@artichoke.uk.com <artichoke@artichoke.uk.com>; simon.swallow@neas.nhs.uk <simon.swallow@neas.nhs.uk>; info@cdsbps.co.uk <info@cdsbps.co.uk>; Durham & Darlington CCU General Enquiries; ServiceHQ@ddfire.gov.uk <ServiceHQ@ddfire.gov.uk>
Sent: Thu Nov 17 20:45:24 2011
Subject: Concern about public safety at Lumiere
Dear Sir,

I have just returned home from visiting Lumiere in Durham City tonight, which whilst being an extremely enjoyable and fun experience which clearly tens of thousands of people enjoyed, the event was marred by serious concerns about public safety which may be worse over the next 2 or 3 days if crowds increase.

[REDACTED] We had a great evening until we reached the market place around 19:10 and were being held back by a crowd control measure in place to prevent further people progressing towards the cathedral. Understandably there was a concern in the number of people on the peninsula and a decision was made to prevent further people causing a public safety issue. Barriers were placed across the entrance to the market place next to Natwest Bank and stewards tried to explain that no one was allowed to progress any further. There were no loudspeaker units used to explain the problem to the crowd that began to gather and push against those ahead of them. No path was created to allow people out of the peninsula, and thus the crowd began to develop beyond Tesco and more and more people began to push. I became concerned for the safety of my mother as the crowd and pushing got worse, I managed to get her to the side and speak to a female steward and explained that if they did not ease the congestion from the market place leading down to ards Marks and Spencer people were going to get hurt, she explained that the peninsula was crowded and they needed to stop people going up there. I explained that if they were not careful a crush incident was going to happen near Tesco at the Market Place, and the conditions there were unsafe. She said "Well, what am I supposed to do" and walked away from me. Then when I went to speak to a police officer she tried to prevent me speaking to them. I explained to the police my concerns, initially the two officers were dismissive stating that the matter was one for the private stewards. Until I explained that if this became a major incident and that seemed likely in my opinion that police would have primacy and become lead agency - perhaps they should speak to their silver commander, they agreed to ask for some PCSOs. There still was no route for those leaving the peninsula and the crowding continued to increase significant with crushing and jostling.

To give my thoughts some context, I am a former [REDACTED] and [REDACTED]. I have [REDACTED] numerous premiership football matches and demonstrations and I have never been so concerned about public safety from potential crush issues as this situation was.

As Thursday was deemed to be likely to be the quietest night (according to the media) I am very concerned that this situation could be significantly worse over the weekend and I ask you to reassess your plans and contingencies for the event.

I am particularly concerned at the lack of interest, abrasiveness and lack of awareness of the steward and hope someone can direct me as to how I can raise concerns about this.

I can do no further than raise these concerns with you, lets hope there is not a major incident in Durham this weekend.

Regards

[REDACTED]

Margaret Hallam

From: Anthony McDermott
Sent: 17 November 2011 21:49
To: Roger Goodes; Lorraine O'Donnell; George Garlick; Terry Collins; Ian Thompson - Corporate Director; Dave Wafer; Nick Whitton
Cc: Vanessa Glover
Subject: Re: Lumiere

Artichoke are holding an internal debrief @ 10am to which I will send our officer who was on scene. I will attend Police HQ @ 3pm to meet the police Silver Cmdr and Event Manager. Will keep you advised.

Mac

Dave, r u available at 3pm?

----- Original Message -----

From: Roger Goodes
To: Lorraine O'Donnell; George Garlick; Terry Collins; Ian Thompson - Corporate Director; Dave Wafer; Nick Whitton
Cc: Vanessa Glover; Anthony McDermott
Sent: Thu Nov 17 20:50:53 2011
Subject: Lumiere

I have just taken a call from Mac. It seems the crowd and traffic arrangements weren't put in place in time and there appears to have been some problems with traffic and the crowds getting around. Also stewards weren't wearing hi-vis and seemed absent adding to the problems. This has also caused a knock with the park and ride with problems initially with buses not turning up. I have heard of people therefore not waiting for a bus and going home

Things have settled down, I suspect the initial problems may in part be due to the parade attracting lots of people early on.

The police silver commander was quite concerned although with things settling down is happier with the situation now. He has however called a meeting tomorrow morning which Mac has been asked to attend from DCC. Dave might need you to attend as well.

As a result, we may face some criticism tomorrow

Mac please advise time of the meeting

Roger
Roger Goodes
Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

Margaret Hallam

From: Terry Collins
Sent: 17 November 2011 22:22
To: Roger Goodes; Lorraine O'Donnell; George Garlick; Ian Thompson - Corporate Director; Dave Wafer; Nick Whitton
Cc: Vanessa Glover; Anthony McDermott
Subject: Re: Lumiere

My feedback from tonight:

Generally busier than last year (I was there Thursday and Sunday last year)

Sadler Street needs many more stewards in the area from Hide to Palace Green. Ideally they need to have loud speakers to communicate with the crowd.

The one way system we agreed at the bottleneck leading up to palace green wasn't in place when I visited this area although I understand that it was later. More stewards in this area are required who need to be proactive with the crowd.

There needs to be more announcements at palace green re the exiting arrangements from this area and stating when the next display will start.

The roadshow outside of the HMV was good although this partly blocked access/egress around this area. Think this needs to be stopped/moved for the weekend.

There was a problem re road closures. The Police need to robustly enforce these as Simon witnessed a car driving down from palace green through masses of people walking in this area just before the parade reached this area.

The parade was delayed for ten minutes due to the claypath road closure not being enforced.

Seemed to be generally less stewards than last time despite there being more people.

Belmont Park and Ride was full. We need some traffic management in this area over the weekend and probably at the other park and rides.

I didn't see any problems re concessions.

My biggest concern is the access and egress arrangements to Palace Green. This needs to be resolved before Friday night. Monitoring is required throughout the weekend to make sure what was agreed happens.

Terry Collins
Corporate Director: Neighbourhood Services, Durham County Council

----- Original Message -----

From: Roger Goodes
To: Lorraine O'Donnell; George Garlick; Terry Collins; Ian Thompson - Corporate Director; Dave Wafer; Nick Whitton
Cc: Vanessa Glover; Anthony McDermott
Sent: Thu Nov 17 20:50:53 2011
Subject: Lumiere

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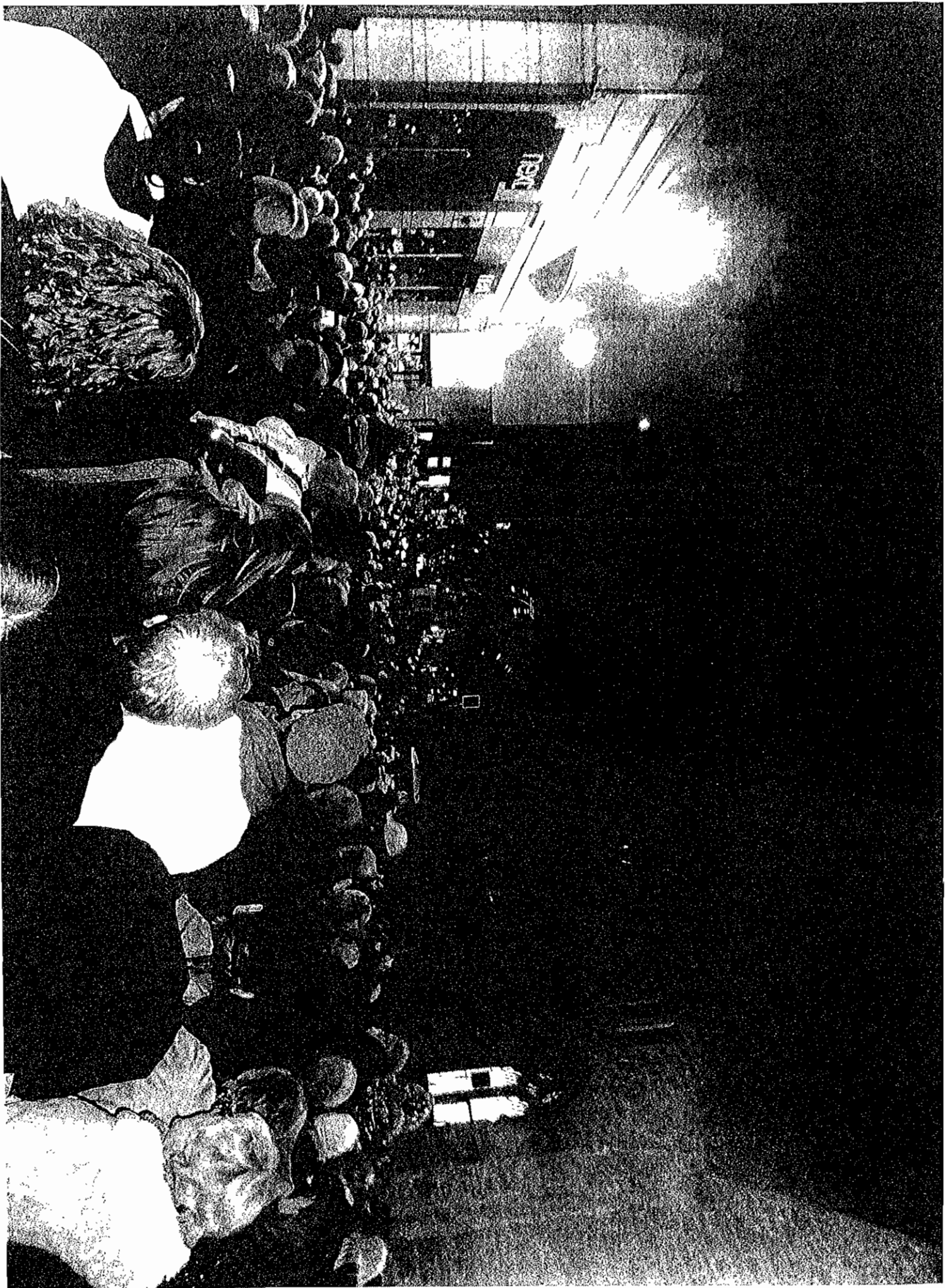
Mac please advise time of the meeting

Roger
Roger Goodes
Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

Margaret Hallam

From: TC [REDACTED]
Sent: 17 November 2011 22:40
To: Roger Goodes
Cc: George Garlick
Attachments: photo.JPG; ATT00001..txt

Busy!



Margaret Hallam

From: Rachael Shimmin
Sent: 18 November 2011 08:11
To: George Garlick
Subject: lumiere opening night

Felt like amazing numbers for the first night, loads of people turned out for the lantern parade and palace green was packed. I heard a little boy say to his mum: Mummy the whole world is here.

Cafes and bars seem packed with lines outside takeaways etc.

Some initial problems with logistics in terms of roads being closed and the one way system being put into operation. Simon raised this with Terry so I am sure it will get sorted today.

Hope tonight is fun.

R

Margaret Hallam

From: Vanessa Glover
Sent: 18 November 2011 10:24
To: Simon Henig
Cc: Roger Goodes; Jo Defty; George Garlick; Terry Collins; Lorraine O'Donnell; Ian Thompson - Corporate Director; Nick Whitton
Subject: contact sheet for you to choose your Christmas card pic please
Attachments: 11-0074LD Contact Sheet.pdf

Hi Simon

This is the result of night one of our photographer's work

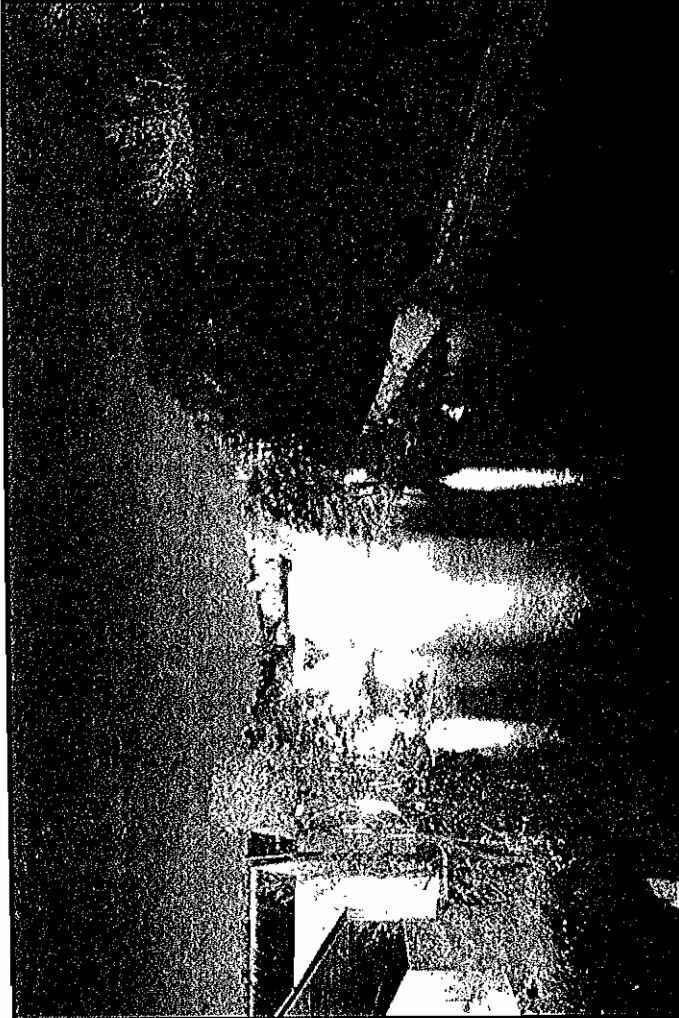
He is returning tonight but if you could let us know which one you would like for your card Jo will deal.

Thanks

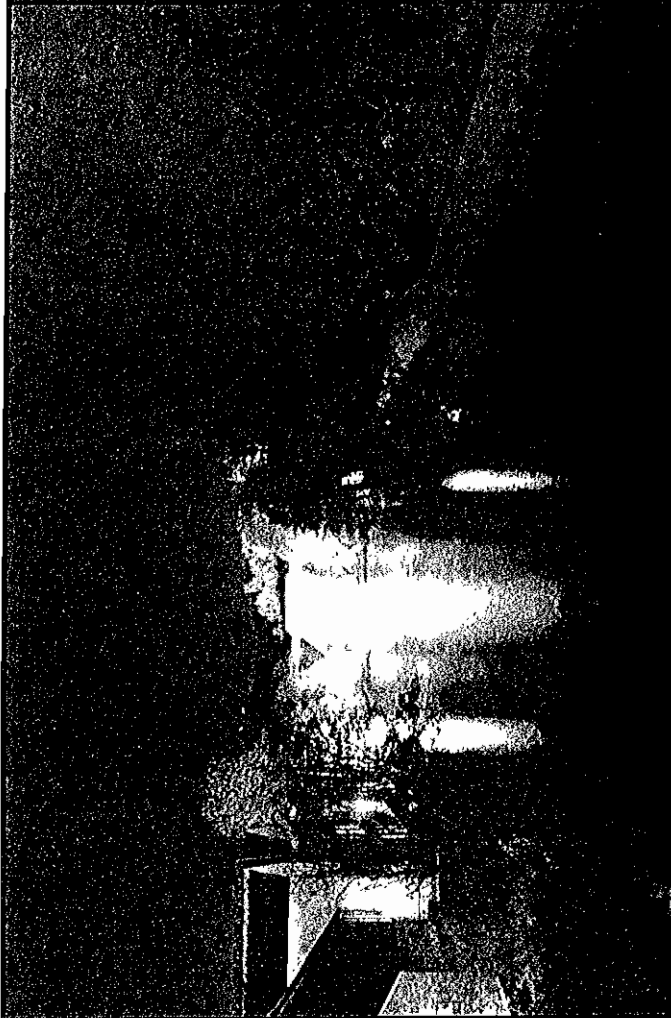
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Vanessa Glover - Media Relations Manager
Policy and Communications
Assistant Chief Executive's Office


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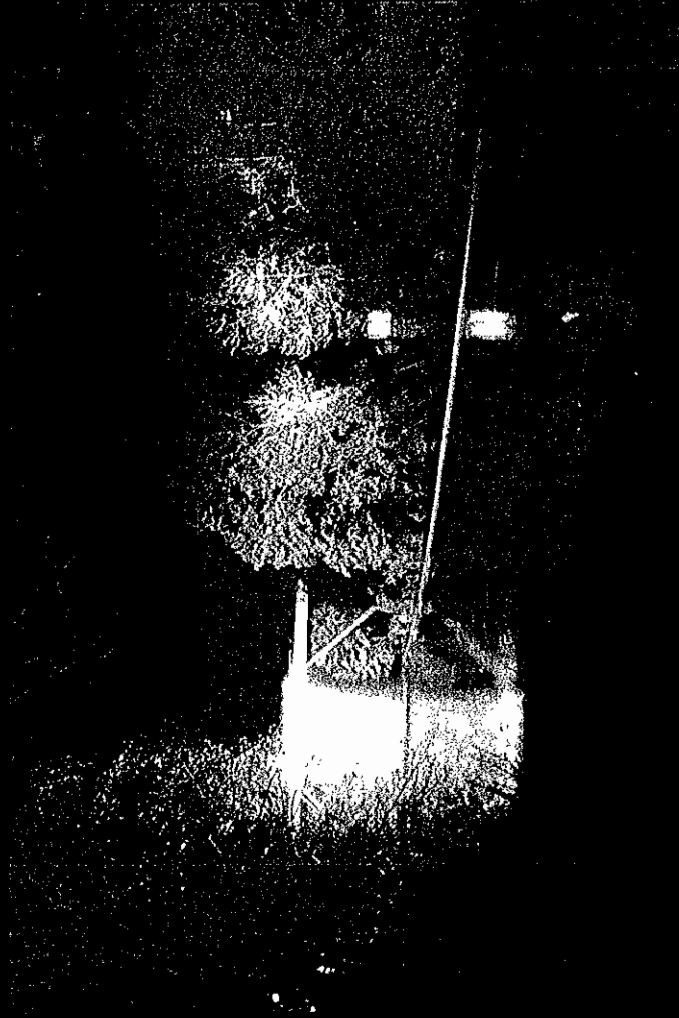
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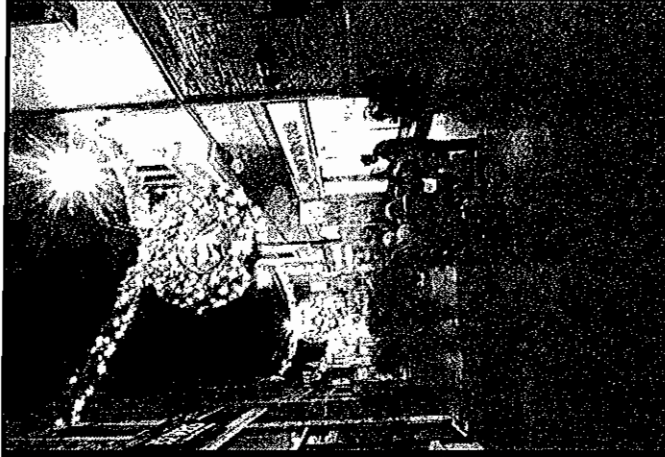
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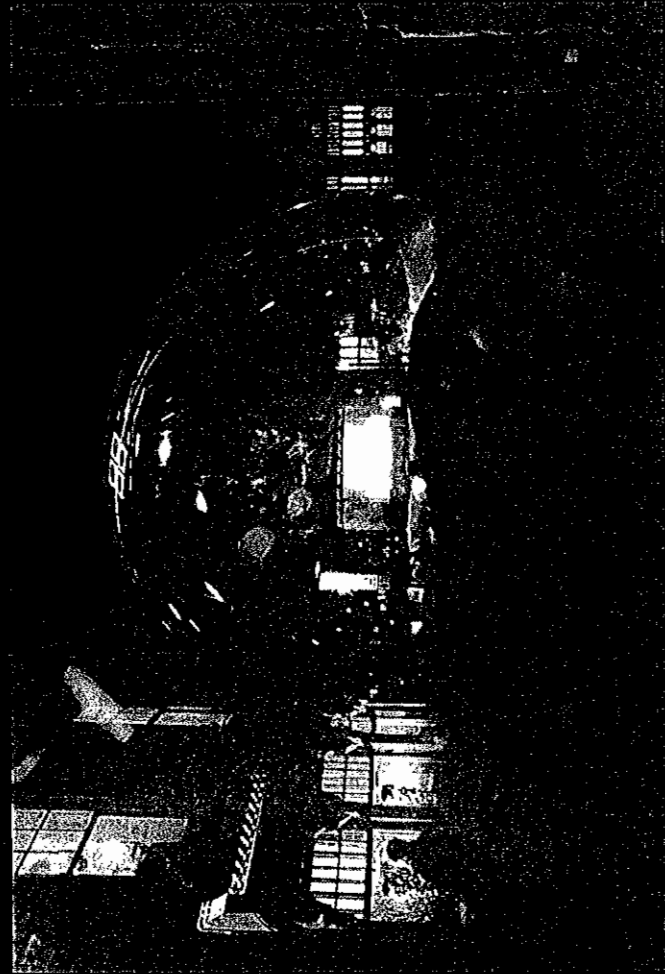
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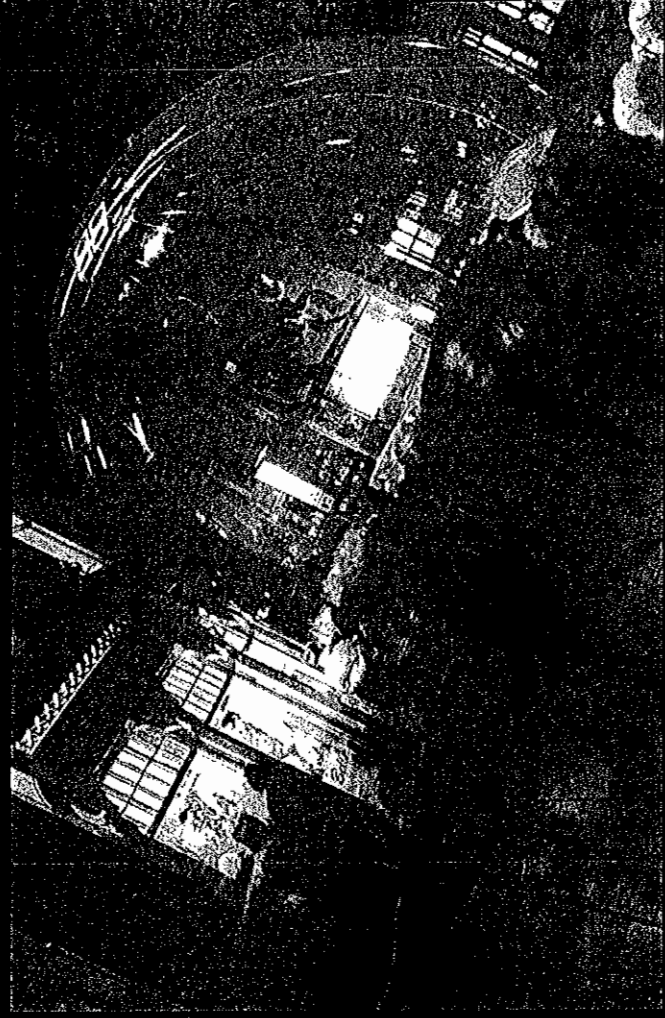
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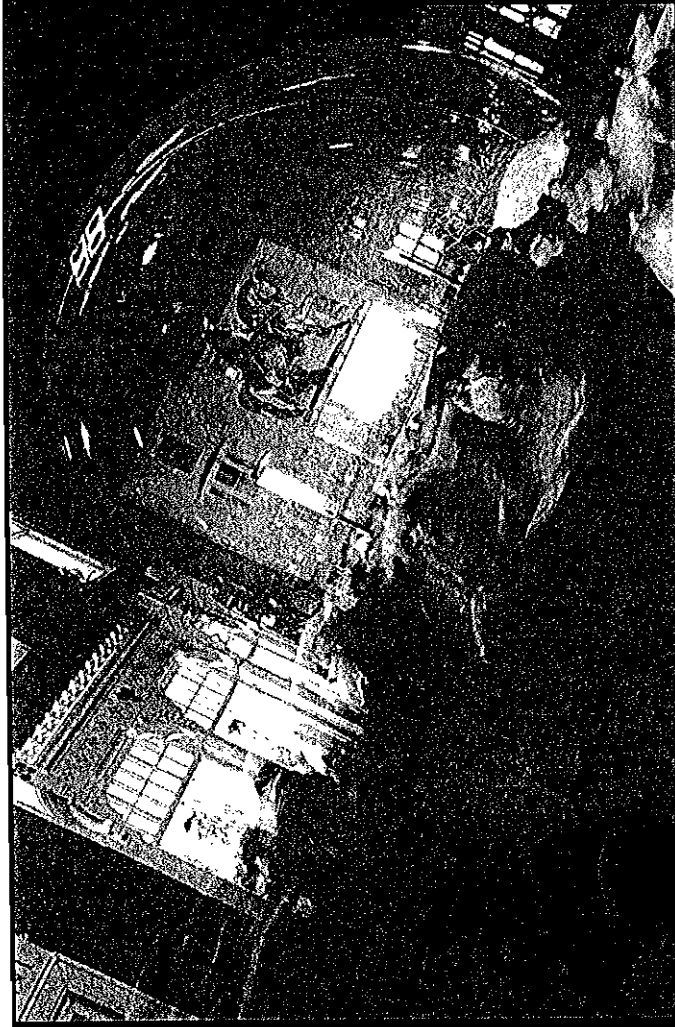
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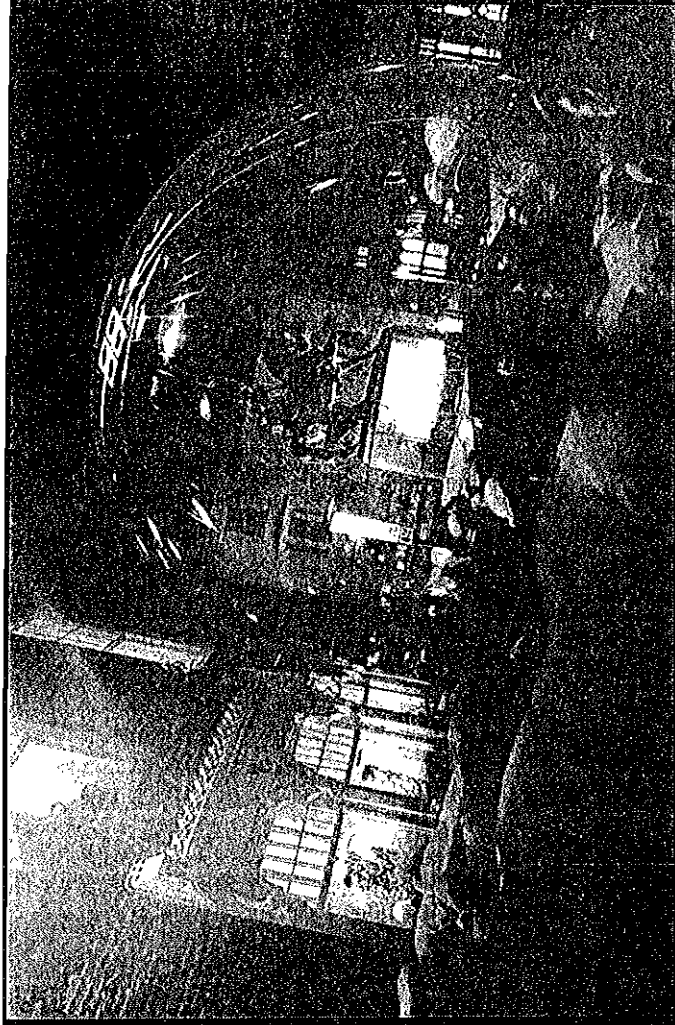
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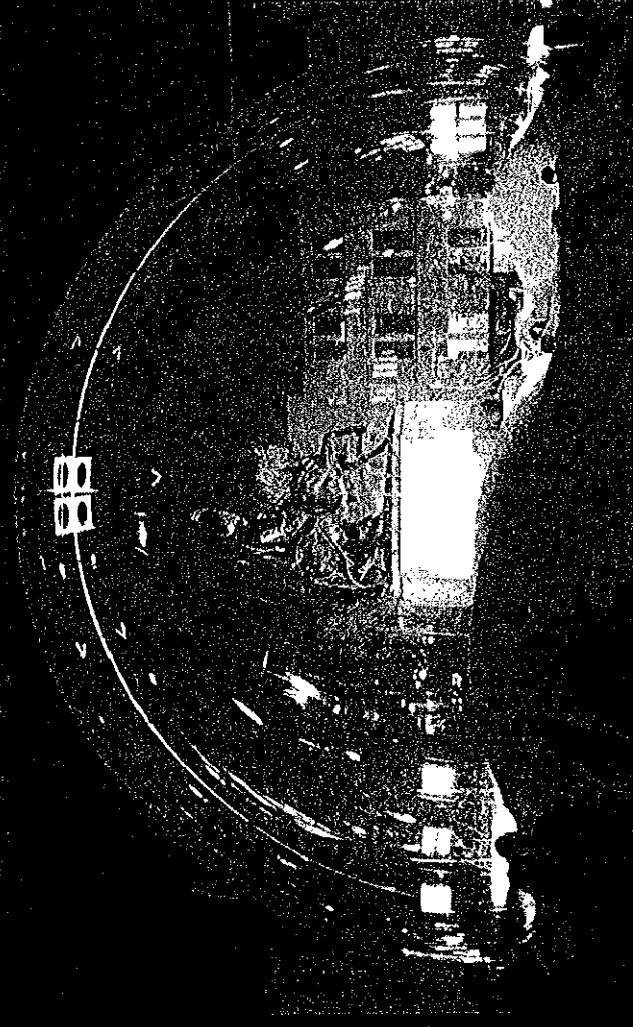
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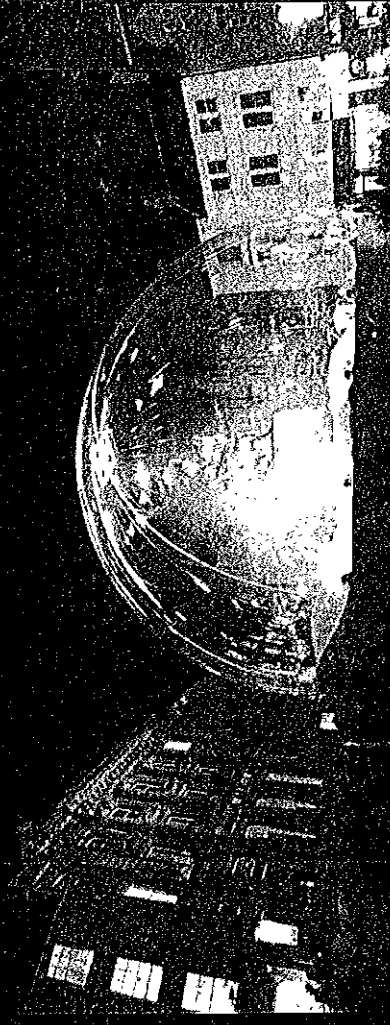
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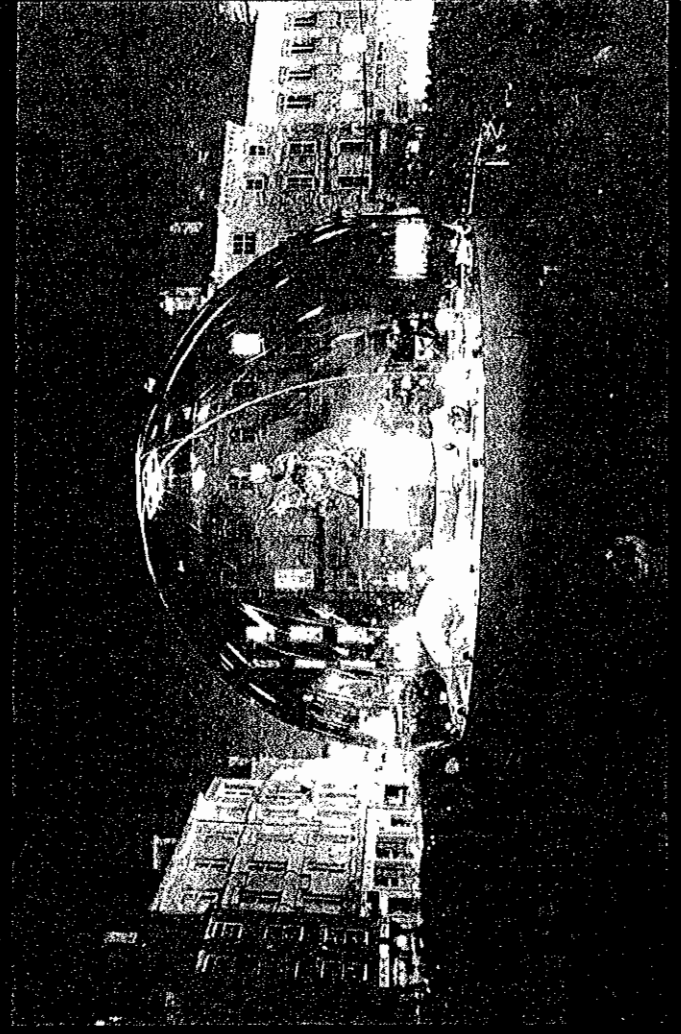
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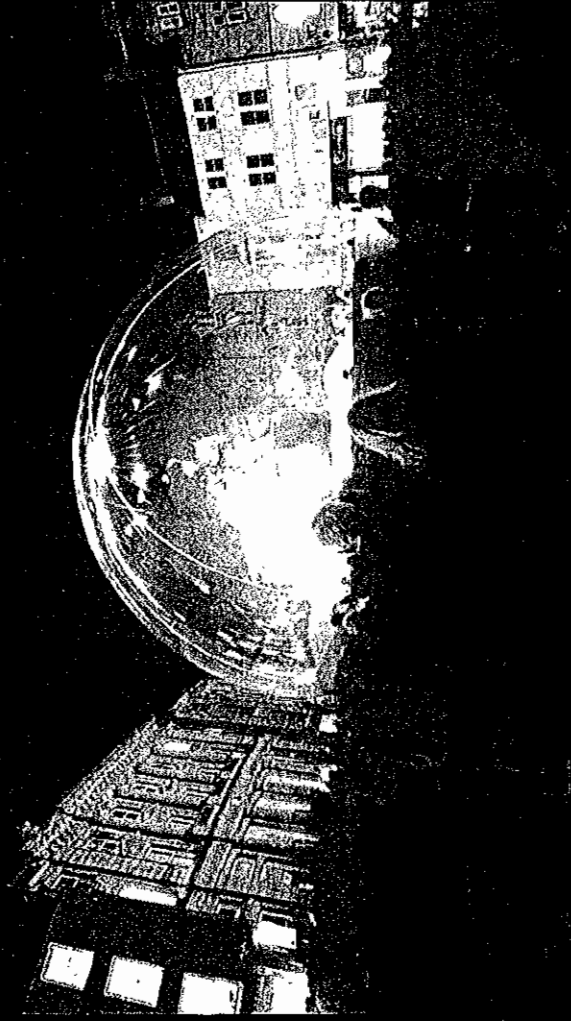
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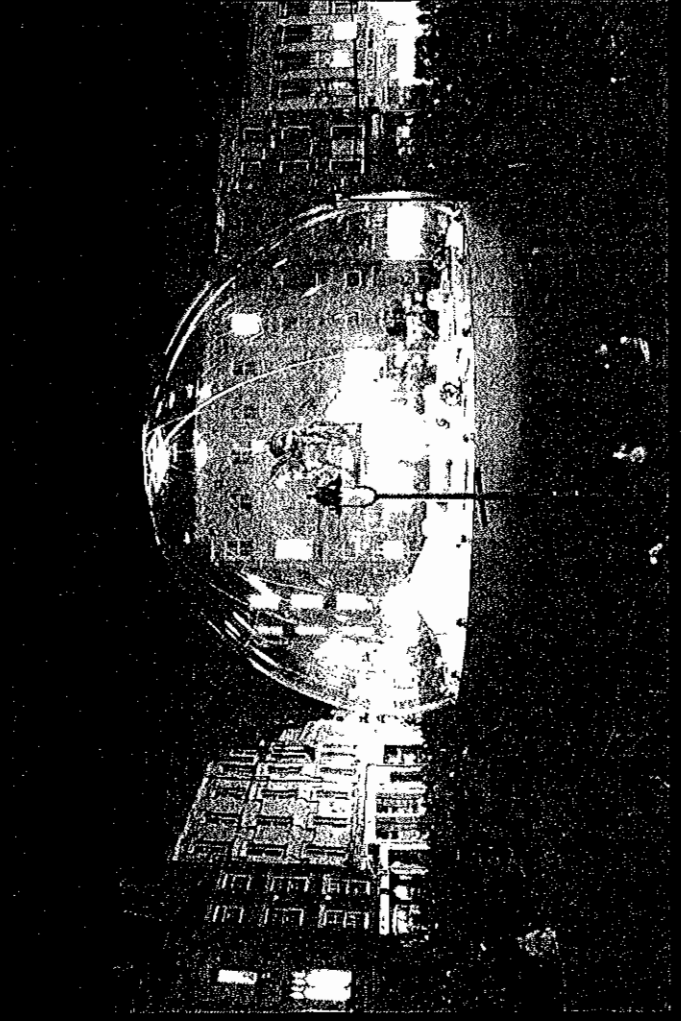
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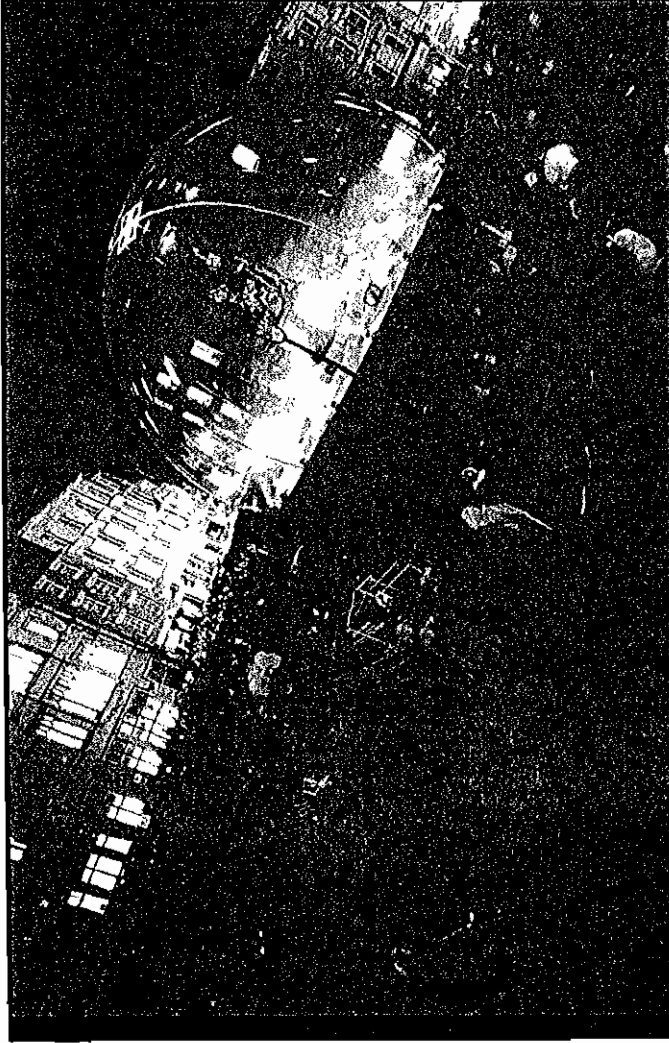
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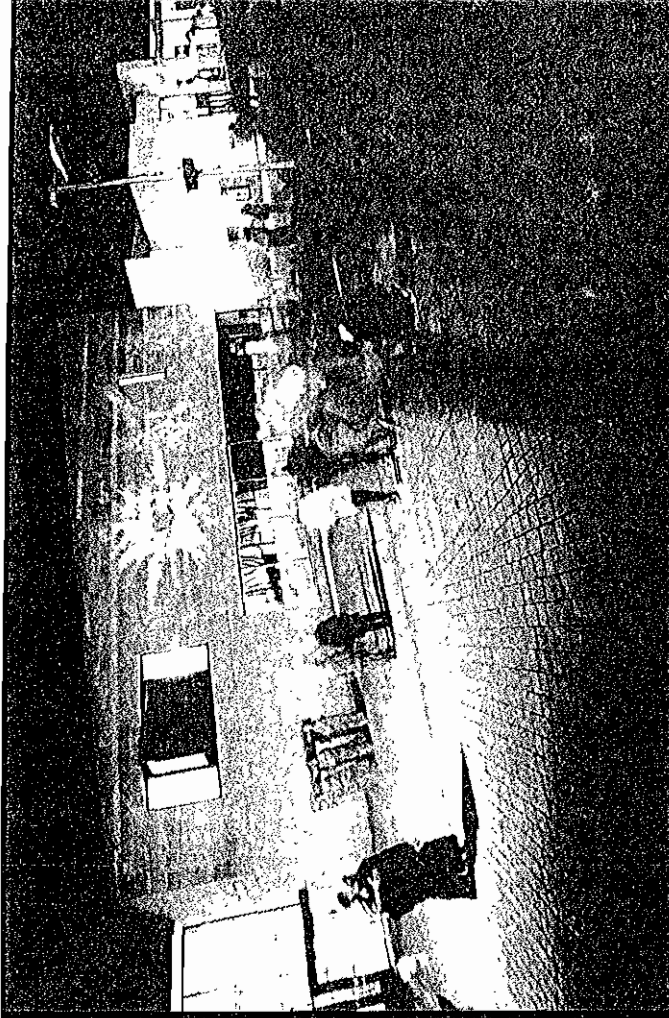
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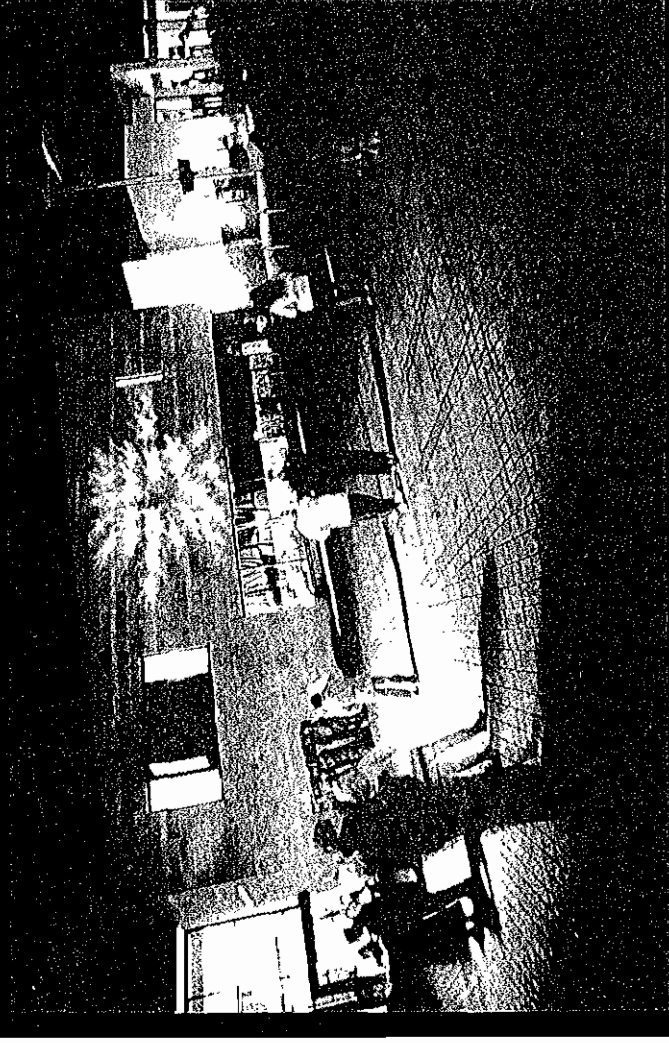
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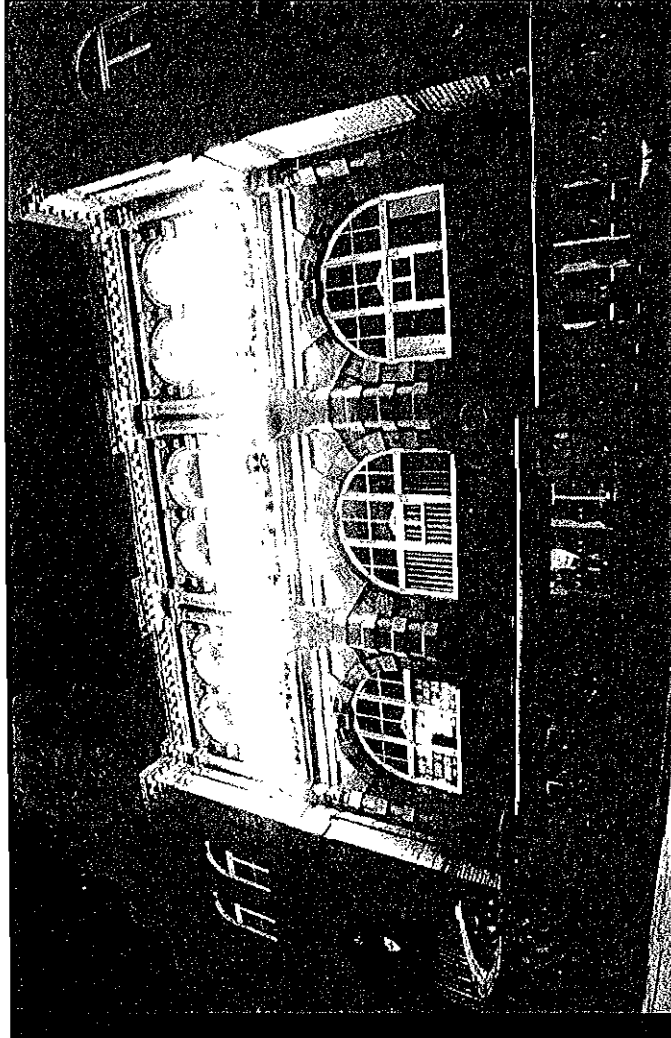
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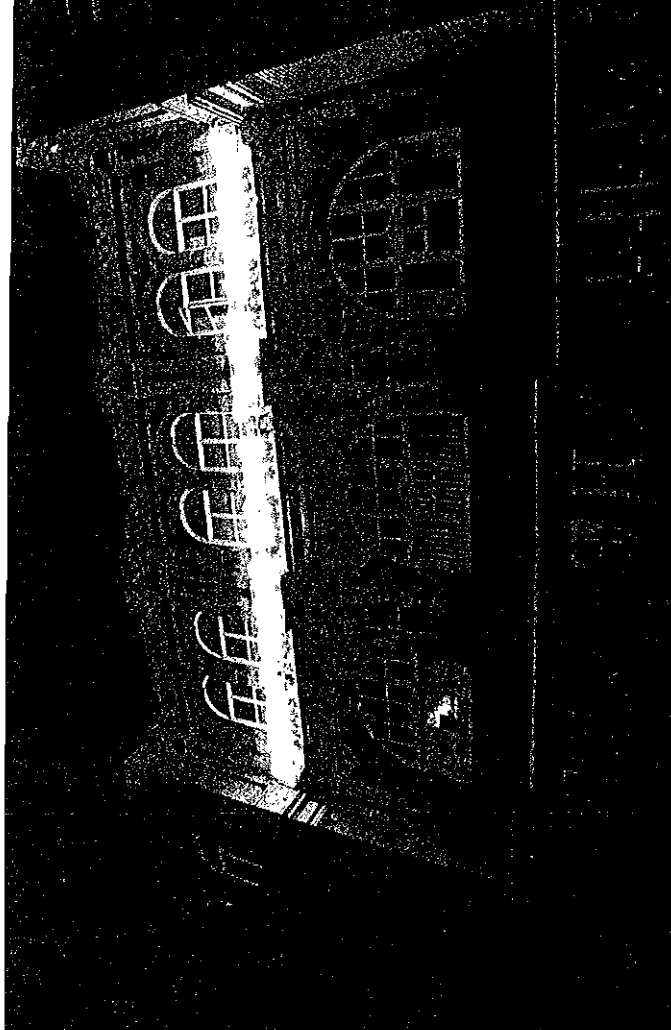
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Margaret Hallam

From: Melanie Sensicle [Melanie.Sensicle@visitcountydurham.org]
Sent: 18 November 2011 12:39
To: Simon Henig; Neil Foster; George Garlick; Ian Thompson - Corporate Director; Rachael Shimmin; Terry Collins
Cc: Sarah Robson - Head of Ec Dev; Roger Goodes; Nicky Webb; Kate James
Subject: Lumiere 2011 update

Dear everyone

I have just come from the Lumiere production office and am providing this early update that will be followed up by Nicky Webb (Artichoke) after the planned production meetings this afternoon.

- The police report that last night Lumiere was safely delivered.
- There have been a dozen or so calls from the public to seek reassurance about crowd management procedures
- We are strengthening messages across event communications to help the public enjoy the festival. Specifically top tips re timing and routes. These are being conveyed via an e-bulletin to tourism businesses so that they can advise their guests the VCD contact centre signage in the Lumiere information hub social networks to get key messages out to our twitter and facebook audiences

The main message for the public is that a one way system is in place to access Palace Green and the Cathedral and that it relies on public cooperation to be effective. The handful of complaints we have had have been mainly from people who have declined to follow it and tried to turn back into Saddler Street and found themselves caught in the crowd.

The event delivery plans are designed to be flexible and live and are being adjusted and tweaked today in light of feedback from last night.

There has been a lot of very positive feedback on the social networks from the public and some lovely messages posted in the information hub. I have just come from speaking to a journalist who commented several times on the cooperative and festive atmosphere on the streets. And a member of staff brought her grandmother to the festival who is a wheelchair user and who had a lovely visit.

More to come from Nicky later today but I thought you would appreciate this brief update.

Regards

Melanie

Melanie Sensicle
Chief Executive
Visit County Durham
2nd Floor, 17 Claypath
Durham DH1 1RH

T 03000 261219
E melanie.sensicle@visitcountydurham.org
W www.visitcountydurham.com

Visit County Durham (VCD) is a not-for-profit private sector company that is funded by Durham County Council and supported by One North East. We work on behalf of tourism businesses and with partners across the county, and perform the role of destination management and marketing for County Durham.

Please do not print out this email unless absolutely necessary. Save energy and paper!

Margaret Hallam

From: Simon Henig
Sent: 18 November 2011 14:59
To: Melanie Sensicle
Cc: Neil Foster; George Garlick; Ian Thompson - Corporate Director; Rachael Shimmin; Terry Collins; Sarah Robson - Head of Ec Dev; Roger Goodes; Nicky Webb; Kate James
Subject: Re: Lumiere 2011 update

Can we not also use the BBC to get the one way message across?

Simon

Sent from my iPhone

On 18 Nov 2011, at 12:39, "Melanie Sensicle" <Melanie.Sensicle@visitcountydurham.org> wrote:

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Regards

Melanie

Melanie Sensicle
Chief Executive
Visit County Durham
2nd Floor, 17 Claypath
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T 03000 261219
E melanie.sensicle@visitcountydurham.org

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Registered office: Time Central, 32 Gallowgate, Newcastle upon Tyne NE1 4BF.

Margaret Hallam

From: Anthony McDermott
Sent: 18 November 2011 17:05
To: Durham & Darlington CCU General Enquiries; Roger Goodes; David Williams - Corporate Director; Don McLure; George Garlick; Ian Thompson - Corporate Director; Lorraine O'Donnell; Rachael Shimmin; Terry Collins
Subject: Lumiere Silver Meeting
Attachments: Silver meeting 18 11 11.doc
Importance: High

FYI

Mac @ CCU

01388-824020

VPN 7711 7705

anthony.mcdermott@durham.gov.uk
amcdermott-gcsx@durham.gcsx.gov.uk

Anthony McDermott, Civil Contingencies Manager

Issues Arising from Lumiere 17 November 2011

Silver Meeting Artichoke/Police/DCC 2pm Radisson Hotel

- Special events on Thursday caused some of the initial problems (e.g. parade) and will not be happening during the remainder of the event.
- Artichoke had 200 staff (stewards and volunteers) on duty yesterday
- Artichoke aims to deploy additional 15 – 20 stewards to the key points. All stewards will wear high visibility jackets, loud hailers will be available and stewards are instructed to be more proactive.
- There was an issue of people failing to adhere to directions given to them, albeit that probably relates to an absence of proper briefing to stewards to give the appropriate directions
- Artichoke admitted only part of their steward plan was implemented. There will be a stewards and Artichoke personnel briefing tonight, as the failure to do so last night compounded issues. Police will be briefed to act in support of the stewards to enforce their directions. **N.B.** Feedback from CCU staff present at tonight's briefing was that it was very positive and addressed the key issues
- Police & DCC made a series of recommendations, all of which were accepted by Artichoke
- Police are prepared to intervene if public safety issues arise
- Police will not provide any additional officers but will redeploy officers to identified choke points to support stewards
- Such areas include Prebends Bridge, Framwellgate Bridge and the Market Place
- Particular attention was paid to Owengate and Palace Green and a number of measures were agreed to alleviate problems e.g. additional police deployed and greater access to the Cathedral created.

- Issue at HMV Prince Bishops to be addressed with the Mail authorities
- Market Place measures to be taken to restrict entry of vehicles from 4pm, although can not be enforced until 5pm re the traffic order.
- Arrangements in hand to deal with the Choir school exit between 4 – 4.30pm
- North Road traffic issues – DCC highways, Police and Artichoke traffic personnel have agreed measures to alleviate concerns in this area.
- Illegal Street traders – Discussed with Joanne W and, subsequently with the police
- It was agreed that Artichoke PR would advise public to all attempt to get in during the first 2 hours

Conclusion

Artichoke recognised the need to improve their performance and accepted police/DCC recommendations to them. Police are prepared to be more proactive. If applied properly, the Event should be much better managed tonight.


Margaret Hallam

From: Roger Goodes
Sent: 20 November 2011 21:00
To: Terry Collins; George Garlick; Lorraine O'Donnell
Subject: FW: Lumiere

Looking good....

Roger

Roger Goodes
Head of Policy and Communications
Assistant Chief Executives
Durham County Council

0191 383 5714


Web: www.durham.gov.uk
Follow us on Twitter@durhamcouncil
Like us at facebook.com/durhamcouncil

-----Original Message-----

From: Yvonne Martin
Sent: 20 November 2011 20:59
To: Roger Goodes
Subject: Re: Lumiere

In constant contact with oliver. Neither of us have experienced any issues that needed a response. At times there were large crowds and small exits however people were orderly and patient. Jane and I visited your areas of concern and were happy with the extra stewarding they had put on in those areas. We are now in town hall and oliver is at the cathedral.

Kind regards

Yvonne

----- Original Message -----

From: Roger Goodes
To: Yvonne Martin; Jane Ayre
Sent: Sun Nov 20 17:32:06 2011
Subject: Fw: Lumiere

Hope this doesn't prompt any calls and you both have a quiet evening, do try and get out, the sights are fantastic

Roger Goodes
Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

----- Original Message -----

From: Roger Goodes
To: Oliver Sherratt
Cc: George Garlick; Terry Collins; Lorraine O'Donnell
Sent: Sun Nov 20 17:30:21 2011
Subject: Lumiere

Oliver

Just to confirm we have 2 CCU officers on duty tonight who will be based in the event office in the Town Hall:

Yvonne Martin [REDACTED]

Jane Ayre [REDACTED]

Although there to respond to emergencies they have been keeping an eye on crowd management, last night I reported 3 areas of issues:

1. Communications in and around the market place, to inform the crowds about the stop start control and holding areas
2. Controlling the crowds waiting to get into the cathedral, the stewards weren't doing much and there was a little bit of bedlam as people tried to get in after the light show finished, nearly saw a punch up!!
3. Controlling the flows on the river bank routes from Prebends bridge to Framwelgate Bridge, they were sending too many down one side resulting in 45 min queues on one side and nothing on the other

I have mentioned these to Yvonne who will keep an eye on these.

Anything else you see when you're out and about I suggest you let them know

Have a great evening, I particularly recommend no 20 in South Bailey.

Roger Goodes
Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

Margaret Hallam

From: Terry Collins
Sent: 20 November 2011 21:03
To: Roger Goodes; George Garlick; Lorraine O'Donnell
Subject: Re: Lumiere

Just read the two page spread in The Observer....really good.

Terry Collins
Corporate Director: Neighbourhood Services, Durham County Council


----- Original Message -----

From: Roger Goodes
To: Terry Collins; George Garlick; Lorraine O'Donnell
Sent: Sun Nov 20 21:00:04 2011
Subject: FW: Lumiere

Looking good....

Roger

Roger Goodes
Head of Policy and Communications
Assistant Chief Executives
Durham County Council

0191 383 5714


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-----Original Message-----

From: Yvonne Martin
Sent: 20 November 2011 20:59
To: Roger Goodes
Subject: Re: Lumiere

In constant contact with oliver. Neither of us have experienced any issues that needed a response. At times there were large crowds and small exits however people were orderly and patient. Jane and I visited your areas of concern and were happy with the extra stewarding they had put on in those areas. We are now in town hall and oliver is at the cathedral.
Kind regards
Yvonne

----- Original Message -----

From: Roger Goodes
To: Yvonne Martin; Jane Ayre
Sent: Sun Nov 20 17:32:06 2011
Subject: Fw: Lumiere

Hope this doesn't prompt any calls and you both have a quiet evening, do try and get out, the sights are fantastic
Roger Goodes

Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

----- Original Message -----

From: Roger Goodes
To: Oliver Sherratt
Cc: George Garlick; Terry Collins; Lorraine O'Donnell
Sent: Sun Nov 20 17:30:21 2011
Subject: Lumiere

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Jane Ayre [REDACTED]

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Have a great evening, I particularly recommend no 20 in South Bailey.

Roger Goodes
Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

Margaret Hallam

From: TC [REDACTED]
Sent: 20 November 2011 21:11
To: George Garlick
Subject: Observer Link

<http://www.guardian.co.uk/artanddesign/2011/nov/20/durham-lumiere-2011-review>

[REDACTED]

Catherine Howes

From: Margaret Hallam
Sent: 15 December 2011 11:49
To: Catherine Howes
Subject: Observer Link

Importance: High

-----Original Message-----

From: TC [REDACTED]
Sent: 20 November 2011 21:11
To: George Garlick
Subject: Observer Link

<http://www.guardian.co.uk/artanddesign/2011/nov/20/durham-lumiere-2011-review>

[REDACTED]

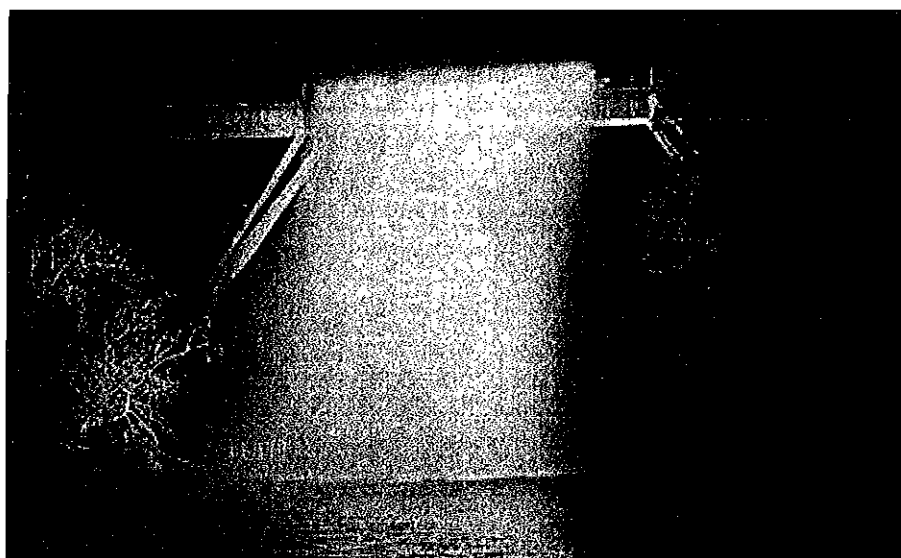
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Lumiere 2011 – review

Durham

**Rachel Cooke**

The Observer, Sunday 20 November 2011

A larger | smaller

Peter Lewis's splash transforms one of Gateshead's iconic Gateshead footbridge into a fast water sculpture. Photo: © Peter Lewis

There were many marvellous things to see in Durham on Thursday night: a bridge that had miraculously turned into a waterfall; a cathedral that danced all about with flames; a souvenir snowdome so vast it had unaccountably swallowed one of the city's most famous statues. But my favourite sight had a human form. In the cathedral cloisters, where a vast sphere of fire turned mesmerisingly in the breeze, I caught sight of a nun. Yes, a nun. She was hopping from foot to foot with excitement, and grinning broadly, her pale, gentle face lit by both the spectacle and – here was the surprise – by the bright blue glow stick she was waving. I wondered about this glow stick. Had she bought it from a market stall? Or had mother superior handed them out at matins? I was about to ask, only then the crowd swallowed her up, and she disappeared into the night.

Ah, yes. The crowd. It rather got in the way on the opening night of Lumiere, Durham's

second festival of light (the first was held in 2009, and attracted some 75,000 visitors). At times, the city's narrow, winding streets were so full you simply couldn't move. Not that you could feel too cross about this. I cannot remember the last time I was in a British city so full of cheerful, excited people, and of every generation. Artichoke, the creative charity behind Lumiere (they are the people who brought London a mechanical elephant, and Liverpool a mechanical spider), believe that art is for everyone, and so they take it out of the gallery and on to the streets – and in Durham you could tell by looking at people's faces, and ear-wiggling their conversations, how successful this strategy is. The throng was charmed and amazed, and it kept saying so, sometimes in reverent whispers, and sometimes with a joyful shout.

Lumiere 2011 is more than twice the size of the first festival: the work of some 30 British and international artists is on display in locations around the city, lit up between 6pm and 11pm (the organisers have persuaded their partner, Durham county council, to turn off many of the city's street lights, the better that we might enjoy it). I started in the market place, where the French artist Jacques Rival has built his installation, *I Love Durham*. The crowd around this piece was 10 deep, and it was easy to see why. Over Raffaello Monti's 1858 statue of Charles Vane, the 3rd Marquess of Londonderry, a local landowner, Rival has placed a transparent dome, thus turning poor Vane – a distinguished soldier, but also a loutish drunk – into a kitschy joke. On his plinth is written the legend "I Love Durham" in pink neon. Meanwhile, he is beset by blizzards of fake snow. Shoppers and workers walk by this statue every day without giving it a second glance. Now, though, they were agog, seeing it as if for the first time.

From here I walked up to the cathedral. Heart-stopping. Ross Ashton's *Crown of Light* had turned the building's north face into a huge canvas, covered with images of the Lindisfarne Gospels. Inside, Compagnie Carabosse, a group of French "fire alchemists", have filled the building with lanterns, each one made from a miner's vest. This was incredibly beautiful – the glowing torsos peaceful rather than sinister – though the soundtrack, performed by a man with a guitar by the altar, was a bit too Enya for my taste: silence would have been better. The best bit, though, was outside, in the cloister and the grounds, where a garden of fire – they call this work *Spirit* – licked and spat excitingly. I was so delighted by this – there were spirals of fire, and plumes of fire, and strange spherical braziers like red planets – that I didn't, at first, stop to consider the fact that we were allowed to wander among these things entirely freely (were the health and safety people too busy at St Paul's?). It was amazing: like some strange medieval pageant. (And since you ask, when Artichoke told the chapter clerk that their plans for the cathedral involved fire, his response was a cool: "Well, it's made of stone...")

After this, my two must-sees out of the way, I wandered willy nilly. You will perhaps not be surprised to hear that Tracey Emin's neon *Be Faithful to Your Dreams* leaves me cold, even if it is in an abandoned Durham graveyard rather than some noisy Shoreditch restaurant – and Deadgood Studio's *Rainbow* on Prebends bridge was a huge disappointment, being merely a series of coloured lights. But these are small gripes. Mostly, I was in heaven. Peter Lewis's *Splash*, in which Ove Arup's 1963 Kingsgate footbridge has been turned into a vast waterfall (it's best seen from Elvet bridge, a little distance away), is a piece of exceedingly clever engineering that transports you in an instant from County Durham to Victoria Falls. And I loved Cédric Le Borgne's *Les Voyageurs*, a series of spectral human forms that hunker mysteriously on roofs and walls in South Bailey, an ancient street so inkily dark you would be spooked were it not for the crowds. At South Bailey's every twist and turn another one would come into view, a staging that made you feel these exquisite sculptures were not static but moving; to me, it was as if they were gathering, though whether for benign or malevolent reasons I could not tell.

Finally, on my way back to my hotel, I took in *Lightwriting*, a collaboration between the designer Richard Wolfstrome and the writer Ira Lightman. This piece is in Millennium Place, a cultural "square" – theatre, library, plus requisite coffee shops and chain restaurants – so bland, so utterly characterless, it makes me want to kill myself. But reading the brightly lit, haiku-like stories Lightman has gathered from people who live in County Durham, you stop worrying about this. They are as authentic as Millennium Place is ersatz. "Witton Le Wear," said the last one I read before I headed for bed. "A pheasant flies into a dint's car." I puzzled that one all the way home.

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Margaret Hallam

From: Terry Collins
Sent: 20 November 2011 22:48
To: George Garlick
Subject: Fw: Final situation report- Lumière festival

Fyi

Terry Collins
Corporate Director: Neighbourhood Services, Durham County Council

----- Original Message -----

From: Oliver Sherratt
To: Roger Goodes; Terry Collins; Ian Thompson - Corporate Director
Sent: Sun Nov 20 22:43:13 2011
Subject: Re: Final situation report- Lumière festival

Just leaving. Another very busy night, with large crowds. No significant issues. Long wait up to Cathedral and queues into it, but all orderly. Stewards did the job.

CCU just waiting for police standdown.

A fabulous event.

Oliver
Oliver Sherratt
Head of Direct Services
Neighbourhood Services
Durham County Council
St Johns Road
Meadowfield
Co Durham
DH7 8XQ
Tel 0191 3725205
Mob [REDACTED]

----- Original Message -----

From: Roger Goodes
To: Terry Collins; Ian Thompson - Corporate Director; Oliver Sherratt
Sent: Sat Nov 19 22:21:35 2011
Subject: Fw: Final situation report- Lumière festival

See below

It was very busy and up until 9 queues were large particularly from market place, into cathedral and on river banks from prebends bridge. However atmosphere was really good and stewards did a good job

Roger Goodes
Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

----- Original Message -----

From: Graeme Lynn
To: Anthony McDermott; Roger Goodes; Lorraine O'Donnell
Cc: Vanessa Glover
Sent: Sat Nov 19 21:13:56 2011

Subject: Final situation report- Lumière festival

Situation as at 9pm:

CCU officers report that the crowds are quietening down now and there are no problems at all at the festival site with crowd movement or stewarding.

The event plan has been followed closely from the outset.

Movement around the installations has been largely problem free.

British Red Cross and NEAS report a small number of trivial first aid cases dealt with.

The event this evening appears to have been a success. No further updates will be needed tonight.

Graeme Lynn
Civil Contingencies Unit
01388 824026

Margaret Hallam

From: John Mowbray [john.mowbray@nwl.co.uk]
Sent: 22 November 2011 01:03
To: George Garlick; Ian Thompson - Corporate Director; Harvey Dowdy; Melanie Sensicle; James Ramsbotham
Subject: Lumiere

Dear all

I managed to see Lumiere before flying to Hong Kong. It was stunning and it was especially good to see it on the news in my room here! The word about Durham is spreading!

Best wishes

John

Sent from my Windows Phone

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Margaret Hallam

From: Roger Goodes
Sent: 22 November 2011 09:25
To: George Garlick; Lorraine O'Donnell
Subject: Fw: LUMIERE comment N Echo p17 today

Fyi
Roger Goodes
Head of Policy and Communications
Durham County Council
Tel: 0191 383 5714

From: Vanessa Glover
To: Peter Barron <Peter.Barron@nne.co.uk>
Cc: Roger Goodes; Simon Henig; Neil Foster
Sent: Tue Nov 22 09:23:35 2011
Subject: LUMIERE comment N Echo p17 today
Good Morning Peter,

I hope you can help me with some detail in today's comment 'Lighting up the place?'

It wrongly states that DCC has put up around £1m for LUMIERE, £7 per person attending, in 'cash-strapped' days. In actual fact the council put in only around £400,000 granted from the economic partnership under a Government Performance Reward Grant. This was set against very specific spending criteria and was awarded to the authority in exchange for it hitting performance targets.

As the piece considers the value of the council's investment at a time of cuts I am sure you will appreciate how important it is that the facts are reported correctly.

Having already offered in advance of LUMIERE, your paper a one to one special on why DCC supports culture led tourism like this I am really disappointed the story has now run, but out of context and inaccurately.

I would much appreciate the opportunity to talk about what can be done to put this right please.

Thanks and kind regards
Vanessa

Vanessa Glover - Media Relations Manager
Policy and Communications
Assistant Chief Executive's Office


0191 372 7667 VPN 7777 7667

Margaret Hallam

From: Nicky Webb [nicky.webb@artichoke.uk.com]
Sent: 22 November 2011 16:46
To: George Garlick
Cc: Helen Marriage
Subject: Re: Lumiere

Dear George,

Thanks so much for your message. We felt it was all pretty successful and though of course there's room for improvement in all areas, by and large we were delighted with the result. Of course the complaints about the number of people and the measures we put in place to make sure people were safe is depressing, but at least today there's a better balance, and feedback through the survey is overwhelmingly positive! And we're really pleased with the press – lots of good coverage, and more to come we think.

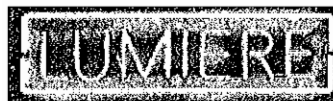
Many thanks for your note – it's heartening to know you are pleased.

Best wishes

Nicky Webb Director



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t 020 7650 7611 | www.artichoke.uk.com



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> From: George Garlick <george.garlick@durham.gov.uk>
> Date: Tue, 22 Nov 2011 12:18:30 +0000
> To: Helen Marriage <helen.marriage@artichoke.uk.com>, Nicky Webb
> <nicky.webb@artichoke.uk.com>
> Subject: Lumiere
>
> Dear Helen and Nicky,
>
> Many thanks and well done. Installations were astonishing and people voted
> with their feet. The only issues were ones of success.
>
> PR was hugely successful, business in the city took full advantage and the
> business sector across the North East have finally woken up to Lumiere.

>
> Again, many thanks, we'll speak soon,
>
> George
>
>
>
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Margaret Hallam

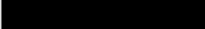
From: Roger Goodes
Sent: 23 November 2011 12:24
To: George Garlick; Jenny Haworth; Lorraine O'Donnell; Vanessa Glover
Subject: FW: Lumiere Complaint
Attachments: Rebecca Bradley Lumiere Complaint Letter.pdf

Categories: Red Category

See attached. This will be dealt with through the current protocol whereby Visit County Durham are leading on responding to these letters.

Roger

Roger Goodes
Head of Policy and Communications
Assistant Chief Executives
Durham County Council

0191 383 5714


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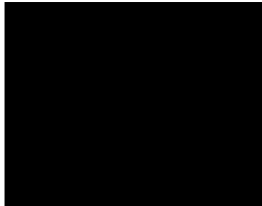
From: Helen Collingwood
Sent: 23 November 2011 12:04
To: Events - Sport & Leisure; Katie.Crammen@visitcountydurham.org; Kate James
Cc: Roger Goodes; Jerry Miller
Subject: Lumiere Complaint

Please find attached Lumiere complaint letter.

Thanks,
Helen

Helen Collingwood
Service Development Unit
Durham County Council
Civic Centre
Crook
Co Durham
DL15 9ES

01388 761936
helen.collingwood@durham.gov.uk




20 November 2011

Dear Sir Madam

Re: Saturday Nights Showing.

I am writing to make a complaint and ask for an investigation into the recent shambles that was called the Lumiere festival, with its poor crowd control and dangerous one way system.

I am a  mobility problems which mean I cannot walk too far as well as balance and coordination problems. I attended the event with my partner and planned the route we were to take well in advance.

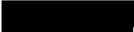
Some of the installations were obviously out of my limits and not safe for me to attend as they would mean long or dangerous walks, therefore we only planned to visit the ones in the market, Framwellgate Bridge, north road and the cathedral.

However when we did finally arrive, on the park and ride bus, which was poorly planned, after spending nearly an hour driving around three different park and ride sites trying to find a spot, we eventually found one at the Belmont site, and joined the queue for the bus, to get onto inadequately sized buses.

We managed to cope with this, and felt that seeing the Lumiere lights would make up for the wait we had.

However our first point of call was the market place to see the snow dome, which was a crush of people attempting to visit the cathedral and being held back and shouted at by rude stewards with mega phones.

Don't get me wrong the snow globe was amazing, but the crowd prevented any real enjoyment of seeing this. We decided that seen as we could not get close enough to the installation to get any good photos we would head up to our next point of call, The Cathedral.

The throngs of people attempting to get past the barricade were horrendous, and when the barricade was opened there was a mad rush to try and get through. In this throng I become separate from my party, and very anxious, and therefore attempted to get to a pre arranged meet point, at the gates to the castle, to meet my partner, as we had already discussed what to do if separated. However despite trying to talk to a steward and explain that I  and had arranged that if

we got split up, to meet here, I was not allowed past this point, and was only rescued when a bus driver friend saw me, and kept hold of me, while we attempted to locate my partner.

We did eventually find him, and were reunited, and decided that despite not getting into the cathedral, we would turn around as the crowd and the attitude of stewards was becoming very frightening for me. However at this point Stewards began to herd us down a back alley and onto the poorly lit river banks, we tried to stop and explain to a steward that we did not want to go this way, and that due to my disability we didn't think it safe to be on the riverbank, and wanted to return via the market place. However we were spoken to abruptly and told it was a one way system and that there was no choice, we had to go. This path became absolutely horrendous, and on a number of occasions I stumbled and fell and had to be hauled to my feet by members of the public and my partner who was struggling to hear what I was saying, as [REDACTED] and urged on, to prevent a crush. There were no barriers along the river, and people were struggling to stay on the path, all the time being pushed here there and everywhere. I had reached my limits walking by then and was extremely frightened and scared, and in pain with my legs. Pictures of the Hillsborough disaster where springing to mind, and I had to fight my last strength to make it, any idea of visiting the installations were pushed to the back of my mind and all I wanted was a place of safety where I could stop, breathe and sit down. But I was denied that.

We were only too glad to get out of Durham this night, and were dreading news reports, fearing a duplicate of the Hillsborough disaster, I spent the night sitting up until 4am, worrying about family and friends who were still there while attempting to recover from my ordeal. I am absolutely amazed that nobody was killed or seriously injured in this poorly managed event.

Under no circumstances should disabled people be forced to go via a route not adapted to suit them that is not safe and poorly lit and I don't know where your stewards were hired from, but personally I found them ill advised, unplanned and aggressive. Surely people in such jobs should be trained to deal with disabled people, and acknowledge what is safe and is not. Instead of herding them like cattle to their death.

I will not rest until an official investigation is made into why and how this event passed a Health and Safety check, and I have had an official apology for being so blatantly discriminated against and put in a life threatening position.

This event was not only a breach of Health and Safety regulations; it also breached the Disability and the Equality Act 2010, and put many people at risk. This event should never be allowed to happen again, and those responsible for the mistakes made, should be disciplined and face demotion of some kind.

Please investigate this fully and let me know what the outcome is.

Yours Sincerely

[REDACTED]

Margaret Hallam

From: Nicky Webb [nicky.webb@artichoke.uk.com]
Sent: 23 November 2011 16:59
To: George Garlick; Ian Thompson - Corporate Director; Rachael Shimmin; Terry Collins; Melanie Sensicle; Roger Goodes
Cc: Nick Whitton; Helen Marriage
Subject: Lumiere debrief

Hi all

We think it would be useful to have a quick wash-up meeting about Lumiere before too much time elapses. We'll be in Durham for the post-event SAG on Monday 5th December, and we were wondering if it might be possible to meet with you before that? We're starting to gather plenty of feedback, and I should have collated something useful by then.

We could come up in the morning or the previous night, so could meet you at a time that suits you. The SAG is at 1.30pm.

Do let me know what you think.

Nicky Webb Director



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