

# EventLambeth Lambeth Country Show 2017 Debrief

Thursday 3 August 2017  
Brockwell Hall  
10am to 12pm

Contact: [REDACTED]

s40(2)

The Freedom of Information inter-agency protocol adopted by local authorities and other public authorities will operate where information is requested from the London Borough of Lambeth and its sub-groups' records regarding the Lambeth Country Show. The involvement of another public authority is necessary prior to the decision about the disclosure or non-disclosure of information by a single agency.

## Attendees

|            |                                      |                             |
|------------|--------------------------------------|-----------------------------|
| [REDACTED] | Senior Project Manager               | EventLambeth                |
| [REDACTED] | Event Coordinator                    | EventLambeth                |
| [REDACTED] | Event Service Manager                | EventLambeth                |
| [REDACTED] | Concessions Manager                  | EventLambeth                |
| [REDACTED] | Operations Manager                   | EventLambeth                |
| [REDACTED] | Production Manager                   | Whole Nine Yards            |
| [REDACTED] | Health & Safety Consultant           | Event Safety Planning       |
| [REDACTED] | Chief Inspector                      | Metropolitan Police Service |
| [REDACTED] | Inspector                            | Metropolitan Police Service |
| [REDACTED] | PC - Events                          | Metropolitan Police Service |
| [REDACTED] | Crowd Manager                        | MJ Events Support           |
| [REDACTED] | Regional Support Manager (South)     | TfL Buses                   |
| [REDACTED] | Main Stage Programming               | Culture Arts                |
| [REDACTED] | Resilience Officer                   | London Ambulance            |
| [REDACTED] | Community Safety – Trading Standards | LB Lambeth                  |
| [REDACTED] | Emergency Planning Lead              | LB Lambeth                  |
| [REDACTED] | Parks Operations                     | LB Lambeth                  |
| [REDACTED] | Environmental Health – Food Safety   | LB Lambeth                  |
| [REDACTED] | Building Control                     | LB Lambeth                  |

## Apologies

|            |                                   |                                 |
|------------|-----------------------------------|---------------------------------|
| [REDACTED] | Operations Manager – Medical      | UK Specialist Ambulance Service |
| [REDACTED] | Ass. Operations Manager – Medical | UK Specialist Ambulance Service |
| [REDACTED] | Health & Safety Consultant        | A.C.T. National                 |
| [REDACTED] | Food Safety Consultant            | AAB                             |
| [REDACTED] | Community Sports Manager          | LB Lambeth                      |
| [REDACTED] | Community Sports Manager          | GLL / Better                    |
| [REDACTED] | Fire Safety Officer               | London Fire Brigade NHS         |
| [REDACTED] | EPRR Engagement Manager           | England (London) APCOA          |
| [REDACTED] | Brixton Base Supervisor           | Priority TM Ltd.                |
| [REDACTED] | Traffic/Drawing Supervisor        |                                 |

s40(2); all above redactions

## 1. EventLambeth [REDACTED]

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### General post show update

- As previously mentioned, marketing was limited this year to try and help alleviate numbers. This may have been a factor in the slight reduction in numbers over the course of the weekend, along with lower temperatures and a wet start on Saturday.
- Attendance figures for this year were estimated at 55k on Sat and 65k on Sun
- 35 JCDs up around the borough for 4 weeks
- We ran features on our website and social media, as well as mailouts to our database
- Local press features in both South London Press and Weekender
- Features online during and post – Londonist, London Town, Time Out, BBC
- London Live requested permission to film, but didn't show
- ITV were on site recording a new reality TV programme. Not sure on full details of when this will be aired yet
- 1st rough cut received for this year's video received last week and will hopefully be finished within the next couple of weeks
- Our official photos are now online on our website and social media
- Only 1 formal complaint received by us from a resident [REDACTED] regarding parking inside the park, which is only available for residents on Brockwell Park Gardens
- Donations / programme sales were down to £10k this year. Just over £20k in 2016. However, less than half the amount of staff were employed to sell the guides. We also had a free app available to download. The price of our guides were put up to £2 from £1. Any of these could have been factors and it will hopefully become a bit clearer through results from our online visitor survey which is still open online for the next couple of weeks.

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We do have some stats and results from Onsite surveys (877 responses):

How long have you been visiting the show?

- 27% visiting for the first time
- Over 57% have been attending for 3 years or more

How did you get there?

- 45% walked
- 30% bus
- 20% train
- 15% underground

Do you live in Lambeth?

- 42% yes
- 58% no

Where have you come from today?

- 42% Lambeth
- 46% rest of London
- 12% from outside of London

How would you rate your experience?

- 75% very good
- 20% good

What have you most enjoyed today?

- 22% food & drink
- 38% music and entertainment
- 21% animals

Employment status

- 83% in some form of employment
- 5% students

Gender

- 60/40 split female/male

More data from our online survey and smartphone app will be reviewed this month and put in to a post-show report

### Show days

- Show officially opened on time on both days. Making the first silver ELT meeting time to 10am worked giving enough time for a site walk around before show open
- Saturday – review of notes from silver ELT meetings:
  - Too many entrances and exits at the funfair
  - Requested for the Main Arena screen to be redeployed closer to the main footpath. Not able to happen until Sunday
  - More public messages need to go out over the PA in future. Too few and far between this year
  - Vehicle curfew put in place on time at 10am
  - All HVM's in place, but gate 2 was being left until last due to some late vehicles arriving
  - Trading standards were on site from 10:30am
  - Food safety and gas officers on site from 10am conducting checks. Following on from Friday checks.
  - Wet start for the first 60-90 minutes so slow build-up of audience.
  - Weather was overcast with some sunny spells for the rest of the weekend.
  - Calls for illegal trading surrounded the park throughout the day. Dealt with by the Lambeth enforcement team from trading standards
  - Lots of space reported across site at peak time of 5pm. Still clusters of high activity and footfall in popular areas such as the Farm Zone and Main Stage
  - Concerns came from the Police around 7pm about a concentration of youths. Requested that the funfair shuts promptly at 7:30pm. Stop people entering the area 10 minutes before. Police operated a dispersal with help from security.
  - Clearing of the funfair went well from a Police perspective
  - Overall egress was sufficient and mostly clear by 9pm. I'll let [REDACTED] go in to more detail about this later.
  - Police dealt with quite a few missing persons. Talk of having a misper officer next year. To be reviewed.

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- Sunday – review of notes from silver ELT meetings s40(2)
  - Crowd dynamics study took place. [REDACTED] to update
  - Reports of walkabout performances from brass bands and samba bands are creating severe pinch points. Next year need to be programmed for a specific area away from main pathways and busy thoroughfares. Also the performances were too close to the main medical point and too loud
  - MPS had more officers on site than on the Saturday to deploy extra resources to the funfair. Funfair was closed early upon request. I will let MPS [REDACTED] elaborate on funfair closure later in the meeting, but there were several issues. s40(2)

## Zones

- Discovery – Added value and content to the Arts & culture Village. Hugely popular with exhibitors and visitors. Great addition of the Master classes area with help from Arts Council funding
- Arts & Culture – All performers arrived on time and schedule ran on time accordingly. Popular area with children and families. Arts & Culture Village was received well with new additions from The Old Vic Theatre, The Chocolate Museum and Grooveschool DJ workshops
- Eco Zone – Great success again with positive feedback online, visitors and exhibitors
- Farm Zone – Great feedback once again. One of the busiest areas on site. The Sheep Show hugely popular.
- City of London visited on Saturday morning. No issues with animal numbers or movements and was happy for the animal areas to proceed. All relevant documents were posted to ARAMS (Animal Reporting and Movement Service).
- Village Green – all ran on time throughout the day. No reported issues. More positive feedback from supporting Oxjam Music Festival.
- Flower Zone was a great improvement with continued partnership with the RHS. New configuration was much better creating more space for crowds and sitting on the grass.
- Main Arena – all shows ran on time and well received by the public

## 2. **Activate [REDACTED] – Not present at meeting**

s40(2)

- What worked well:
  - Better signage
  - Electric supply
  - Food vouchers
  - Car park passes
- However, issues with the following:
  - Teenage Zone Marquees
    - Decision to have the triple on the grass should not have been made without prior consultation – advised that sports should attend planning ops meeting to raise issues
    - However, appreciate the flexibility on the day (Saturday) that we could move the double-marquee (Health Trail) and single marquee (from Lidl zone).

- The Lidl Zone
- It shouldn't have had a marquee
- They lost footfall by being away from the path.
- Could the Food Prep station have been placed outside of the courts?
- The last-minute move meant we had an empty space on the tennis courts with no capacity to fill (although I wonder if we should have put the RFU here?)
- Access to water – not the best if you didn't have a bottle with you
- GLL Marquee – assembled back-to-front
- We can't put the pitch markings and grass cutting issues on them
- access to Pavilion – despite bringing this to their attention
- Good to have First Aid on site (was their marquee in the 'right' place?)

### 3. Culture Arts – Main Stage [REDACTED]

s40(2)

- No issues this year and all artists were happy.
- App was good idea, perhaps this could be sponsored next year.
- Issues with Gate 6 and abuse from security.
- Child was kept back stage until mother was found.
- Discovery tent went well and two promo vids being made.
- Maybe have Discovery workshop nearer to the main stage with more screens and space next year.

### 4. EventLambeth – ECR / Crowd dynamics study [REDACTED]

s40(2)

- Crowd report is being tweaked, but walkabout performers were too close to medical points and created pinch points on busy pedestrian areas.
- ELT logged bike racks were not working, maybe some clear instructions for zone managers on how to use the racks or signage.
- ELT Radios were no good, was using hand held sets at points.
- More discipline required and a remote CCTV Screen outside of ELT.
- Having [REDACTED] ELT was very helpful.
- Request the same 2 loggers to work the 3 days consecutively.

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### 5. EventLambeth – Concessions [REDACTED]

s40(2)

#### Accreditation

- Trader feedback suggests accreditation process was faster than 2016
- Car pass system worked well in practice, should consider giving passes at gate 2.
- Consider adding wrist band numbers to accreditation info.
- Maybe try and accept Greenbonds in advance next year, post perhaps?
- Suggest pre planning meeting with accreditation staff / accreditation / security in 2018
- Look at Hiring one extra accreditation person for 2018?
- Send out car pass details way in advance, on acceptance of application.
- Rethink the delivery pass system.
- Getting traders to setup on Friday worked very well with almost everyone being onsite by COP Friday evening.

## Car Park

- Better traffic management system needs putting in place.
- Gate 2 staff need to be much better trained on accreditation system and what passes mean.
- Need to look at further overflow car park or method of reducing cars onsite.
- 85% of traders downloaded their pass pre show.
- There were 420 vehicles onsite at peak time

## Deposit Scheme

- Deposit scheme worked well, ground left in much better state than in 2017
- Only 10 traders lost their deposit. Mostly for trading over hours.
- This year's vehicle ban really worked with far less vehicles onsite.
- Need to be more vigilant on giving out onsite vehicle passes in 2018

More water points needed on site for traders toilets or cornered off.

## 6. MJ Events – Security & Crowd Management [REDACTED]

s40(2)

- Cycle Parks appeared closed at beginning with barriers around.
- Parking was a bit chaotic, if we can implement a more rigorous parking system with a fully supervised area, so security can react better.
- People have been coming to the show many years who find it hard to adapt to new rules, this can be helped with clearer signage e.g. (disabled & traders car parks) with better defined areas.
- Accreditation we shouldn't move the location towards the gate, as will cause traffic issues later on. We had too many people involved in letting people in. Keep flow of traffic moving will avoid issues later on. Work on passes being issued earlier.
- No issues with main stage, gate 6 was a problem area. Massive amounts of abuse to staff a few more resources needed with strong personalities and signage.
- Between Gate 6 and Gate 7 would like some vehicle access, to improve response times.
- Egress of areas went well.
- Some communication issues with Flower zones. Signage to explain that show closes before normal park times, security have right to enforce closure. Put a track way in for Flower Zone to move vehicles.
- Security Facilities provided were good.
- Main Arena quite for Security with no incidents.

- [REDACTED]

s31(1)(a)(b)

- Police and security took direction from each other.
- Look at early closure of the funfair (5pm) or treat Funfair as own event. [REDACTED]
- Request more time to plan with details confirmed November/December.
- Did go up to 100% searches at times but was bag searches only. Bags were not checked properly and find it odd that no prohibited items were found.

s31(1)(a)(b)

- [REDACTED]

s31(1)(a)(b)

- Was not aware of dedicated emergency channel, so had issues with radio traffic.
- Search regime needs to be clarified earlier on.

**7. Metropolitan Police ( [REDACTED] )**

s40(2)

- Fencing around Funfair definitely helped, especially on the Saturday. We were expecting them to come in greater numbers Sunday so 20 more cops were employed.
- Fire arms found on the Sunday and bottles thrown.
- Youths don't contribute to the event in any way, in regards to spending money or visiting other zones.
- Get rid of funfair completely or change the music.
- Should be moving towards less cops at the show, not more. [REDACTED]

s31(1)(a)(b)

- [REDACTED].
- Extra security would look discriminative.
- Police were not called once to gates to any prohibited items found.
- Clapham common is gated for SW4 and items still found, LCS entries are more relaxed. Proper searchers need to be implemented.
- Having body searches in place is a massive deterrent.
- A lot of extra work dealing with missing people
- [REDACTED] is around all of August if [REDACTED] needs assistance with report.
- Was invaluable being in control room, internally we need someone in our central control room for next year.

s31(1)(a)(b)

s40(2)

**8. EventLambeth [REDACTED]**

s40(2)

- First year we had fenced in funfair, it's evident that the funfair is a major issue.
- Politically this year had to be an improvement or it needs to change dramatically.
- Look at having just a Children's Funfair, people are interested in this being a family event.
- Strategic report in August showing whole layout change include the review of ticketing/ paid ticketing / keeping funfair, this will be issued 6<sup>th</sup> September.
- We wanted to implement a full bag search this year, but council didn't want to do this. We need police support to back us with Councils decision.

**9. ESP – Health & Safety [REDACTED]**

s40(2)

- Drones flying in the park, needs to be added to prohibited items list.
- Parking issues, cars parked within staff campsite by tents, no real structure.
- Configuration of Sports Zone was wrong way round.
- Site configuration felt a lot more spacious, part of that was keeping vehicles off site.
- The only exemption would be the funfair, the barrier line is a bonus.
- Inclined to just having children's rides.
- First planning meeting should be before Christmas with key stake holders.



**10. Whole Nine Yards – Event Production**

s40(2)

- Gate 5 Cycle run if not manned then not desirable.
- Gate security had impact on people assuming you could not bring your bike into park.
- Early engagement is key, understanding from September what timelines are with key consultants meeting in October. Last minute planning changes (accreditation, enhanced security, secondary security). Request for scheduling of key dates, timelines for review so we know when to provide documents.
- Aware of radio issues.
- More waste removed from site this year.
- Struggling to cope with site time provided, 4 days isn't efficient for an event of this size. Doesn't allow us to cope effectively.
- Public being able to access the park during the build is also an issue.
- Look at larger fenced sections of the park with vehicle access go between.
- Enter site week before hand to implement bone yard, camp site and production. Look to bring accreditation earlier.
- More staff required to monitor inductions, with ability to send people round Gate 5. Implications with increased radios, production office manager spent a lot of time dealing with radios only.
- Increased provisions on toilets worked well and increased signage.
- No Significant structure or technical or power issues.
- No reported incidents or accidents from build, trade or break down from contractors.
- Fence off all trees next year.

**11. LBL Parks**

s40(2)

- Implement wristband for the funfair.
- CCTV Request, awaiting helicopter images still.
- Bins by gates were not efficient.
- Toilets closed in playground caused issues, people urinating in bushes.
- Request more protection around the trees, maybe rope or fence.
- Accessible car park security was telling people they can park wherever.
- Still bikes parked to the railings but cycle parks helped a lot.
- House party was logged twice with ELT on the Sunday, if it was dealt with earlier wouldn't of been so many people and a lot of balloons were being used.
- Need to review The Lido and how that was fenced off. There was a hole punched into the fence and issues with buggies up the stairs, as well as confusion with flow of people.

s40(2)

**12. UK SAS – Event Medical** **Not present at debrief.**

s40(2)

- Having the increases of doctors, nurses and on site field hospital has helped to keep the number of people being sent or taken to hospital.
- The increase to the build medical cover worked well but can be relooked at for next year.
- Having more medical staff on site on the Friday was a bonus due to the number of stall holders on site and the amount of vehicles moving around.
- After camping on site for the first time, I did notice that there was way more than I was expecting camping on site, so having some overnight cover may help, as we was called to help at periods outside our contact.



- After having trouble exiting the main medical compound due to the number of public outside the gates. Talking with [REDACTED] it was suggested that a second gate may be added so we operate a one way system. s40(2)
- At points over the weekend it was very hard to hear anything inside the main medical point due to the moving performers stopping just outside the compound, due to this and the suggestion of the one way system the compound we may have to have a change around of units inside the compound.
- Main stage medical point worked well with no problems that we are aware of.
- Gate 5 jumbulance cover worked well.
- Farm zone medical tent spent the weekend in the toilet or hand washing queue so will need to be located elsewhere.
- Activate medical point worked well.
- Lost children - we looked after 6 children over the weekend and after providing this cover for many years, it was felt that this could be better arranged.

### **2017 casualty figures:**

Friday 14 July – 2 (1 conveyed to hospital)  
 Saturday 15 July – 49 (2 conveyed to hospital)  
 Sunday 16 July – 65 (2 conveyed to hospital)

### **13. London Ambulance Service [REDACTED]**

s40(2)

- Event Medical were quite receptive to constructive feedback.
- NO LAS resources came to show.
- 100 people were treated on site over the 2 days and only 3 went to hospital.
- Issue with a few first aiders, concerned with their direction and who answers calls. They should be spread across site evenly at all times.
- Helicopter was turned around and not needed, they went to Kings Hospital by ambulance instead.

### **14. LBL Emergency Planning [REDACTED]**

s40(2)

- No concerns
- Happy overall

### **15. LBL Environmental Health [REDACTED]**

s40(2)

- Came Saturday was happy with what they saw.
- Hand wash facilities for farm area was good.

s40(2)

### **16. LBL Community Safety [REDACTED]**

- Non official traders with coolers being allowed onto site, more questions should have been asked at the gates by security. Including tea trollies filled with ice, slush puppies stall was set up and lead to issuing moving him on.
- Security should see difference with picnic items and selling goods.

**17. LBL Building Control [REDACTED]**

s40(2)

- Walk around was good
- Info was received late though
- No major concerns

**18. TfL Buses – [REDACTED]**

s40(2)

- No negative feedback from TfL Staff, bus drivers or customers.

**19. Priority [REDACTED] – External Traffic Management [REDACTED] Not present at debrief.**

s40(2)

- All there is to report was HVG don't not knowing where to go for deliveries. My team directed them to main entrance.
- Overall external traffic management went well there was no major issues, all in all it was a nice weekend and we are looking forward to working with Lambeth and your team soon

**20. APCOA – Parking Enforcement [REDACTED] Not present at debrief.**

s40(2)

- On Friday 14<sup>th</sup> July from 08:40 Brockwell Park Gardens SE24 was visited by myself [REDACTED] On-board CEO to relocate vehicles to ensure that the trades had no problems getting in and out of the gate.
- The operation on 15<sup>th</sup> and 16<sup>th</sup> July 2017 were carried out by myself [REDACTED] s40(2)
- I meet with [REDACTED] from the events team in the Park and gave him a brief update on where we are on the day, [REDACTED] also briefed me and gave me a radio to get in touch if needed. s40(2)
- At the Dulwich Road end junction with Hurst Street on Saturday morning was ok up till 15:30, but after that drivers got abusive which made it a bit longer to move them on at times.
- On Sunday evening around 16:30 I was called by [REDACTED] from the event team to assist with a parking issue on Brockwell Park Gardens, which we did issue to a vehicle and moved on others as drivers were still in their vehicles. But by the time we got back to [REDACTED] there were vehicles everywhere, we started to issue to them but at [REDACTED] s40(2)
- [REDACTED] three vehicles had parked on the double yellow lines with disabled badges so we couldn't enforce them - this made it very difficult because the buses found it hard to get through. The removal truck had already finished so I was unable to relocate the three vehicles. s31(2)(a)
- [REDACTED] is a very problematic area to enforce and we cannot leave just one person to be there for the whole day, as there are other streets to cover in this area. I say it every year we need other department to assist us or complaints will never stop from residents. As they feel hard done by because they move their vehicles and then other come from all over and park. s31(2)(a)

Below is the overall figures for the both days.

Both days figures:

- Total PCN's issued for this operation were 152.
- Total amount of vehicles re-located were 17.

All Re – Locations for both days:

- 10 Vehicle re located from BROCKWELL PARK GARDEN.
- 1 Vehicle re located from HURST STREET.
- 1 Vehicle re located from RAILTON ROAD.
- 3 Vehicle re located from DULWICH ROAD.
- 2 Vehicle re located from DALBERG ROAD.

**21. AAB – Food Safety Not present at debrief.**

s40(2)

- Spot checks took place covering the majority of food and drink concessions
- The provision of wash hand basins and thermometers continue to improve.
- The storage of LPG away from the public was much better this year – the additional prepack information seems to have worked.
- A number of premises were required to close temporarily for matters of poor hygiene conditions (some examples include: staff observed handling food without washing hands without means of washing hands, lack of food safety awareness/training, food preparation taking place outside of the marquee exposed to risk of contamination and lack of adequate documentation). They were all re-opened/allowed to continue to prepare food within 30 minutes to an hour – once the situation had been rectified.
- The general covering of food (prevention of contamination) continues to improve – however a small number of the food market place concessions were reminded to provide hand washing facilities and sourced temporary measures including sharing with a neighbour as their proximity under the marquee facilitated this.
- The pumped water failed (subject to repair) and the soil became waterlogged and slippery – a platform for the immediate may prevent slippages if this should happen in the future.
- It is recommended that when a concession books multiple sites (such as bars) that each site is separately accountable: – the name and contact details of the person responsible for each site is known and pre-pack/event information is sent to them.