

APPENDIX O

**Memo to Licensing re: Strawberries and Creem Premises Licence Application:
Strawberries and Creem, field OS reference number: TL4139456836, Haggis
Farm, Barton Road, Cambridgeshire, CB23 7AT
1st February 2019**

I have checked the application and from an Environmental Health point of view, I have the following comments:

I am aware that there are records of formal complaints having been made to this department relating to activities at this event most years since 2013. These complaints were generally in relation to noise, however in 2018, they also included antisocial behaviour. The noise complaints mainly originated from 4-5 residential properties, including two close to the boundary of the site and the rest from Coton, Barton and Grantchester villages.

As a result of the complaints from residents of noise and antisocial behaviour, and due to concerns raised by the Police and Environmental Health, mainly relating to activities at the event in 2018, a meeting was held with the applicant to discuss and agree additional conditions to be added to the premises licence application for the 2019 event and onwards, which, if submitted, should avoid representations being made from either the Police or Environmental Health statutory consultees.

Although I am happy to accept the additional conditions that the applicant has submitted, attached to the premises licence application, I have reservations in relation to Section 5 and Section 17.

In Section 5 the applicant has recorded a maximum of 13,000 attendees. This goes against the 12,500 maximum attendees that was agreed in the meeting held between South Cambridgeshire District Council (SCDC), Cambridgeshire Police (Cambs Police) and the applicant prior to the submission of the premises licence application, and the maximum numbers submitted within paragraph 31 of the additional conditions that the applicant has submitted, attached to the premises licence application, under 'The Licensing Objectives' in Section 18.

In Section 17, the applicant has recorded a closing time of 23:00 and has included within the same section a caveat which states: 'there may be a need to open or close the gates earlier or later than expected for health and safety or crowd management issues'. I am not happy with that caveat as it would allow the applicant to open and close the gates at any time, at the discretion of the applicant 'due to health and safety or crowd management issues'. I propose to modify that statement to make it acceptable, in my view, to achieving the Licensing Objectives, particularly Prevention of Public Nuisance and Public Safety.

I am recommending that the alcohol sales cease at 22:30 as agreed, all recorded and live music ceases at 23:00 as agreed, and that the hours that the premises operating time ends at 00:00 instead of the suggested 23:00 to allow sufficient time for attendees to leave the site.

In addition, I am recommending that the modified statement reads: 'There may be a need to open or close the gates earlier or later than expected for health and safety or crowd management issues. Gates will only be opened before 11:00 or closed after 00:00 with prior consent from South Cambridgeshire District Council's Health and Environmental Services or from Cambridgeshire Constabulary.

I spoke to the applicant on 31st January 2019 and have discussed both issues with her. She has agreed the above recommendations, therefore I request that the Premises Licence, when issued, includes the following:

- **A maximum number of 12,500 (Section 5); and**
- **As requested: Alcohol sales cease at 22:30; and**
- **As requested, all recorded and live music ceases at 23:00; and**
- **The premises operating time ends at 00:00 (midnight) and to include the additional statement in Section 17**

'There may be a need to open or close the gates earlier or later than expected for health and safety or crowd management issues. Gates will only be opened before 11:00 or closed after 00:00 with prior consent from South Cambridgeshire District Council's Health and Environmental Services or from Cambridgeshire Constabulary.

In addition, please add the following additional conditions to the Premises Licence:

Prevention of Crime and Disorder

1. Ensure the appropriate and sufficient numbers of suitably competent SIA licensed and registered staff are employed and used, to be agreed with Cambridgeshire Constabulary (Cambs Police) and South Cambridgeshire District Council (SCDC) 3 months prior to each event and in accordance with the risk assessment associated with each event.
2. In respect of each event under this licence, the licensee shall:
 - a. Provide a provisional Security Management Plan (SMP) with a gridded site plan, including the site boundaries, and search policy, to Cambs Police and SCDC 5 months prior to the event;
 - b. Following consultation with Cambs Police and SCDC submit a final version of the SMP, including search policy and gridded site plan 3 months prior to the event;
 - c. Implement and thereafter comply with the SMP document during the event.
3. Without prejudice to any other provisions that it may contain, the SMP referred to in the above paragraph will include the following provisions:-
 - a. That every designated point of entry to the site will be such a size so as to reasonably permit the meaningful and effective control of those points by Stewards, Security Staff or Police, including any emergency evacuation, and to reasonably facilitate the safe and effective stop of persons and search where necessary.
 - b. All persons to be subject to searches by security staff prior to the person being admitted to the event, in a manner agreed with statutory bodies prior to the event and in line with the search policy. To include, where applicable, appropriate searches for offensive weapons such as with the use of search wands and/ or knife arches etc.
 - c. All persons attending the event shall not be admitted into the event with glass receptacles.
 - d. All persons attending the event shall not be allowed to bring alcoholic drinks into the event.

- e. All persons attending the event shall not be allowed to re-enter the event once they have left or been ejected from the event, in line with the ejection policy.
 - f. Open drinks shall be subject to testing via an 'Alcoblow' or similar equipment by security staff in a manner agreed with statutory bodies prior to the event.
 - g. All bags to be subject to searches by security staff prior to the person being admitted to the event, in a manner agreed with statutory bodies prior to the event and in line with the search policy.
 - h. Amnesty bins shall be provided at all entrances and be securely fixed at those points.
 - i.
 - i) Suitable CCTV provision to be provided for the event, including body cameras for security staff, capable of making both audio and visual recordings.
 - ii) Ensure a suitable, continual recording CCTV system is in place and recording during all licensed hours to monitor entrances, exits, and other relevant areas of the site to address the prevention of crime. The responsible person must ensure that the date and time settings on the system are correct and that the CCTV system is maintained in sound working order.
 - iii) Ensure that any recordings from the CCTV and body camera systems are kept for a minimum of 31 days and that they are made available, on demand, to any authorised officer from Cambs Police and SCDC.
 - j. Details of proposed measures, including a detailed site plan, to ensure that the perimeter of the site is controlled securely and so as to prevent access to the site of people or items, so far as reasonably practicable, other than through clearly designated points of entry.
 - k. As part of the SMP, the licence holder shall arrange for the site to be monitored effectively on the day of the event to prevent activities being carried out that may result in crime and disorder. Security and or stewards will be readily available to patrol the site during these times to monitor for any crime and disorder issues.
4. Notices shall be displayed at all entrances, including for artists and the public, confirming the admissions and ejection policies.
 5. Ensure that at least two trained female members of security staff or supervisors to be available if searches are to be conducted on females attending the event.
 6. Ensure that adequate and appropriate lighting is provided at the site and within the vicinity of the event footprint during the hours of darkness whenever the licensable activity takes place.
 7. Ensure a means of two-way communication, effective and tailored for the event, is provided to report crime and disorder incidents between stewards, SIA staff, the Event Manager and other relevant persons, such as Cambs Police.
 8. Ensure notices are displayed at all entrances, on the website and on tickets, so that they are clearly visible to the public, advising that CCTV is installed at the event.

9. From no later than 10:00hrs on the day of the event, ensure suitable and appropriate fencing and security are provided to the entrances of neighbouring residential properties, including Haggis Farm Cottages, Cambridge Road, Barton, CB23 7AT and Dumpling Farm Cottages, Barton Road, Grantchester, CB23 8AU, whilst still allowing residents free access to their property, until the event has finished and all members of the public have vacated the surrounding area; or the licence holder is to provide another suitable alternative for neighbouring residential properties, in agreement with said residents and SCDC.

Prevention of Public Nuisance

10. The licence holder shall give notice to SCDC, neighbouring residents adjacent to the site, including Haggis Farm Cottages, Cambridge Road, Barton, CB23 7AT and Dumpling Farm Cottages, Barton Road, Grantchester, CB23 8AU and the clerks of Coton, Barton and Grantchester Parish Councils of the date of the event(s) 5 months prior to the event(s) being held.
11. The Licence Holder is only permitted to hold the event(s) at the premises for one period of up to 2 consecutive days from Saturday to Sunday inclusive, on one occasion each calendar year.
12. Ensure all alcohol sales and regulated entertainment cease 30 minutes before the end of event's closing hour.
13. In each year the event is proposed, a draft noise management strategy shall be submitted to SCDC's Health and Environmental Services (H&ES) team at least 5 months prior to the event taking place. The strategy shall identify:
 - a. The hours of operation.
 - b. The location and direction of the sound systems and maximum sound energy output of all the significant noise sources proposed for the event.
 - c. Any proposed noise attenuation mechanisms to be employed during the event.
 - d. The location of the noise monitoring points, including noise sensitive properties identified from previous years' complaints.
 - e. The procedure for ensuring that any noise control levels set at noise sensitive locations are complied with.
14. The noise management strategy shall be agreed by SCDC's H&ES 3 months prior to the event taking place.
15. 5 months prior to the commencement of each event, any noise control levels applicable at the noise sensitive locations identified in the noise management strategy shall be set by SCDC's H&ES in consultation with the licence holder. The noise control levels set shall apply throughout the duration of the event and shall not be exceeded without the prior agreement of SCDC's H&ES. In the event of extraordinary circumstances, SCDC's H&ES reserve the right to vary the noise control levels during the event where it is evident that the existing noise control levels are not sufficient to prevent noise originating on the site from causing a public nuisance to residents in the vicinity of the event.
16. A sound engineer shall be based permanently in the Front of House Desk when music is being provided and will have the capability and authority to override all sound systems across the site.

17. Periodic checks should be carried out at the boundary of the premises whilst live or recorded music is being played to ensure that noise sensitive properties, based on previous years' complaints, including Haggis Farm Cottages, Cambridge Road, Barton, CB23 7AT and Gough Way, Cambridge, CB3 9LN, are not being and will not be adversely affected by the noise. Such checks to be carried out day time and night time with records kept of the date, time, location, decibel level, and action taken. Records to be made available to SCDC's H&ES on request.
18. A noise propagation test shall be carried out at least 2 hours prior to the start of the event in order to set appropriate control levels at the mixer position. The sound system shall be configured and operated in a similar manner to that intended for the event. The sound source for the test shall be similar in character to the music likely to be produced during the event.
19. A dedicated event incidents/ noise hotline number for incoming calls only is to be provided and is to be physically staffed throughout the duration of the event. Calls from unidentified callers are to be acted upon.
20.
 - i) The incident hotline number shall be provided to neighbouring residential properties, including Haggis Farm Cottages, Cambridge Road, Barton, CB23 7AT and Dumpling Farm Cottages, Barton Road, Grantchester, CB23 &AU, and the clerks of Coton, Barton and Grantchester Parish Councils at least 7 days prior to the event, and shall also be publicised at least 7 days prior to the event on the Event's website. The incident hotline number shall also be provided at the entrances to the site, to continue for the duration of the event. Arrangements shall be made, to the satisfaction of SCDC's H&ES, for the reception, recording and investigation of complaints and for the responses made and action taken.
 - ii) The licence holder shall ensure that a delegated named representative is responsible for handling complaints at all times during the event. Details of the named representative and contact telephone number, which will be staffed throughout the event, will be forwarded to the Licensing Authority, SCDC H&ES and Cambs Police at least 14 days prior to the event.
21. The provisional programme of regulated entertainment, including the running orders for each stage and any variations to them shall be provided to the Licensing Authority, Cambs Police and SCDC H&ES no later than 2 months prior to the event. The final intended programme shall be provided to the Licensing Authority, Cambs Police and SCDC H&ES no later than 14 days prior to the event taking place.
22. On the day of event each year and until 08.00 hrs on the following day the licence holder shall arrange for the site to be monitored effectively to prevent activities being carried out that may result in a noise nuisance being caused to neighbouring residential properties, including Haggis Farm Cottages, Cambridge Road, Barton, CB23 7AT and Dumpling Farm Cottages, Barton Road, Grantchester, CB23 8AU. Security and or stewards shall be readily available to patrol the site during these times to monitor and control noise levels.
23. A copy of the premises licence summary will be placed on display at each stage and at each bar during the event.
24. A copy of the full premises licence to be available to the stage managers of each stage and a further copy of the licence will be available at the main production office.

25. Relevant conditions and terms of the licence will be notified to artists and performers, including DJs. It shall be a term of such contract that the artists/performers/DJs will comply with all the terms and conditions of the premises licence.
26. Ensure prominent, clear and legible notices are displayed at the exit and in car parks, requesting users to respect the needs of nearby residents and to leave the site and area quietly and in a timely manner.
27. No erection or dismantling of stages or other temporary structures, or unloading /loading of production equipment, or deliveries or collections or other operational servicing in connection with the event, which can be heard beyond the perimeter of the licensed site, shall take place between the times of 00:00hrs (midnight) and 07:00hrs, without the prior agreement of SCDC H&ES.
28. Any external lighting shall be directed away from neighbouring residential properties and lit only during operational hours, including until the event has finished and all members of the public have vacated the surrounding area.
29. All sanitary appliances shall be provided and managed in accordance with the Provision and Management of On-site Toilet Facilities plan. All sanitary appliances must be regularly and constantly maintained to ensure that they are cleaned and emptied and in a functional state whilst people attending the event are on site, and during the build and break down of the site. A constant supply of clean water must be maintained to all sanitary appliances' wash hand basins used by caterers/ food handlers. A constant supply of clean water, or alternative hand cleansing by sanitiser, must be maintained to all sanitary appliances throughout the duration of the event.
30. Litter bins and other waste receptacles must be provided for use as detailed in the Litter, Refuse and Waste Water Management Plan. Litter bins and other waste receptacles provided for refuse and waste water must be maintained in a condition so that there is always adequate capacity, without the bins overflowing and effective arrangements shall be made to avoid creating fire risks and environmental pollution.

Public Safety

31. The maximum number of paying public and guests allowed at the venue at any one time will be limited to 12,000 persons with no more than 12,500 persons in total permitted on the site at any one time, including all staff, volunteers and traders. Suitable records to be kept to demonstrate to the Licensing Authority that these numbers have not been exceeded.
32. The Licence holder shall abide by the "Memorandum of Understanding" and Service Level Agreement agreed between Cambridgeshire Constabulary and the organisers of the event.
33. The Licence Holder shall produce and implement an Event Management Plan (EMP)
34. All of the proposals set out in the EMP document submitted by the Licence Holder shall be conditions of the licence, with the document to be submitted in its draft format to the Licensing Authority no later than 5 months before the event is to take place, and the submitted in its final format to the Licensing Authority 3 months before the event is to take place.
35. The EMP document to include a gridded site plan(s) including:
 - a. The perimeter, detailing the positioning of all entry and exit points;

- b. Stages, tents and marquees
- c. Food vendors, bars and any merchandising vendors
- d. Car parks
- e. The site facilities, including lighting towers, any security towers, generators, toilets, event control, security and production offices
- f. Medical and welfare facilities
- g. Customer information point
- h. Directionality and orientation of sound systems associated with each music stage, tent and marquee, to be agreed by SCDC H&ES.
- i. Emergency rendezvous points and fire assembly points.

The final site plan(s) shall be forwarded to the Licensing Authority and Cambs Police no later than 3 months prior to the event. The site plan(s) shall include all areas of the site under the control of the licence holder and indicate the final positioning of all music stages and tents.

36. The EMP document to include at least the following:
- a. Traffic management plan.
 - b. Security management plan.
 - c. Admission policy.
 - d. Ejection policy.
 - e. Drugs and alcohol management plan.
 - f. Suitable and sufficient risk assessments, fire risk assessments, safe working practices and contingency plans for the event, site build and break down. Ensure all risk assessments, fire risk assessments, safe working practices and contingency plans produced for the event are implemented.
 - g. Health and safety arrangements and relevant contract conditions between event organisers and contractors including production, music and lighting providers; food, water and drink suppliers and vendors; and temporary structures and art installation providers.
 - h. Noise management plan.
 - i. Medical and welfare plan.
 - j. Vulnerable persons management plan.
 - k. Emergency procedures and contingency plans, to include evacuation plans and procedures in case of a serious incident or death at the site.
 - l. Provision and management of on-site toilet facilities plan. The plan to include arrangements detailing the number and location of toilets, any separate provision for food handlers and the medical facility, and toilet emptying and cleaning schedules, to the satisfaction of SCDC H&ES.
 - m. Litter, refuse and waste water management plan. The plan to include the following:
 - i. The number and type of waste receptacles and their capacity,
 - ii. Placement of waste receptacles on site
 - iii. The methods and frequencies of collection

- iv. Control and disposal of site waste to the satisfaction of SCDC H&ES.
 - v. Refuse and waste water facilities shall be positioned at strategic points in the vicinity of the caterers.
37. Any changes to the EMP document referred to above, once submitted in its final format, shall not be made by the licence holder except with the prior written consent of the Licensing Authority.
 38. The Licence holder shall ensure all plans and procedures included within the EMP are appropriately and suitably implemented for the duration of the licensed activities.
 39. Ensure all event log books are kept on site and made available to relevant statutory officers from SCDC and Cambs Police. The event log book shall include each and every event and incident, identifying the date, time and, if appropriate, action taken, including where there has been any refusal to sell alcohol and/ or any antisocial behaviour relating to alcohol sales.
 40. Ensure all safety certificates, inspection reports and risk assessments are kept on site and made available to officers of relevant statutory officers from SCDC and Cambs Police.
 41. Ensure appropriate and sufficient numbers of suitably competent stewards and volunteers are available and working throughout the event. Written instructions to be provided to stewards and volunteers prior to the event and verbal instructions to be given to stewards and volunteers on the morning of the event regarding their roles and responsibilities and the rules for working at the event, what action to take in the event of an accident, incident or serious incident occurring, or if emergency or contingency plans need to be enacted.
 42. Ensure that all relevant staff, including those selling alcohol, are appropriately and suitably trained on the requirements for persons' identification; establishing age; the adopted nationally recognised Age Restricted Policy; not serving alcohol to intoxicated persons; asking customers to use the site in an orderly and respectful manner, being aware of vulnerable persons, and adhering to Licensing and Environmental Health requirements.
 43. Ensure a means of two-way communication, effective and tailored for the event is provided to report non-crime and disorder issues and incidents between stewards, the Event Safety Officer, the Event Manager, Cambridgeshire Fire and Rescue Service (CFRS) and on-site medics etc.
 44. Provide and maintain suitable access, in all eventualities, for 'Blue Light' services to all parts of the site in consultation and agreement with CFRS, Cambs Police and on-site medics prior to the event, including contingency plans in the event of adverse weather conditions.
 45. Appropriate and suitable fire safety equipment to be strategically positioned throughout the site, in consultation and agreement with CFRS prior to the event.
 46. The Licence holder to ensure appropriate and suitable checks are carried out on food vendors and drinking water suppliers to ensure, so far as is reasonably practicable, they are meeting the requirements of current food safety, drinking water and health and safety legislation.
 47. A list of all food, water and drink suppliers and vendors to be submitted to SCDC H&ES no later than 2 months prior the event with the relevant checks having been carried out by the licence holder.

Protection of Children from Harm

48. Ensure an appropriate and suitable, nationally recognised, Age Verification/ Age Restricted Policy is actively operated at the event, including at all licensed bars on the site, in relation to the sale or supply of alcohol, such as the 'Challenge 25' Policy.
49. Ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
50. Only accredited identity cards, passports or photo ID driving licence, or a photo ID card as approved by central government, will be accepted as bona-fide recognised forms of identification.
51. Notices shall be displayed on the website, on tickets, at the entrance and where alcohol is sold stating that a 'Challenge 25' Policy is in place.
52. A refusals register to be in place at all licensed bars on site. The refusals registers to be sent through to the licensing authority no more than 14 days after the event has ended.
53. Ensure all relevant staff are aware of, and implement, where appropriate, the vulnerable persons management plan.

I hope all of the above is clear, however if you have any queries, please do contact me at this office.

Kind regards

Suzanne Christie

Environmental Health Officer

