To: All Members of the Licensing Committee

Councillors:
Chair – P Nelson
Deputy Chair – B Maher


Licensing Committee
Date: Tuesday, 11 September 2018
Time: 18:30
Venue: Council Chamber, Town Hall, Sankey Street, Warrington, WA1 1UH

Contact Jennie Cordwell, Democratic & Member Services, Tel: 01925 442139, Email: jcordwell@warrington.gov.uk

AGENDA

Part 1
Items during the consideration of which the meeting is expected to be open to members of the public (including the press) subject to any statutory right of exclusion.

1 Apologies
To record any apologies received.

2 Code of Conduct - Declarations of Interest
Relevant Authorities (Disclosable Pecuniary Interests) Regulation 2012

Members are reminded of their responsibility to declare any disclosable pecuniary or non-pecuniary interest which they have in any item of business on the agenda no later than when the item is reached.

3 Licensing Committee Minutes 3 - 6
To confirm the minutes of the meeting held on 12 June 2018.
4 Taxi Sub Minutes
To confirm the minutes of the meetings held on 4 June 2018 and 20 July 2018.

5 Neighbourhood Weekender Review - August 2018
Report of the Chief Executive, Assistant Director of Transport & Environment and the Asset Maintenance and Street Works Manager.

Part 2
Items of a “confidential or other special nature” during which it is likely that the meeting will not be open to the public and press as there would be a disclosure of exempt information as defined in Section 100I of the Local Government Act 1972.

6 Application for exemption from the policy requirement to have CCTV Systems installed in relation to Additionally Conditioned Private Hire Vehicles

- Information relating to any individual;

If you would like this information provided in another language or format, including large print, Braille, audio or British Sign Language, please call 01925 443322 or ask at the reception desk in Contact Warrington, Horsemarket Street, Warrington
LICENSING COMMITTEE

12 June 2018

Present: Councillors P Nelson (Chair)
          H Cooksey, C Mitchell, B Maher, L Dirir, L Morgan
          M Creaghan, T McCarthy & J Kerr Brown

L 1 Apologies

Apologies for absence were received from Councillors G Welborn and B Axcell.

L 2 Code of Conduct – Declarations of Interest

There were no declarations of interest received.

L 3 Minutes – Licensing Committee

Decision,

That the minutes of the Licensing Committee meeting held on 19 February 2018 be approved and signed as a correct record.

L 4 Minutes

Decision,

That the minutes of the Licensing Sub-Committee meetings held on 26 February 2018, 16 March 2018, 9 April 2018, 13 April 2018 be approved and signed as correct records.

L 5 Minutes

Decision,

That the minutes of the Taxi Sub Committee meetings held on 5 February 2018, 5 March 2018, 19 March 2018 and 9 April 2018 be approved and signed as correct records.

L 6 Hackney Carriage and Private Hire Licensing Policy

The Committee received a report from the Director of Public Health that provided details of the outcome of the consultation exercise with stakeholders on the proposed amendments to the Hackney Carriage and Private Hire Licensing Policy.

The report also sought approval from the Committee to adopt the Policy with effect from 13th June 2018 and to consult separately on any amendments required to the appendix for the convictions policy subject to the review of the Institute of Licensing (IOL) Guidance.
The Committee were informed that the policy sets out the approach the Council would take in discharging its responsibilities with respect to Taxi/Private Hire Licensing. The Council also has a duty to exercise its functions, whether relating to licensing or not, in a way that protects the travelling public including safeguarding children, young people and vulnerable adults.

It was reported that the current Policy was adopted by Full Council on 8 December 2014 and it was important to keep polices under review, therefore amendments were made on 17 October 2016. Approval was given by the Licensing Committee at their meeting on the 19th February 2018 to consult on a further update to the policy. This sought views on measures to further strengthen the policy with respect to safeguarding, investigation and enforcement, procedures and conditions. Full Council considered and approved changes to the Council’s constitution on the 21st May 2018. The amendments delegated the approval of Taxi licensing policy and its appendices to Licensing Committee, as there is no requirement for it to be a function of Full Council, and as it is appropriate that the Licensing Committee approves a policy that it has regard to and enforces.

Members were informed that CCTV now forms an important part of the councils commitment to safeguarding the public and to preventing and detecting crime. Officers are also mindful that drivers can themselves be victims of assault, abuse and fare evasion. The use of CCTV in licensed vehicles is continuing to evolve and develop at both a national and local level. To that end, Officers have been liaising closely with the Information Commissioner’s Office (ICO). It is therefore proposed that technical documents, including the system specification, sit outside of the general policy requirement for CCTV and are maintained by Officers with due regard to the policy requirements.

Members noted that the proposed changes to the policy also introduced a number of other important updates on additional safeguarding measures, revised convictions policy, investigations and enforcement, improved standards and licence application procedures and conditions. These would serve to both streamline the administration of licences, to better serve the interests of responsible drivers and to reassure the travelling public as to the service provided.

The Council had consulted widely on the updated policy including a number of consultation events with the trade. This included a detailed letter sent to all of the Council’s taxi/private hire licence holders (approximately 1,413 licence holders) to inform them of the changes. In addition, a notice was published in Warrington Guardian newspaper for members of public, a dedicated consultation webpage was created on the Council’s Taxi Licensing website, Council Officers attended a meeting with one of the large private hire operators in Warrington, the taxi/private hire trade were invited to attend a consultation event on 13th March 2018 and an open day was held on 24th April 2018 at the Town Hall.

The feedback received from the consultation has been collated and produced for Members to review. No fundamental objections were raised, with most of the comments being in favour of proposed changes to the Policy and advising on further suggested minor changes. One comment was received from a licensed driver via the
online questionnaire disagreeing with the proposed changes to the Private Hire Licence conditions.

Decision;

That, Members agree to adopt the Hackney Carriage and Private Licensing Policy with effect from 13th June 2018 and agree to consult separately on amendments required to the convictions policy subject to the review of the Institute of Licensing Guidance.

L 7  Report on the action taken to protect the public and to promote high levels of compliance in the Licensed Trade

The Committee received a report from the Director of Public Health that provided details of enforcement action taken to protect the public and to protect high levels of compliance in the licensed trade.

Details provided to the committee included a breakdown of alcohol, entertainment and late night refreshment licences and taxi/private hire licences issued in Warrington.

<table>
<thead>
<tr>
<th>Alcohol, Entertainment and Late Night Refreshment Licences</th>
<th>Taxi and Private Hire Licensing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licence Type</td>
<td>Number of Licences</td>
</tr>
<tr>
<td>Premises with alcohol supply/sale of alcohol</td>
<td>544</td>
</tr>
<tr>
<td>Premises with no alcohol sales</td>
<td>126</td>
</tr>
<tr>
<td>Club Premises Certificates</td>
<td>36</td>
</tr>
<tr>
<td>Personal Licences</td>
<td>2,431</td>
</tr>
<tr>
<td>Licence Type</td>
<td>Number of Licences</td>
</tr>
<tr>
<td>Hackney Carriage Vehicles</td>
<td>149</td>
</tr>
<tr>
<td>Private Hire Vehicles</td>
<td>459</td>
</tr>
<tr>
<td>Licensed Drivers</td>
<td>697</td>
</tr>
<tr>
<td>Licensed Private Hire Operators</td>
<td>103</td>
</tr>
</tbody>
</table>

The Public Protection Service, which includes licensing, has adopted a common regulatory model to promote consistency and to maximise operational efficiency. The team provides a range of advice and support to individuals and businesses and takes firm, targeted and proportionate enforcement action; where it is in the public interest to do so. The Council’s Enforcement Policy and Regulatory Code set out Officers work to achieve this.

The Council adopted a Statement of Local Licensing Policy, which amongst other aims, seeks to provide a regulatory framework for alcohol that reflects the needs of local communities and empowers the authority to manage its night time economy. The Hackney Carriage and Private Hire Policy also sets out how the authority will protect drivers and the travelling public, and how it will discharge responsibilities.

The service works closely with other responsible authorities via the Licensing Operational Group and Licensing Action Group. It also continues to work closely with responsible businesses via PubWatch and with operators and drivers via the Taxi...
Liaison Group Meeting. It was acknowledged that responsible businesses, operators and drivers play an important part in protecting the public and in promoting a vibrant local economy.

In terms of Taxi Licensing, 107 complaints were received in 2017/18 with the majority relating to allegations of smoking in vehicles, driver conduct and overcharging. In accordance with the Taxi Policy and our Enforcement Policy, a range of sanctions were taken including the use of written warnings, Fixed Penalty Notices (smoking), and in the most serious of cases referral to the Taxi Licensing Sub Committee.

98 vehicle inspections were carried out, predominantly with the assistance of Trading Standards, 17 vehicles were identified with defects that required action by the driver and a further 18 vehicles required formal interventions by officers. 9 enforcement operations were undertaken with enforcement partners. Officers supported by trading standards professionals also provided an enforcement presence around the Creamfields Festival for the duration of the event. 5 taxi operator inspections were carried out and good levels of compliance were found. 33 requests for CCTV downloads have been received this year with the majority relating to incidents committed against the driver. Evidence has been passed to the Police where appropriate.

A successful prosecution has also taken place against an unlicensed taxi vehicle, driver and operator with linked trading standards offences for fraud. 1 Formal Caution has been issued in respect of a vehicle not insured to be a taxi.

For the financial year 2017/18, 143 complaints were received about general licensing of which 80% relate to alcohol, 13% street trading with the remainder including late night refreshment, gambling etc. The Investigations and Enforcement Team have responded to premise licence consultations and have been party to 5 licensing reviews. 60 licensed premises checks have been carried, 12 for gambling and 11 miscellaneous enforcement actions. 3 warnings have been issued about future compliance. The compliance rate in off licensed premises was 80% when measured against the adequacy of management systems and controls, which are largely targeted to reducing the risk of underage sales.

There have been 27 Taxi Sub Committees in 2017/18 and 15 Licensing Sub committees, including 5 licensing reviews.

Members had a full discussion on the details of the report and endorsed the hard work of officers, strategic partners and responsible operators in maintaining compliance and in driving up standards.

Signed ………………………………

Dated………………………………

6
TAXI SUB COMMITTEE

4 June 2018

Present:
Councillor P Nelson (Chair)
Councillors C Mitchell, H Cooksey and
G Welborn

TSC1 Appointment of Chairman

Councillor P Nelson was appointed as Chairman for the duration of the meeting.

TSC2 Apologies

No apologies for absence had been received.

TSC3 Code of Conduct – Declarations of Interest

There were no declarations of interest received.

TSC4 Exclusion of the Public (Including the Press)

Resolved,

That, members of the public (including the Press) be excluded from the meeting by reason of exempt information considered in the course of the following item of business being within Category 1 of Schedule 12A to the Local Government Act 1972.

TSC5 To consider the fitness of a driver to hold a Joint Hackney Carriage / Private Hire Drivers Licence – IO061080

The Sub-Committee received a report of the Director of Public Health, Housing, Neighbourhoods and Public Protection, to consider the fitness of a driver to hold a joint Hackney/Private Hire Driver licence under the Local Government (miscellaneous provisions) Act 1976 and other governing legislation.

The licensing officer and the applicant appeared before the sub-committee to present their case and to answer questions from Members.

All parties then left the meeting whilst the sub-committee considered the matter further.

Decision:

The Members agreed to grant the licence but to administer a warning as to future conduct.

Reasons:
Members heard from the licensing manager that that the driver had a previous conviction for drink driving. The Members heard the explanation put forward by the driver for this offence and noted the date of the offence. They noted that the applicant was recorded as having 89 millilitres as against a legal limit of 80 millilitres. Members noted that this was a major traffic offence and that the policy would normally indicate that a new driver is expected to have 5 years free of conviction following the restoration of the driving licence before being considered. The applicant has now had his licence restored for more than 5 years since undertaking the drink driving course and there have been no further incidents.

Members were impressed that the applicant declared the incident in Hungary and had taken the trouble to obtain a DBS certificate for the period of his residence in Hungary. The sub-committee placed trust in the applicant’s submission that the alcohol awareness course had made him aware of the consequences and dangers of drink driving and that he now only drinks occasionally, for celebratory purposes and not when driving. They noted that there had been no incidents in the intervening period and they were satisfied that he was fit and proper in other respects.

Members had regard to the Council’s Policy with regard to the relevance of convictions and noted that normally a new applicant is expected to show 5 years free of convictions following restoration of the driving licence following a period of disqualification. The applicant has such a period and Members determined that there was no reason to deviate from policy in this regard. Members therefore granted the driver’s licence, albeit they administered a warning as to future conduct and warned the Applicant that this conviction could be taken into account in future if the Applicant had reason to come before the Sub-Committee in the future.

It was noted that should the driver wish to appeal against the decision, the appeal should be lodged at the magistrates’ court within 21 days of this written decision.

**TSC6 To consider the fitness of a driver to continue to hold a Joint Hackney Carriage / Private Hire Drivers Licence – DAB511**

The sub-committee received a report of the Director of Public Health, Housing, Neighbourhoods and Public Protection, to consider the fitness of a driver to continue to hold a joint Hackney/Private Hire Driver licence under the Local Government (miscellaneous provisions) Act 1976 and other governing legislation.

The licensing officer and the applicant appeared before the sub-committee to present their case and to answer questions from Members.

All parties then left the meeting whilst the sub-committee considered the matter further.

Decision:
That the driver was not suitable to continue to hold a joint hackney/carriage driver’s licence and that the licence be revoked.

Reasons:

Members noted that the driver had accepted 3 penalty points for speeding (SP30) on three occasions meaning that he now had 9 points on his driving licence. Each SP30 offence is categorised as an “intermediate offence” by the Council’s Policy on the relevance of convictions. Members took into account policy considerations and noted that the two such incidents would normally result in a new applicant being refused a licence until he had 12 months clear following the incident. Whilst the appellant was not a new applicant, they took the policy into account in determining his fitness to continue to hold a licence. In this case, the driver was convicted of three such intermediate traffic offences between August 2016 and October 2017. Members considered that this was a very poor record in that timescale. They considered that a professional driver should be vigilant both to adhere to the road traffic regulations and to the requirements of his licence.

Members also noted that whilst the first set of points (acquired in October 2016) had been reported promptly, he had failed to report the remaining offences in a timely manner as required by condition 21 of his driver’s licence. The driver told the committee that he believed he had reported the second set of points whilst attending the office on 13th July 2017. There was no record of it within the system and members noted that it was in any event some 5 months after the offence had been committed which even allowing for administrative processes, was not prompt. The third set of points were reported on 5th March 2018 but acquired on 20th October 2017.

The driver told the sub-committee that he was not aware of the importance of reporting convictions promptly. Members were concerned that this demonstrated a lack of adherence to and respect for the professional standards expected of licensed drivers within the authority. The driver also told the sub-committee that he was carrying fare paying passengers on two of the occasions and that on one of the occasions he was trying to ensure that the passenger arrived at the railway station in time to catch their train. Members considered that a safe and suitable driver would plan the journey carefully and ensure that there was enough time.

Members were concerned about the repeated nature of the speeding incidents which they considered demonstrated a cavalier attitude to the rules of the road and towards the safety of other road users. Safety is members’ primary concern and speeding puts passengers and other road users at risk.

Members had regard to the submissions made as to personal character. They accept these. However, whilst they do not find him to be of poor character, they could not find him fit and proper to continue to be a licensed driver with such a poor history of speeding offences.
Members noted that the driver also had either failed to report the speeding offence as required by the conditions of the driver’s licence or had reported them some considerable time after the points were awarded.

Taking into account all the relevant information, members determined that the driver could not be regarded as fit and proper any longer. Members felt that there was no option but to revoke his licence for the reasons set out above.

It was noted that should the driver wish to appeal against the decision, the appeal should be lodged at the magistrates’ court within 21 days of this written decision.

**TSC7  To consider the fitness of a driver to continue to hold a Joint Hackney Carriage / Private Hire Drivers Licence – AP570**

The Sub-Committee received a report of the Director of Public Health, Housing, Neighbourhoods and Public Protection, to consider the fitness of a driver to continue to hold a joint Hackney/Private Hire Driver licence under the Local Government (miscellaneous provisions) Act 1976 and other governing legislation.

The licensing officer appeared before the sub-committee to present their case and to answer questions from Members.

All parties then left the meeting whilst the sub-committee considered the matter further.

**Decision:**

That the driver was not suitable to continue to hold a joint hackney/carriage driver’s licence and that the licence be revoked.

**Reasons:**

Members had read the papers and heard the report of Caroline Sharkey.

It was noted that the driver was not present to give evidence to the sub-committee. Members noted that he had been invited to appear before the sub-committee but had not attended. Members heard evidence from the licensing officer they were satisfied that the driver had adequate notice of the hearing. There had been no request to defer the sub-committee meeting. Members noted that the licensing team had sought to make contact with the driver on 6 occasions since 11th October 2016 without success. In the circumstances, members determined that it was highly probable that the driver would not attend if the matter was deferred so determined on balance that it was fair and proportionate to hear the matter today, albeit in the absence of the driver.

Members had regard to the report of the licensing manager and appendices and to the relevant legislation including the Local Government (Miscellaneous Provisions) Act 1976 and the Human Rights Act 2000. They also had regard to the Council’s Guidelines relating to the
Relevance of Convictions which help to inform what is meant by “fit and proper” and set out the policy requirement for a Disclosure and Barring Service certificate.

Members noted that the driver had been a licensed since 26th February 2008. He had renewed his licence on 4th February 2016 but then did not renew his Disclosure and Barring Service certificate as required in February 2017. He had been written to and/or telephoned to remind him on many occasions since but had not responded. Similarly, he had not submitted an up to date medical certificate as required. Members noted that it was a requirement of his licence to submit an enhanced DBS check every three years and that certificate, together with the medical certificate, is required to ensure that drivers licensed by the authority are medically fit to drive, and have no relevant convictions or “markers” which may render them unfit. In the absence of these, members determined that they could no longer be satisfied that the driver was fit and proper. Further, the apparent neglect of adherence to this requirement and lack of co-operation with the licensing team in itself called into question the driver’s fitness and propriety to be a licensed driver. Members also noted that the driver was no longer employed by Abba cars and that the licensing department had no record of him being employed elsewhere in the borough as a licensed driver.

Members considered other options but felt that there was no alternative but to revoke his licence for the reasons set out above.

It was noted that should the driver wish to appeal against the decision, the appeal should be lodged at the magistrates’ court within 21 days of this written decision.

**TSC8 To consider the fitness of a driver to continue to hold a Joint Hackney Carriage / Private Hire Drivers Licence – ZB124**

The Sub-Committee received a report of the Director of Public Health, Housing, Neighbourhoods and Public Protection, to consider the fitness of a driver to continue to hold a joint Hackney/Private Hire Driver licence under the Local Government (miscellaneous provisions) Act 1976 and other governing legislation.

The licensing officer and the driver appeared before the sub-committee to present their case and to answer questions from Members.

All parties then left the meeting whilst the sub-committee considered the matter further.

Decision:

That the driver was not suitable to continue to hold a joint hackney/carriage driver’s licence and that the licence be revoked.

Reasons:
Members noted that the driver had accepted three penalty points for speeding (SP30) in November 2016. This is categorised as an “intermediate traffic offence” by the Council’s Policy with regard to the relevance of convictions. The driver had also been issued with 6 penalty points on 2nd June 2017 for failing to give information as to the identity of the driver (MS90) which is determined as a “major traffic offence” in the Council’s policy on the relevance of Convictions. Members took into account the policy considerations and noted that a single major traffic offence would normally result in a new applicant being refused a licence until he had two years clear following the incident. Whilst the driver was not a new applicant, they took the policy into account in determining his fitness to continue to hold a licence. In this case, the driver was convicted of an intermediate traffic offence as well. Further he had failed to inform the Council’s licensing department of these convictions as required by the conditions of his driver’s licence. Members considered that this demonstrated poor respect for the licensing regime which is designed to uphold standards for the benefit of the public. They considered that a professional driver who drives for a living should be vigilant and adhere both to the road traffic regulations and to the requirements of his licence.

Although members noted that the driver had an appointment to swear a statutory declaration to the court and intends to ask the court to remove the penalty points, it appeared to members that on the basis of his submission to them that he had not been driving the vehicle on the occasion of the MS90 offence and that he had passed the paperwork to the person who was driving to complete and send back to the issuing office on his own account, he had in fact failed to provide the information required and the offence was made out.

The sub-committee also noted that the appointment to swear the statutory declaration was made on 8th May 2018, but the conviction for the offence was on 15th September 2017. A collection order for the £660 fine had been made. The driver informed the Sub-Committee that he did not know of the points until he attended at the Licensing office on 21st February 2018. However, it had taken him nearly 3 months thereafter to dispute it. This cast doubt upon his credibility with regard to his submission that he respected the licensing regime and the road traffic regulations as it suggested that he only intended to challenge it when it became inconvenient to him.

Members were also concerned that this driver had permitted an unlicensed driver to take the vehicle out on a test drive. There was a significant risk that the driver was uninsured whilst doing so and this raised public safety issues. It was significant that the driver also claimed lack of knowledge of this.

Taking into account all the written and verbal relevant information including breaches of road traffic regulations, breaches of driver conditions, disregard for the professional standards required and for public safety, members determined that the driver could not be regarded as fit and proper to hold a drivers licence any longer. Members felt that there was no option but to revoke his licence for the reasons set out above.

It was noted that should the driver wish to appeal against the decision, the appeal should be lodged at the magistrates’ court within 21 days of this written decision.
To consider the fitness of a driver to continue to hold a Joint Hackney Carriage / Private Hire Drivers Licence – AM458

The Sub-Committee received a report of the Director of Public Health, Housing, Neighbourhoods and Public Protection, to consider the fitness of a driver to continue to hold a joint Hackney/Private Hire Driver licence under the Local Government (miscellaneous provisions) Act 1976 and other governing legislation.

The licensing officer appeared before the sub-committee to present their case and to answer questions from Members.

All parties then left the meeting whilst the sub-committee considered the matter further.

Decision:

That the driver was not suitable to continue to hold a joint hackney/carriage driver’s licence and that the licence be revoked.

Reasons:

The driver was not present to give evidence to the Sub-Committee. Members noted that he had been invited to appear before the Sub-Committee on 14th May 2018 and had on that occasion written into the council’s licensing department asking for the matter to be postponed on that occasion as he could not attend due to work commitments. That hearing had been rescheduled and he was invited instead to today’s Sub-Committee hearing. Members were informed that he had again asked if the matter could be rescheduled as he was unable to obtain time to attend due to his current employment.

Members considered the drivers request, they took into account the fact that this was the second occasion on which he had not attended due to work commitments. There was no reason to think that his obligations to work would alter and that he would be able to attend on a subsequent occasion. They took into account the fairly serious nature of the incident alleged and the need to decide if the driver remained fit and proper. This could not remain undecided indefinitely as the issues of whether he remain fit and proper to hold a licence was of concern taking into account public safety. They weighed this against his human rights considerations, including the need for a fair hearing. Members were satisfied that he had had adequate notice on both occasions of the sub-committee hearing. He had not submitted anything in writing. On balance, they decided that it was fair and proportionate to hear the matter today, albeit in the absence of the driver.

Members noted that the driver had accepted a caution for an offence of violence. The driver admitted in his own statement to losing his temper. Members noted that in order for a caution to be administered a person had to accept culpability for his actions. Whilst the police had determined that it was in the public interest to dispose of the matter in that way, members remained concerned that the incident revealed a serious loss of self-control which...
had resulted in violence. Members were concerned that drivers are often in circumstances where self-control is vital: drivers maybe in stressful situations and may have to deal with a disputed fare or passengers who are argumentative or drunk. Members heard that the driver had been verbally aggressive towards members of staff of the operating company but they placed little reliance on this as the drivers own account indicated shouting on both parts and neither party was present for members to question.

Members had regard to the report of the licensing manager and appendices and to the relevant legislation including the Local Government (Miscellaneous Provisions) Act 1976 and the Human Rights Act 2000. They also had regard to the Council’s Guidelines relating to the Relevance of Convictions. Whilst a caution is not a conviction, the guidelines treat a caution as though it were a conviction, albeit giving it appropriate weight.

Taking into account all the relevant information, members determined that driver could not be regarded as fit and proper any longer. Members considered other options but felt that there was no alternative but to revoke his licence for the reasons set out above.

It was noted that should the driver wish to appeal against the decision, the appeal should be lodged at the magistrates’ court within 21 days of this written decision.

Signed……………………………

Date……………………………..
TAXI SUB COMMITTEE

20 July 2018

Present:  Councillor B Axcell (Chair)
          Councillors B Maher (substituted for C Mitchell)
          And G Welborn

TSC10 Appointment of Chairman

Councillor B Axcell was appointed as Chairman for the duration of the meeting.

TSC11 Apologies

Apologies had been received from Councillor C Mitchell.

TSC12 Code of Conduct – Declarations of Interest

There were no declarations of interest received.

TSC13 Exclusion of the Public (Including the Press)

Resolved,

That, members of the public (including the Press) be excluded from the meeting by reason of exempt information considered in the course of the following item of business being within Category 1 of Schedule 12A to the Local Government Act 1972.

TSC14 To consider the fitness of an applicant to hold a Joint Hackney Carriage / Private Hire Drivers Licence – HH140696

The Sub-Committee received a report of the Director of Public Health, Housing, Neighbourhoods and Public Protection, to consider the fitness of an applicant to hold a joint Hackney/Private Hire Driver licence under the Local Government (miscellaneous provisions) Act 1976 and other governing legislation.

The licensing officer and the applicant appeared before the sub-committee to present their case and to answer questions from Members.

All parties then left the meeting whilst the sub-committee considered the matter further.

Decision:

The Members agreed to grant the licence but to administer a warning as to future conduct.

Reasons:
Members heard from the Licensing officer that the applicant had made an application for a joint hackney/private hire drivers licence which had been referred to Taxi Licensing Sub-Committee because of the existence of a caution dated 14th June 2015 for using threatening, abusive or insulting words or behaviour with intent to cause fear or provocation of violence pursuant to the Public Order Act 1996. This was revealed by the Disclosure and Barring service certificate which formed part of the application process.

Members were reminded that as a result of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002 all previous offences recorded against an applicant may be taken into account when determining his suitability to hold a licence and further that Applicants are required to disclose convictions and cautions when they make their application for a driver’s licence.

Members took into account the Council’s Statement of Policy and Guidelines relating to the relevance of Convictions and heard from the applicant in person. The applicant stated that he had not been aware of the caution until it was revealed on the DBS check. Having thought about it and with reference to the date, he believed it related to a personal celebration in June 2015. The applicant assured members that it was a one-off incident and he had not been in trouble before or since the incident. The Members were also impressed that he had worked in the late night economy for over two years and had accepted that he had insight into the challenges that this can present, particularly regarding dealing with people who may be drunk or argumentative.

Members were less impressed that he had failed to declare the caution on his application form but accepted his explanation that he had not known what this meant and had been advised to wait for the return of the DBS form. Members considered that it was clear on the face of the form that cautions should be declared and emphasised the importance of adhering to the licensing regime. However, members noted the Council’s Policy on the relevance of Convictions and that this caution was now more than three years old.

In the circumstances, they were satisfied he was fit and proper and granted the driver’s licence, albeit administered a warning as to future conduct.

It was noted that should the driver wish to appeal against the decision, the appeal should be lodged at the magistrates’ court within 21 days of this written decision.

Signed......................................

Date.........................................
1. Purpose
2. Background
3. Evidence Gathering Process
4. Findings
5. Conclusion
6. Recommendations

Appendices

Appendix A: Warrington Borough Council Contact Centre & Local Councillors enquiries
Appendix B: Summary of Enquiries logged by event organiser SJM
Appendix C: St Johns Ambulance Service (Event Medical Provider)
Appendix D: Recorded parking offences
Appendix E: Recommendations
1. Purpose

1.1 The purpose of this report is to:

- Review and reflect on the impact of the recent Weekender Music Event that took place in Victoria Park on the 26th and 27th May 2017

- Identify lessons learnt for improvement of future events and to minimise any potential adverse effects on the park and local community.

2. Background

2.1 Victoria Park has been hosting events for many years and in the main have been community and sports orientated.

2.2 In an average year 60-100 events will be held on local authority land and highway across Warrington with the vast majority being community or charity based.

2.3 As part of the flood defence scheme and investment in the parks infrastructure the interest in holding events in the park has grown.

2.4 Two previous music events have been held in Victoria Park, the first V festival which took place in the summer of 1996 and Radiohead in 2000. There were problems during the 2 day Radiohead concert due to heavy rainfall and high tides which waterlogged the parkland and resulted in extensive damage across the site.

2.5 In 2017 the authority was approached by SJM regarding the potential for holding a music event over the May 2017 bank holiday and outlined approval was given subject to any licensing agreements and conditions.
3. Evidence gathering process

3.1 In order to gain a greater understanding of how the Weekender event in Victoria Park was managed it was important to gather evidence from the relevant stakeholders involved.

3.2 Information was gathered from council officers public enquiry records, event logs during event days which are at Appendices A and B and ESAG debrief meetings. A public meeting was held after the meeting to assist the evaluation process.

4. Findings

4.1 The event took place on Saturday 26th and 27TH May 2018 with an attendance of:

- Saturday 22,999 (15,841 weekend Pass)
- Sunday 22,619 (6778 + Weekend Pass)

4.2 The sections below summarise the findings and recommendations from the evidence gathering process.

4.3 Stakeholder Engagement

4.3.1 A recurring theme throughout this review was the importance of stakeholders working together to maximise the benefits of hosting events while ensuring the inevitable disruption is mitigated as far as possible.

4.3.2 A resident’s stakeholder engagement meeting was advertised locally and held prior to the event to address resident concerns and a post event meeting took place on 26 June 2018.

4.3.3 The issues at the post event meeting mainly related to urination in public places/roads, enforcement of restricted parking areas and access to Victoria Park, communication of stakeholder meetings. The cleansing of the area was commented on as being good and residents were pleased with this.
4.4 Planning and Organisation

4.4.1 Event organisers worked with parks officers, highway officers, blue light services and licensing officers to ensure the event was managed in a safe way. This included the management of various competing needs and opinions of stakeholders.

4.4.2 Before coming on site the organiser met with parks officers on numerous occasions to discuss the event area within the park and setup and take down periods. A pre site inspection was undertaken with the organisers to ensure they understood the location and also the condition prior to coming on site. This included details of the parks flood risk and how surface conditions change during wet weather.

4.4.3 A range of enabling works was undertaken in advance of event setup. These included modifications to vehicle access barriers, installation of a dropped kerb access point onto the main field, removal of perimeter fence panels, removal of sports posts and modifications to access gates for emergency access / egress. These works were funded by SJM.

4.4.4 Regular visits were made to the park during the setup which commenced on 15 May 2018, and on the days of the event the authority had officers in attendance throughout.

4.4.5 Weather and ground conditions remained dry throughout occupancy with only slight rainfall on the Friday afternoon prior to the event. As a result HGV vehicle access onto the main field and sports pitches was unrestricted. Parking and staff camping was allocated on sports pitches in locations that would normally remain at field capacity until June of each year. A comprehensive wet weather / poor ground condition plan will be required for future events.

4.4.6 The overview and strategic meetings were Chaired by the Chief Executive and attended by key players (SJM, Elected Members, Public Health and the Police) regularly from October 2017 proved to be very useful in developing the overall plan for the event. The engagement of a part-time consultant to report directly to the Chief executive to assist in the co-ordination was also a success.

4.4.7 Heras fencing was installed prior to the first days event and enclosed the majority of the north western parkland in order to prevent access by visitors without tickets.

4.4.8 Post event take down was monitored followed by a site inspection to record damage. The cost of any damage will be deducted from the bond and if it exceeds this the organiser is invoiced for the difference. The park was vacated on 1 June 2018.

4.4.9 Reinstatement works are currently being finalised and will include landscaping, car park repairs, interior repairs / decoration, deep cleanse of buildings and the reinstatement of the grassland across the occupied areas.

4.5 Licencing and Environmental Health

4.5.1 In terms of the licensing of the event, the Licensing Act 2003 covers licensable activity in relation to the sale of alcohol, regulated entertainment and late night refreshment. The event relying on the event organiser fulfilling all the conditions within the licence.

4.5.2 Once agreed the license was overseen by the various agencies through the conditions set within it including the Event Management Plan and reporting requirements to the authorities Event Safety Advisory Group.
4.5.3 Event Management Plans were kept under revision and provide information on a wide range of issues, including:

- Details of areas of responsibility and contact details
- Risk assessments
- Alcohol consumption and drugs policy – including how they avoid underage alcohol sales
- Traffic management – including any temporary traffic orders
- Stewards
- Security – site and personnel, entry policies for age restricted events
- Access routes for emergency vehicles in and out of the site
- Evacuation plan – in the event of an emergency
- Noise management
- Food hygiene
- Health and safety
- First aid
- Fire safety
- Crowd safety management
- Infrastructure

4.5.4 The conditions on licenses covered the Event Management Plan and as a result the conditions of the licences included:

- The times of operation for licensable activity
- The authorised designated premises supervisor on licence
- Crowd management requirements – ingress/egress
- Stewarding provision
- Medical provision
- Means of escape
- Structural information
- Noise management
- Waste management
- Sanitary requirements

4.5.5 The authorities ESAG worked with event organisers with representatives from the following organisations/teams Licensing/Environmental Health Authority, Police, Fire Authority, North West Ambulance Service, Highways representatives and the authorities Emergency Planning/Community Safety and Resilience Team. Throughout both the pre and post event ESAG worked closely with event management teams to ensure the delivery of a consistent and co-ordinated process to oversee and enhance public safety.

4.5.6 The authorities Emergency Planning/Community Safety and Resilience Team ensured that the Emergency Desk Top Exercise with all stakeholders clearly enabled everyone to understand their roles and responsibilities.

4.6 Noise/Environmental Health

4.6.1 Noise was raised as an important issue during initial discussions leading up to the event. The licence provide clear guidance on the monitoring requirements and the permitted level.
4.6.2 The event organiser was required to employ an acoustic consultant who produced a Noise Management Plan specific to the event. The acoustic consultant was required to be on site throughout the event to ensure that noise levels were not exceeded. In addition to this the Council staff were in attendance and residents experiencing reported excessive noise were offered a visit to their home and noise levels checked.

4.6.3 Continuous monitoring equipment was installed at four off site locations and officers carried out additional acoustic compliance checks. The monitoring results were compliant with the noise condition. During the event the complaints line received noise complaints from three residents over the two day period, all of which were found to be compliant.

4.6.4 The Environmental Health team confirmed that all information had been supplied in good time and testing completed on the areas required. The only point to note being that the water testing results had only been received back on Friday afternoon and is considered too late, should the result fail and alternative measures are required to be put in place.

4.6.5 Over the event weekend there were two complaints regarding alleged food poisoning. Taxi issues around long delays and excessive fares were received with Saturday being the main issue.

4.7 St Johns Ambulance Service

4.7.1 St Johns Ambulance Service were the medical providers for the event and worked closely with the North West Ambulance Service. Appendix C shows the numbers and types of medical incidents dealt with over the event period, which were in line with that expected at this type of event. Positive feedback from NWAS and Warrington Hospital was reported, as the correct assessment of patients on site result in only those requiring hospitalisation being transferred to hospital.

4.8 Policing

4.8.1 The policing of the event was limited to the areas outside of the event areas supporting
- Ingress along Knutsford Road
- Main Event Entrance
- Egress along Knutsford Road
- Town Centre Policing

4.8.2 The crime levels reported by the police over the two days are below
- 46 searches – 32 found to be in possession, 1 arrested for intent to supply
- 3 thefts,
- 3 drunk & disorderly,
- 3 reported assaults
- 2 missing from home reported, both resolved

4.8.3 As this was the first event of this type held at Victoria Park since 2000 information was limited. The knowledge gained by the police will now enable them to review the levels of police at various times throughout the event and discuss any proposed changes with all stakeholders.
4.9 Crowd Management/Security

4.9.1 One of the main reasons for carrying out this review was in response to public order concerns, particularly around access and egress to the event site. As a result there were a variety of issues in relation to crowd management outside of the main event area.

4.9.2 Although there were agreed plans for crowd management the delivery in certain aspects could have been improved to support the event. This was particularly relevant to the external site of the event areas around the park and on the public highway where both stewarding numbers and police need to be reviewed.

4.9.3 There were safety issues raised in respect of the following:

• Build-up of queues immediately outside the main entrance to the park along the footpath on Knutsford Road and public urination in Black Bear Park whilst queuing.
• Shuttle buses system on egress was problematic and it has been agreed not to operate this from Knutsford Road for any future events.
• Parking restrictions not being enforced by Traffic Management Personnel/Steward.
• The planned full closure of the Howley Suspension Bridge changed to a soft closure with additional security resources being deployed on the first day of the event.
• Anti-Social behaviour on egress along Knutsford Road with event attendees using side roads as cut troughs.
• Event finished early on Sunday evening resulting in Knutsford Road being closed earlier than expected by some residents leading to access difficulties.
• Fire risk assessment in the stadium building during setup and event days.
The closure of Bridgefoot for the safe passage of event attendees resulted in traffic being stopped for up to 20 minutes and whilst drivers were compliant on the Saturday evening, a number on the Sunday were witnessed jumping the Red Lights.

4.9.4 The lack of searching of those attending the event was raised by a member of the public and by the police during the debrief. The event organiser explained that due to the increase in the queues on Knutsford Road on the Sunday at 3pm a decision was taken to move to a profiling assessment. The police were concerned that they had not been notified of this and that it was not recorded in the event log.

4.10 Transport

4.10.1 The organiser's event management plan provided details of action to minimise the impact on local transport and the community. Consideration was additional given to how those attending the event would arrive and leave, taking account of previous events and the geographic profile of those attending.

4.10.2 The Weekender Festival due to its size, attendance numbers and egress times did affect the Warrington Transport network. The relatively hard egress from this event resulted in large numbers of pedestrians using Knutsford Road and the requirement to minimise the possibility of pedestrians and vehicles coming into conflict. Accordingly the road was closed for a substantial period upon egress which resulted in a considerable impact on the network around Bridgefoot.

4.10.3 Consequently other traffic is also displaced and there is an increase in road use in the surrounding roads. The impact of the egress and the changes put in place to accommodate it extend considerably beyond the completion of the event and there is considerable activity required to support the town returning to its normal business.

4.10.4 The large numbers egressing the event had an increased impact on the various modes of transport and the network rail industrial action. Despite additional stewarding being put in place outside the town's stations and taxi ranks, long delays were experienced with the main impact being on the Saturday evening.

4.10.5 The unscheduled rail strike on the Saturday evening was challenging when combined with a reported lack of taxies within Warrington, although the police did not report any major issues.

4.10.6 The egress of those leaving the event on Saturday evening and migrating in to Stockton Heath via Black Bear Park caused initial concerns from the police as this was unexpected, although did not result in any adverse impact.

4.11 Economic Impact

4.11.1 The event generated significant business for the Borough in terms of service budget (taxis, refreshments, hotel accommodation, restaurants). This is estimated at £2.5m. In addition, the profile of the borough from a cultural perspective was significantly raised.
4.12 Clean-up Operation

4.12.1 The extent of the area to be included within the clean-up operation immediately following the egress on both event evenings had been agreed in detail prior to the event and extended 50 metres in to adjacent side streets and the town centre. The cleansing teams were well equipped to clear all concert related litter and also carried a jet wash and disinfectant to follow up after reports of urine on the streets.

4.12.2 There has been very few reported complaints regarding the clean-up operation and as previously mentioned the residents meeting held on the 26th June 2017 provided positive feedback.

4.12.3 The main exception and area of most complaints related to the number of reports about those attending the event urinating on the Public Highway, Alleyways and against peoples properties on Knutsford Road and adjacent side streets and is addressed in the recommendations at Appendix E.

5. Conclusion

5.1 The overall event was viewed as a significant success with positive feedback from those attending the event and all parties involved from the event organisers, local authority officers and emergency services.

5.2 Local councillors played an important part in ensuring good and effective communication with the local community.

5.3 The recommendations for improvement can be found in Appendix E.

6. Recommendations

6.1 That the list of recommendations contained at Appendix D are used to inform and improve the event.

6.2 The most important aspect of these recommendations is that of continued communication, inter agency working and the development of practical and deliverable solutions, to support both the delivery of future events.
<table>
<thead>
<tr>
<th>Source</th>
<th>Affected area</th>
<th>Contact method</th>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>Loushers Lane</td>
<td>Online Form</td>
<td>Noise</td>
<td>The noise from the Victoria Park Drug taking festival can still be heard at 10.30 at night; I can currently hear the shouts and screams from those attending. I'm disgusted with the council for permitting this in a residential area, but for the noise to continue so late is appalling. I walk along the Black Bear Canal in the evenings and I was shocked at the amount of drug taking and selling, and not a single police officer in sight. Please do not allow this to ever take place again.</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road Side Roads</td>
<td>Online Form</td>
<td>Parking Permit</td>
<td>haven't got a permit, so every single time when I wanted to go back to my HOME I was have to explain for all the time different person to I live HERE!!!</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>E mail</td>
<td>Cleansing</td>
<td>Rubbish Left on street</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>E mail</td>
<td>Road Closure</td>
<td>At the evening I just picked up my boyfriend at work and more then 1 hour we was waiting in the car to get back to home with my 2 years old little daughter on the back seat, was need to watch drunk people who biting and fouling on my car!!!!! Because Knutsford Road was closed !!!! Disgusting people !!! Many little children live on the area !!!</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>E mail</td>
<td>Urination</td>
<td>Running down street</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>E mail</td>
<td>Crowd Control</td>
<td>If they put a sidewalk railing for all of drunk people who is got on festival and not close the road !!! Many people live there with children!!! Let us to get to home!!!! Give permit and information about the mess and put enough police man on the streets to don't have even change to bit my car for drunk people !!!! And control the people who is on the festival !!!</td>
</tr>
<tr>
<td>Resident</td>
<td>Parr Street</td>
<td>E mail</td>
<td>Parking Permit</td>
<td>Residents parking has been set up along the side streets off Parr Street due to this weekend's music festival at Victoria Park. I live on Parr Street which, for some reason, has not been designated residents only parking - why is this?</td>
</tr>
<tr>
<td>Resident</td>
<td>Marbury Street</td>
<td>E mail</td>
<td>Parking Permit</td>
<td>I'm a resident of 45 marbury street and despite numerous conversations with all party's involved I still have no parking permits for myself, my wife or my two children's cars. How can this please be resolved ?</td>
</tr>
<tr>
<td>Resident</td>
<td>Padley Mews</td>
<td>E mail</td>
<td>Parking Permit</td>
<td>There is concert in Victoria Park and today the organisers are verifying the parking permit for 6 Padley Mews, Farrell street, Looks they are working for residents only so that no unauthorised people park here. I told them no one issued the parking permit to me and I don't have any parking permit for my 2 parking space. Please if you issue any then issue to me as well for 2 car parking spaces.</td>
</tr>
<tr>
<td>Source</td>
<td>Affected area</td>
<td>Contact method</td>
<td>Category</td>
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<tr>
<td>Resident via Cllr</td>
<td>Beatrice Street</td>
<td>E mail</td>
<td>Catering Vehicle</td>
<td>Can you also confirm that the business of the car wash on the corner of Beatrice Street and Knutsford Road had a planning variation for the selling of food and drinks during the weekend.</td>
</tr>
<tr>
<td>Resident</td>
<td>Beartrice Street</td>
<td>E mail</td>
<td>Urination</td>
<td>Can you also explain why there was no one available to stop the urination problem from: Would you please arrange for a full neutralization of the areas in front of and at the sides of the houses at No. 3 and No. 5 Beartrice Street, WA4 1DR to include gardens, paths, walls, hedges, plants and brickwork.</td>
</tr>
<tr>
<td>Resident</td>
<td>Beartrice Avenue</td>
<td>E mail</td>
<td>Cleansing</td>
<td>Woke up to this litter at the back of the car wash opposite the main entrance to Victoria Park this morning. Is the cleaning team still available today.</td>
</tr>
<tr>
<td>Resident</td>
<td>Not Provided</td>
<td>E mail</td>
<td>Noise</td>
<td>The noise from the Victoria Park Drug taking festival can still be heard at 10.30 at night; I can currently hear the shouts and screams from those attending. I'm disgusted with the council for permitting this in a residential area, but for the noise to continue so late is appalling.</td>
</tr>
<tr>
<td>Resident</td>
<td>Black Bear Park</td>
<td>E mail</td>
<td>Drug Taking</td>
<td>I walk along the Black Bear Canal in the evenings and I was shocked at the amount of drug taking and selling, and not a single police officer in sight. Please do not allow this to ever take place again.</td>
</tr>
<tr>
<td>Resident</td>
<td>Rock Road</td>
<td>E mail</td>
<td>Parking Restriction Zone</td>
<td>I am a resident of Rock Road (WA4 1QG), and I am making a complaint regarding the Neighbourhood Weekend festival and the team running it. We have received leaflets as we are local residents (3 minutes walk, at a leisurely pace, from Victoria Park). The moment I got the leaflet regarding the residents-only parking areas, I was pleased to see a well thought out preventative measure in place to ensure local residents don’t get blocked in or parking spaces stolen by festival attendees. I contacted the team on the email provided to enquire regarding the parking permits, as I have a work colleague who lives on Grange Road (which is only separated from Rock Road by a small backroad/ginnell) who has already received parking permits. The team informed me that our road will not be covered by parking permits, and the festival attendees have absolutely zero measures stopping them from parking in our space/blocking us in. I have repeatedly asked the team what they will be doing to prevent this disruption, and it became quickly apparent that they are woefully inept at handling these kinds of issues, responding repeatedly with pre-prepared blurbs and copy and pasted responses. The team have advised me that once we are inevitably disrupted by this that they will attempt to contact the festival attendee to get them to come out of the festival and clear the disruption. That is not acceptable. I’ve been to several festivals over the years, and let’s be frank, no-one is going to be able to hear or even want to...</td>
</tr>
<tr>
<td>Source</td>
<td>Affected area</td>
<td>Contact method</td>
<td>Category</td>
<td>Details</td>
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</tr>
<tr>
<td>Resident via Cllr</td>
<td>Victoria Park</td>
<td>E mail</td>
<td>Access &amp; Use of Park</td>
<td>I am writing on behalf of the Latchford Under 13's. On Sunday 20th May, the Under 13 do not have access to the pitches they pay for a season due to a decision that was made by yourselves to allow a festival to be taken place on Victoria Park. Not only does this stop the children from playing rugby this also affects the children from training as they have no facilities. It is your responsibility to provide the club with facilities for the fixtures they cannot play on considering they pay a substantial amount each year for the pitches. In addition to this, there is most certainly a cause for concern, after the festival the park is not going to be safe enough to play on especially for young children that are trying to achieve their potential in rugby, surely this is understandable for a town that has a passion for rugby. We are unaware of how long it is going to take for the clear up to proceed but i can imagine it is going to be more than a week. This is another week that the children are not going to be playing for. Have you considered the effects of this? Is there any amount that is going to be refunded to the club for not being able to use the pitches but still charging us for this? I think this needs to be looked at. The health and safety of children should be a priority. I look forward to hearing your response regarding this matter.</td>
</tr>
<tr>
<td>Resident via Cllr</td>
<td>Town Centre</td>
<td>E mail</td>
<td>Taxis</td>
<td>Out of town taxis from Manchester, Wigan, Bolton and Rossendale drivers were picking up passengers without prior booking. They were parked up near the Black Bear pub on Knutsford Road and at the end of Victoria Park, top of the hill opposite the tyre shop. Taxi driver charging £90 to Lymm.</td>
</tr>
<tr>
<td>Resident via Cllr</td>
<td>Town Centre</td>
<td>E mail</td>
<td>Taxis</td>
<td>Taxi driver charging £90 to Lymm.</td>
</tr>
<tr>
<td>Resident via Cllr</td>
<td>Victoria Park Event Area</td>
<td>E mail</td>
<td>Security</td>
<td>Not Enough Security Checks</td>
</tr>
<tr>
<td>Resident via Cllr</td>
<td>Residential Roads</td>
<td>E mail</td>
<td>Urination</td>
<td>I've had a number of messages over the weekend about places where people were urinating etc. in the residential area.</td>
</tr>
<tr>
<td>Resident via Cllr</td>
<td>Victoria Park</td>
<td>E mail</td>
<td>Cleansing</td>
<td>I understand that Park Avenue has not been fully cleansed.</td>
</tr>
<tr>
<td>Source</td>
<td>Affected area</td>
<td>Contact method</td>
<td>Category</td>
<td>Details</td>
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</tr>
<tr>
<td>WBC Officer</td>
<td>Knutsford Road</td>
<td>Email</td>
<td>Urination</td>
<td>I'm told that on Sunday night people were urinating on the pavement all the way up the road as far as Hawthorne</td>
</tr>
<tr>
<td>WBC Officer</td>
<td>Suspension Bridge</td>
<td>Email</td>
<td>Suspension Bridge</td>
<td>If the bridge is to be closed for 2019 signage needs to be improved to indicate no access through the estate on foot - this should assist in reducing the potential for stewards to have to deal with aggressive reactions from concert goers</td>
</tr>
<tr>
<td>Resident</td>
<td>Residential Roads</td>
<td>Email</td>
<td>Road Closure</td>
<td>Marshalls letting vehicles enter the residential areas without permits. CEOs were enforcing the TRO by trying to stop taxis/private vehicles dropping off where the clearway was enforced but Marshalls were allowing the activity to continue, causing considerable confusion and inconsistency for motorists. Also disrupting Knutsford Road Traffic flow.</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>Email</td>
<td>Traffic Management</td>
<td>After the concert, when Knutsford Road is closed I would hope that the event would be able to put out fences blocking people from being able to access the front gardens of the houses facing the park and also denying entry to Park Avenue for anyone who is not a resident. I forgot to add ‘that between the fences and the properties there needs to be either (or both) police presence or event marshals to stop people trying to cross or climb over the fences’.</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>Email</td>
<td>Policing</td>
<td>There was also a lack of policing presence outside the park on both Saturday and Sunday evening once the concert started and ended (from Bromley’s Tyres to the American Golf outlet).</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>Email</td>
<td>Urination</td>
<td>There is space between the bowling green and the River Mersey on Knutsford Road for extra portaloos which I thought I should mention. I also heard a rumour about portaloos being placed on the car wash as a possibility going forward for next year’s event - would be fine with me as long as they were in the middle of the car wash and not right next to or close to my property.</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>Email</td>
<td>Potential Damage</td>
<td>Therefore I would like some reassurance from WBC that it is being properly managed to ensure that we Residents (and in particular the grassed area and trees) are not going to be abused by random parking.</td>
</tr>
<tr>
<td>Resident</td>
<td>Victoria Park</td>
<td>Email</td>
<td>Park Access</td>
<td>After not being able to cut through the park for two weeks prior to the festival over Howley bridge. Not being able to drive your car on the park for a week before the festival or having access to the swings during the bank holiday because the queue for the entrance ran along the footpath at the front of the park.</td>
</tr>
<tr>
<td>Source</td>
<td>Affected area</td>
<td>Contact method</td>
<td>Category</td>
<td>Details</td>
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</tr>
<tr>
<td>Resident</td>
<td>Hawthorne Grove</td>
<td>E mail</td>
<td>Urination</td>
<td>We have had to endure “scum” using our residential area as a public toilet! i.e. Hawthorne Grove and Evans Place. The situation not only being urinating but defecating in the middle of the street.</td>
</tr>
<tr>
<td>Resident</td>
<td>Evans Place</td>
<td>E mail</td>
<td>Urination</td>
<td>We have had to endure “scum” using our residential area as a public toilet! i.e. Hawthorne Grove and Evans Place. The situation not only being urinating but defecating in the middle of the street.</td>
</tr>
<tr>
<td>Resident</td>
<td>Park Avenue</td>
<td>E mail</td>
<td>Taxis</td>
<td>Taxis Drop Off In Road That is Restricted</td>
</tr>
<tr>
<td>Resident</td>
<td></td>
<td>E mail</td>
<td>Drugs</td>
<td>Local Area</td>
</tr>
<tr>
<td>Resident</td>
<td>Cleeves Close</td>
<td>E mail</td>
<td>Parking Zone</td>
<td>Area not covered in parking restriction zone</td>
</tr>
<tr>
<td>Resident</td>
<td>Broadbent Av</td>
<td>E mail</td>
<td>Parking Zone</td>
<td>Area not covered in parking restriction zone</td>
</tr>
<tr>
<td>Resident</td>
<td>Stringer Crescent</td>
<td>E mail</td>
<td>Parking Restriction Enforcement</td>
<td>Minibuses and Taxis dropping off Steward on own and unable to stop Some action taken with additional Steward at Stringer Ave/Grange Ave but Taxis still being allowed down</td>
</tr>
<tr>
<td>Resident</td>
<td>Stringer Crescent</td>
<td>E mail</td>
<td>Egress</td>
<td>Disruption, Noise etc. and carried on until midnight overall access via Stringer Crescent needs to stop including exit from event</td>
</tr>
<tr>
<td>Resident</td>
<td>Rock Road</td>
<td></td>
<td>Parking Zone</td>
<td>The team informed me that our road will not be covered by parking permits, and the festival attendees have absolutely zero measures stopping them from parking in our space/blocking us in.</td>
</tr>
<tr>
<td>Resident</td>
<td></td>
<td></td>
<td></td>
<td>I have repeatedly asked the team what they will be doing to prevent this disruption, and it became quickly apparent that they are woefully inept at handling these kinds of issues, responding repeatedly with pre-prepared blurbs and copy and pasted responses.</td>
</tr>
<tr>
<td>Resident</td>
<td></td>
<td></td>
<td></td>
<td>The team have advised me that once we are inevitably disrupted by this that they will attempt to contact the festival attendee to get them to come out of the festival and clear the disruption.</td>
</tr>
<tr>
<td>Resident</td>
<td>Opp Carol Street</td>
<td></td>
<td>Cleansing</td>
<td>Broken Glass</td>
</tr>
<tr>
<td>Resident</td>
<td>Not Provided</td>
<td></td>
<td>Parking Permit</td>
<td>Residents asked to fill in and display including Name &amp; Contact Number</td>
</tr>
<tr>
<td>Resident</td>
<td>Slatter Street</td>
<td></td>
<td>Parking Permit</td>
<td>Not Delivered</td>
</tr>
<tr>
<td>Resident</td>
<td>Town Centre</td>
<td></td>
<td>Taxis</td>
<td>Saturday night was what I would call challenging, especially on bank quay station. A clear lack of communication to the general public and lack of transport to take them home, became an issue with only 2 police officers on the station and ourselves it became a little tense at times. The station ended up with 10 police officers and many stranded people who couldn't get home. Academy way and baubald st we had people waiting for taxis for up to 2.5 hours at a time.</td>
</tr>
<tr>
<td>Source</td>
<td>Affected area</td>
<td>Contact method</td>
<td>Category</td>
<td>Details</td>
</tr>
<tr>
<td>--------</td>
<td>---------------</td>
<td>----------------</td>
<td>----------</td>
<td>---------</td>
</tr>
<tr>
<td>Resident</td>
<td>Contact Warrington</td>
<td>Contact Centre Demand</td>
<td>Demand</td>
<td>Friday we think we only received a handful of calls re the Neighbourhood Weekender. Literally about 5, definitely no more than 10.</td>
</tr>
<tr>
<td>Clr</td>
<td>General Event</td>
<td>E mail</td>
<td>Feedback</td>
<td>Main feedback from Sunday is my total disappointment at the lack of policing on the side streets, which I had highlighted previously, as people were leaving the park. Once again, residents were subjected to people urinating and I understand in some cases defecating on the streets and in the backs near their properties. Whilst we may have been caught unawares on the Saturday evening, this was not the case on the Sunday, and I'm at a loss to understand why there was no additional security in place here.</td>
</tr>
<tr>
<td>Resident</td>
<td>Hewit Street</td>
<td>E mail</td>
<td>Parking Permit</td>
<td>Not Delivered</td>
</tr>
<tr>
<td>Resident</td>
<td>Various Streets</td>
<td>E mail</td>
<td>Urination</td>
<td>I've had a number of messages over the weekend about places where people were urinating etc. in the residential area. Could you please confirm that cleansing has taken place in the backs behind the car wash and also on Miller Street?</td>
</tr>
<tr>
<td>Resident</td>
<td>Park Avenue</td>
<td>E mail</td>
<td>Cleansing</td>
<td>I understand that Park Avenue has not been fully cleansed.</td>
</tr>
<tr>
<td>Resident</td>
<td>Knutsford Road</td>
<td>E mail</td>
<td>Urination</td>
<td>Sunday night people were urinating on the pavement all the way up the road as far as Hawthorne Avenue. Also the back alleyway to the side and back of Hawthorne Avenue needs cleansing – I'm told there are some used female sanitary products here.</td>
</tr>
<tr>
<td>Clr</td>
<td>Knutsford Road</td>
<td>E mail</td>
<td>Antisocial behaviour</td>
<td>Some people arrived in the area and chose to sit on people's front walls and in the bus stops to drink. I politely asked people to move where I saw this happen, but I don't want to have to be doing this every year.</td>
</tr>
<tr>
<td>Clr</td>
<td>Park Ave, Hawthorne Ave (and backs), Evans Place (backs), the backs of Slater Street (near to Park Ave and Carol Street), Knutsford Road (behind the car wash), Beatrice Street (people going to the end of the path here and into the backs to urinate), Carol Street, Barry Street and Miller Street.</td>
<td>E mail</td>
<td>Urination</td>
<td>Clearly there were residents who were greatly disrupted by the people attending the Festival. In the main this was due to people urinating (and worse) in the side streets, behind the bushes and even on someone's front porch. I have received complaints about this occurring on Park Avenue, Hawthorne Avenue (and backs), Evans Place (backs), the backs of Slater Street (near to Park Ave and Carol Street), Knutsford Road (behind the car wash), Beatrice Street (people going to the end of the path here and into the backs to urinate), Carol Street, Barry Street and Miller Street. There were some reports of drug dealing taking place here too.</td>
</tr>
</tbody>
</table>
Appendix B

Summary of Enquiries Logged by event organiser SJM

- Event hotline log details below
  - 11 x Cleaning related calls – all passed to Ideal and resolved
  - 6 x Noise related calls – 2 from the same person, 1 asking for music to be turned up
  - 19 x other related calls
    - 6 general event info
    - 2 drugs concern
    - 2 complaint resident couldn’t access the festival via Howley Bridge
    - 1 complaint about a lamppost in the centre of Warrington
    - 6 lost property
    - 1 illegal trading
    - 1 egress police presence
  - 17 x Security related calls
  - 42 x Ticket related calls
  - 43 x Traffic related calls
    - 6 road closure
    - 8 taxi
    - 4 parking fine
    - 8 not received resident pass/additional passes needed
    - 14 festival attendees parking in resident zones
    - 2 accessible parking / car park info
    - 1 resident spoken to when entering street – not happy, rang twice

<table>
<thead>
<tr>
<th>Source</th>
<th>Affected area</th>
<th>Contact method</th>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cllr</td>
<td>Pear Tree Place</td>
<td>E mail</td>
<td>Parking Permit</td>
<td>Not Received</td>
</tr>
<tr>
<td>WBC Officer</td>
<td>Residential Roads</td>
<td>E mail</td>
<td>Taxis</td>
<td>Using residential roads to drop people off when they had restrictions for permit holders</td>
</tr>
<tr>
<td>WBC Officer</td>
<td>Knutsford Road</td>
<td>E mail</td>
<td>Taxis</td>
<td>Using Knutsford Road as a drop off and collection point</td>
</tr>
</tbody>
</table>
Appendix C

St Johns Ambulance Service (Event Medical Provider)
Appendix D

Recorded Parking Offences

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>26/05/2018</td>
<td>Canterbury Street</td>
<td>2</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>Marbury Street</td>
<td>4</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>Moorside</td>
<td>1</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>Oxford Street</td>
<td>3</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>Park Avenue</td>
<td>1</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>Slater Street</td>
<td>4</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>St Mary Street</td>
<td>2</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>Stringer Crescent</td>
<td>2</td>
</tr>
<tr>
<td>26/05/2018</td>
<td>Surrey Street</td>
<td>1</td>
</tr>
<tr>
<td>27/05/2018</td>
<td>Stringer Street</td>
<td>2</td>
</tr>
<tr>
<td>27/05/2018</td>
<td>Knutsford Road</td>
<td>1</td>
</tr>
</tbody>
</table>

Photo courtesy of Manchester Evening News

Weekender Event Review **Victoria Park** - 26/27 May 2018
## Recommendations

<table>
<thead>
<tr>
<th>No</th>
<th>Area</th>
<th>Description</th>
<th>Desired Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Parking Restriction Zones</td>
<td>It is recommended to review Controlled Parking Zone arrangements to ensure they are appropriate</td>
<td>Roads that may be adversely affected by Event Attendees Parking is minimised</td>
</tr>
<tr>
<td>2</td>
<td>Parking Permits</td>
<td>It is recommended that the delivery of Parking Permits is reviewed</td>
<td>Correct delivery of residents parking permits prior to event.</td>
</tr>
<tr>
<td>3</td>
<td>Parking Restriction Enforcement</td>
<td>It is recommended that additional resources are provided to prevent Non Permit Holders Accessing these areas, the use of more SIA accredited stewards who can work alongside the traffic management company</td>
<td>Only residents with Permits Access the roads, reducing, minimising the footfall in these areas which would contribute to reducing the number of people urinating in the street</td>
</tr>
<tr>
<td>4</td>
<td>Parking Sir Thomas Botler</td>
<td>It is recommended that Improved signage be provided to the carpark and that this is fully utilised as only 50% of its capacity was used over the two days</td>
<td>Improved parking for event attendees, reduced parking issues on residential streets</td>
</tr>
<tr>
<td>5</td>
<td>Transport</td>
<td>It is recommended that the planning process with regard to egress should consider the wider implications to the town and include additional detail of the wider transport links taking people away from the Town Centre</td>
<td>Improved transport options, reduced pressure on town centre over a short period of time</td>
</tr>
<tr>
<td>6</td>
<td>Taxis</td>
<td>It is recommended that as part of the overall Transport recommendation the provision of Taxis is considered</td>
<td>Suitable availability of Taxis and correct fares being charged</td>
</tr>
<tr>
<td>7</td>
<td>Taxis</td>
<td>It is recommended that consideration is given to allocating additional Taxi drop of points near the event</td>
<td>Designated drop off points that can be monitored and controlled</td>
</tr>
<tr>
<td>8</td>
<td>Stewarding/Security</td>
<td>It is recommended that the issues on Ingress and egress from residents affected and concerns that stewarding in side roads at egress was lacking or inconsistent be reviewed and the importance of stewards working in pairs (rather than alone) is considered</td>
<td>Reduced antisocial behaviour and public urination</td>
</tr>
<tr>
<td>9</td>
<td>Stewarding/Security</td>
<td>It is recommended that the event area be extended to include stewarding and security within the wider areas and to submit robust management plans that identify specific resources for dealing with the security to those areas external to the site LOCAL ACCESS ROADS, to include the use of additional fencing to control crowd movements on egress.</td>
<td>Reduced antisocial behaviour and public urination</td>
</tr>
<tr>
<td>10</td>
<td>Urination</td>
<td>It is recommended that the total provision of Toilet Facilities be reviewed for the external areas of the event and include both the Victoria Park area outside the immediate event fence, Black Bear Park and areas on the highway along Knutsford Road</td>
<td>Increased availability of toilets at key locations (Bus Stops, Drop Off Points etc.) with adequate advanced signage thereby minimising the public urination in Victoria Park, Black Bear Park, side streets and on the public highway</td>
</tr>
<tr>
<td>No</td>
<td>Area</td>
<td>Description</td>
<td>Desired Outcome</td>
</tr>
<tr>
<td>----</td>
<td>-----------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>11</td>
<td>Water Testing</td>
<td>It is recommended that the water testing required by Environmental Health be carried out earlier in the week leading up to the event</td>
<td>That adequate time is available to resolve any issues and retest or allowing alternative resources e.g. Bottled Water to be put in place</td>
</tr>
<tr>
<td>12</td>
<td>Security Searching</td>
<td>It is recommended that any changes to the agreed methods of searching is communicated.</td>
<td>Relevant Stakeholders, Police are aware of the changes and risks</td>
</tr>
<tr>
<td>13</td>
<td>Shuttle Busses</td>
<td>It is has been recommended and accepted by the event organiser that the provision of a limited number of shuttle buses on Knutsford Road at the point of egress failed on both event nights and is not manageable</td>
<td>Removal of risk from shared area being accessed by pedestrian and vehicles</td>
</tr>
<tr>
<td>14</td>
<td>Fire Safety: Building / site Occupancy</td>
<td>It is recommended that fire risk assessments are produced for the change of use during setup and concert days and that the Fire Service is invited to inspect the site on 2 occasions.</td>
<td>Relevant event staff, contractors and visitors are aware of the changes and risks</td>
</tr>
<tr>
<td>15</td>
<td>Wet Weather Contingency</td>
<td>Agree a robust wet weather plan for setup, event days and breakout</td>
<td>Avoid event disruption and damage to the parkland</td>
</tr>
<tr>
<td>16</td>
<td>Howley Suspension Bridge</td>
<td>Establish use / control of the pedestrian access route and ensure that adequate signage and security personnel are provided.</td>
<td>Control / safe use of the access route</td>
</tr>
<tr>
<td>17</td>
<td>Strategic meetings</td>
<td>Meetings of key partners chaired by the Chief Executive</td>
<td>Repeat 2019 event</td>
</tr>
<tr>
<td>18</td>
<td>Engagement of consultant</td>
<td>To assist with co-ordination</td>
<td>Repeat 2019 event</td>
</tr>
</tbody>
</table>