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Waterworks Public Meeting

Tuesday 10th August 2021 6pm – 7pm

Meeting Opened: 18:00

Meeting Closed: 19:10

Location: Zoom

Chairperson: Alex Duncan

Waterworks Speaker Present:

Tom Paine

Gunnersbury Park Representatives Present:

Alex Duncan

Rosie Walker

Tom Paine

David Bowler

Marie Stirling

Residents/Public Present:

Deborah Richardson

Stephan Periris

Val Bott

Mr Vartainian

Attendees: 10

Agenda:

Waterworks Group introduction to company and presentation about the event.



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Questions about the presentation.

Answers to questions.

Alex Duncan

- Introduction to meeting, outlining the agenda.
- Introduction to all those on the call. Introduces Tom, David, Rosie, Marie and himself.

Tom Paine

- Introduction to his company Team Love. Team Love produce music festivals across the country, Tv events, food festivals and much more. As a company they have a lot of experience in producing outdoor events.
- Percolate (the company working alongside Team Love in producing Waterworks). Fred and Simon (Percolate) approached Team Love wanting to put on a unique music event in London. They want to use London based musicians and producers. Fred (Percolate) felt there was a huge Electronic Music scene and community not being catered for and that this kind of event is usually overlooked by other event producers.
- The average age of ticket holders is 28 years old, which is relatively old for this type of event.
- Those interested in this kind of event would have to specifically be a fan of the music in order to want to come. And therefore, the feel of the crowd and attendees is different compared to other music events and festivals. It's the kind of show where people are excited about the music rather than the event itself.

Tom shares his screen to show a presentation of the event, specifically the site map.

Tom Paine

- The site is contained within the old cricket pitch (the very south of the site) and west of the old cricket pitch. It will not go into the south playing fields.
- It's predicted that the majority of the audience will come via public transport, with Acton Town station with be the main station of where people will arrive. The pre-event comms will suggest arriving there. An email will go out to all ticket holders before the show and suggest the route to arrive at the site.
- Waterworks will manage the flow of people from these areas, for example across the road crossings they will have their traffic management team to help police that. The route then goes in through gate A at Gunnersbury Park, travel south



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through the Heritage Land within Gunnersbury Park and to the Old Cricket Pitch where the event arena is.

- The event arena has six stages, all of which are contained within the event arena (old cricket pitch). Within the site is also food and beverages stands, medical and welfare provisions, toilets and licenced bars (all of which will have free tap water available).
- There will be a pick-up and drop off route for egress and ingress. There will be trackway put down in the site that will run along the very North of the site from West to East. There will be marshals to manage the traffic of taxis and Ubers.
- They will be placing a Geofence so Ubers aren't able to pick up on road surround the site and will have to pick up from within the park itself which will keep congestion around the site manageable.
- The pre-event build and break will have a production route in and out via the North-West of the site. There will be trackway laid to prevent ground damage.
- Waterworks are aware of a home game at Brentford Football Stadium with a 17:30 kick off. This has worked well for Waterworks as they have sold tickets with tiered entry times to avoid congestion. The first ticket holders have to be in by 13:00, the second by 14:30 and third must be in by 16:00. All attendees for Waterworks should be in the event arenas by 16:00.
- The Brentford egress should be around 20:00, with Waterworks egress beginning at 22:00. A clash of audience should be minimal.
- Waterworks will be in touch with Brentford Stadium, British Transport Police and TFL so that all plans and policies will be coordinated throughout the day.
- The egress of attendees will be a reverse of the ingress.
- A waste management plan is in place along all the routes, not only within the event arena. They also cover the main routes in and out. There will also be lighting, recycling bins and toilets near the main gate (A). The entire plan has been formed to minimise disruption to surrounding residents.
- Noise of the event is working within the licence limits. Waterworks are working with an independent consultant who liaises between Waterworks and the Local Authority. They are also onsite during the event to monitor sound levels and ensure licence limits are adhered to. Something to note is that having 6 smaller stage (all of which have a maximum of 2000 people per stage) means stages aren't competing to be heard and PA systems are smaller. Therefore, sound shouldn't travel offsite the way larger events do.



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- Pre event comms will inform attendees there will be no parking on or around the site and therefore everybody will need to travel by public transport or by taxi/Uber.

End of introduction and overview from Tom.

Alex invited anybody to ask questions.

Stephan Periris' Question

- Stephan thanked us for hosting this event. He thanked Alex for the introduction and Tom for the presentation. He said he has two questions he would like answered.
- Stephan raised concerns around drug use due to the event. He mentioned that in March 2021 he attended a meeting with DCMS Select Committee to discuss the future of UK Music Festivals. Present were senior police officers raising the risk present with people taking drugs at an increased rate after an 18 month hiatus.
- Stephan asks how Waterworks are going to prevent underage people taking drugs and coming into the event?

Alex Duncan

- Letting Tom come back to Stephan on this first question and then will come back to Stephan for his second question.

Toms response

- Tom agrees that drug use within festivals is an issue. He explains that he has been working in the event industry for over 10 years and was a director of a night club 6 years prior. He shares Stephan's concerns around drug use and understands where he is coming from. Over the years Tom has spent a lot of time trying to prevent drug use and tragic accidents occurring.
- Tom has worked with a company called The Loop since 2017/18. Tom explains there is an argument that a zero-tolerance approach towards drug use hasn't worked and the main arguments behind this is that this is not helping to promote public health and harm reduction. The main concern is that if licenced events don't take place, then unlicenced events will - these events result in no medical care, no welfare, no security and no control. There is a strong argument that young people may experiment with drugs and that usually happens at music events and festivals. But what they can do is make the experience as safe as possible. But they have worked very closely with DCMS and The Loop. They use their pre-event comms to educate people and warn them about the risks and dangers of drug use.



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- They are aware there is a new batch of people who has just turned 18 who haven't been able to go to a music event or festival for 2 years so there are additional risks to be aware of.
- Tom explains that all Waterworks can do is make the event as safe as possible. They go by a rule called "The 3 P's"
 - 1) Prevention (stop the drugs coming to site with pre comms, security checks and bag searches).
 - 2) Pursuit (once in the site, you are aware there may still be drugs onsite and therefore people are watching out for this behaviour).
 - 3) Public Health (have a system set up within the site such as welfare and well-trained paramedics and medics).
- This has been their approach for years and the best approach. Tom also sits on the working group with DCMS and they have fortnightly meetings. Here they have discussed these issues many times.
- This is an 18 + event only. Everybody coming onto site will be ID'd.
- To conclude, Waterworks will do everything they can pre-event to minimise the risks and to ensure people know what is and isn't tolerated both inside the site and outside the site. They work very closely with security, the medical and the gate team to ensure the safety of the attendees.

Alex Duncan

- Before coming back to Stephan for his next questions, wants to add to what Tom has said.
- Tom as already met with the SAG (Safety Advisory Group) and the police will review Waterworks drug policy and their intelligence will feed into this policy.
- If the police have any awareness about bad batches and new drugs they will work with Waterworks on this.
- Asks Stephan for his next question as he wants to ensure everybody present gets to ask their questions.

Stephan

- Thanks both Tom and Alex for their answers and expresses how he was hoping to hear a response from David Bowler.

David Bowler

- Didn't have much to add other than to say it is their interested in the park managers to ensure that that any person that hires the park for an event takes the issue of site security and public health seriously. And he is comfortable that



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Tom's company and associates do take site security and public health very seriously.

- Express how drug use is a public health crisis and therefore wants to ensure that they are taking a public health approach and explains that in addition to speaking to SAG about the event he will speaking with the Director of Public Health within Hounslow Council to ensure they are feeding into the plans and procedures.

Alex

- Thanks David. Asks Stephan to ask his next question.

Stephan

- Wanted to come back on one of Tom's points.

Alex

- Hurried Stephan along to ask his next question so we could move onto other attendees questions.

Stephan

- Wanted a chance to rebut as he found some of the point unsatisfactory.

Tom offered his email address to all attendees to email him directly to further discuss any concerns raised in the meeting today.

Stephen

- Raises concern around the spike in crime in the surrounding area since large events have been taking place - such as Love Box. Past events at the park have resulted in drug use and drug dealers on residential streets and residents are concerned about this and the lack of stewarding that has taken place outside the event arena at past events.

Alex

- Alex asked Stephan if there is a question relating directly to Waterworks which he can ask Tom as these are issues that are larger than this event.

Stephan

- Question is around the stewarding outside the event arena.

Alex

- Thanks Stephan for his question.



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- Highlights that Tom has offered his email address in the chat so they can have that back and forth discussion Stephan wanted earlier.
- Once Tom has answered this question he will not be going back to Stephan for a follow up as he wants to get around all attendees for questions but suggested speaking with Tom directly if he wanted a further conversation.
- Reiterates the question to Tom; What stewarding is taking place outside the arena and what supplier Waterworks are using for this?

Tom

- Full stewarding and security plan that goes into their event management plan which is then sent the SAG committees and specifically the police as well for oversight of the stewarding and security plan. The police can then also then have the opportunity to feed back into this if they feel it is lacking anything or feel Waterworks have missed something.
- Work with a company called FGH security team that work at Boomtown and Glastonbury festival and Waterworks have worked with this company before.

Mr Vartainian

- Apologises for interrupting but asks Tom to be more specific about the Gunnersbury Park site rather than speaking about past experiences.
- Asks for Tom to answer specifically what the plan is, what the plan will cover and how they will cover it.

Alex

- Explains that Tom was in the middle of his answer and asks everybody to let Tom finish before asking questions.

Tom

- So that everybody can understand the procedures Waterworks go through, Tom explains that they do site visits and make each risk assessment and security assessment site specific. This helps them understand exactly how many staff and security members they need but inside and outside the event arena. This is specifically the main routes into the site, the route from the tube stations and the route down from the gate down to the event arena. All of the routes are lit.
- The egress is lit the entire time
- Event control also have a liaison with the police so if Waterworks suspect anybody offsite are taking part in any illegal activities, they can then liaise with



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the police directly. From outside of the site Waterworks have no statutory powers and this comes from the police.

Alex

- Thanks Tom for his answer.
- Addresses that Deborah has her hand raised for a question but asks if Mr Vartainian wants to come back on anything that Tom has said.

Mr Vartainian

- Doesn't feel the answer was details enough about specifics. Doesn't tell him exactly what is going to happen on specific roads around the site, how many security personal will be present and how they will prevent things happening on his door step.
- Second part of his question is around Traffic Management Plan and parking, specifically on Popes Lane.
- He's also concerned about noise and light around the park and why he wants to see specific plans and see actual deployment of stewards.

Alex

- Outlines that Mr Vartainian's question for Tom is about the actual deployment of Stewards on Popes Lane and people moving on after the event and that he wants insurance that people will leave the area after leaving the park. And also questions Parking on Popes Lane.

Tom

- The specific areas where Waterworks will have stewards and security controlling the public flow and ticket holders to the site will be at Gates A & B. This will bring people into the site directly and there will also be signage.
- Gate E will also be managed by stewards and traffic management team. The reason they are being brought into site there is to prevent congestion and to control the traffic within the site than cause traffic on the roads. Waterworks are working with a company called CTM which is a traffic management company.
- Tom asks if this has answered the question.

Mr Vartainian

- Doesn't feel that Waterworks have taken residents into consideration. And still thinks there will be nuisance and disturbance to residents.



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- Believe Waterworks do not care about residents as long as Waterworks makes money.

Tom

- Tom assures that this is not the case at all, and explains that he has never worked with or on Lovebox event but Waterworks is only 13,000 on one day rather than 120,000 people over three nights.

Mr Vartainian

- Already thinks there is enough traffic and issues on Popes Lane with just a Saturday market.

Alex

- Alex will speak with CTM who is Waterworks traffic management company. And Tom and Alex will speaking with Ealing council and review their plans. He will also speak to the police to have their input into the plan.
- Ask Deborah if she would still like to ask her question.

Deborah

- Deborah is a representative of Gunnersbury Drive Association. They are the main route for anybody walking down to the park who is not coming via public transport. Anybody coming from Ealing will cut through Gunnersbury drive in a direct line to Entrance A.
- The issues are that it is a great spot for drug dealing, there's a pond where people tend to use for drug dealing. Example of security guards getting involved in drug taking also. The other problem is that there is also grass verges by houses are used for illegal parking and found people didn't care when asked to move.
- They feel that the only deterrent is to have a police presence before, during and after the event.
- Is there any action they can take for the residents that will deter people gathering and parking on this road.

Tom

- Thanks Deborah for the useful feedback.
- Says to start he will go away and feed this back to the police to understand what their presence will be at that location. That is the main egress and ingress so will be heavily stewarded and therefore makes sense to have police presence too. Tom will also speak to Highways as well to understand what the enforcement powers are to stop people parking on the grass verges.



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- Tom says he will report back at the next meeting with the outcome of both conversations. Or alternatively said Deborah can contact Tom directly.

Deborah

- Understands there's nothing they can do to stop people walking up and down their road but believes a police presence will prevent the anti-social behaviour

Tom

- With Ubers they can geofence the area so will not find that area and will have to come into the park. Private hire and mini-cabs legally shouldn't be stopping there anyway and should be coming into the park but said they will try best to communicate this to local companies.

Deborah

- Suggests a presence to move groups along if they are lingering on the road.

Tom

- Thanks Deborah for the feedback and says how useful this was.

Mr Vartainian

- Mr Vartainian says he has the same issue on Popes Lane.

Alex

- Will pick up on this in the next SAG meeting and with the two councils outside of this meeting.
- Asked Val if she has any questions.

Val

- Secretary of The Friends of Gunnersbury Park. They have monitored the big events that have previously taken place. She came to the meeting with a series of points, mostly around noise, numbers and age group. But said Tom has covered a lot of this.
- Noise has been an irritation in the past but way Tom has been talking and the smaller stages makes sense and therefore doesn't feel like this will be a big issue.
- Doesn't think sound from the event itself will be an issue due to the smaller scale but says the critical thing is insuring people vacate the site and surrounding areas quickly.
- Felt reassured by the way Tom spoke about trying to make provision for drugs. Feels issues have been covered.



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- Asked if there could be a briefing after the event to discuss any issues that occurred or what went well compared to other events in the past.
- Friends of Gunnersbury AGM considered these events, and everybody said they want Gunnersbury Park to have good events but what they want is that these events don't close off the park for weeks on end and wants us to recognise that these big events inside the park have big impacts outside the park such as noise and drugs.

Alex

- Thanks Val and asks Tom for a response as Alex has something he'd like to come back to Val on.

Tom

- Thanks Val and asked Val about The Friends of Gunnersbury Park Association.

Val

- Explains what the Friends of Gunnersbury Park do.

Tom

- Waterworks are hoping to make this an annual long-term event and happy for a debrief after. Tom is hoping to learn from all of this and implement changes in needs be for future years.

Alex

- This process of hearing from the local community has to happen before, during and after the event. Tom will have a hotline which is managed during the event which residents can call during the event so tom can react during the event.
- Alex and Tom encourage residents to use this number so Tom can make things right during event if there are issues.
- Explains that all the feedback that happens from these events go into the planning of all future events.

Deborah

- Asked if the Secret Cinema entrance plan could happen for Waterworks.

Alex

- Explains that this has been looked at this for other events but members of SAG are concerned about the distance it takes plus the width of bridge has raised concerns. It's been looked at but not deemed a good plan.
- Thanks everybody for their time and says how valuable the feedback is.



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- Reminds everybody that Tom has given email address in chat and please do use it. Alex has also given the Gunnersbury Park email address in the chat for people to contact. And has encouraged all to get in touch with comments and questions they may have.