

Merton Council

Licensing Sub-Committee

13 August 2018

Supplementary Agenda 2

6 Further Additional Information

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- Additional comments for Representation 13
- Further additional information provided by applicant:
 - Appendix C – Medical Plan
 - Appendix D – Security Deployment Schedule
 - Notes from Residents meeting of 9 August 2018

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Agenda Item 6

From: JAYESH PANDYA

Sent: 09 August 2018 13:03

To: Amy Dumitrescu

Subject: Re: Licensing Sub-Committee Meeting - Diynamic Festival, Morden Park

Hi Amy thanks for letting me know.

These are the key concerns I have. All of which are based on the recent Eastern Electrics event which was awarded 2 days last weekend.

Noise complaints line. What capacity does that voicemail box have for messages. When I call the EE one on Saturday it was full, then when I called Merton Council they said contact the EE noise line. Not great. If the event holders are saying they will man it, what are those hours, the full duration of the event on each day, 10am to 11pm ?

Traffic Management

Policing needs to be ramped up, traffic wardens too. There were two buses bringing festival goers to the park who decided to park on bus stops (on Hillcross Avenue). Totally not faulting EE there as they were private hire, nevertheless, they were only there for that event. What are Merton Council going to do about ensuring this is not repeated?

Waste Management

What plans are there to ensure refuse collection is done on Saturday and Sunday rather than just on the Monday, Tuesday following the event. My point here why should residents have to see overflowing bins outside their houses when the reason for it is an organised event of 10,000 people.

Arrangements for pre-booked weddings at Morden Hall

Not that I am directly impacted by this but I find the lack of checks being made by the Council and the manner in which they notified the people who had booked the hall absolutely appalling. What are the Council doing about those bookings?

Thanks in advance

Jayesh Pandya

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EMS Ambulance Event Medical Services



Medical Plan

Event	Diynamic 2018
Date	8 th September 2018
Venue	Morden Park, SM4, London
Event Organiser/Promoter	GoToLive
Event Manager	Ryan Esson
Medical Manager	Mike Morgan
Document Prepared by	Tony Howsen
Date of Issue	09/08/2018
Version Number	1

This document contains information which is confidential or privileged and is intended solely for the use of the organisations involved in this event.

EMS will make every effort to ensure all the information contained in this document is true and correct at the time of issue. Due to the nature of the event certain elements of this document may be subject to change at short notice.

No other person or organisation is authorised to change, copy, retain, forward or distribute this document without the consent of EMS.

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SECTION 1	INTRODUCTION
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1.1	Statement Of Intent
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Event Medical Services (EMS) has been appointed by the organiser to plan and provide the appropriate medical cover for this event in accordance with the The Event Safety Guide, Health & Safety HSG195 and relevant previous experience.

An EMS Booking Form including Terms & Conditions will be signed and accepted by the Organiser/Promoter prior to the event and this will include contact details, event details, staffing provision and any provisions to be made by the Organiser/Promoter.

1.2	Key Personnel
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Role	Name	Mobile Number
EMS Medical Manager	Mike Morgan	[REDACTED]
EMS Event Manager (Offsite)	N/A	
EMS Event Control	TBC	

1.3	Method Statement
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EMS will provide all services as detailed in the medical plan, manage and coordinate these services onsite working with their subcontractors. EMS Managers are experienced and have a proven safe and traceable track record in the medical management of large concerts and events, planning, coordinating and managing of medical and first aid resources onsite. The management functions will be coordinated through a multi-agency/event control approach with all agencies onsite. EMS will provide medical services throughout the event and will respond to any reported casualties/incidents. Casualties will receive treatment at their location or be transported/accompanied to the one of the treatment areas, where they will receive treatment/observations as necessary.

Patient Report Forms will be completed for all casualties. Completed forms will be collated and securely stored in line with patient confidentiality guidelines. EMS will gather and collate injury trends and work together with safety personnel to address any health and safety issues.

1.4	Objective
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By careful and professional management EMS, along with their sub-contractors will aim to minimise the effects of the event on the healthcare provision for the local population and reduce its impact on the local NHS facilities.

We will endeavour to provide:

- The safe and appropriate management of persons who become ill or who are injured at the event
- Care and support to those who seek our help

This will be achieved by:

- Regular Safety Advisory Group meetings and site visits prior to during the event
- An effective command and control system
- Close liaison with all medical and first aid staff
- Strategically located first aid posts
- Utilisation of suitably trained and qualified personnel
- Suitably crewed and equipped ambulances

1.5	Complaints
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Any complaints occurring at the event in relation to any of the services outlined in this plan should be directed in the first instance to the appropriate Line Manager and reported to an EMS Manager immediately. The necessary reporting procedures will be logged and the incident investigated.

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Section 2	Event Information
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2.1	Overview
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Dynamic is a German electronic music label that holds festivals around the world. This is their first UK based event

2.2.	Location
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Morden Park, SM4, London

2.3	Operational Times
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11.00 – 22.00

2.4.	Capacity
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10000

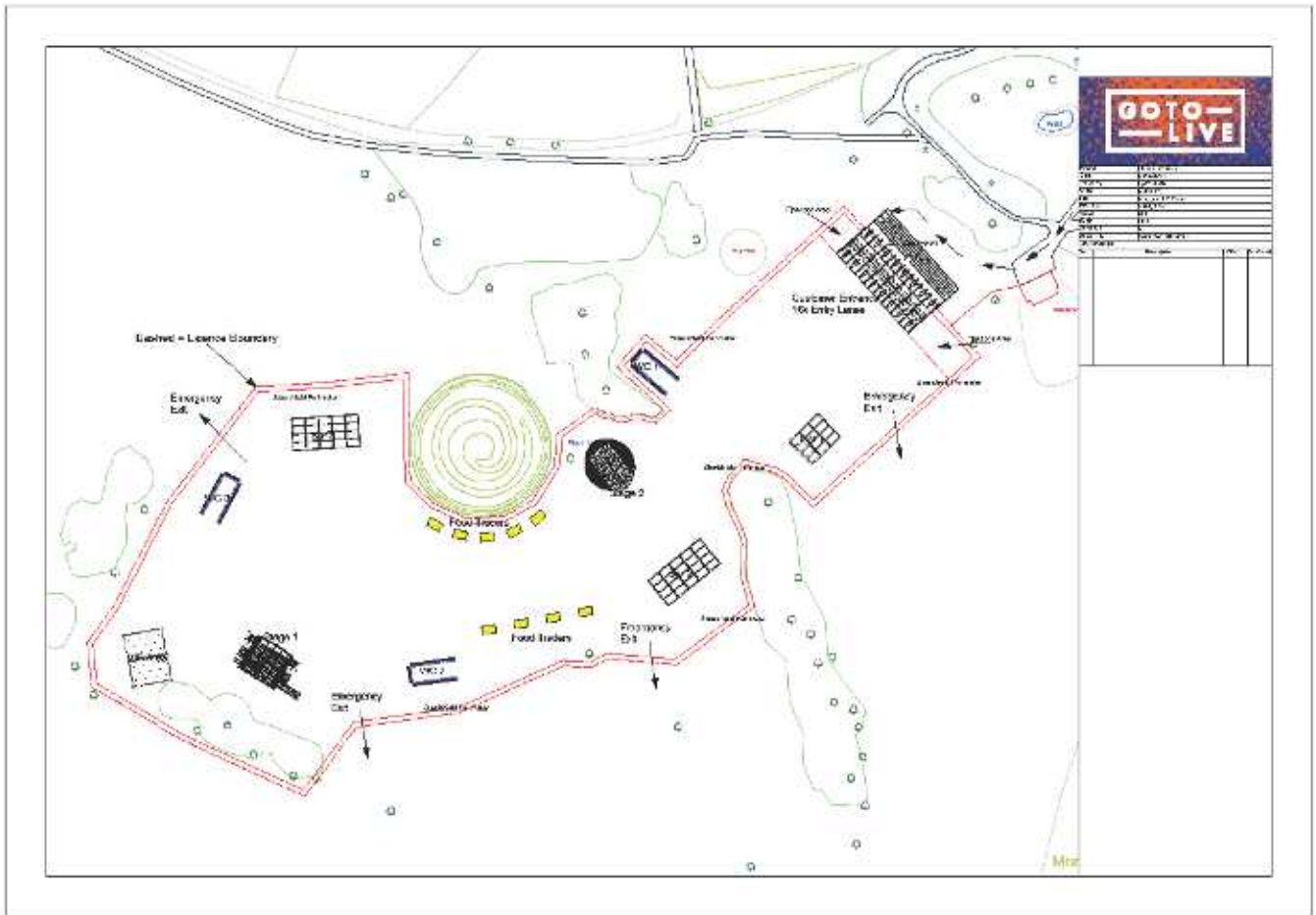
2.5	Audience Profile
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Predominantly young adults.

2.6	Event Website
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<http://www.dynamic.com/events/>





Section 3	OPERATIONAL INFORMATION
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3.1	Staffing Levels
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The following levels of provision are based on those as recommended by The Event Safety Guide, with due regard to previous experience of this event or similar events, the audience profile, maximum number of people likely to attend and other relevant factors

Resource Times	Resources	Quantity
11.00-22.00	Paramedic Ambulance & Crew	2
	4x4 Ambulance & crew	0
	Additional Ambulance Personnel	4
	Doctor	1
	Nurse	2
	First Aid Personnel	12
	Ambulance Manager	1

3.2	Resource Locations
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TBC

3.3	Ambulance Vehicles
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Ambulance	2
Ambulance 4X4	0
Response Vehicle	0
Response Vehicle 4X4	0
Quad	0
Response Cycle	0
Control Unit	0

3.4	Onsite Vehicle Operation
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Should an ambulance be required this will be notified through event control and will be kept to essential movement only. Should an ambulance be required within a crowded area this will be done via Event Control with steward assistance.

Audible warnings (sirens) will **NOT** be used within densely crowded areas. This attracts attention and is shown to cause crowd panic. Visual warnings (blue lights) will only be used when necessary.

3.5	Receiving Hospitals & NHS Ambulance Service
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St Helier Hospital Wrythe Lane Carshalton Surrey SM5 1AA	St George's Hospital Blackshaw Road London Greater London SW17 0QT
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The above are the nearest hospital locations, however a decision regarding the receiving hospital would be taken by our Doctor on case by case basis. The above hospitals may be amended following consultation with London Ambulance Service NHS Trust.

3.6	Vehicle Embargo
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If an essential ambulance movement is required, authorisation will be given by Event Control and they will inform the Event Manager of this movement.

3.7	Access & Egress
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Access points TBC
All staff **must** have appropriate identification to gain access.

3.8	Emergency & Evacuation Procedures
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In the event of a serious incident, for example public disorder in the immediate vicinity of the first aid post, all staff should withdraw to a safe distance until the incident has been dealt with by either stewards or police.

3.9	Operational Briefing for all Staff
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All staff should be briefed either prior to arrival onsite or on arrival by their respective Line Manager who will ensure site plans and all relevant information is distributed accordingly.

All event staff must familiarise themselves with the site layout as soon as possible on arrival and identify key locations, entrances/exits. A formal debrief will be carried out on conclusion of the event.

3.10	Communications
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EMS will operate an independent radio network. Strict radio procedure will be adhered to at all times by all first aid staff in attendance at the event.

Patient identifiable data must **NOT** be transmitted over the radio.

3.11	Appearance of Staff
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All staff will be in their respective uniforms, be identifiable, carry photographic identification and wear appropriate PPE as required.

3.12	Disposal of Clinical Waste
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Clinical waste will be disposed of in appropriate bags and/or containers and removed from site at the end of the event.

3.13	Safeguarding of Children & Vulnerable Adults
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Lost children & Child Protection

The medical unit or first aid posts are not suitable places to look after lost children and are not the responsibility of the medical resources onsite. Should any lost child be directed or brought to any of the first aid posts, event medical control will be informed immediately.

We will however, provide a safe and supervised environment for the lost child until such time the care of the child is passed into the care of a Police Officer or designated facility onsite and the Event Organiser will be informed.

The Event Organiser will have lost children protocol in place throughout the event. All lost children must be reported to Event Control.

Protection of Vulnerable Adults

All staff have a responsibility to ensure the safety and well-being of vulnerable adults. Any concerns should be reported to an appropriate Manager at the earliest convenience.

3.14	Media
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Medical personnel will not give any comment or interview on any aspect of the event without prior authorisation.

3.15	Backstage and Pit Access
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TBC

3.16	Noise at Work
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To comply with the Control of Noise at Work Regulations 20015, all staff will wear ear protection when working in the vicinity of stages or other areas of high noise. These **MUST** be worn at **ALL** times. Staff not complying with these instructions will be removed from that working area.

An incident log will be maintained which will include any actions or decisions taken by the management and control staff of the medical provision and the reasons for those actions. All patients who require treatment will be recorded. Documents will be collated and held by the appropriate agencies. Records will be stored and patient details will be subject to confidentiality and Data Protection legislation.

All personnel will respect patient confidentiality and follow strict rules in this respect. No patient information will be given out unless we are given permission from the individual or their next of kin or unless reportable under RIDDOR circumstances.

RIDDOR Reportable Incidents

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) applies to all who are injured or become ill as a result of an accident or exposure whilst at work, on duty, or at events, which arise out of work/duty activities.

Types of Reportable Injury:

- Death
- Major Injury
- Over seven day injury

Major Injuries are defined as:

- Fracture other than fingers, thumbs or toes
- Amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight, temporary or permanent, chemical or hot metal burn to the eye
- Injury resulting from electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours
- Injury leading to hypothermia, heat-induced illness
- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent

Reportable Dangerous Occurrences:

- Collapse, overturning or failure of load-bearing parts of lifting equipment
- Failures involving lifting equipment
- Any escape of biological agents
- Collapse of scaffolding (includes speaker towers)
- Failure of fairground equipment

This list is not exhaustive

If an incident occurs, the responsibility for reporting lies with the Duty Manager for the event at which the incident occurred. In these circumstances, we will supply sufficient information to the Organiser.

This will include:

- The casualty's name, address, postcode, phone number
- The casualty's gender and age
- Date, time and place of incident
- Brief description of the nature of the injury/illness
- Actions taken in respect of casualty - Taken to hospital/home etc

3.19	Care Quality Commission (CQC)
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From 1st April 2011 the Health & Social Care Act 2008, all NHS and independent ambulance services that provide regulated activities must be registered and regulated with the Care Quality Commission (CQC).

EMS will ensure that all sub-contractors used are appropriately registered with the CQC and copies of certificates obtained.

Section 4	MAJOR INCIDENT PROCEDURES
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4.1	Definition
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There are many definitions applied to major incidents by the different responders and agencies. For the purpose of this plan it is appropriate to use the one commonly used by ambulance services.

- ***A Major Incident can be defined as any incident where the location, number, severity or type of live casualties requires extraordinary resources.***

Roles & Responsibilities

The statutory responsibility for dealing with a medical major incident is the responsibility of the local NHS Ambulance Service as defined in the Civil Contingencies Act 2004. This is also defined in paragraph 205 of The Event Safety Guide.

EMS will undertake the following responsibilities until such time the emergency services arrive on scene and will then work under their directions:

- Saving a life
- Prevention of further injury
- Ensure the safety of all staff and attendees at the event
- Coordinate available medical resources onsite until the NHS Ambulance Service arrives
- Supporting the emergency services

When dealing with an incident where the cause is unclear, the following procedures will apply:
Upon the arrival of the NHS Ambulance Service, all EMS Managers, Staff, Ambulance, Medical and First Aid Personnel will work under their command until the incident is deemed closed. All onsite facilities e.g. ambulances, ambulance control, first aid posts will be at the disposal of the ambulance service whilst a major incident is ongoing.

All staff attending the event will be briefed on their roles and responsibilities prior to arriving onsite and will be familiar with procedures. A log will be maintained throughout the incident.

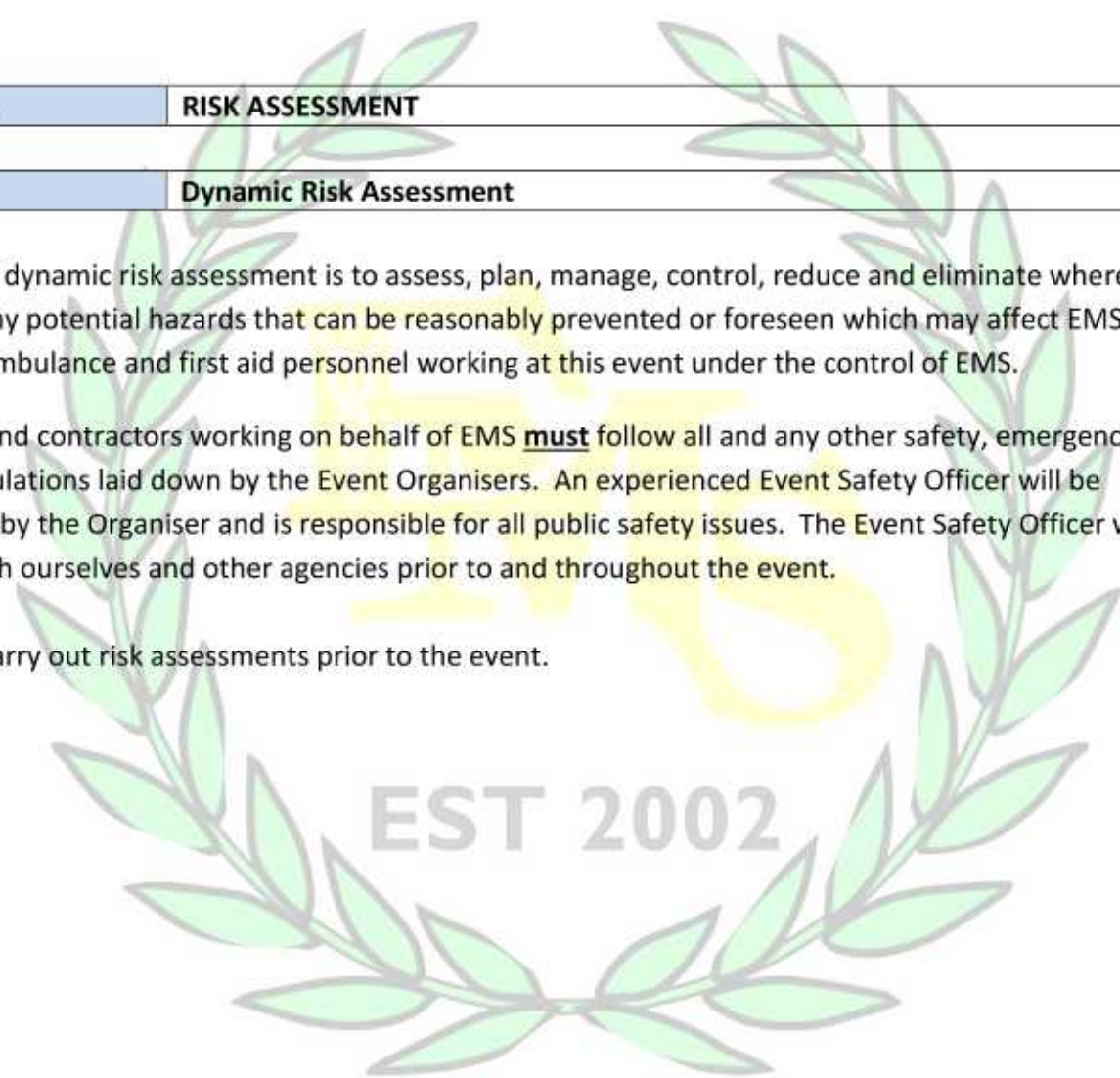
Section 5	RISK ASSESSMENT
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5.1	Dynamic Risk Assessment
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The aim of dynamic risk assessment is to assess, plan, manage, control, reduce and eliminate where possible any potential hazards that can be reasonably prevented or foreseen which may affect EMS, medical, ambulance and first aid personnel working at this event under the control of EMS.

Any staff and contractors working on behalf of EMS **must** follow all and any other safety, emergency or onsite regulations laid down by the Event Organisers. An experienced Event Safety Officer will be appointed by the Organiser and is responsible for all public safety issues. The Event Safety Officer will be liaising with ourselves and other agencies prior to and throughout the event.

EMS will carry out risk assessments prior to the event.



Quotation - [Dynamic Festival] - SEP 2018 V1

SP -

Saturday 8th Sep - Event Day

Date -

Row No	Sector	Sub-Sector	Func.	Sat				Sat			
				Day	Start	End	Hours	Late	Start	End	Hours
1	General	Head of Security	PM	1	08:00	23:30	15.5				0
2	Event Control	Project Manager	PM	1	08:00	23:30	15.5				0
3		CCTV Controller	SU	1	09:00	23:30	14.5				0
4		Radio Controller	SU	2	09:00	23:30	14.5				0
5		Response Team (3 Teams of 3)	SIA1	9	10:00	23:30	13.5	2	23:00	09:00	10
6		Logistics	SU	1	08:00	23:30	15.5				0
7	-	-	-	-	-	-	-	-	-	-	-
8	External	Supervisor	SU	1	09:00	23:30	14.5	1	23:00	09:00	10
10		Box office and Accreditation	SIA1	1	10:00	23:30	13.5				0
11		Production Gate	SIA1	2	08:00	23:30	15.5	1	23:00	09:00	10
12		External Patrol	SIA1	4	10:00	23:30	13.5				0
12		Production Car Park	SIA1	1	08:00	23:30	15.5				0
13	Main Entrance	Supervisor	SU	1	09:00	23:30	14.5				0
14		Directional	ST	3	10:00	23:30	13.5				0
15		Wanding	SIA1	16	10:00	23:30	13.5				0
16		Bag Search	SIA1	16	10:00	23:30	13.5				0
17		Body Search	SIA1	16	10:00	23:30	13.5				0
18		Inhance Search	SIA1	8	10:00	23:30	13.5				0
18		Inhance Search - Escort	SIA1	6	10:00	23:30	13.5				0
18		Inhance Search - Admin	ST	2	10:00	23:30	13.5				0
19		Exit Lane	SIA1	2	10:00	23:30	13.5				0
20	Arena	Supervisor	SU	1	09:00	23:30	14.5				0
22		Fire Exits	ST	5	10:00	23:30	13.5				0
23		First Aid	SIA1	1	10:00	23:30	13.5				0
25		Bars	SIA1	4	10:00	23:30	13.5				0
26		VIP Area	SIA1	5	10:00	23:30	13.5				0
28	Stage 1	Supervisor	SU	1	09:00	23:30	14.5				0
29		Dressing Rooms	SIA1	2	08:00	23:30	15.5				0



Residents Meeting - 9th August - Morden Park

2 main points of discussion:

- Ingress/Egress
- Noise Issues

INGRESS/EGRESS

Public Urination

- Festival's fundamental aim is mitigating against this issue and we will put in place toilets along congested routes
- Toilets will have attendants so that the toilets are monitored.
- We will make sure to have appropriate festival signage associated with those bathrooms
- Council has put in place controlled CCTV units along London Road, we will also have signs that draw attention to the cameras
- Also on every ticket we will have information displayed stating the main locations of the toilets

Nitrous Oxide Use

- Security are to be positioned from the station and up to the site in order to act as a deterrent to misuse of Nitrous Oxide
- During previous festivals it was noticed that there were opportunistic dealers in groups situated on London Road, our security deployment should aim to stop this
- We will have signage warning against the use of Nitrous Oxide

Security

- The Security company will be Showsec. Showsec are the leading security company for festivals in the UK. They also play a big role in managing other public events from football to cycling.
- Diynamic will put in place an external security team that will focus only on the exterior.
- Diynamic recognise that leaving a security detail to patrol the exterior is not enough and will put in place resources to manage and monitor the process
- Agreement that the site has a challenging geography. This has been factored into our plans surrounding security, toilet placement, bin issues.
- Security will be on-site until 12pm Saturday 8th September (2 hours post event close time)
- One resident raised an issue regarding basic welfare with their security man; stating that they had to provide bathroom facilities for the individual. Resident would like something in writing to confirm that it is our responsibility to maintain the welfare of security
- Security company to be made aware of rotation system and correct shift rota for staff
- Resident suggested a Police presence to bolster the security deployment.
- Phone number already set up regarding noise complaints to act as a hotline for residents
- Phone number to be set up regarding welfare complaints / security / community impact for residents
- Resident raising concern about behaviour issues, crowd control, drugs, alcohol issues in particular with this type of event, Showsec to be made aware of this type of behaviour
- Resident stated a police presence was mentioned in Will Paterson's email, response being that we are waiting to hear back from the relevant police contact
- Resident suggesting that we are not taking into account the impact of the wider area
- A resident commented that she could cope with the noise, but not the anti-social behaviour.
- Resident suggests the footprint of measures we have put in place don't go far enough and expects there to be issues if we don't put more procedures in place
- Resident felt that the other festival organisers neglected areas of the park beyond the festival site.
- The organisers said they would look into extending the deployment of the security to a wider area.

Waste Management

- There will be a dedicated waste management procedure put in place as well as dedicated external cleaning process
- Deployment of bins and deployment of larger waste receptacles, we are looking to contain the impact of the event as much as possible
- We will have a specific focus on the exterior, not just the event but the perimeter of the park
- The cleaners will be in place from the beginning.
- Residents are concerned about broken glass and the time it took to remove it.
- We will continue the hotline for cleaning post event timings so that any issues post event can be taken care off
- Resident concerned that the residents might pay for clean up operations etc.
- Ryan confirmed that the organisers will pay for any additional clean up costs.
- Report requested for clean up results from previous festivals
- Residents raising issues about cleaning on time and operational matters regarding clean up



Transport

- Uber Blackout was noted during recent festivals at Morden Park
- Uber relocated pick-up to another location that many customers failed to be made aware of causing traffic backlog and transport issues
- Residents mentioned issues from past events at Morden where the traffic management procedures put in place failed.
- The organisers said they would look into an alternative pick up and drop off point for Uber.

NOISE ISSUES

Rules and Regulations

- We have put in place a noise management plan: this involves an independent noise management company; this company will be responsible for complying with environmental health and council restrictions
- Diynamic festival have agreed to comply with all council, government and agency regulations and restrictions
- Residents expressed their past concerns from noise-levels during previous events at Morden Park and stated that a large amount of people were affected by the high levels of noise
- Residents expressed concern that Merton council were not supporting residents as much as they would like

Directional

- We have 2 stages and 2 sound systems associated with those stages; hence the impact of this allows us to have more control over sound bleeding/monitoring
- Diynamic explained that each additional sound source added to the site increases the risk of sound bleeding between stages and off-site
- We are using a directional sound system that focuses the audio, we will make sure the set up will face away from any areas deemed to be sensitive

Monitoring & Levels

- Diynamic will have a number of staff from the independent noise company placed at different locations around the site, we will also have people constantly roaming the site monitoring the levels
- Diynamic festival will try to pin-point neighbouring boroughs and investigate further noise complaints regarding this and look into steps we can action in order to prohibit the same affect
- Diynamic explained to residents that the acceptable noise level is agreed at 75db
- A site plan is available to those who want to request regarding the noise dispersion and speaker placement
- Diynamic to monitor the DBA and DBC on-going throughout the event
- Issues raised by residents regarding government procedures on noise management - Diynamic agree to adhere to these restrictions as per points above

IMPORTANT

We would like to offer the residents of Morden the chance to have a look at the site on the Friday (7th September) and meet some of the staff working on the event
Hopefully this will give residents the opportunity to see the site and receive an explanation of the schedule ahead of the event day (8th September)

Any further question or queries you have please contact Will Paterson: [REDACTED]