

## Scrutiny Report

Committee: Scrutiny Committee Communities  
Meeting or Proposed Decision Date – 30 October  
2024  
Key Decision – No



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### Glastonbury Festival Debrief Report

Executive Member(s): Cllr Federica Smith-Roberts  
Local Member(s) and Division(s) affected: Cllr Claire Sully – Mendip South  
Cllr Rob Reed – Mendip South  
Executive Director: Chris Hall – Community Services

#### 1.0 Executive Summary

1.1 This report provides an overview of Regulatory Services monitoring of the 2024 Glastonbury Festival in relation to compliance with Licensing and Environmental Health Requirements. It also provides a summary of work undertaken by the Traffic Management Team, Public Health and Civil Contingencies.

#### Recommendations

- (1) To note the report
- (2) No recommendations

#### 2.0 Reasons for Proposals

2.1 This report is to provide members of the Scrutiny Committee with a debrief of the work undertaken by Somerset Council for Glastonbury 2024.

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#### 3.0 Purpose of the Report

3.1 This report provides an overview of Regulatory Services monitoring of the 2024 Glastonbury Festival in relation to compliance with Licensing and Environmental Health Requirements. It also provides information on the work undertaken by the Traffic Management Team, Public Health and Civil Contingencies.

#### 4.0 Background

##### Licensing of the Event

4.1 Glastonbury Festival took place between 26 June and 30 June 2024. Glastonbury Festival Events Limited have a licence issued by Somerset Council to hold the event.

4.2 The Glastonbury Festival Premises Licence authorises one event per calendar year that allows access to public ticket holders for no more than 6 days. The licence allows for up to 210,000 people making it the largest music festival in the UK.

4.3 When considering a licence, the Licensing Authority, has to ensure that the four Licensing objectives are promoted in the decision-making process. These objectives are as follows:

- Prevention of crime and disorder
- Public safety
- Prevention of public nuisance
- Protection of children from harm

4.4 On issue of the Licence there is an obligation on the part of the Licensee that they will promote the Licensing Objectives in the way that the event is managed. Therefore, the primary aim of the Licensing Authority relates to the issuing, monitoring and, if required, enforcement of the Premises Licence Conditions.

4.5 This licence comprises an Operating Schedule (OS), which, states the manner in which the applicant will promote the licensing objectives (and in effect sets out the conditions of the Premises Licence). The conditions of licence are not subject to change without the submission, and approval by the Licensing Authority, of a variation or minor variation to the original application.

4.6 Supporting the OS is an Event Management Plan (EMP). This describes how the event organiser will comply with the conditions of the Operating Schedule. To balance the requirements of the Licensing Authority, Responsible Authorities, and the event organiser, the EMP can be varied to a degree, for each event to enable continuous improvement. However, the EMP and associated documentation must be deemed satisfactorily submitted by the Licensing Authority and the other Responsible Authorities prior to each event commencing.

## **5.0 The Work of Somerset Council Regulatory Services**

### Pre-Event Licensing Work

5.1 The EMP was submitted as detailed by the OS and this, plus associated documents, were scrutinised by members of the Multi-Agency Partnership (MAP).

5.2 Membership of the MAP comprises experienced and competent representatives from the following and is chaired by the Service Director of Regulatory and Operational Services.

- Glastonbury Festival Events Limited (GFEL)
- Somerset Council (Environmental Health and Licensing) \*
- Avon and Somerset Constabulary\*
- Devon and Somerset Fire & Rescue Service\*
- Heart of the South West Trading Standards Service\*

- South Western Ambulance Service NHS Foundation Trust
- NHS England South West
- UK Health Security Agency (UKHSA)
- Somerset Council – Civil Contingencies Unit
- Somerset Council – Public Health\*
- Somerset Council – Traffic Management
- Somerset Council – Children’s Social Care\*
- Festival Medical Services

\* ‘Designated as Responsible Authorities’ under the Licensing Act 2003

5.3 All Event Management Plans and Supporting documents were submitted by GFEL on time and scrutinised by the relevant members of MAP. These documents were formally accepted by the MAP as relevant submissions in accordance with the conditions of the licence and confirmation provided in writing by the licencing authority.

## **6.0 Somerset Council Event Monitoring**

### Organisational Arrangements

6.1 The 2024 event was the first event fully regulated from start to finish by Somerset Council. A new management team was in place as well as new area leads for some of the monitoring work.

### Reductions in Staff Resources

6.2 A review was undertaken of the monitoring function by the new management team to draw out efficiencies and reduce the burden on the Environmental Health Team and budget pressures. Actions that were taken include:

- Reducing the numbers of staff involved in monitoring the event – a 34% reduction in staff was achieved by a combination of:
  - i. Ceasing some monitoring functions
  - ii. Combining monitoring functions/teams
  - iii. Locating the administrative support off site by utilising technology/IT
  - iv. Use of technology allowing officers to work remotely whilst on site.
- Reducing the numbers of hired vehicles by utilising existing council 4x4s.

6.3 By undertaking these actions in 2024, a saving of 34 % (£17 K) was made in terms of officer time required to monitor the event when compared to 2023. Changes to vehicle usage in 2024 resulted in a 75% saving (£6.4K) compared to 2023. Overall, the cost of monitoring the event in 2024 was £33.5 K a saving of 41 % (£23 K) when compared to the 2023 event. The Statutory License Fee is £34.2 K.

6.4 We are hoping with further work next year, we will be able to reduce the costs further.

## **7.0 Monitoring of the Event**

7.1 Regulatory Services Officers undertook audit monitoring during the festival in the following areas:

- Licensing
- Public Safety
- Food Safety
- Private Water Supplies
- Noise and Nuisance

7.2 The monitoring undertaken identified some minor areas of improvement/advice were identified by the monitoring teams and where these were communicated to GFEL action was taken to address any issues identified. These issues will be taken into account during the post event debrief process and when the MAP reviews the EMPs for 2025 to ensure, where appropriate, that advice is incorporated into the 2025 event planning.

7.3 An area of significant success this year was in the area of noise monitoring which saw a significant decrease in noise complaints when compared to 2023.

## **8.0 Summary of GFEL Compliance for Regulatory Services**

8.1 The overall result of regulatory services monitoring of the event did not identify any breaches of licensing conditions or other EH requirements and no formal action was required against GFEL in any areas.

## **9.0 The Work of Somerset Council Traffic Management Team**

9.1 Under the Traffic Management and Highways Acts, Somerset Council's primary role as the responsible Highway Authority is to ensure that congestion on the highway is minimised and that the highway is safe. This is achieved through the following:

- Approve the Traffic Management Plan (TMP) produced by Glastonbury Festival Events Limited (GFEL) as one of the key stakeholders.
- Ensuring the GFEL's TMP is appropriate and meets our objectives in reducing congestion and maintaining safety on the public highway network.
- Monitor the implementation of the TMP for the duration of the festival by attending GFEL's Event Control along with other key stakeholders.

## Festival Attendance

9.2 The total number of people attending the event including public, crew and artists is 210 000. The following table provides a breakdown of arrival methods.

<b>Method of Arrival</b>	<b>Numbers</b>	<b>Additional info</b>
Cars	144,000 (in 42, 000 cars)	Average 3.43 people per car
Train	14, 000 (Arrivals) 11, 000 (Departures)	
Bicycles	1200	
Motorbikes	300	
Coach/Bus	50,500	

## Coaches and Buses

9.3 Coaches/buses delivered 50,500 people a breakdown of this information is below.

- 14,500 by National Express
- 23,000 festival ticket packages (See Tickets)
- 8,000 GFEL Operated Services (including Sunday tickets)
- 2,000 Private Hire buses/minibuses
- 3,000 staff (Bar staff/Oxfam/Security/Hospitality)

9.4 Bus trackers were installed as a new initiative in 2024 on all GFEL operated services on routes to & from Castle Cary Train Station, Bath & West Showground and GF site. The trackers assisted in monitoring the flow of traffic to manage the local access for public transport. This complimented the network monitoring carried out by Somerset Council in Event Control.

## Pilton Village Car Park (Green Car Park)

9.5 The Pilton village (Green Car Park) has a maximum capacity of 4000. The observed maximum numbers obtained from daily vehicle counts showed 1200 vehicles in 2024 compared to 1800 vehicles in 2023 giving a 33% reduction. These reductions were achieved by:

- Reduction in the number of passes granting entry to Green Car Park
- Improvements to car park management through:
  - Use of ANPR recognition barriers
  - Robust marshalling

## Parking Enforcement

9.6 NSL Civil Enforcement Officers patrolled Pilton Village and its extremities daily from weekend prior to Festival until Tuesday following (11 days)

9.7 Learnings from 2023 brought changes in sign type and location for 2024 which directly resulted in 50% decrease in Penalty Charge Notices issued (90 in 2023 compared to 45 in 2024). The patrol locations and CEO hours worked remained very similar year on year.

### Points to Highlight

9.8 For 2024, Somerset Council conducted vehicle volume counts on Pylle Road and Cose Lane for comparison in future years. This will allow the Traffic Management Team to assess effects of imposed mitigations.

9.9 Somerset Council work closely with our own and GFEL's comms teams to ensure both the local and travelling public are aware in advance of imposed restrictions. During ingress and egress, we provide real time up to date travel information. As a result, we have received very few queries or concerns regarding the TMP.

9.10 A joint collaborative response was demonstrated by key stakeholders in event control during 2024 festival which significantly reduced the impact on the network. Incidents managed included:

- Wednesday ingress 26/06 - Fatal collision on the A371 affecting a key route from A303.
- Thursday ingress 27/06 - Tractor fire resulting in road closure of A371 at strategic location.

## **10. The Work of Somerset Council Civil Contingencies Team**

10.1 Somerset Council Civil Contingencies Team were involved in the pre planning work with other partner agencies inputting into the Major Incident plan and Multi Agency plan working groups. The team developed the Somerset Council specific emergency documents for the event, to ensure the Council was prepared in the event of a major incident. During the festival Emergency Planners operated as tactical advisers in support of the Councils on site tactical leads.

10.2 There were no emergencies during the period of the festival operation.

## **11. The Work of Somerset Council Public Health Team**

11.1 The Director of Public Health (DPH), Professor Trudi Grant, has a statutory role in Health Protection, which is 'the **protection** of individuals, groups and populations through expert advice and effective collaboration to identify, prevent and mitigate the impacts of **infectious disease**, and **environmental, chemical and radiological threats**' to be assured that the population's health is protected from threats to health and that appropriate plans are in place to mitigate against these.

11.2 The DPH role with regard to Glastonbury festival is 'Business as Usual' but on a slightly larger scale and so resource is deployed appropriate to the need, to ensure that the needs of: the population on site; the staff working on the site and the Somerset population are protected. In past years we have had to develop

specific plans for Mpox, Sars Cov-2 and Avian flu, due to circulating infections. This year the main risk was that of measles, as there have been outbreaks in areas of UK and globally where vaccination rates are lower than those that confer herd immunity. The festival medical services supported by NHS established a measles vaccination clinic on site prior to the festival, however, no festival staff took up this offer. No measles cases were identified on site during the course of the festival.

11.3 Public Health work to support the safe running of Glastonbury festival occurs in 3 phases:

1. Planning – where we identify risks to health and ensure documented plans are in place involving; Festival Medical Services, NHS, SWAST (ambulance), Environmental Health. UKHSA provides specialist Public Health advice. These plans are tested on a rotational basis.
2. Responding –during the festival there is a shared rota with UKHSA onsite at the festival, which provides risk assessment of cases, advice, management and communication to patients, population and professionals and participation in the co-located multiagency tactical response.
3. Debrief – the public health family (UKHSA / SCPH and EHOs) establish what has worked, what needs to work better e.g. this year earlier and later onsite medical provision established, based on learning last year. The response has been developed over many years and overall, the learning largely relates to streamlining communication and business processes.

11.4 In conclusion the 2024 Glastonbury festival was deemed to be a success, health agencies noted a reduction in health care presentation to on site providers and a reduction in off site transfers for ongoing medical care.

## **12 Background Papers**

12.1 None

## **13 Appendices**

13.1 None

**Report assurance checklist ahead of report publication.  
(for Audit, Executive, Full Council and Scrutiny Committees)**

	Officer Name	Date Completed
Legal & Governance Implications	David Clark	N/A
Finance & Procurement	Nicola Hix	N/A
Workforce (*)	Dawn Bettridge	N/A
Asset Management (*)	Oliver Woodhams	N/A
Executive Director Service Director	Chris Hall Sarah Dowden	8/10/2024
Executive Lead Member	Cllr Federica Smith-Roberts	10/10/2024
<b>Consulted:</b>	Councillor Name	
Local Division Members	List local members	N/A
Opposition Spokesperson(s)	Relevant Opposition Spokesperson	N/A
Relevant Scrutiny Chair(s)	Cllr Gwil Wren	16/10/2024

Note:

Directors may nominate additional officers to act on their behalf.

(\*) – these areas only need to be consulted on proposals if the proposals have workforce or asset management implications.

Reports will not be published if assurance checklist has not been adequately completed – report author to liaise with Democratic Services well ahead of publication deadlines.