

# Glastonbury Festival 2024

Community Scrutiny 30 October 2024

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**Somerset**  
Council

# Glastonbury Festival 2024 - Community Scrutiny - 30/10/2024

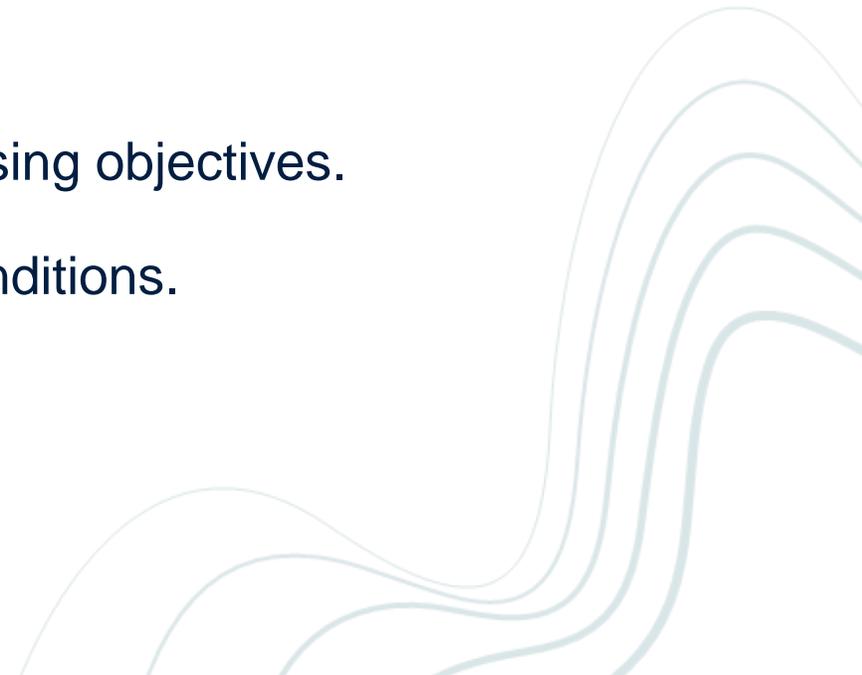
## Purpose of the Report

- To provide an overview of Regulatory Services Monitoring of the 2024 Glastonbury Festival.
- To provide details of changes made to the Regulatory Services monitoring function for 2024
- Summary of Compliance with Licensing and Environmental Health Requirements.
- Additional Work: Somerset Council Traffic Management Team , Public Health Team, and Civil Contingencies Team.

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## Background

- **Event Dates:** 26 June - 30 June 2024.
- **Licence:** Issued by Somerset Council.
- **Capacity:** Up to 210,000 people.
- **Premises Licence:** Authorizes one event per year.
- **Operating Schedule (OS):** Conditions for promoting licensing objectives.
- **Event Management Plan (EMP):** Compliance with OS conditions.



## Part 1 The Work of Regulatory Services



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## Licensing of the Event

### •Licensing Objectives:

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

### •Pre-Event Licencing Work

- EMP Submission: Scrutinized by Multi-Agency Partnership (MAP).
- MAP Members: Includes representatives from various authorities and services.
- Approval: Documents accepted by MAP and licensing authority.



## Event Monitoring

- **Organisational Arrangements:** New management team and area leads.
- **Staff Reductions:** Efficiency measures led to cost savings.
- **Monitoring Areas:**
  - Licensing
  - Public Safety
  - Food Safety
  - Private Water Supplies
  - Noise and Nuisance



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## Efficiency Savings

### •Staff Reductions:

- **Overall Reduction:** Requested to review resources due to financial emergency
- **Specific Actions:**
  - Ceased monitoring in certain areas (e.g., building control).
  - Combined campsite monitoring with other roles.
  - Merged security and licensing teams.
  - Located admin support off-site through use of IT/technology.
  - Reduced officers in remaining teams.
  - Use of technology allowing officers to work remotely whilst on site.

### •Vehicle Usage:

- Reduced hired vehicles from by utilising existing council 4x4s.

## Efficiency Savings:

- **Staff Time:** 34% reduction of £17K compared to 2023.
- **Vehicle Costs:** 75% reduction of £6.4K compared to 2023.
- **Total Monitoring Cost:** £33.5K, a 41% saving of £23K compared to 2023.
- **Statutory Licensing Fee:** £34.2K.
- **Future Improvements:** Continued efforts to reduce costs and improve efficiency.

## Monitoring Outcomes and Summary of Compliance

- **Monitoring Findings:** The festival was well run only minor improvements identified and addressed.
- **Noise Monitoring:** Significant decrease in noise complaints.
- **Compliance:** No breaches of licensing conditions; no formal action required.
- **Overall Result:** Successful compliance with licensing conditions.
- **Review and Debrief Process :** Meetings are held with GFEL to debrief/providing feedback on learning/continuous improvement for next year.

## Part 2 The Work of Other Council Teams

**Somerset Council Traffic Management Team**



# Responsibilities

## Somerset Council & the Highway Network

- 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. We do this 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

Total number of people attending including public, crew and artists: **210,000**

## Method of arrival breakdown:

**Cars (Incl crew transport/artist transport):** 144,000 people arrived in 42,000 cars

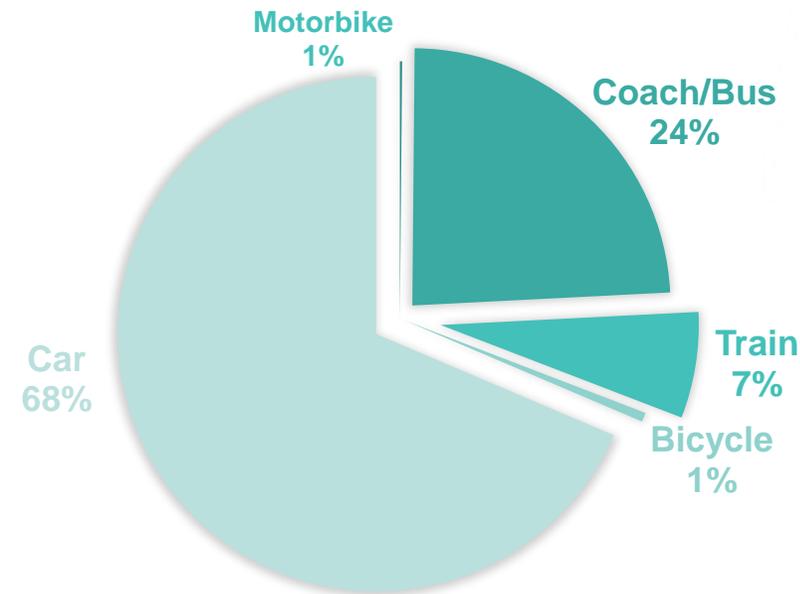
Average people per car: 3.43

**Train:** 14,000 arrivals & 11,000 departures

**Bicycles:** 1,200

**Motorbike:** 300

**Coach/Bus:** 50,500



# Coaches & Buses

**Coaches/buses:** 50,500

Breakdown:

- 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)

New for 2024:

- Bus trackers installed on all GFEL operated services
  - Routes to & from Castle Cary Train Station, Bath & West Showground and GF site
- Trackers assisted in monitoring flow of traffic to manage the local access for public transport
  - Complimented the network monitoring carried out by Somerset Council in Event Control

# Pilton Village Car Park (Green)

Maximum Capacity = 4,000 vehicles

Observed maximum numbers obtained from daily vehicle count at 3pm:

2023 = 1,800 vehicles

2024 = 1,200 vehicles

Figures show a 33% decrease from 2023, due to:

- 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

Green Car Park has operated consistently below 50% capacity.

# Parking Enforcement

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

- Learnings from 2023 bought changes in sign type and location for 2024
- Directly resulted in 50% decrease in Penalty Charge Notices issued
- Patrol locations and CEO hours worked remained very similar year on year

Location	Area	2023	2024
A361	Pilton	4	4
Scotts Lane	Glastonbury	7	2
Newtown Lane	West Pennard	20	6
Stoodly Lane	Pilton	5	3
Totterdown Lane	Pilton	3	5
Withial Hill	Shepton Mallet	10	4
Lower Westholme Road	Pilton	1	2
West Bradley Lane	Glastonbury	8	1
Top Street	Pilton	6	4
Pylle Road	Pilton	1	2
Bere Lane	Glastonbury	11	
Lamberts Hill	Shepton Mallet	7	
Little Pennard Lane	Glastonbury	4	
Bowermead Lane	Pilton	1	
Hembridge Road	Shepton Mallet	1	
Perridge Hill	Pilton	1	
Boxbush Hill	East Pennard		2
Middleway Road	East Pennard		1
West Shepton	Shepton Mallet		1
Breech Lane	West Pennard		4
Stickleball Lane	Pilton		1
Whitstone Road	Shepton Mallet		1
Bread Street	Pilton		1
Bradley Way	West Pennard		1
<b>TOTALS</b>		<b>90</b>	<b>45</b>

# Additional Information

## Points to highlight:

- For 2024, Somerset Council conducted vehicle volume counts on Pylle Road and Copse Lane for comparison in future years
  - Will allow us to assess effects of imposed mitigations
- 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.
- 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

## Part 3 The Work of Other Council Teams

**Somerset Council Public Health**  
**Somerset Council Civil Contingencies**



# Somerset Council Public Health

DPH role in Health protection – to be assured the population’s health is protected from threats to health and appropriate plans are in place to mitigate against these - BAU. Specifically for GF

1. Planning – identify risks to health and ensure documented plan in place involving; Festival Medical Services, NHS, SWAST (ambulance), Environmental Health. UKHSA provides specialist Public Health advice – tested before event
2. Responding – shared rota with UKHSA onsite at the festival, risk assessment of cases, advice, management and communication to patients, population and professionals
3. Debrief – what has worked, what needs to work better e.g. this year earlier and later onsite medical provision established, based on learning last year

Threats to health:

- a) Lack of basic needs – food, water, safety, security, shelter, sleep, emotional well-being
- b) Environmental – noise, pollution (dust), weather (hot, cold, rain)
- c) Behavioural – sexual health, drug and alcohol use, infectious disease exposure
- d) Chronic illness management
- e) Trauma management e.g fractures, x ray on site

# Emergency Planning Response & Recovery

## Role of Council's emergency planning team

### During planning phase



Participated in:

- Major Incident Plan Working Group
- Multi-Agency Plan Working Group
- Crowd Management Working Group

Developed Somerset Council emergency documents.



Participated in multi-agency table-top exercise.

Made an effective contribution to the working groups.  
Gained good understanding of risks and mitigations.  
Gained clarity about GFL's emergency management and triggers for multi-agency partners to support in emergency situations.

### During Festival period



Emergency Planners operated as Tactical Advisers in support of the Council's on-site Tactical Leads

Co-location with the Council's Tactical Lead enabled good situational awareness.

No emergencies during the operating period.

# End

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