

<b>1. Alcohol and Bars</b>		
1.1	<b>There were no recommendations made from the 2022 event to execute during the 2023 event.</b>	
<b>2. Camping</b>		
2.1	<b>Provide a strategy to ensure that the densities within the staff/performer camping areas are followed to prevent the risk of fire and reduce the conflict between vehicles and tents to MDC in early May so clarity can be sought before the Camping EMP is signed off.</b>	A review of staff / performer campsites was undertaken to assess available space with specific areas identified for improvement. Actions taken by GFEL include recruitment of additional campsite management staff and making alterations to campsite boundaries / layouts where appropriate. Removal of vehicles in camping areas and designated vehicle routes was undertaken where appropriate.
2.2	<b>Review the rules around camping at Cockmill Meadow family campsite to try to ensure that it is not occupied by groups of adults.</b>	GFEL undertook to proactively engage with the public entering the family campsites to convey that it is a family area for those with kids or people who may be vulnerable, this includes encouraging the relocation of those who do not meet these criteria. Camping Team engagement with Campsite Stewards during the event was positive and the crew confirmed the actions being taken to engage with the public in the Cockmill Meadow campsite.
2.3	<b>Review the safety of the route up/down the hill to Worthy View to determine whether steps or safety rails are required for installation before the 2023 festival.</b>	GFEL undertook a review into access for Worthy View and planned changes were undertaken to further improve the gradient of the hill at the bottom of the slope. SC officers welcomed the changes to the bottom of the slope but were of the view that more work is needed to the top of the slope.
2.4	<b>Assess the safety of fire towers and the placing of fire buckets to ensure that adequate fire safety is achieved and review the timing of the collection of radios to ensure that campsite crews have access until the last shift ends.</b>	GFEL undertook to brief all Campsite Stewards to ensure all radios are retained until the last shift ends. The design and installation of fire towers was reviewed and improved, with a specialist engaged to check Fire Towers on completion. Also reviewed was the process for the placement of fire buckets to ensure all are quickly and easily accessible in the event of a fire related incident. Building Control and SC teams reported improvements to fire towers across the site.
2.5	<b>Review the provision of water point infrastructure to campsites to ensure it is in place and operational before the public gates open.</b>	GFEL undertook to put in place clear communication with install teams to make sure all water infrastructure is in place by the Monday before opening. The crews will also do checks before show days to allow time to report back any issues or missing locations well in advance. SC teams reported no issues.

3. Crowd Safety		
3.1	<p><b>Assess whether security can be improved</b>  <b>There appeared to be an issue with security not being able to prevent people from entering areas which had become crowded. This may be due to lack of experience of working at large scale events.</b></p>	<p>The site was rezoned for 2023, where each zone has its own manager. Different grades of crowd managers were assigned to different zones. Some zones had one manager who can monitor crowds and report the need for support. Other zones had dedicated teams, expanding on the crowd operation from 2022. There were a reduced number of security companies to provide more consistency amongst a smaller number of companies, but an increased number of security personnel to provide improved security. This was monitored during the festival with a noticeable improvement in security controlling crowds at this years festival.</p>
3.2	<p><b>Consider the design layout of the popular nighttime areas and assess whether crowd issues could be reduced by moving structures to another area of the site. Consider the design layout of the popular nighttime areas and consider whether crowd densities could be better distributed across the site.</b></p>	<p>Williams Green was removed and replaced with Car Henge this year. The crowds that were previously drawn to this area were reduced in numbers and the open plan of the area created a comfortable space for members of the public to view the structures and sit down.</p> <p>The improvements to the ingress and egress to Arcadia showed a marked improvement. An audit was carried out on the plans in place for a popular artist playing at Arcadia and monitored during the lead up, the performance and the egress from the area and this was found to be accurate and well managed.</p> <p>The removal of camping at Rowmead and the new pathway behind this area improved the flow of the crowd and created more space for the Pyramid stage crowds.</p> <p>The redesign and promotion of Silver Hayes was a success, with the venues and the scale of the artists holding crowds in this area, which benefitted crowd movement in other areas across the site.</p>
3.3	<p><b>Revise the risk assessment to consider the potential pull of the artist, the size of the stage/arena and the demographic of the attendees and ensure you have measures in place to control the numbers entering the area. There were a number of artists that appeared to be more popular than was be expected, drawing large numbers to venues which were not the principal stages. Review work undertaken to ensure areas can be managed effectively.</b></p>	<p>To ensure acts were within scope for the venues, area organisers were informed to think about the acts that were being booked in their spaces. This year Glastonbury Festival operated a flexible venue policy for bands who grew in popularity since their booking. Popular acts such as Mel C, were better managed this year and the issues previously highlighted at venues were more improved this year.</p> <p>As part of their continual improvement, GFEL reviewed their risk assessments across the industry to ensure they are consistent with other festivals.</p>

<b>4. Food</b>		
4.1	<b>Bar Information Pack for bar operators - to include good practice illustration for sink and handwashing facilities and to reinforce requirement that operators need to provide connections to standpipes where these are not located in immediate vicinity of these facilities.</b>	The bar information pack produced by GFEL had examples of good sink set up with a new online Bar Portal for 2023. On the whole improvements were seen with better facilities for hand washing provided by bars. Where deficiencies were found during spot checks, GFEL worked quickly with bar operators to resolve the issues.
4.2	<b>GFEL to work with the medical services to ensure that suspected food-borne illness resulting from food/beverages are reported rapidly through an agreed mechanism to enable prompt and effective investigation to safeguard the public. Where possible this should include the trader name/location, the food/drink consumed, symptoms and speed of onset.</b>	Information was being reported from the medical teams on site to silver command and UKHSA to facilitate swift investigation.
<b>5. Health &amp; Safety/Structures</b>		
5.1	<b>Improve pedestrian route to Worthy View</b>	GF undertook a review into access for Worthy View and planned changes were undertaken to further improve the gradient of the hill at the bottom of the slope. SC officers welcomed the changes to the bottom of the slope but were of the view that more work needed to the top of the slope.
5.2	<b>It is recommended that Building Control officers continue to liaise with Festival representatives throughout the year to discuss any issues regarding stability of structures and venues. Engagement with the festival liaison meetings at an earlier stage may help to resolve any issues regarding siting/relocation of existing venues or structures and the introduction of new structures. Some structural Issues identified in 2022</b>	Improvements were made to the fire warden scaffold towers especially with the proprietary equipment used. All marquee structures appeared to have all tent pegs covered. An improved egress/access ramp for the Glastonbury on Sea pier.
<b>6. Nuisance Prevention</b>		
6.1	<b>Continue to invest in the work on the communications plan and GFEL / Somerset Council Liaison for intercepting and management of complaints.</b>	A considerable amount of work was invested prior to the event, to ensure that effective mechanisms were in place to intercept complaints at the earliest opportunity and also to ensure that the flow of information between MDC and GFEL enabled early consideration for assessment and any warranted interventions to reduce adverse impact. Amongst other things the communications plan involved advice and routing options from the Somerset Council website and bespoke instructions around the

		<p>callout arrangements that the Council provide. With the exception of a teething issue that arose from information sharing between GFEL and council within the site offices following Friday's entertainment the effort paid off. This resulted in a very effective framework for triage of issues brought to the attention of GFEL and Somerset Council, whilst maintaining a joint ownership, thus avoiding the shortfall that can occur with triage, where ownership is passed from one agency to another. Improvements were made to the GFEL residents hotline following its failure to operate for a while in 2022, no such issue was experienced for the 2023 event, and it is believed that we captured all the complaints through the different mechanisms provided for contacting GFEL and the Council.</p>
<p>6.2</p>	<p><b>Somerset Council to continue to work with the audit monitoring arrangements that allow for officers to assess the event during night-time hours, subject to any further identified enhancements.</b></p>	<p>Somerset Council continued its extended hours of operation (from 03:00 in 2019) until 04:00 on each entertainment day of the event which allowed for a greater level of response to late night noise issues, particularly as it straddled the change at 3am (03:00) when some sound systems cease operating.</p> <p>Somerset Council did not operate any of the fixed monitoring sites for the 2023 event, which freed up more available time for Council Officers to check levels at the fixed sites, tour the local area to assess any levels of disturbance, and respond quickly to complaints.</p> <p>GFEL appointed consultants installed and operated the fixed monitors in accordance with the 3 designated sites on the Licence conditions and provided a monitoring point at a further (fourth point) in Pilton, which gave additional useful data. All data was uploaded to the cloud and accessible to GFEL in real time. The Council were also provided with real time access to the monitoring data for the sites and were therefore also able to monitor noise levels both from the office and out in the field.</p> <p>GFEL and their consultants appointed for the 2022 and 2023 event, updated the noise management strategy to reflect the need to better address low frequency noise and also work more closely with the Stage and Area Managers regarding sound system management, considering matters such as system size configuration, orientation, shielding arrangements and low frequency content, to assist in reducing off site impacts.</p>

		<p>With regard to offsite impacts in Pilton and other nearby urban areas within the northern compass quadrant, noise levels were not dissimilar to 2019 and 2022, and the issue remained that the noise levels or loudness did not drop away at 00.30 after the main stages finished. The overall fall off beyond this time until all venues* cease at 06:00hrs was for a second year running de-minimis post main venue curfew and at best, gradual post 03:00hrs when additional sound systems cease operating.</p> <p>Given the significant numbers of people on site and the noise generating infrastructure involved in maintaining the site a radical drop in noise level would not be expected to occur and is not considered to be a realistic achievement for sound levels to drop by more than a few decibels. Nevertheless, the high contribution of music noise and risk of bass beat adverse effects in 2022, 2023 and previously, continues to sustain the officer viewpoint that significantly more consideration needs to be invested by GFEL to control the music noise, so that its contribution to the overall ambient noise propagating beyond the site, shall be better suppressed.</p> <p>* 200W small systems are not subject to curfew hours</p>
<p>6.3</p>	<p><b>Somerset Council to explore with GFEL potential further measures or restrictions to help address excessive loudness and low frequency noise where it may cause adverse impact on the community.</b></p>	<p>The pre-planning liaison for the 2023 event focussed on gaining a better understanding of the evening and night-time noise environment and in particular for GFEL to gain a stronger comprehension of low frequency noise (LFN) generation and their endeavours to minimise offsite impacts.</p> <p>Subsequently and as part of the event planning GFEL submitted a minor licensing variation prior to the 2023 event to include LFN measures that contribute to tackling off site noise effects after main venue curfews in that the C weighted (emphasis to low frequency sounds), free field (where sound can propagate without any obstruction), 15 minute continuous equivalent sound pressure level shall not exceed the corresponding tabulated A weighted sound level as set out in condition PN3 of the premises licence (response of the human ear to noise) levels by more than 20 decibels’.</p>

		<p>To further assist in controlling overall sound energy, including LFN, offsite Vanguardia developed an acoustic model of the Glastonbury festival site, to enable predictions of noise propagation for the 2023 event for both day and night operations. For the 2023 event to achieve suitable management of LFN after curfew of the main venues, Vanguardia established a stepped reduction of the LFN output of sound systems, at the 63 Hz 1/3 Octave band and all frequencies below, to facilitate the audible and discernible requirement of the festivals licence. This took the form of a <b>stepped</b> 6 decibel reduction in frequency bands focused on arenas that drive offsite LFN levels.</p>
<b>7. Sanitation</b>		
7.1	<p><b>It is recommended that early discussion takes place with crew and market traders to establish their specific needs for sanitation arrangements, and all toilets in catering and food business areas should have a wash hand basin with running water (rather than only sanitiser) nearby.</b></p>	<p>Early discussions were had with crew and market traders in 2023. However, GFEL must ensure that the toilets at the Springfield Cross crew area have wash hand basins available (cold water is acceptable).</p>
7.2	<p><b>There were some reports of men urinating against the blue plastic surrounding the urinals.</b></p>	<p>GFEL have a new urinals signs artist who made it very clear where the urinal entrances are with their signage. GFEL has also increased the provision of urinals and toilets onsite this year.</p>
<b>8. Security</b>		
8.1	<p><b>Consideration given to having the Compliance Team Leader attending the Security Working Group to facilitate early engagement with Council Compliance Staff.</b></p>	<p>Achieved - Early engagement with the compliance team leader this as per recommendation.</p>
8.2	<p><b>Consideration given to review Wi-Fi provision</b></p>	<p>WiFi coverage was notably improved this year.</p>
<b>9. Taxi</b>		
9.1	<p><b>Consideration given to review the off peak provisions for refreshment area at bronze gate</b></p>	<p>Five vending machines were supplied which were accessible by everyone, they were in regular use and believe everyone benefitted from having them.</p>
9.2	<p><b>Consideration given to the Monday after the festival, taxis and PHV's be allowed to go through the A37 / A361 junction road closure</b></p>	<p>No reports of issues this year, however comments made by the taxi trade regarding difficulty in getting back to the rank on Monday</p>

		due to the one-way system and the amount of traffic.
9.3	<b>Consideration given to review the signage at gate A regarding bus information</b>	No reports of issues this year
9.4	<b>Consideration given to non-MDC taxis and them being challenged and removed when at the drop and collect point at the Bath and West and the bronze gate taxi rank</b>	No reports of issues this year.
9.5	<b>Consideration given to improve the briefing of staff and volunteers for bronze gate and A37 / A361 junction.</b>	No problems at A37 / A361 junction but, staff at bronze gate need to be more robust in restricting entry.
9.6	<b>Consideration given to increase the speed limit signage and review bronze gate design to reduce speeding.</b>	Initially the signage was not deployed, however when GFEL were contacted this was quickly rectified.
<b>10. Water</b>		
9.1	<b>Some food traders reported that their water connections were not completed, or that the work was rushed, before they wanted to commence trading.</b>	Advance meetings between the water teams and markets were held throughout the build up to the 2023 event to ensure all requests are understood and actioned. Before the Sunday when the traders arrive, a checklist will be used by the Markets manager to make sure everything is in place as needed.
9.2	<b>There was some confusion around which taps were not to be used due to sampling of the water.</b>	GFEL proposed that signs made up and attached to the taps being sampled with red cables.
9.3	<b>It was noted at Williams Green that a large number of people were filling bottles from a tap point that was clearly intended for plant watering and with a hose connector in place.</b>	That particular tap position at Williams Green was moved to a more appropriate location and other plant watering tap locations will be reviewed.
<b>11. Waste &amp; Sustainability</b>		

<p>10.1</p>	<p><b>Look to expand the use of reusable cups across the festival. Although paper cups are a better alternative to plastic the amount of paper cups littered was clearly visual.</b></p>	<p>This was expanded further across a number of crew bars successfully.</p>
<p>10.2</p>	<p><b>Continue to work with areas across the festival around messaging on reducing waste created and how to recycle more waste produced. Reuse were trialled in some locations so look to see how this can be expanded and replicated</b></p>	<p>The messaging around reducing waste was noticeably more prevalent across the festival through the build-up and during the festival.</p>
<p>10.3</p>	<p><b>Although things like single use plastics and disposable vapes are not sold on site, they are still seen in the waste streams. Focus further on educating attendees about the waste they bring onto site and the environmental impact this has.</b></p>	<p>Messaging was provided to attendees in advance and during the festival around materials not allowed on site including glass and disposable vapes. There was a huge increase in the amount of disposable vapes found within the waste streams this year.</p>
<p>10.4</p>	<p><b>Continue to review the availability of local suppliers to focus on reducing delivery milage.</b></p>	<p>A continuous action for the festival. Local suppliers were engaged with and sourced from as much as possible.</p>



10.5	<b>In areas of high waste generation such as the bins around the bottom of the Pyramid stage explore possibilities to prevent waste overflow either through additional bins, collections or increased litter picking. This is strongly linked point three regarding educating attendees about reducing and recycling waste.</b>	A noticeable decrease in overflowing bins observed this year.
10.6	<b>Use energy data running time for generators to continue to drive down diesel and fossil fuel usage on site.</b>	This is being implemented across site, ongoing work looking to reduce energy consumption.