

The premises licence holder shall (ensure) –

1. Any queue to enter the premises that forms outside the premises shall be kept orderly and supervised by Security Industry Association (SIA) front line license holders to ensure that there is no nuisance or obstruction to the public highway and footpaths.
2. All overt security staff having contact with the public shall wear high-visibility tops.
3. Operate crime prevention policy part of which will encompass a search and seizure policy that includes searching everyone who enters the event including all staff and artists. All bags will be searched and all those entering the event enclosure will pass through the metal detector and/or wands search area.
4. Storage and disposal procedures for contraband found and seized at the entrance and bars will be agreed with the police prior to the event.
5. Public signage will be displayed throughout the premises regarding contraband. It shall be a condition of entry that customers agree to be searched and that police will be informed by event security staff if anyone is found in possession of a controlled substance or weapons. The policy must be agreed in writing with Croydon Police Licensing Team 30 days prior to any event.
6. An incident log shall be accessible at the premises by the organiser and made available on request to police or other officer with lawful authority. The following details shall be recorded: 1. Date of incident 2. Time of incident 3. Location of incident 4. Persons concerned 5. Summary of incident 6. Identification of any Emergency Services Personnel who attended
7. There shall be a documented dispersal policy, as agreed with the relevant responsible authorities, implemented at the premises and a copy lodged with the Police Licensing Team. Any amendments to the policy must be agreed in writing with Croydon Police Licensing Team 30 days prior to any event.
8. A Challenge 25 scheme will be operated to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that they are over 18 years of age. Proof of age shall only comprise a valid and in date passport, photo card driving licence, military card or a card bearing the PASS hologram. Refusals shall be recorded by bar staff and these records shall be viewable to the public.
9. All drink will be served to members of the public in plastic or polycarbonate containers without screw cap lids.
10. Ensure that customers are prevented from leaving the event site with bottles or open containers.
11. SIA security who are frontline license holders will be deployed inside and around the perimeter of the event at a minimum ratio of 1:50 members of the public attending. SIA security staff involved in searching and ejections will wear body Worn Video (BWV).
12. A record of all SIA security staff who are on site and have received a security briefing specific to the events will be kept with the following details: 1. Name and date of birth 2. Full 16 digit SIA badge number 3. Dates and times employed 4. Copy of the security briefing 5. Signature of person confirming they have understood and received the security briefing provided
13. A direct telephone number (mobile to be held by a duty manager) will be provided to neighbouring premises to be used in the event of a complaint of noise nuisance.

14. The premises shall run the event in line with the latest Event Management Plan (EMP) that has not been objected to during a relevant SAG meeting by a relevant responsible authority.

15. The EMP for each event shall include the following information as a minimum; site plans and minimum specifications of perimeter security fencing, stewarding/security plans to include regular weapon sweeps before, during and post egress, crowd management plans, medical plan, fire plan, site safety policy, traffic management plans, noise nuisance prevention plans, and ingress/egress plan.

16. All bar staff at the event will be trained, a record of this training will be documented and signed by the member of staff that they have received and understood this training that will include relevant input on the Licensing Act 2003 and include the licensing objectives, proof of age, identifying and seizing counterfeit documents, and conflict management. All staff training records should be maintained and kept on site. A designated member of staff should be able to produce the records on the request of police or other authorised person.

17. The event will operate a vulnerable person policy, and include WAVE training for all relevant members of staff.

18. Each bar shall be individually managed by a personal licence holder, during licensable hours.

19. Engage with freely available counter terrorism advice and guidance through Counter Terrorism Protect Officers and Counter Terrorism Security Advisors.

20. No persons under the age of 18 years will be permitted to attend the event.

21. Entry for members of the public shall be by non-transferable tickets which have been purchased no later than 12pm on the day of the festival.

22. CCTV and Body Worn Video (BWV) will be operated on the site in accordance with the event organiser's EMP. Static cameras will operate at the bar, stage, and entrance/ exit areas. Recordings from CCTV and BWV must be retained for up to 31 days after the event and made available to Police or Council upon request. During the event, CCTV recordings requested by Police must be provided in a useable digital format within 2 hours.

23. All event management, staff, stewards, and security employed at the event must carry out reasonable requests by police officers to ensure the licensing objectives are met.

24. Evidence will be provided within 7 days and at least 24 hours prior to the event (whichever is soonest) upon request of relevant council and police officers. This evidence will demonstrate relevant suppliers and contractors have agreed to supply to the event organisers sufficient critical staff and materials necessary to support the EMP submitted to and agreed by the Safety Advisory Group (SAG).

25. The event site will be built in accordance with the EMP submitted to and agreed by the SAG and accessible to the police and relevant council officers at least 24 hours prior to the start of the event.

26. The EMP will specify perimeter fencing of at least 6ft, with heras/mesh fencing in an inner cordon for the event site.

27. The maximum number of tickets that shall be sold for the event and the maximum number of attendees shall be 1000 persons.

Rep 1. (Please also see attached document in support of [REDACTED] representations.)

Hello,

I would like to object to the proposed licencing request for the event at Addington Park on 06/07/2024 (link [here](#)) on the grounds of the prevention of **crime and disorder** and **public safety**. I have attached full details of my complaint below, based upon my experience in 2021 and subsequent years. The details within the 2021 complaint hold true for this application and must be taken into consideration. I have also attached the response from the council which is relevant to support my objection.

For this application, the supplementary information doesn't make **any** reference to any transport additional controls or procedures to deal with the strong likelihood that a percentage of attendees will elect to travel to the event via a private motor vehicle and will look to park in the nearest road, and one of these roads will be Crossways based upon its proximity to the proposed event location. In 2021, no provision was made for this and the situation was chaotic and dangerous. In one case, dangerous parking made the road unpassable for an emergency vehicle. The council have previously acknowledged that the parking controls on Crossways have been implemented to deal with commuters, not a large-scale event. The only vague reference to the transportation in this application is that attendees will be informed of (something?) two weeks before the event – this is not clear, nor adequate as many attendees would have already purchased tickets and likely have made travel plans on that basis.

Because there is no reference to communicating with residents regarding traffic management (and the aforementioned lack of detail within the application) then there is no commitment from the promoter regarding their obligations to residents. Last year during the event security responsible for road closures arrived late (read: after the event started) on both days. It was also observed on several occasions that those responsible for preventing non-residential access were at times, less than thorough with the job and let several festival attendees through to park. In addition, the promoter last year made no attempt to communicate with residents – causing much confusion on the day for those that had visitors / deliveries due to arrive my car.

As per the previous applications, I would like to make a complaint that the council or the applicant hasn't made adequate attempts to engage with local residents prior to making this application. I still do not accept that placing signage around the park is likely to capture the attention that such an event deserves. I have contacted my local resident's association regarding this matter with a request to cascade news of this planned event more broadly and was met with a response that stated "It will be discussed at the meeting next Tuesday" [06/02]. Assuming this information is cascaded, this would place residents under pressure to expedite a response.

I am happy for the details of my objection to be passed to the applicant. It is unlikely that I will be able to attend the hearing for this application, can my objection be taken at face value as per this email and attached documentation?

Thanks,

[REDACTED]

Food & Safety Team
Place Department
6th Floor, Zone A
Bernard Weatherill House
8 Mint Walk
Croydon
CR0 1EA
Tel/typetalk: 020 8726 6000

[Redacted]
[Redacted]
Croydon

Contact: Michael Goddard
Email:
Michael.goddard@croydon.gov.uk
Our Ref: COM/6922
Date: 16 September 2021

By email

Dear [Redacted]

I am writing in respect of your email of complaint dated 16 August 2021, with accompanying photographs, in respect of Addington Festival Event – Crossways – Council Failings. I have dealt with your complaint at Stage 1 of the Council's complaint procedure.

Your Complaint

I would like to make a complaint regarding the event that took place in Addington Park over the weekend of the 14th – 15th August. This complaint will likely involve the failings of multiple departments within the council and therefore the webform on complaint area of your website that expects me to pre-filter this to a single team is unhelpful. I expect a coordinated response from the council, rather than an attempt to blame a different team.

I am a resident on Crossways and as a result of this event I would like to complain about the lack of parking controls, anti-social behaviour and the inability to contact the council / the council to respond in a meaningful timeframe.

To summarise my complaint:

1. The council granted a licence to use this park for the weekend, why weren't residents notified or warned in advance? Given this restricted access to green space and (as I will detail) this was always likely going to negatively local residents I find this to be disappointing
2. The event attracted a lot of visitors that elected to drive to the event. The parking controls on Crossways are clearly not designed for an additional 50+ cars to park on the road safely, let alone the hundreds of cars that spent the majority of Saturday and Sunday afternoon circling

trying to find a parking space – Why wasn't this anticipated and controls reviewed in advance?

3. To expand this point, myself and my neighbours experienced 'desperate' event attendees parking opposite and adjacent to driveways, making it extremely dangerous to exit our properties. Again, no provisions were put in place to protect residents.
4. In many cases these attendees parked on the pavement, on the grass verges, on the corners of junctions and in at least one case, smack bang in the middle of the green space island on Crossways.
5. Early Saturday afternoon it was noted that a traffic officer did ticket 2 vehicles within sight of my property (the aforementioned vehicle on the island and one partially blocking the pavement). After this initial ticketing a traffic warden wasn't seen for the rest of the weekend, allowing attendees to park illegally with impunity from the council, at the expense of the local residents.
6. In some instances cars parked dangerously opposite each other, severely impeding the width of the road – this almost certainly would have prevented a large emergency vehicle from accessing the road. At the same time, a vehicle on the Gravel Hill / Crossways slip road had also parked badly (read: at least 30cm off the curb) which would have also prevented an emergency vehicle accessing the top end of Crossways as this is the only alternative route into the road. The council should think themselves extremely lucky that there wasn't an emergency and nobody lost their life over the weekend.
7. On both Saturday and Sunday afternoon I attempted to call the parking offence team (020 8726 7100 – option 3) but the number would just disconnect after the initial ring. Why can't this team be effectively contacted? Why isn't there an answerphone? Why isn't a duty officers contact details published?
8. The main contact number for the council is Monday – Friday 9 – 4pm, in this type of example how is a resident supposed to contact the council? It might surprise you that people can illegally park their vehicles outside of these hours, especially when there is a large event ongoing (which the council ultimately authorised)
9. I reported multiple offences via the council 'report it online' service, as mentioned, nobody from the council attended – why not? [Image attached]
10. As mentioned, 10's of vehicles parked on the grass verges – when will the council be inspecting these for damage? Who will ultimately brunt the cost of any repairs?
11. As mentioned, several vehicles were parked dangerously on the corners of junctions and this was reported inline with the councils process. Why wasn't action taken to remediate these issues? A vulnerable road user (such as a cyclist) could have been injured
12. I have seen several examples of smashed bottles on the pavement (likely linked to the event). I haven't seen anybody from the council cleaning up the streets – why not?

13. Directly opposite my property I witnessed a man urinating on a tree after the event, again, no council presence or any community policing presence was to be seen

I would like to understand:

1. Who is responsible for each of these failings?
2. Why these risks were not foreseen and if they were, what mitigations were put in place?
3. A response as to why the council just left residents on my road on their own?
4. What steps are going to be put in place to deal with the issues mentioned?
5. Cynically, given the council ignored these issues your official metrics are not going to make record of the vehicles that were illegally parked and the other issues outlined are they? How is this to be recorded the next time a licence request is made this is taken into account?

I have attached a range of images captured at around 8pm on Saturday and 7pm on Sunday which should add some colour to the words above. Croydon Council should be embarrassed by the way this has been handled. As a local tax payer I believe there are serious examples of incompetence and neglect here which need to be urgently addressed.

My Findings

I have spoken with officers from the Council's Public Events, Parking Services and Environmental Services teams. For ease of reading, I will endeavour to answer each of your points in turn.

An application for a premises licence (under the Licensing Act 2003), time limited to 14 and 15 August, was submitted to the Council (as Licensing Authority) by the applicant, Butterfly Enterprise Limited. I can confirm that the application was properly advertised by the applicant. Representations were made on the application by local residents and ward councillors and the application was therefore referred to the Council's licensing sub committee to consider, which they did at a meeting on 23 June 2021. The licence was granted, with conditions attached and expired at the end of 15 August.

In respect of the concerns you raise about parking, in the months preceding, the event was discussed by the Safety Advisory Group (SAG), a multi agency group comprising different Council teams, the Metropolitan Police, the London Ambulance Service and public transport providers, such as Transport for London and Tramlink, amongst others. The event organiser also attended the SAG meeting. Please note that the SAG is distinct from the licensing process. A post event SAG debrief meeting was recently held. This meeting considered the positive safety controls and the safety aspects that were lacking in respect of the event.

Whilst conversations had taken place between the Councils Highways Team and the event organisers prior to the event, it was formally recognised that parking was extremely poorly controlled. The belief was that due to the location and the available public transport links, most attendees would use public transport. Many will have done but clearly, a significant number attended in private motor vehicles, which caused the resultant parking issues.

It was recorded by the SAG that traffic/parking restrictions and parking enforcement must be fully considered and appropriately implemented should any future, similar events take place in the same location. Without such controls, any such similar event may not be considered as safe to proceed by the Event Safety Advisory Group. In addition, the Council's events process will be reviewed.

In respect of calling re parking offences, I am advised the parking enforcement team are operational 7 days a week, Monday to Saturday 7am to 10pm and Sunday 9am to 4pm but that currently, there is no service outside of these hours. Parking offences can be reported to the parking team directly during these operational times on 020 8760 1966 option 3.

With regards to enforcement during the event weekend in question, the restrictions in the area are as follows:

Crossways – Monday to Friday 8am – 6:30pm and Monday to Friday Noon – 1pm
Rawlings Close – Monday to Friday Noon - 1pm
Gravel Hill – Monday to Friday Noon – 1pm
Kerr Close – Private

These restrictions were implemented for the purpose of preventing commuter parking and therefore at weekends the entire area is unrestricted, which means that all of the vehicles parked on yellow lines during this event weekend did so legitimately and there are no grounds for us to legally enforce any of these vehicles. The parking bays are also unrestricted and offer free parking to anyone all day every day.

The footway and grass verge parking can be enforced and it is unfortunate that our officers did not patrol at the peak times of parking, but due to there being no weekend restrictions in the area it would not have been part of our routine patrols over the weekend.

With regard to the online reporting system, this method of reporting issues is not as immediate as reporting over the phone and the reports wouldn't have been processed and reached the front line enforcement team until Monday morning, which would have been too late to take any action in regards to this specific case.

In respect of the main contact number for the Council, I can confirm that the core hours are 9am to 4pm Monday to Friday. The Council can still be contacted on that number over a weekend but callers may experience delays in calls being answered due to reduced staffing resources outside of the core hours. I am also advised that there have been recent technical issues, particularly at weekends, with the telephony system which has resulted in calls not being able to be answered and this may have coincided with a time when you tried to call the Council.

In respect of vehicles parking on grass verges, the council will endeavor to inspect all roadside verges via its Highways contractor and Grounds Maintenance teams and check for damage. If found to be damaged the Council will attempt to recover all associated costs from the event organisers.

In respect of a post event clean up, this was done but only extended to the immediate vicinity outside of the event space and did not extend on to the highway/roads. Waste and litter on the highway/roads would be cleared by our street cleansing contractor as part of scheduled cleansing. Please let me know if there is still broken glass in the area and I will ensure this is removed as a priority.

In respect of the individual urinating on a tree, this is clearly unacceptable behaviour and the Police would have dealt with this individual, as they would anywhere in the borough, if they had been in vicinity at the time and seen this.

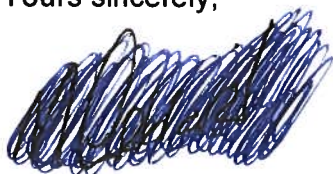
In summary, it is acknowledged that parking issues were underestimated prior to the event, specifically in regard to the number of people who might attend the event in private vehicles and where they may decide to park as a result and that steps need to be taken, going forward to try and ensure this does not happen again – and the SAG have undertaken to do that. I can only add my apologies that you and other residents were inconvenienced by this and I also acknowledge the potential risks you highlight to emergency vehicle access/egress.

If you feel that your complaint has not been investigated properly or you wish to provide significant new information then you may complain to the next stage of the complaint procedure. For your complaint to be considered you will need to contact the Complaint Resolution team explaining clearly why you feel your complaint has not been investigated properly, or provide details of any new significant information or evidence that may alter the decision made:

Complaint Resolution Team
Floor 7, Zone C
Bernard Weatherill House
8 Mint Walk
Croydon CR0 1EA
Phone: 020 8604 7015
Email: complaints@croydon.gov.uk

Should you wish to discuss matters or require clarification on any point, please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in blue ink, consisting of a dense, scribbled pattern of lines.

Michael Goddard
Departmental Complaints Officer
Croydon Council

Representations concerning Addington Park License application 6th July 2024

There is now a considerable body of knowledge on the issues associated with running events in Addington Park. After each previous event I have submitted a lessons learned document to officers, the most recent of which is attached. Broadly, if there is a sound plan which takes in advice from residents and the plan is executed professionally, the event goes well. If not, then there is a high risk of failure.

The issue of greatest impact on residents that has occurred at every previous event is aggressive parking. Eventgoers must be strongly advised that there is no local parking. However, our experience is that despite this advice, at least ten percent of attendees will arrive by car. Some arrive early in the hope of securing whatever parking places might be available, so restrictions must be in place well in advance. Others arrive at the last minute and are aggressive. These latecomers may claim to be residents and when refused entry can be abusive, threaten violence and make accusations of racism. This group will park on grass verges, in private driveways, and block entrances with no regard for the needs of others.

In the interests of public safety, prevention of crime and disorder, and prevention of public nuisance appropriate Traffic Management Orders must be in place.

Local residents can advise on where barriers and security personnel are best placed and the timing, as well as effective means of distinguishing eventgoers from residents. A parking officer and tow-away truck must be available and appropriately active. The groups of roads needing protection are listed in Appendix 1.

The application shows a considerable number of vehicles parking within the park. Parking within the confines of the park is to be strongly discouraged. Eventgoers will try to blag their way in, clogging up the entrance and blocking back onto the main road and across the tram tracks when they are refused. The restricted ability for a car that is refused entry to turn around can result in chaos. Alternatively inexperienced security staff shrug their shoulders and let them in anyway. If there is rain the park grass becomes severely damaged.

Other residents are entitled to walk in the park and use the children's playground. They should be able to do so during the period of the festival.

This application is for a relatively small number of attendees. However, care must be taken to ensure long queues do not result in people outside the venue not having access to toilets. Consideration must be given to protection of heritage sites, especially the church.

Once the event finishes there is still a need to manage egress, prevent event goers from loitering and anti-social behaviour. Litter must be cleared not only in the park, but also from surrounding areas. I expect the site to be cleared and returned in good condition by the Monday 8th July 2024.

I have the following additional representations:-

Prevention of crime and disorder

1. There is a favoured spot for drug dealing not far from the planned venue. This would require potential purchasers to go through the residential area with the added advantage that it is away from the immediate supervised area. How will this be prevented?
2. No mention is made of the number of security personnel. This must be defined.

Public safety

1. We have two dangerous bends outside Addington Village Church as evidenced by the frequent damage to the railings outside the church. With many pedestrians and potentially poor parking how will an accident be prevented?
2. Typically a phone number is provided for residents and others to call with issues. In practice the number often elicits no response on the day. This is not acceptable.

Prevention of public nuisance

1. Inadequate transport to clear the site risks littering *outside* the area of the park. How will this be prevented, and cleared up afterwards? A post event plan is mentioned, where is it and who judges whether this is adequate?
2. Has the church been consulted? How is the risk of damage to a heritage site being mitigated?
3. Noise has been an issue in the past, as much determined by weather conditions as the orientation of the speakers. Appropriate noise restrictions must be enforced.

Appendix 1

Area 1

- Boundary Way
- The Wicket
- Spout Hill
- Fullers Wood/Bridle Way
- Roxton Gardens
- Addington Village Road (two sections)
- Kent Gate Way

Area 2

- Huntingfield
- Palace Green
- Falconwood Road
- Featherbed Lane

Area 3

- Abbots Green
- Gravel Hill

Area 4

- Gravel Hill
- Crossways
- Rawlins Close
- Selsdon Park Road

Report on ~~the event~~ event, Addington Park 16th September 2023

In recent years there has been a steady flow of one and two day events in Addington Park. Local residents' associations have played an active role in communicating the concerns of residents to the event promoters. Event promoters have found that the local knowledge of both residents and councillors can be applied to mutual benefit. The residents' associations and councillors have in turn gained knowledge and experience of how to work with event promoters, which has resulted in a steadily improving management of events.

Regarding this event, there were concerns from the outset. By far the greatest concern of residents from past events was parking and control of eventgoers who, despite being advised that there is no parking in the area and that they should travel by public transport insist on traveling by car. Not only that, they typically arrive late, and park aggressively. Traffic islands, residents' driveways, and central reservations are all regarded as fair game.

The promoter copied the transport plan of a previous promoter. This was concerning but given that the previous transport plan had evolved over time and had worked well it was not in itself a red flag. Unfortunately, the plan was executed poorly:

- Traffic was not managed as per the plan. Stewards were not placed at the entrance to Addington Village Road (AVR), which is the sole entry to much of Addington Village. Instead, pairs of stewards were stationed elsewhere, for example preventing access to Boundary Way. Consequently fly-parkers streamed in and parked in AVR and other accessible areas. There were confrontations prior to the chair of the Residents Association and the local councillor, with police support getting the stewards moved to the proper place. The stewards had insisted they had been told where to stand and initially refused to move. Nobody seemed to be in charge.
- Fortunately access to AVR was prevented before the parking there became too disruptive. However the fly-parkers moved elsewhere to other areas - the entrance to Fullers Wood, the church car park, New Place and areas around the Shell station.

Other issues were:

- The promotor notified Addington RA but not Addington Village RA.
- Tickets were issued, but one car is understood to have remained for three days after being ticketed. There may have been a tow truck, but no sightings were reported.
- Some residents complained they had not been informed of the event, and especially of the access password. A leaflet some weeks before can quickly be forgotten. A more effective means of communicating with residents would be helpful.
- The help line number required in the police conditions did not pick up. The promoter is not the first to provide a useless help line number. Can we perhaps include a performance criterion here, tied to retention of the promoter's deposit?
- The music over-ran by at least ten minutes.
- The orientation of the stage changed from previous events. Whilst this resulted in less disturbance to Addington Village residents, it increased noise levels elsewhere.
- The park was cleared at least one day later than specified in the application.

Overall, the promoter performed much less well than promoters of previous similar events.

Rep 2. (please see attached document called Rep 2 Cllr Robert Ward)

Contact details:

Correspondence address:

Croydon Town Hall
Katharine Street
Croydon
CR0 1NX

Email: robert.ward@croydon.gov.uk

Rep. 3

Rep 3. (2 emails were sent with comments).

Email 1.

I am writing to express our deep concerns regarding an upcoming event scheduled to take place at Addington Park on the 6th of July 2024. Specifically, we are troubled by the impact of the event, particularly the noise pollution, on our wedding ceremony scheduled to take place on the South Lawn on the same date, and events in general held at our venue, especially those taking place outdoors.

Please see these link with videos documenting the noise disturbances experienced during similar events last year: <https://photos.app.goo.gl/SFcLyxbiwqy1JJSvy9>.

As a licensed events venue, we understand and respect the need for proper licensing procedures and compliance with local regulations. However, the noise and disruptions caused by events at the park have significantly affected the ambiance and solemnity of our wedding ceremonies in the past. Despite our previous efforts to address these concerns with your office, we have seen no improvement in the situation, and in fact we have noticed the number of events grow over the past few years.

Given the proximity of our venue to the park and the importance of maintaining a peaceful and serene environment for our wedding couples and their guests, we feel compelled to take action to prevent further disruptions. Therefore, we are reaching out to enquire about the appropriate channels through which we can voice our objections to the approval of this event and work towards finding a solution that safeguards the interests of our clients and the local community.

Could you please advise us on who we should contact to halt the approval process for this event? Additionally, we would appreciate clarity on the steps that need to be taken to prevent similar events from being approved in the future, particularly those that adversely affect our operations and the experiences of our clients.

We are puzzled as to why our previous representations seem to have made no difference to the outcome of such events. If our concerns are not being considered, we would like to understand why, and whether there are alternative avenues through which we can address this issue.

Ultimately, our goal is to find a mutually beneficial resolution. However, if legal action is the only viable option available to us, we would appreciate your advice on how to proceed in that regard.

Email 2 with further comments.

I am writing to address a matter of significant concern regarding an event scheduled at Addington Park on 6th July 2024. This event has the potential to escalate into a public nuisance, particularly due to the adverse impact it could have on a wedding ceremony scheduled at Addington Palace on the same day.

Weddings are not just events, weddings symbolize profound moments of love and commitment, carefully planned and cherished by couples. The outdoor ceremony planned for 6th July at Addington Palace represents the culmination of dreams and aspirations for one such couple. However, the tranquillity of their special day is now under threat due to the proposed event at the park.

We understand the importance of community events and their positive contributions. Nonetheless, it is essential to ensure they do not encroach upon the rights and experiences of others. The noise disturbance generated by the park event could disrupt the serene atmosphere necessary for the wedding ceremony, transforming what should be a joyous occasion into one marred by distress and frustration.

Furthermore, the significance of the wedding day cannot be understated. It is a once-in-a-lifetime moment that cannot be rescheduled without considerable logistical and financial repercussions. The impact of this disturbance extends beyond mere inconvenience; it jeopardizes the integrity of cherished memories and undermines the fundamental right to celebrate without undue interference.

In light of the potential public nuisance and the profound implications for the couple and their guests, I urge you to reconsider the approval of the park event on 6th July. It is crucial to prioritize the well-being and happiness of all members of the community, especially during significant life events.

For your reference, please see this link with videos documenting the noise disturbances experienced during similar events last year: <https://photos.app.goo.gl/SFcLyxbiwqy1JSvy9>

In relation to the application itself we note that there are a number of gaps such as crowd control and health and safety.

I trust that you will carefully consider our concerns and take appropriate action to prevent any unnecessary disruption.



Addington Palace, Gravel Hill, Croydon, CR0 5BB

Rep 4.

See attached document called Rep ~~4~~ 4

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Croydon

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Representations concerning Addington Park License Application 6th July 2024
Ref: DSFX1705246996588

This representation is put forward by me [REDACTED] as a Resident of Addington Village and in my capacity as [REDACTED] of Addington Village Residents Association. I wish to state that the initial Application that had been posted on the Council website, had some inconsistencies and omissions in it. Apart from a small number of Public notices that were posted on the Park perimeter fence, this Application only came to our attention when Councillor Ward sent it to me.

I was surprised that the Applicant's details was in a Company name of Smith and Smith and a PO Box number and a Companies House Registration number. This aroused suspicion as there was no easy way of checking their validity other than what was listed as part of their Application.

As has been pointed out by Cllr Ward in his own submission to you, we have had several major music events in recent years in the Park, of which there have been issues of safety, traffic management, event management and impact to local residents in the surrounding areas. Most notably is the aggressive and often threatening behaviour of a minority of attendees to the event and their persistent attempts to park their cars rather than utilising the good public transport. Some events have gone well and this has been helped as a result of some significant input from Addington Village Residents Association. Good liaison has in the main resulted in a beneficial cooperation between Residents, the Police, Ward Councillors and the event organisers.

In terms of the Application and meeting the Licensing objectives, it is unfortunate that there was no communication early on and we were not contacted until the 14th February by [REDACTED] of Xcstasy Jouvert. This has left very little time to question the organisers on many important aspects of the information contained in their application which sometimes looked like a "cut and paste" exercise. At a face to face meeting, we were able to explain our concerns. They agreed to amend and add several elements that were missing from the official application, but I did not receive the revised pages covering important security and TMO information until yesterday 21.02.24.

Therefore to keep this brief and not repeat much of what Cllr Ward has already covered in his representation document, I will list a few additional main points that are of huge concern to Residents and should be established in respect of the main Licensing objectives. Whilst accepting that some of these points were discussed at the face to face, it is imperative that they are formalised in writing to enable the Licensing committee to read and judge whether or not they should grant a Licence to Xcstasy Jouvert. In the case of the last Licence granted for the event held on the 16th September 2023 (please refer to the report attached) despite the organisers agreeing to various conditions, there were a number of critical elements off site, that were not in place and adhered to that necessitated the Police being called to resolve a matter that should have been the responsibility of SIA personnel. This occurred because the dedicated Security hotline was not answered as indeed the event management hotline wasn't either. It went to an answerphone.

Key information not provided or that needs clarification in the current application for July 6th.

1. The number of qualified SIA Security that will be deployed for off site duties to deal with any aggressive behaviour. In the past this has been left to inexperienced Stewards.
2. The computerised site map has not been drawn to scale. There are no measurements and the orientation of the enclosed area within the Park is not referenced at all. The large tent is not shown.
3. Under the section toilets and waste Management, it refers to waste bins within the site area. There is a need for some waste disposal at the main entrances to the Park. This applies to a number of toilets being required at the main entrance (opposite the Police Station) as mentioned in the revised document.
4. Regarding glass and bottles at many of the previous events there have been bottles and broken glass left in the Park after alleged clear up. This appears to be in the backstage area. I personally cleared up some broken bottles that a young child was playing near in the longish grass. This is dangerous.
5. Under the section Staging and Tent, it appears to mention the use of Heras Fencing around the whole perimeter. Recent events have had a closed steel panelled outer fence with a further inner Heras fence running in parallel. This sturdy solid fencing does add to a reduction of sound leakage.
6. The TMO whilst not directly affecting the alcohol license, it is critical to the Residents and there is no mention of the Council enforcement officers (ticketing) and the need for a towaway truck on the day. Good signage and extensive coning is a must. Emergency vehicles need access to the narrow roads. This has worked well in the past. This can be sorted out at a SAG meeting but it would be reassuring if this aspect formed part of the conditions of the License being granted.
7. Once the event finishes and the egress commences, there needs to be a number of senior SIA security at various points in the Village as there have been a number of over exuberant festival goers who hold street parties either in the Churchyard or Roxton Gardens. On one occasion this didn't break up until 1am.
8. Regarding on the day communications, there is no mention of dedicated telephone/mobile numbers for contacting either management or security should there be an issue.
9. There appears to be some discrepancy over the total number of attendees and staff/vendors. In one part of the application it says a maximum of 1,500 people on site. But under the Crowd Control, Stewarding and Security etc. there is a figure of 3,200 individuals. Which is the correct figure?
10. The July event on the 29th/30th 2023, the Security briefing took place extremely late and it was chaotic. This resulted in Security not being stationed as planned at the key hot spots until one and a half hours after the start time. This resulted in myself and the Chair of Addington Village Residents dealing with some extremely aggressive behaviour from people trying to park. Again, the Police had to be called.

I have attempted to add some information that was not available to Cllr Ward when he submitted his representations. I apologise for the last minute submission but I only received additional information from ~~the organisers~~ late yesterday 21.02.24.

Report on ~~Addington Park Event~~ event, Addington Park 16th September 2023

In recent years there has been a steady flow of one and two day events in Addington Park. Local residents' associations have played an active role in communicating the concerns of residents to the event promoters. Event promoters have found that the local knowledge of both residents and councillors can be applied to mutual benefit. The residents' associations and councillors have in turn gained knowledge and experience of how to work with event promoters, which has resulted in a steadily improving management of events.

Regarding this event, there were concerns from the outset. By far the greatest concern of residents from past events was parking and control of eventgoers who, despite being advised that there is no parking in the area and that they should travel by public transport insist on traveling by car. Not only that, they typically arrive late, and park aggressively. Traffic islands, residents' driveways, and central reservations are all regarded as fair game.

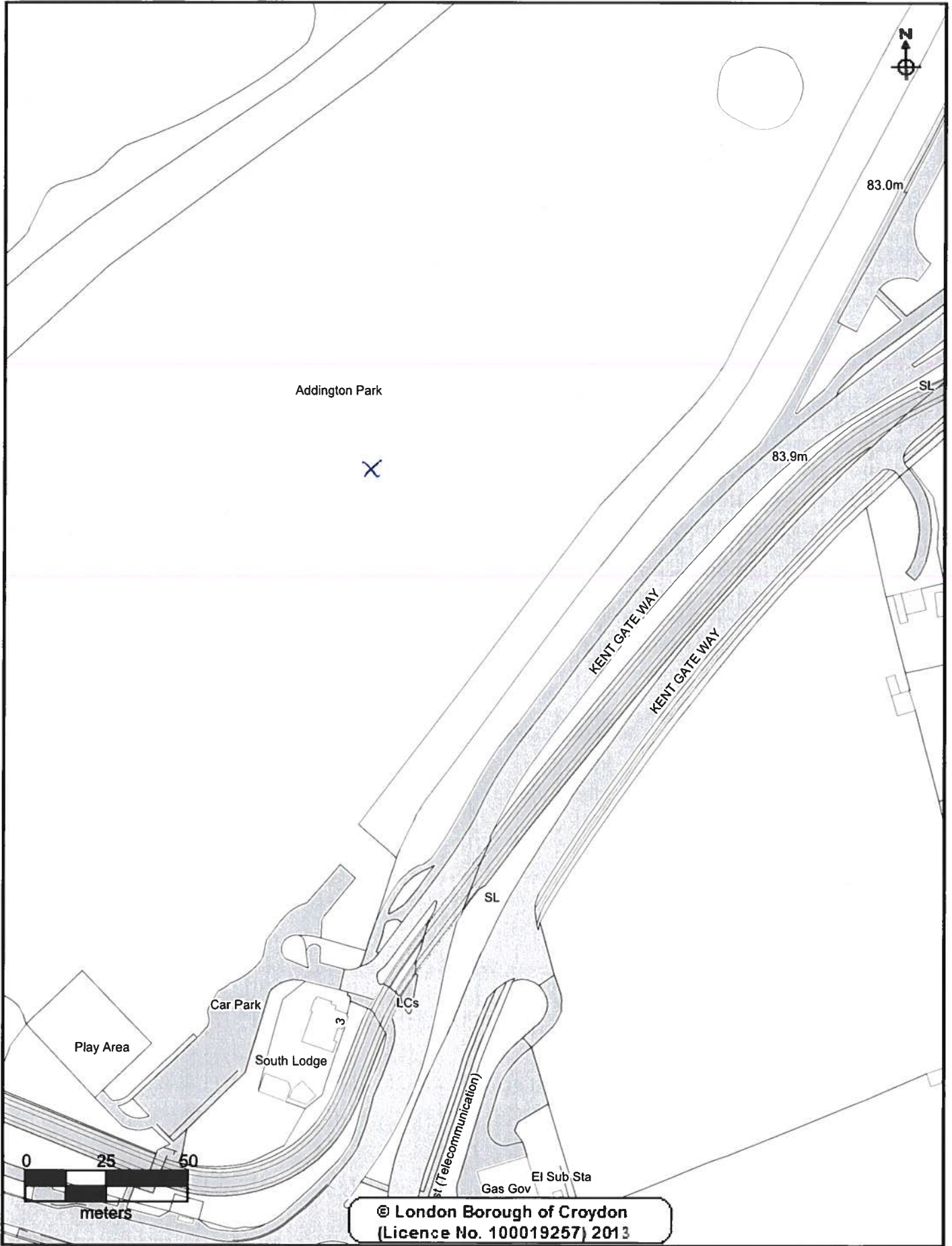
The promoter copied the transport plan of a previous promoter. This was concerning but given that the previous transport plan had evolved over time and had worked well it was not in itself a red flag. Unfortunately, the plan was executed poorly:

- Traffic was not managed as per the plan. Stewards were not placed at the entrance to Addington Village Road (AVR), which is the sole entry to much of Addington Village. Instead, pairs of stewards were stationed elsewhere, for example preventing access to Boundary Way. Consequently fly-parkers streamed in and parked in AVR and other accessible areas. There were confrontations prior to the chair of the Residents Association and the local councillor, with police support getting the stewards moved to the proper place. The stewards had insisted they had been told where to stand and initially refused to move. Nobody seemed to be in charge.
- Fortunately access to AVR was prevented before the parking there became too disruptive. However the fly-parkers moved elsewhere to other areas - the entrance to Fullers Wood, the church car park, New Place and areas around the Shell station.

Other issues were:

- The promotor notified Addington RA but not Addington Village RA.
- Tickets were issued, but one car is understood to have remained for three days after being ticketed. There may have been a tow truck, but no sightings were reported.
- Some residents complained they had not been informed of the event, and especially of the access password. A leaflet some weeks before can quickly be forgotten. A more effective means of communicating with residents would be helpful.
- The help line number required in the police conditions did not pick up. The promoter is not the first to provide a useless help line number. Can we perhaps include a performance criterion here, tied to retention of the promoter's deposit?
- The music over-ran by at least ten minutes.
- The orientation of the stage changed from previous events. Whilst this resulted in less disturbance to Addington Village residents, it increased noise levels elsewhere.
- The park was cleared at least one day later than specified in the application.

Overall, the promoter performed much less well than promoters of previous similar events.



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X = ADDINGTON PARK