



Present:

Melvin	Benn	GFEL
Steve	Russell-Yarde	GFEL
Mark	Cann	GFEL
Jen	Mackley	GFEL
Tom	Hollings	PPC
Nick	Hall	PPC
Roger	Noble	PPC
Richard	Woodhouse	PPC
Claire	Connock	PPC
Terry	Moulder	PPC
Jack	Godley	SC
Gareth	Pike	Avon and Somerset Constabulary
Hannah	Jackson	GFEL (Notes)

**G F E L - M E E T I N G N O T E S**

Item	Matters Arising	Action
1	<p><b><u>Apologies</u></b></p> <p>Kelly Summer (PPC), Lynda Roberts (PPC), Owain Powell (PPC)</p>	
2	<p><b><u>Protocols for Meeting Management</u></b></p> <p>MC</p> <p>[Leads introductions and explains how the meeting will work.]</p>	
3	<p><b><u>GFEL – Update and Overview of 2024</u></b></p> <p><i>Operations Update</i></p> <p>MB</p> <ul style="list-style-type: none"> <li>- Grounds are very wet, making general track works difficult.</li> <li>- There are a few potential changes to William's Green and Car Henge, this is yet to be confirmed.</li> <li>- There are plans to restructure the security operation, aiming to have a greater focus on the crowd density in the market areas.</li> <li>- GFEL received feedback that the crowd felt particularly dense during the Elton John performance last year, during this time the rest of site seemed very quiet – this seems to be an exceptional year due to this headline performance.</li> <li>- In response to this, there are plans to open up walkways between market stalls to relieve pressure during crowd movement.</li> <li>- Plans to crack down on unauthorised individuals entering site without a ticket, with particular focus on the staff access gates following the successful operation on pedestrian gates in 2023.</li> <li>- Plans to strengthen perimeter security to assist with this.</li> <li>- The planning application submitted last year was approved by Mendip Council, this decision was challenged in the Crown Court however has been repudiated. This individual appealed this outcome, taking this to the Royal Courts of Justice, which was further repudiated.</li> <li>- The planning permission is now secure however work will not begin until after the 2024 festival for the 2025 event.</li> </ul>	



*Security and Stewarding in the Village*

MB

- In the process of employing a village security liaison; in which this role will include:  
Ensuring the integrity of the farm and local area.  
Improving security management offsite.  
Attending to residents and deploying security to various properties as they see fit.  
Coordinating a team a security auditing team – with the aim to improve the delivery of security.  
Assisting SRY in village management.
- Shirley Eden will be temporarily filling this role, anyone who may require Shirley's assistance please contact SRY.

*Traffic and Access Issues*

SRY

- Various discussions with PPC following the 2023 resident debriefs.
- Worthy bypass has been retarmacked, this remain a 15mph with staff being encouraged to use red gate as a main access point.
- Plans to formalise village access points – residents without the correct passes will be directed to the field to the east of the Neat Lane check point. Residents needing access or needing to authorise other access should call the hotline to register the details for access. The aim of this is to better secure the village.
- Neat Lane will be an exit only route, a small gateway from the adjacent field will be installed to facilitate this revision.
- GFEL have reduced the capacity of Green Carpark over the last few years, this will remain part of our focus access will be on a case-by-case basis.
- Residents can apply to use this carpark, with the expectation that applications will only be made for genuine circumstances.
- The village liaison team will circulate information regarding the application process. A new data base is in place which will retain some data for analysis post festival – data protection will remain a high priority.
- Pass applications should be made in advance of the collection sessions, the deadline for this will be confirmed in the next week or so, PPC will be informed of this date. Those who do not meet this deadline should contact the village hotline where requests will be facilitated where possible.
- This new process aims to speed up the ticket collection process and deter any ingenuine requests.
- GFEL has received the request to create an extra village pedestrian access route, with the possibility to use Worthy Lane/ Hitchen Hill. GFEL are In the process of evaluating the use of this route.
- Plan is for Mary's Gate and Village Gate to be used as a 1<sup>st</sup> time entry access – re-entry will be via either Mary Gate/ Village Gate or Worthy Lane/ Hitchen Hill.
- Tom (gate manager) is formulating a detailed plan for this which MB will share once finalised.
- Plans to install water barriers along Bread Street which will narrow the road, slowing traffic and improve pedestrian safety.
- Looking to further reduce traffic into green car park. Parish Council have requested a more Western pedestrian access with the belief that more people would walk into the festival instead of using green car park.
- MB mentioned traffic sensors which were in place last year, 2 additional sensors have been booked for 2024 in which data will be analysed from 2023 + 2024.

*Village Office/Tickets*



	<p>MB</p> <ul style="list-style-type: none"> <li>- PH has stepped down, GFEL are in the process of recruiting for this position.</li> <li>- Revisions have been made to the village ticketing process; due to security reason everyone onsite will require a pass/ ticket with their name on.</li> <li>- This is to have better control of those gaining access to site.</li> </ul>	
<p>4</p>	<p><b><u>Pilton Village Issues</u></b></p> <p>Green Car Park</p> <p>TH</p> <ul style="list-style-type: none"> <li>- SRY has outlined most points.</li> <li>- With Neat Lane being used as an exit only route are you still able to turn left by the layby?</li> <li>- Will there be a fast lane for those who already have accreditation?</li> <li>- Will there be a process of name submission to be printed on tickets?</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- Names will need to be submitted by the end of the month; this is to strengthen the security of the site.</li> </ul> <p>RW</p> <ul style="list-style-type: none"> <li>- Will there be any opportunity to change name after 29<sup>th</sup> February?</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- The ticketing process needs to take place between March and April, this deadline facilitates this.</li> <li>- However, GFEL will always try to accommodate exceptional requests where possible.</li> </ul> <p>MB</p> <ul style="list-style-type: none"> <li>- This new system aims to deter and identify individuals taking advance of the ticketing allocation.</li> </ul> <p>RN</p> <ul style="list-style-type: none"> <li>- Request to lay down hedge by Neat Lane gateway to provide better visibility for drivers.</li> <li>- Suggestion that gate should be made wider.</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- Trees will not be removed due to the biodiversity implications.</li> <li>- Removing this hedge will encourage drivers to potentially speed, the hedge's placement forces motorists to slow down when driving to the junction and around this corner.</li> <li>- During the festival this view would be blocked by caravans and tents anyway also the road is lower than the field.</li> <li>- Request has been made for the hedge on the A361 to the East to be lowered for approx. 10-20m so drivers can see the top of oncoming cars.</li> </ul> <p>TH</p> <ul style="list-style-type: none"> <li>- Is there a traffic order for this junction?</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- There has been a traffic order for the past few years.</li> <li>- Plans to add 5 water barriers either side as well as a drop arm barrier are being discussed to narrow the access/ exit.</li> </ul>	



RW

- If there is another headliner which attracts similar crowds to the 2023 headliners will additional wood chip be laid in wet ground conditions to ensure safety during crowd movement?

MB

- Every year GFEL ensures contractors are on standby to lay wood chip where required.

RW

- Have GFEL considered bringing back the use of metal detectors? (At the pedestrian gates)

MB:

- This isn't a practical security method as most people will have metal on their person i.e. tent pegs.
- Additionally, this would be highly difficult as traders will have an excess of metal equipment with them.
- Covert teams work around the perimeter of the festival, these teams are trained in personnel surveillance and in detecting suspicious behaviour.
- GFEL also work closely with the Avon and Somerset CTSECO.

NH

- Request to receive the meeting agenda earlier.

MC

- The agenda remains the same for each meeting.

JM

- The agenda was sent to the parish Clerk last week.

SRY

- GFEL were unable to post a message in the roundabout due to last-minute changes of the meeting date.

NH

- Addresses the perception that there was an increase in crime last year within the parish. What can we do to improve this for this year?

GP

- This year there will be a village crime record which can be published post festival.
- Crime figures are produced on beat code, this is a wide area as Shepton Mallet is covered within this.
- Going forward this will assist with identifying which crime is linked to the festival.
- There was minimal crime reported in 2023, under a handful of reports were made across the 7 days.
- It is difficult for the police to crack down on crime if it is not officially reported.
- Reassurance that offsite police patrols have not been scaled back, there will be dedicated officers to the local area.

NH

- Since the handover to Somerset Council, will anything be handled differently?

JG

- Somerset Council will continue to review the Event Management Plans.



	<p>NH</p> <ul style="list-style-type: none"> <li>- Following the recommendations made by the council, will this be followed up upon?</li> </ul> <p>JG</p> <ul style="list-style-type: none"> <li>- Outlines the purpose of the scrutiny board to audience which is essentially an internal audit of processes.</li> </ul> <p>JM</p> <ul style="list-style-type: none"> <li>- GFEL licensing department are responsible for collating responses to this report, as well as the various Event Management Plans (EMPs).</li> <li>- This process is in its final stages.</li> </ul> <p>JG</p> <ul style="list-style-type: none"> <li>- Outlines the purpose of working groups.</li> <li>- Working groups will review these recommendations and investigate how improvements can be made and fed into EMPS.</li> </ul> <p>MB</p> <ul style="list-style-type: none"> <li>- The scrutiny board is not licensing board, the purpose of this board is to scrutinise the council's approach to the operation.</li> <li>- The board may make recommendations which have already been trialled and discarded by GFEL.</li> </ul> <p>RN</p> <ul style="list-style-type: none"> <li>- Will GFEL provide funding for road repairs? Example provided, Pylle Road.</li> </ul> <p>MB</p> <ul style="list-style-type: none"> <li>- GFEL want to provide as much support, where possible.</li> <li>- However, the Parish Council would need to provide a detailed breakdown of costs which would need to be submitted for approval.</li> </ul> <p>[Confirmed Clerk of PPC had already made the request]</p>	
	<p><b><u>Pilton Village Residents Input</u></b></p> <p>MOP</p> <ul style="list-style-type: none"> <li>- When will Neat lane become one way?</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- There will be no entry from the main road (A361) from the Saturday (prior to the festival opening to the public), this is when the security start.</li> <li>- There will be an access sign towards the left, however GFEL don't want to encourage too many people to use this route and block the fast lane/ pass operation.</li> <li>- Ideally, drivers should turn right and continue through to Top Street, St Marys or Parsons Batch.</li> <li>- Those using Neat Lane will be directed into the field, along the trackway in which they will be requested to provide their pass. Those without a pass will be directed back out of the gate onto the A361.</li> </ul> <p>MOP</p>	



- Road condition at top of Neat Lane need addressing.

SRY

- This will be addressed when the gate is installed.

MOP

- Unhappy about the Hitchen Hill plans.

Neighbours haven't been addressed regarding this.

Raises concern regarding the vulnerability of the property with hedge jumpers and theft.

The re-entry point remains open to crime.

- Will there be lighting here?
- Is there a way of checking for knife crime?
- MOP informed the meeting that there is a Whatsapp group which teaches people how to gain access to the festival without a ticket.

MB

- Suggests gathering a small group of those effected by the Hitchen Hill arrangements to gather to discuss this in greater detail.
- Green carpark is essential for those who cannot park outside their properties i.e. Bread Street.

MOP

- Was there a review of green car park in 2022? Can this be shared?
- What's the purpose of clearways?
- How many resident passes are distributed?
- Council outlined they believe late night noise was intrusive in 2023, can an update be provided in what is being done to address this?

SRY

- The green car park report was written over a year ago, this has been discussed at previous meetings.
- This car park is used for senior staff, the police and the council who need direct access to the event control.
- GFEL have been effective in reducing the number of vehicles using this car park over the last few years. The majority of people using this car park are villagers. GFEL encourage anyone out of the Pilton Parish to use alternative means of getting to the festival.
- Due to data protection GFEL will not share who these passes are allocated to, however there is a record of the number of passes distributed.

MB

MB/SRY



	<ul style="list-style-type: none"><li>- This number can be provided at the next meeting. <b>ACTION</b></li><li>- The clearway for access of emergency vehicles.</li></ul> <p>SRY</p> <ul style="list-style-type: none"><li>- In terms of another survey if PPC want to organise this for 2025 festival GFEL are happy to discuss any changes.</li></ul> <p>MB</p> <ul style="list-style-type: none"><li>- Addresses final point made regarding noise – there were no breaches of the license in terms of inappropriate noise.</li></ul> <p>MOP</p> <ul style="list-style-type: none"><li>- Outlines the noise curfew isn't monitored.</li></ul> <p>MB</p> <ul style="list-style-type: none"><li>- This is monitored by both GFEL and authorities.</li></ul> <p>MOP</p> <ul style="list-style-type: none"><li>- Addresses SRY – There is confusion last year regarding where dog walkers are allowed access around the Hitchen Hill route.</li></ul> <p>SRY</p> <ul style="list-style-type: none"><li>- Will investigate this option now that there is a proposed Pedestrian gate and a long term car park in the area. <b>ACTION</b></li></ul> <p>MOP</p> <ul style="list-style-type: none"><li>- Post 2022 the festival has become overcrowded, took MOP an hour to walk past Williams Green on the Thursday. This was addressed previously; however this didn't improve in 2023.</li><li>- Concerns that this has only happened since the ticket sales have increased since then.</li></ul> <p>MB</p> <ul style="list-style-type: none"><li>- Agrees the festival felt overcrowded.</li><li>- Work is going into cracking down on those entering the site without a ticket. By ensuring everyone onsite has a ticket GFEL will have a better understanding of the number of people onsite.</li><li>- Scheduling impacts crowd densities, this means there will be times during the festival that will feel more crowded due to the act which is scheduled.</li><li>- Additional tickets being on sale are not the root of this issue.</li></ul> <p>MOP:</p>	<p style="text-align: right;"><b>SRY</b></p>
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	<ul style="list-style-type: none"> <li>- Last year MOP experienced disruption to her property at Whitsdown Hill. Reports that members of the public broke into the neighbouring field and into residents' gardens, throwing stones at the properties.</li> <li>- Large crowds were gathering in the road outside the property.</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- Request for the MOP to discuss this with him post meeting, details will be recorded and this will be investigated.</li> <li>- A plan will be stipulated to ensure the security of these properties. <b>ACTION</b></li> </ul> <p>GP</p> <ul style="list-style-type: none"> <li>- Requests that these issues should be reported to the police at the time of incidence so support can be provided.</li> <li>- Residents can fill out an online report.</li> </ul> <p>MB</p> <ul style="list-style-type: none"> <li>- Anyone with these issues should contact SRY so we can assist with these reports.</li> </ul> <p>CC</p> <ul style="list-style-type: none"> <li>- MOP has had a similar discussion with residence in East Compton, CC will collate the details of these individuals and send to SRY. <b>ACTION</b></li> </ul> <p>MOP</p> <ul style="list-style-type: none"> <li>- Cockmill Lane being used as a one-way system is of great inconvenience to him as a residents.</li> <li>- MOP's neighbours have been issued a permit to use this route however MOP isn't issued one of these. Why are special permits given to GFEL traffic to use this route but some local residents aren't able to use this?</li> <li>- MOP has a video of GFEL contractors using this route.</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- Only a small selection of passes are issued to residents that live at the bottom of the valley.</li> <li>- GFEL staff shouldn't go against the system.</li> <li>- Requests MOP shares the video taken with GFEL so an investigation into this can be carried out.</li> <li>- Request for further discussion after the meeting.</li> </ul> <p>NH</p> <ul style="list-style-type: none"> <li>- The Cockmill Lane access point was raised 2 years ago, this should be discussed with community involvement.</li> </ul>	<p><b>SRY</b></p> <p><b>CC/ PPC</b></p>
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	<p>MOP</p> <ul style="list-style-type: none"> <li>- Why hasn't the use of pedestrian gates been considered by the Tythe Barn opposed to Hitchen Hill?</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- This route was considered however has poor disability access.</li> <li>- This is also too close to someone's property as it requires access through a garden.</li> <li>- Hitchen Hill is the best route for residential access at present.</li> </ul> <p>MOP</p> <ul style="list-style-type: none"> <li>- Many villagers are happy with green car park location.</li> </ul> <p>MB</p> <ul style="list-style-type: none"> <li>- Green car park will continue to utilised.</li> <li>- Any unnecessary use of this car park will be cracked down on.</li> </ul> <p>MOP</p> <ul style="list-style-type: none"> <li>- Concern regarding the heavy traffic on Neat Lane pre, during and post show, in particular the arctic lorry's using this route.</li> </ul> <p>SRY</p> <ul style="list-style-type: none"> <li>- When this issue began to arise last year GFEL responded by deploying security to this area two weeks earlier than planned.</li> <li>- Meeting planned with the security company on 23/02/24, in which SRY will finalise when the security will be in place for 2024.</li> </ul>	
	<p><b><u>AOB</u></b></p> <p>MC</p> <ul style="list-style-type: none"> <li>- Any other areas of business?</li> </ul> <p>[None raised]</p>	
	<p><b><u>Next Meeting</u></b></p> <p>18:00 Wednesday 24<sup>th</sup> April 2024</p> <p>18:00 Wednesday 22<sup>nd</sup> May 2024</p>	

Meeting Concluded at 20:00.