



Meeting: GFEL x Pilton Parish Council Meeting

Date: 24th April, 18:00

Venue: Pilton Working Man's Club

Present:

Melvin	Benn	GFEL
Steve	Russell-Yarde	GFEL
Mark	Cann	GFEL
Jen	Mackley	GFEL
Tom	Ferris	GFEL
Tracey	Mapstone	GFEL
Tom	Hollings	PPC
Nick	Hall	PPC
Roger	Noble	PPC
Richard	Woodhouse	PPC
Claire	Connock	PPC
Terry	Moulder	PPC
Kelly	Sumner	PPC (Chair)
Lynda	Alan	PPC
Jack	Godley	SC
Bev	Norman	SC – Highways
Gareth	Pike	Avon and Somerset Constabulary
Hannah	Russell-Yarde	GFEL (Notes)

G F E L – M E E T I N G N O T E S

Item	Matters Arising	Action
1	<p><u>Apologies</u></p> <p>Owain Powell (PPC)</p>	
2	<p><u>Protocols for Meeting Management</u></p> <p>MC</p> <p>[Leads introductions and explains how the meeting will work.]</p>	
3	<p><u>GFEL – Update and Overview of 2024</u></p> <p>Operations Update</p> <p>MB</p> <ul style="list-style-type: none"> - There isn't much to update. - The wet weather has hindered some planning but nothing material to the Festival's progression. - For example, some land works has been delayed such as trenching for additional wifi but does not create any issues for this year's Festival. - The general planning feels in a good place. - GFEL are committing to better liaison particularly regarding security management and conversations have been had on this. - The Security Offsite Manager is not in place yet but the planning around this is ongoing and there is work around this being done to prepare. - Key change between the last meeting and this meeting is the discussion around the gate use by villagers at Hichen Hill through Worthy Lane. - The reason for this suggestion was to reduce villager vehicle movement through the Village. - After speaking with residents to gain their perspective and review how it operated when 	



previously in use, this plan is not being taken forward and we are reverting to using the usual Villagers Gate/Mary's Gate as in recent years.

Security and Stewarding in the Village

SRY

- The actions from the last meeting are raised and addressed.
- The breakdown of Green Car Park passes are 1650 for Pilton Parish Residents and 900 for GFEL Staff & Agencies.
- The query around access to a specific footpath access is addressed and highlights that it is allowed.
- GFEL Security have visited residents that raised security issues and those residents are happy with the plans proposed.
- The teams have been reviewed who will be supporting the offsite team and monitoring the operation.
- The briefing cards for stewards/security through the village have been reviewed for each location.
- SRY suggests that the PPC may be invited to review with GFEL to provide additional local knowledge.

ACTION – Arrange GFEL & PPC meeting to review briefing cards

- Introduces Shirley Eden (GFEL Security)

SE

- Shirley explains the recruitment of the offsite monitors and their previous experience with one more person to recruit.
- These staff will be on a rotation of days and nights so there will be 24 hour checking of the security points.

Traffic and Access Issues

SRY

- The first Village Letter has been sent out.
- A new system for the Green Car Park has been established, tested and the process will be included in the second Village Letter.
- SRY highlights that the purpose of the Green Car Park is for those who cannot park due to clearways and those who have additional cars that cannot be parked in driveways.
- The second letter is to be sent out this week.
- SRY highlights who the Green Car Park Passes are for and who they are not for.
- The footpath closures are explained.
- TF has been working through the list and checking that GFEL have a comprehensive list of offsite campsites.
- In 2023 there were 25 local campsites.
- In 2024 there are 30, not including 4 permanent campsites that GFEL communicate with also.
- Site visits have started with offsite campsites and TF will be running surgeries organised over the next few weeks to have meetings with the Campsites.

KS (PPC)

- KS enquires about the communication with campsites and the questions that will be asked around information sharing with their attendees.

TF

- TF highlights that he will be asking about the communication with guests in terms of access info, passes, how they get to and from the festival, etc.

GFEL & PPC



SRY

- SRY adds that GFEL will be asking about production equipment arriving and the delivery schedule for the construction of the campsites also.
- There will be conversations around the pedestrian access to the festival from the campsites to avoid people walking on main roads to the Festival.
- GFEL will also look at the communication with emergency services.
- These conversations will be had to make sure GFEL have an overview of the operations and to ensure the contractors involved aren't being overloaded.

TH (PPC)

- TH has a question around construction and delivery traffic.

SRY

- SRY highlights the questions with the campsites and reassures that this will be a topic of discussion with the offsite campsites.

KS (PPC)

- KS enquires whether the stewards will be starting earlier in the Village as per last year.

SRY

- SRY has had meetings with SE, GFEL will be contracting Stambridge to work the additional weeks pre and post festival as covered by GES last year.
- There is a full schedule and plan to be put in place for Stambridge to cover the duration.

RN (PPC)

- RN asks about council monitoring of offsite campsites.

MB

- MB explains that the council do not inspect TENS applications.
- The Festival will be liaising with offsite campsites but not monitoring.

NH

- NH highlights that the only way to address issues with these campsites is to complain to offsite campsites directly, speak to the council or through GFEL if appropriate.
- Asks if the offsite campsites understand their impact.

MB

- MB highlights that those who GFEL have a ticketing partnership with need to ensure they meet the requirements from the Festival and that for the other campsites there is engagement from GFEL.
- If issues are raised, they should be fed through to the Village Liaison Team and an appropriate response will be actioned and reported back.
- GFEL encourage the PPC to feed into Village Liaison Team & Offsite Campsite Manager.
- MB highlights the joint letter that is written to encourage cooperation and to allow the offsite campsites to demonstrate their willingness to work together and develop a respectful relationship.

MOP

- MOP asks if there is a way of collecting data of the behaviour of the offsite campsites in terms of good and bad regarding feedback in terms of neighbourly behaviour.

MB

- MB highlights the reporting into the Hotline/Village Liaison, where a record is kept of information coming in and if the campsites are receptive to feedback then they will be



seen as positive or if not, then negative.

RN

- Winding Lake taxi routes are raised.
- RN highlights the public pedestrians on Pylle Road and the taxi's transporting people using Village roads and the potential issues.
- RN suggests this needs monitoring.

LA (PPC)

- LA enquires whether the specific taxi pick up and drop off point is still in place.

MB

- MB confirms that there is still a pick up and drop off point and that there are taxi routes in place that prebooked taxi's may not follow if they are unaware.
- GFEL do not restrict Festival attendees leaving and returning to the Festival.

SRY

- SRY confirms that no taxi is given a Green Car Park Pass.
- There is a Hotline process in place that is used if a resident needs a taxi to come into the Village and the registration is used to confirm the taxi and allow access.
- GFEL have been complemented on this process by EPPC.
- The pass collection point process at the top of Neat Lane is explained.
- This year Green Car Park passes are being sent out in advance so will be booked in advance, rather than be picked up at the ticket sessions. There will be a deadline for the requests but there will also be a process if the deadline is missed and a legitimate requirement is needed.
- The collection process will also use the Neat Lane pass collection point.
- There will be briefings to ensure branded vehicles such as Supermarket deliveries, postal deliveries etc. are let through.
- This improved process allows GFEL to better restrict access at the Pilton checkpoints and assess access requirements more clearly.

KS (PPC)

- KS enquires if the passes are individually numbered.

SRY

- SRY confirms this and explains that the numbers will be on the pass so can be checked against the requests and will be associated with a car registration so will flag any passes that are not in the correct vehicle or passed onto someone not associated with the codes.
- The registration numbers will also be assessed by the ANPR barrier in the Green Car Park and will not allow access for vehicles not registered.

JD (MOP)

- JD suggests that potentially some communication could be put in The Roundabout to suggest less online orders during the Festival week.

CG (MOP)

- CG suggests a map to highlight the footpath closures.
- Gratitude is expressed for the passes data given and the additional arrangements that have been put in place.
- CG is hoping that the measures will reduce the numbers.
- CG highlights concern regarding the vehicles through the village in relation to Green Car Park and asks what GFEL think the reductions may be from the additional measures.



	<p>MB</p> <ul style="list-style-type: none"> - MB wants to ensure the passes are being used for the correct reason and not for commercial gain. - GFEL recognise local concerns and recognise that this process may have some reduction but may not be significant as large reductions have already been made in the past. <p>MOP</p> <ul style="list-style-type: none"> - MOP highlights concerns of traffic on Pylle Road during the construction phase with delivery drivers. - MOP asks about traffic calming measures. <p>MB</p> <ul style="list-style-type: none"> - MB agrees that something should be possible and GFEL will look to address this before the next meeting. <p>ACTION – GFEL to look into traffic calming measures</p> <p><i>Village Office/Tickets</i></p> <p>SRY</p> <ul style="list-style-type: none"> - Introduces Tracey Mapstone (GFEL Villages) - Phil Appleton is returning as the deputy - Laura Baron is running the hotline as in previous years - The Village Team are having regular meetings. - There is a slight change in the process of communication where the hotline email & phone is being used as the primary contact to triage queries to the appropriate team member, which allows the wider team to address any queries and respond to people. - The responses may be slightly slower whilst this system is starting but should provide good response. - Any issues with booking passes / the new process. There will be a number of sessions in place to assist and people can contact the hotline. <p>TM</p> <ul style="list-style-type: none"> - Agrees with points SRY made and highlights that if anyone has anything to bring to her they can talk to her after the meeting also. 	<p>GFEL</p>
<p>4</p>	<p><u>Pilton Village Issues</u></p> <p>KS (PPC)</p> <ul style="list-style-type: none"> - Introduces the list of items and clarifies that they have come from a member of the PPC who has written to SC. <p>SRY</p> <ul style="list-style-type: none"> - SRY suggests that this person may want to lead the discussion so they can bring these items to an open forum with the Festival and the Council where they can be addressed. <p>NH (PPC)</p> <ul style="list-style-type: none"> - NH decides not to raise any of the issues listed on the Agenda and highlights the Parish Council process. <p>BN</p> <ul style="list-style-type: none"> - BN explains the process that should be followed in order to bring items to the Council which includes raising them within the Parish Council meetings first and then once reviewed their can be brought to the Council. 	



	<p>MC</p> <ul style="list-style-type: none"> - Request for the Parish Council to put forward any issues they would like GFEL to discuss. <p>RW</p> <ul style="list-style-type: none"> - RW references the debrief meeting from 2023 and enquires about the crowd management planning in response to the large crowds on the Sunday Evening for Elton John. - RW asks if there are considerations of additional requirements and contingency plans to mitigate any crowd density issues. <p>MB</p> <ul style="list-style-type: none"> - MB explains that GFEL has significant planning around this, which is ongoing with a cohesive crowd management team that includes the crowd management lead and further involvement from security and site management. - MB highlights there is a mitter (middle in German) plan/response in the event of large crowded areas which includes additional access routes for ingress, further egress plans and additional plans and information for the screens. - There is also a Crowd Management Working Group that includes SC. - MB suggests that the GFEL Crowd Management Lead can speak with RW if that would be of interest. ACTION GFEL <p>RW</p> <ul style="list-style-type: none"> - RW welcomes this suggestion and highlights that the tour of the medical centre in 2023 was very helpful and expresses gratitude. 	<p>GFEL</p>
	<p><u>Somerset Council Update</u></p> <p>Licensing</p> <ul style="list-style-type: none"> - Here to listen & address any questions that are brought to SC <p>Highways</p> <ul style="list-style-type: none"> - Here to listen & address any questions that are brought to SC - Highways <p><u>ASC Update</u></p> <p>GP</p> <ul style="list-style-type: none"> - Here to listen & address any questions that are brought to ASC 	
	<p><u>Pilton Village Residents Input</u></p> <p>MOP</p> <ul style="list-style-type: none"> - MOP explains an issue on Cockmill Lane due to weather conditions causing debris on the road which is causing damage with lots of potholes and creating unsafe driving conditions/ access issues and could impact the traffic around the Festival. - Advice requested. <p>KS (PPC)</p> <ul style="list-style-type: none"> - The potholes can be raised on the SC website with W3W and picture. - RW & KS have reported many potholes to SC and they have responded very well. 	



SRY

- GFEL's Rob Kearle has removed debris previously and can potentially assist with this again.
- SRY suggests this be raised after the meeting with BN (SC)

RN (PPC)

- The potholes are causing issues and the roads aren't fit for public use.
- RN agrees that this needs to be raised with SC.

BN

- BN agrees with the points raised and requests a conversation after the meeting.

MOP

- MOP, in relation to the conversation around Green Car Park, provides the view that numbers have been reduced significantly already and that the cars do not all arrive at the same time and the cars need to go somewhere.

MB

- MB agrees and highlights that other opinions are just to reduce the numbers here and allow us to know who is using it.
- SRY has reduced by 50% already which is why further reductions are likely to be less substantial.

NH (PPC)

- NH highlights that residents of certain areas may be able to use other car parks if more convenient.

MB

- MB agrees with NH.

MOP

- Explanation is requested regarding the passes collection/information drop off at the top of Neat Lane and it is asked, how this going to be communicated, i.e. will there be signage?
- MOP also asks when Neat Lane becomes one way.
- Large lorries coming down Neat Lane

SRY

- SRY has spoken to the AA about no entry and advanced warning signs and RVP signs which can be followed.
- Sunday evening is when it becomes one way when the traffic starts to leave the Festival.
- Stewards will be in place for 12 hours a day, starting on the 26th of May.



- There is a schedule in place for the first couple of weeks are from Monday to Friday and then this increases to 7 days a week and then increases to 24 hours.
- TF is picking up information regarding delivery schedules for offsite campsites and will be aiming to reinforce that they do not use this route.
- It is raised that the signage on Copse Hill has gone and needs replacing.

BN (SC)

- BN has noted and will pick up on this.

MOP

- Expresses concern over the traffic through the village.
- Acknowledges that not everyone is aligned on the view of what high levels of traffic through the Village is.
- Requests if GFEL will monitor the level of traffic through the Village.
- Concerns are raised regarding the clearway through Bread Street and it is queried whether this is still necessary.
- Query about traffic calming measures that were discussed in the previous meeting.
- Enquires about the policy/plans around a fallow year.
- Refers to a question in the email she sent earlier that day to GFEL and PPC chair regarding the traffic report.

MB

- GFEL will monitor traffic through the village and put a counter in place.
- Regarding a fallow year, this has not been fully determined but there are two dates being considered and this may be brought to the next meeting if confirmed.
- Freeway/ Clearways are in place to provide emergency access and for the parish members. GFEL can discuss this further.
- The traffic calming measures are booked for bread street.
- Additional element for report can be implemented.
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MOP

- Highlights that majority of people aren't in attendance and that most people accept the trade off and appreciate the compensation of attending the Festival.

MOP

- Personal experience is expressed that they have had minimal issues in terms of driving into the Festival and around the Village and has not heard many issues raised from any other residents to her.
- Agrees that monitoring is good.

MC

- MC highlights that there are not many people attending the meetings and may not have issues to raise.



	<p>MOP</p> <ul style="list-style-type: none"> - Consideration of later meeting for people who may need to attend after work. <p>NH (PPC)</p> <ul style="list-style-type: none"> - NH enquires about the communication of the meeting dates. <p>MC</p> <ul style="list-style-type: none"> - MC highlights that the meeting dates have been posted on notice boards for months and have been included in the first Village letter that was sent out. - The details of the May meeting will also be in The Roundabout. <p>LA (not as PPC but as MOP)</p> <ul style="list-style-type: none"> - LA explains her personal experience of some issues that happened in 2023. - There were groups of younger people without tickets hanging around playing fields and causing issues on Wednesday & Thursday. - There were incidents of them running through gardens to attempt to break into the event. - Can there be something put in place? - This is the first time this issue has been experienced. <p>GP (ASC)</p> <ul style="list-style-type: none"> - These conversations between ASC/ GFEL are already happening and are being built into plans to highlight target areas. - This will involve patrols especially on ingress days to assess these issues. - ASC briefings will be more directed in terms of what they can and can't do. - The concerns have been heard and the plans are ongoing. - ASC encourages reporting at the time of the event. - Reporting can be online, using 101, or 999 if emergency. <p>RN</p> <ul style="list-style-type: none"> - Weather impact on road conditions highlighted and suggests that some improvements need to be made before the Festival due to the increased traffic. <p>[This is acknowledged by GFEL & SC – Highways]</p>	
	<p><u>AOB</u></p> <p>MC</p> <ul style="list-style-type: none"> - Any other areas of business? <p>MB</p> <ul style="list-style-type: none"> - Gratitude is expressed to SRY for his hard work in putting in place the permanent 20mph. 	



Meeting: GFEL x Pilton Parish Council Meeting

Date: 24th April, 18:00

Venue: Pilton Working Man's Club

	<ul style="list-style-type: none">- MB explains that during Covid and subsequent years GFEL were given a rate rebate as with other companies in the industry.- £115,000 has accumulated and the thought is that this should be spread equally across the parishes according to the voter registrations.- The percentages are as follows:<ul style="list-style-type: none">- Pylle, East Pennard, etc.- GFEL to facilitate- Pilton 43% - £49,450- North Wootton 12% - £13,800- East Pennard 13% - £14,950- West Pennard 26% £29,900- Pylle 6% £6,900- GFEL request that PPC pay 50% of the 20mph out of the money provided.- The caveat to accepting the money is that the money cannot be used against the Festival. <p>KS</p> <ul style="list-style-type: none">- The decision of accepting the money will go on the PPC meeting agenda for Wednesday.	
	<p><u>Next Meeting</u> 18:00 Wednesday 22nd May 2024</p>	

Meeting Concluded at 19:55