

19 Camping Management Plan

The Camping Management Plan addresses:

- Maintaining camping densities to a reasonable level
- Improving information about camping for the public before the event, on arrival and during the event
- Improving proactive camping density management by the campsite crew and Campsite Manager
- Onsite communication and co-ordination of the information between Campsite crew, The A Team, Security Control (and security staff) Safety Teams and Silver Command
- Regular monitoring of the site as it fills, with pro-active contingency plans should problems be anticipated

The challenge from a campsite management perspective is to ensure that there is an adequate distribution throughout the entire site.

We hold a briefing session for Campsite Crew Managers prior to the Festival and invite officers from Mendip District Council to join us on this date.

We emphasise the importance of managing campsite density throughout the planning period to the Campsite Crew Managers and campsite crew and the need for a proactive and enthusiastic response to the general public.

Prior to the Festival, GFL addresses camping density with festival goers both by mention in the Fine Guide and on the Festival website. Festival goers are advised of the traditionally less dense campsites (in 2004 these were Suggs Ground, Lime Kiln, Hitchin Hill and Wicket Ground) and of the role of the campsite crews and will be encouraged to meet up with friends and camp away from hotspots.

The Festival Bus Station, where all those travelling to the festival by bus and train arrive, is adjacent to the main gate. The location of the drop off point in a field nearby means that a high percentage of arrivals pass through Pedestrian Gate A (over 30% of ticket holders enter by this gate).

Pedestrian Gate A traffic enters the site close to the under occupied camping areas mentioned above of Wicket Ground, Lime Kiln Ground and Hitchin Hill Ground. Pedestrian Gate A staff initially give priority to directing campers to these areas.

Festival goers are re-routed by security/barriers making them walk through the less popular areas which proves successful and signage at Pedestrian Gate A is also used to direct people to these areas. The use of official tabards by campsite crew permits them to engage with the public on an

authoritative level where necessary. In addition we display large maps on boards at the relevant points directing people to the more under-used campsites and updated as the various sites fill up and staff are briefed to be more pro-active about passing on information to all festival goers as they enter the site by encouraging close liaison between the Campsite Manager, campsite crew, gate stewards and gate security.

Upon arrival at any of the Pedestrian Gates, festival goers are directed by the stewards at the gates to available camping areas. Large mounted plans are displayed at the gates and every effort is made to provide festival goers with up to date accurate information on camping availability.

Campsite crews inform each of the Pedestrian Gates when they are nearing maximum allowable occupancy, and provide details of approximately how many spaces are available. Gate staff, supported by campsite crews, ensure that campers are directed away from any fully occupied camping fields. At each gate there will be a prominently situated sign explaining that festival goers should only camp in the indicated fields, as they will be directed away from those fields at maximum occupancy. Campsite crew foot patrols dissuade festival goers from camping in areas deemed to be fully occupied, and if they are unsuccessful, they will contact security through the established chain of command, to have the tents removed.

Effective radio communication between campsite crews and gate staff influence the increase in use of previously underused camping areas and reducing camping density in historically popular areas. This communication is the key to managing the campsites effectively. There is a campsite controller located in the Security Control who can liaise with all other key personnel from GFL, Mendip District Council and all other agencies to ensure effective communication.

Careful consideration is given to the location of toilet facilities in camping areas to help achieve a better spread of camping density across site. This is done in full consultation with Mendip District Council and the Environment Agency.

There are 16 watchtowers sited in public camping areas which are staffed by security personnel. The information provided by the security staff in watchtowers, along with CCTV information, assists campsite crews determine camping density. Campsite crews take into account the size of the tents as well as the number sited within a field when deciding that the area is full. Once a field has reached its maximum allowable density, the area is closed. This information is relayed to other campsite crews and pedestrian gate staff, who will then make every attempt to ensure that no camping occurs after the field has been assessed as being at maximum occupancy. When additional support is required to enforce this, campsite crews contact safety and security through the established communication channels.

While every effort is made to advise campers on initial pitching locations, it is exceptionally difficult to prevent subsequent relocation during the Festival

given the number of campers and the freedom of movement throughout the site.

Fire access roads, which are planned in the main campsites through consultation with Somerset Fire and Rescue Service, are maintained and afford access within 50 metres of any point on the main campsites. The roads are 4 metres wide and marked out by road poles on alternate sides of the road. Fire access roads are kept clear of encroaching tents by regular vehicle patrols by the A Team (site safety Crew) and by campsite crew foot patrols. If there are any problems in keeping the road clear, site security are contacted, either to dissuade potential campers or to remove the offending tents and take them to lost property.

As many of the camping areas are adjacent to the fence line, the lighting from the perimeter fence throws light in these campsites. Festoon lighting on the access roads into the main camping areas is provided.

The fire access roads are for emergency vehicles, security vehicles and essential site vehicles. Campsite crews advise site safety and security if any other vehicles use the road, particularly during curfew hours. (People driving inconsiderately on site are escorted off site by security staff and their vehicle passes will be confiscated).

Similarly, should anyone set up a sound system or attempt to start trading in the campsites, campsites crew advise site security.

A Campsite office oversees each area of camping. It is conspicuously signed and consists of a portacabin, tent or caravan. This signage identifies the camping field. The office is permanently staffed by the campsite crew, and is in communication with the Site Office, GFL Silver Command, Security Control and the Safety Teams (Safety, A-team, Fire, Medical).

The role of the Campsite crew is:

- Staff the campsite office and patrol the campsite by foot
- Inform the Campsite Manager and pedestrian gates staff about the availability and density of camping areas
- Direct festival goers to the most appropriate camping areas
- Manage campsite densities as directed by Campsite Manager
- Act as a focal point within the camping areas for festival goers and provide assistance to them as requested
- Ensure the maintenance of emergency and fire routes
- Provide a fire watch
- Remain vigilant for potential cases of theft, vandalism, violence and illegal trading or sound systems.
- Report any incidents to the appropriate authority
- Co-operate with the Emergency Services as requested.
- Take a pro-active approach to helping festival goers