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CRIME REDUCTION STRATEGY

This strategy has been developed as a result of lessons learnt over past Festivals and from feedback from Avon and Somerset Constabulary, Mendip District Council and members of the local community. The Festival maintains regular communication with Avon and Somerset Constabulary, their crime prevention team and Mendip District Council to discuss crime prevention for future Festivals as we feel the successful tri-partite relationship is valuable

The Crime Reduction Manager has the specific remit to ensure that the measures outlined in this strategy are implemented in liaison with Mendip District Council, Avon and Somerset Constabulary and other relevant agencies on all crime reduction issues. The position of Crime Reduction Manager is a bronze level position. The Festival employs a large crime reduction/covert team who work under the remit of the Crime Reduction Manager. The Crime Reduction Manager works very closely with all other functional managers and in particular the Security Manager, the Offsite Manager and the Villages Liaison Manager.

Crime related information/crime pattern analysis received from Avon and Somerset Constabulary is taken into account in our planning processes.

This Strategy concentrates on the following areas:

- Prevention of crime around the perimeter fence
- Prevention of crime within the campsite
- Prevention of crime within other onsite areas ie Markets, etc
- Prevention of crime within the car parks
- Prevention of crime within the camper van fields
- Prevention of vehicle related crime [theft of and from vehicles]
- Prevention of crime and disorder within the surrounding villages
- Drugs
- General

Perimeter Fence

- The perimeter fence and the security plan around it have been successful in reducing crime since 2003 and will be maintained.
- The closure of the adjacent Cockmill Lane has played a significant part in crime reduction at the Festival.
- GFL continually reviews the staffing levels around the fence. Any change will not affect the integrity of the fence, which will continue to ensure that criminals are not able to enter site illegally with contraband etc, therefore the instances of crime onsite should remain low.
- The improved lighting around the perimeter fence has been a success. This means that any dark spots where crime is more likely to take place will be minimised. Slight alterations are made to the lighting type/exact location to address any problem areas identified in previous years.

- The CCTV and watchtower configuration around the perimeter fence works. As a legal requirement we use signage to indicate the presence of CCTV. This means that potential criminals are aware that it is possible for any criminal actions that they take may be caught on film and should have a deterrent effect. The CCTV and watchtower configuration around the perimeter fence enables us to monitor the entire fence line for fence jumpers and enables us to achieve massive reduction in illegal entry from previous years. This reduces the opportunities for crime.
- GFL use metal posts to protect the perimeter road and fence from the possibility of being ram raided and thus reduces the opportunity for crime.

Campsites

- Festoon lighting illuminates the main camping areas. This means that dark spots where crime is more likely to take place will be minimised helping ticket holders in their orientation, making them less vulnerable and may reduce opportunities for crime.
- All campsite crew are trained (see steward training documents for details) including training in effective use of radios. The campsite crew know in exactly what circumstances to contact security. By ensuring that this crew are appropriately trained we are able to empower them to take pro-active measures with regards to crime prevention and to report any crime immediately and correctly.
- All campsites are named to aid orientation and these names included on any site maps. This means that ticket holders are less likely to lose their way and that therefore their property and they themselves are less vulnerable.
- The numbers of campsite crew on duty at any one time ensure that there are enough personnel to fulfil their role of pro-active information giving, crime prevention etc
- The campsite offices ensure that there is a permanent presence in the campsites to give information on facilities, directions and crime prevention awareness.
- The free Property Lock Up service continues at the same level of provision as in the past. We encourage maximising the usage of the lock ups through signage and advertising. All security, stewards, gate staff and campsite crew are briefed to pro-actively encourage ticket holders to use the Property Lock Ups and direct ticket holders to the nearest one. The Property Lock Ups are prominently signed at their location. In the wristband exchange tents (which all ticket holders pass through), explaining where the nearest Property Lock Ups are. In addition we ensure that the service is included on the site map, the website, in the Fine Guide and in the festival programme. Both of the latter items are given out free to all ticket holders. By increasing awareness of this service, we may reduce the number of valuables left in tents, vehicles or carried on person, which will reduce the opportunities for crime.

- At the information points and property lock ups we make available UV pens where staff can actively encourage ticket holders to mark their valuables. This protects and helps in the return of stolen property - and because it will be advertised widely it will also act as a deterrent.
- We ensure that there is general crime prevention advice available in a written format contained within the Festival Programme and commit to providing the same level of crime prevention material as last year. We consult with Avon and Somerset Constabulary over the crime prevention advice given. Increasing awareness of crime prevention measures may lead to a reduction in the opportunities for crime.
- We include the messages contained in the "Protect Yourself" leaflet in the Fine Guide, on the website, in the programme and on signage. It encourages ticket holders to stay in groups and to look out for each other as well as taking other preventative steps to minimise their vulnerability
- The emergency access routes in the campsites as approved by Somerset Fire and Rescue Service ensure that the emergency services can access and patrol the campsites easily in the case of any crime or any potential crime.
- A secured fenced Family Camping Area and Disabled Camping Area is available. This means that the more vulnerable ticket holders can be accommodated in less vulnerable areas.
- Campsite stewards encourage festival attendees to set up local 'neighbourhood watch' agreements with fellow campers. - leading to an increased awareness amongst ticket holders which encourages them to look out for each other resulting in a decrease in the opportunities to crime.
- There are 24-hour stewards and security in the campsites. A Team (site safety) patrols and teams of trained stewards in campsite fields have radio contact to Security Control. This ensures that any crime or potential crime can be reported easily and will therefore ensure a response.
- The Festival welcomes police presence in the campsites.
- The Campsite Management Plan details the management of the density in the campsites. By pro-actively managing the densities in the campsites and maintaining them at acceptable levels, this ensures that the emergency services have access to all parts of the campsites, which may lead to a better response.

Other Onsite Areas - Markets, Arenas etc

- GFL install watchtowers in key positions onsite and Avon and Somerset Constabulary advise on exact location, following crime statistics analysis. Potential criminals will be aware that it is possible that any criminal actions that they take may be witnessed and thus will have a deterrent effect. This is in addition to ensuring that security and stewards are pro-active about giving crime prevention advice. We work on this with Avon and Somerset Constabulary once some onsite crime analysis becomes available.
- The covert/crime reduction team has the specific remit of: a) Information and intelligence gathering b) checking the integrity of Security Officers and their behaviour c) checking guarding numbers as per the schedule d) checking external check points but more importantly e) we will focus more

on crime prevention activities, and be proactive in responding to information/intelligence gathered in relation to crime reduction. They will work both on and off site, in shifts to correspond with Police shifts covering 24 hours per day. They are briefed at the commencement of each shift of current crime and are assigned duties to prevent/deter further incidents.

- At the commencement of each shift, the Crime Reduction Manager is briefed by the Police Bronze Commander, on current crime and intelligence gathered in order to respond better to current trends rather than just rely on crime figures.
- The post of Assistant Crime Reduction Manager allows a more positive control of the Covert Team and ensures that continuity of management continues throughout the Festival. This helps sustain low crime levels through better management, monitoring, reporting and response.
- A bank, with cash point facilities, is on site to cut down the amounts of cash festival attendees need to carry. The bank carries out agreed security checks before cashing cheques. Traders are encouraged to use these facilities to avoid the amount of cash held in stalls, to minimise the opportunities for crime. The bank has strong security measures in place.
- The pharmacy is housed in an extra secure portacabin - as are any controlled drugs that Festival Medical Services have onsite.
- Traders set up their stalls to provide continuous frontage with secure compounds behind. There is provision of Securicor services for traders, to minimise the amount of cash held in stalls.
- Five information points provide advice about everything from detecting forged currency (and what to do about it) to providing phone numbers to report lost bank cards along with UV marker pens.
- Communications facilities to report crime or potential crime are available to festival attendees. Stewards and Security Officers, both on site and off site, give crime prevention advice and use pocket sized occurrence reports to report crime or concerns regarding crime. These reports are collected for immediate use and details recorded/collated to assist with crime reduction strategy in the future.

Car Parks

- The car park security manager ensures a 24-hour focus on security issues in the car parks, working under the Security Manager and in consultation with the Offsite Manager to ensure a clear management structure in relation to car park security - which could lead to a decrease in crime since reporting, response and crime prevention measures are clearly co-ordinated and managed.
- Glastonbury Festivals continually improve the levels of lighting in the car parks and provide a dedicated maintenance team for the servicing and refuelling of lighting towers. Dark spots identified in previous years and areas identified in Avon and Somerset crime analysis are also considered, as are recommendations by Mendip District Council. Illuminating as many dark spots as possible will lower crime in these areas. We aim to provide a continued level of security staffing both fixed and mobile in the car parks

(including the Staff Car Park) all with direct communication links to Security Control.

- CCTV cameras are installed in the car parks east and west (on the top of cherry pickers). The fact that CCTV is in operation is advertised via the Marketing Strategy and via signage. This means that potential criminals are aware that it is possible that any criminal actions they take may be caught on film.
- Security staff are positioned on the routes from the car park fields to the site and ensure that these routes are illuminated - which reduces the opportunities for crime in these areas.
- Watch towers are positioned in the same locations each year in the car parks allowing us to monitor criminal activity and act as a deterrent.

Camper van Fields

- All camper van fields are made into secure fenced compounds using a combination of steel shield and heras fencing to create a dry moat. Fields that have previously been vulnerable to crime due to their distance from the site and due to the access from offsite, are now much more secure and access into these fields is restricted to ticket and camper van pass holders; decreasing the opportunities for crime in these areas.
- The caravan and camper van fields are managed by the Caravan and Camper van management teams.
- By maintaining security and lighting positioned on routes from the camper vans fields and the site we reduce crime in this area.

Vehicle Crime

- We produce crime reduction signage and welcome advice from Avon and Somerset Constabulary and Mendip District Council with regard to wording. We erect signage, including signage with triangular signs erected in the car parks and signs and at the exits from all car parks informing festival attendees not to leave valuables in cars and to leave the glove compartment open. In addition we commit extra mobile security to the car parks to respond to crime in the car parks. This security works closely with car parking teams and CCTV monitors to attempt to operate and have visible presence in the car parks that criminals may be targeting. We advertise that there is a free Property Lock Up service available onsite on these signs as well. These messages are also be included in the Fine Guide, on the website, on the Avon and Somerset Constabulary website and in the Festival Programme. This crime prevention awareness campaign is reiterated at the entrance gates and at the wristband exchange tent. Using these methods we hope to create a heightened awareness and lead to an eventual reduction in crime in the car parks. It may also have long term crime reduction implications reaching further than Glastonbury Festival.
- There is a separate car park for white vans. This means that these vehicles (which intelligence has shown are often vehicles involved in crime) can be easily monitored.

- GFL issues the “Don’t bother this vehicle is empty” leaflets. We hand them out to every vehicle entering the car parks. It is an A5 sheet, with basic car crime advice on the back page. This ensures that potential criminals are aware of the level of crime prevention awareness amongst vehicle owners and may persuade them that there is a lack of opportunity for vehicle crime, which may lead to a decrease in crime.
- Avon and Somerset Constabulary write a crime prevention message which we publish in the Fine Guide (which is distributed to all ticket holders) and on the official Glastonbury Festival website (which attracts over 68 million hits a year).
- Watchtowers along the perimeter allow for limited for observation into some of the car parks. These towers are staffed 24 hours with direct communication links to Security Control. They allow us to monitor and act upon criminal activity.

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Villages

- We use the tri-partite Memorandum of Understanding to define the role of each agency with regard to responsibilities in the village.
- We pay particular attention to security measures (roles, reporting, communication and management), which leads to a better response to security issues in the villages, a decrease in crime and reassurance for the villagers.
- Staff at the tri-partite village drop in centre at Pilton Village Hall elucidates each agencies role in the village as well as clarifying methods of reporting, communication and management structure.
- By funding the offsite additional policing in the villages, there should b decrease in crime through a visible presence and subsequent deterrent effect along with a potentially better reporting and response which may lead to a decrease in crime and will therefore provide reassurance to villagers.
- The Villages Liaison Manager will implement the detailed Villages Proposal and has specific duties to respond to all problems in the villages including security. This is a 24-hour senior management position at Bronze command level with direct communication links to Security Control, Offsite Manager, Villages Operations Centre Tri Partite Drop in Centre (Village Hall) and Offsite Stewards Manager etc. The Villages Liaison Manager directs the villages security firm. This clear reporting and communication structure enables effective reporting and response, which may lead to a decrease in crime and will therefore provide reassurance to villagers.
- The level of security in Pilton and the surrounding villages is detailed in a security plan which shows the number and position of security and patrols
- All security teams have an easily identifiable supervisor equipped with a radio for direct contact to security control at each location for ease of communication and reporting.
- The village security personnel are briefed to be helpful and polite to villagers at all times. This helps with relationships between security and villagers and will encourages better communication, better reporting and may reassure villagers. Villagers resent having their movements restricted

during the event and security staff are respectful and mindful of this while being firm about the access system.

- A member of the village security contractor company is based at the village drop in centre in order to speed up the deployment of guards should a situation arise
- A comprehensive briefing to all off site stewards and security is given, which includes specific information on crime prevention and encourage them to be proactive about using it.
- The crime reduction/covert team checks on the integrity of offsite security and correct behaviour / reporting procedures. This mobile, flexible and independent team works under the remit of the Crime Reduction Manager and focuses on crime reduction.
- Signage in the village helps direct ticket holders and encourages them to pass through the village to the festival site quickly and safely.
- The village lighting introduced in 2003 has been maintained and festoon lighting on Pylle Lane runs down to VG1. Lighting towers have been replaced with festoon lighting to reduce glare or noise from generators etc. Where lighting towers are used, they are fitted with silent generators or through residents' electricity supplies, to minimise noise pollution.
- CCTV cameras at strategic locations in the villages aid the monitoring of areas in the villages and improve reporting and response which may reduce crime and reassure villagers. The locations of the CCTV cameras are finalised in consultation with Avon and Somerset Constabulary and Mendip District Council.
- GFL financially recompense the Crown Public House to close on Thursday, Friday, Saturday and Sunday of the festival. In addition, Pilton Village Stores are recompensed for not selling alcohol over the show. This removes a trouble spot and focus for anti social behaviour.
- GFL works with ASC and Mendip District Council to close down unauthorised car parks.
- GFL invites any local resident to sign a contract that enables our staff to act and deal with trespassers quickly. We understand residents concerns about the legality of such a contract and provide legal advice.
- GFL works with Avon and Somerset Constabulary and Mendip District Council in detail with regards to any crime statistics or crime audit with information about trouble spots in past years and to minimise the likelihood of these becoming trouble spots again by a variety of preventative measures which may include CCTV, extra security and extra lighting.
- GFL provides fencing to vulnerable areas in the village to minimise the possibility of trespass reducing opportunities in the village for crime.
- We will discuss with Mendip District Council, any future changes in legislation, which may allow us to prohibit drinking on the streets in the villages.
- GFL welcomes the street trading prohibition order enforced by Mendip District Council in Pilton, discouraging both illegal traders and ticket touts. This is successful in further discouraging groups gathering which may reduce crime.

- GFL communicates with villagers with regards to crime prevention, the law and what to do in the case of suspected or actual crime amongst other issues. We distribute crime prevention advice, hotline numbers to call, details of the responsibilities of police, security, stewards, to all properties on the electoral role in Pilton, Pylle, East Pennard, West Pennard and Sticklynych.

Drugs

- The drugs policy for the Festival includes elements of prevention, drug dealers and abusers together with the welfare and treatment of those persons who may have taken drugs.
- GFL work with DAT/Turning Point (Somerset Drugs Advice Agency) and IDMU (Independent Drug Monitoring Unit) and other agencies to provide a drugs misuse and safety campaign on site. A clear preventative drugs message is included in the Fine Guide, on the website and on signage at the entrance. This clear message and the misuse and safety campaign may help in a longer term reduction in drug use through reaching a large number of young people and lead to a decrease in crime

General

- GFL provides details of security staff to Avon and Somerset Constabulary twenty eight days prior to the festival for police checks. This ensures a certain standard and quality of security which helps with communication, reporting and response which may decrease crime.
- GFL looks very carefully at the design of the tickets, continually improving the security features to minimise the opportunity for fraud.
- GFL meets with Trading Standards in conjunction with Avon and Somerset Constabulary and Mendip District Council to discuss multi agency approaches to ticket touting and joint operations to deal with this if it arises.
- The tripartite Memorandum of Understanding with regards to convoy is another useful tool in keeping unwanted visitors/ potential criminals from the site. It reduces the opportunities for crime and antisocial behaviour and reassures villagers.
- A crime prevention booklet or pack is handed out to all festival attendees on arrival. This has been written and produced by Avon and Somerset Constabulary in previous years and contains full anti-crime measures, advice about what to do if a crime has been committed and a full list of emergency phone numbers along with on site facilities. We organise the distribution of this.
- The crime prevention material in the Festival Programme (handed out free to all festival attendees) has a page to itself to emphasise how festival attendees can protect themselves or what to do in the event of a crime.
- The ticket conditions include “You may be searched at the entrance. Any items which the licensee considers may be used in an illegal or offensive manner will be confiscated” and “Persons suspected of carrying out illegal and / or offensive activities on site may be searched”. This empowers our

eviction process and ensures that we are able to take full advantage of this facility. Our eviction process is mindful of the need to not evict someone from site into vulnerable offsite areas. Our eviction policy enables us to get rid of troublemakers and potential criminals, which may reduce crime. We share all intelligence about eviction with Avon and Somerset Constabulary and will work in full co-operation at all times. The Security Manager implements the eviction policy.

- Our security work in full co-operation with Avon and Somerset Constabulary in terms of reporting live intelligence and gathering evidence. This co-operation is co-ordinated by the Security Manager.
- In addition, the security directors of each of the security companies are pro-active in sharing intelligence about other criminals from other festivals with Avon and Somerset constabulary.
- The continued appointment of our experienced Security Manager as a Bronze Co-ordinator maintains a cohesive security provision with co-ordination between the different security contractors on and off site and will promote good communication between our security, our management and Avon and Somerset Constabulary. This leads to better reporting and therefore reduces crime.