

Hamilton Park Racecourse – Event Comments

Noise

The event satisfied the licensing condition in relating to the noise levels at the nearest noise sensitive dwelling (of 65dB(A) over a 15 minute period). It also satisfied the condition of constant monitoring at the mixing desk.

Noise data from all monitoring positioning has not yet been submitted to this Service.

Officers in attendance on Saturday 23 July 2011 did not observe measurements being taken by your staff.

It was noted that the noise consultant who attended the telephone conference call on 7 July 2011 was not present at the event.

Health and Safety

When areas/items were identified as requiring action e.g. generator cable (top corridor) and unsecured CO₂ cylinders in ground floor cellar, the items were addressed when highlighted.

Previous to the walk round of the premises the issue of trip hazard from the generator cable was discussed over the walkie-talkies but had not been actioned.

Food Safety

Similar to the identifying of health and safety once items had been highlighted the best remedial action possible was taken. Only one of the two defective hot water heaters could be repaired but cold water and hand disinfectant gel was available. Drinks were dispensed in disposable containers at this bar.

Public Health/Sanitary Accommodation

Although queue stewards assisted in trying to disperse queues to use other facilities, facilities were maintained in a clean condition.

Stone, Teresa

From: Baisley, Grant
Sent: 23 August 2011 16:42
To: 'Jones, Kathryn'
Cc: Vivien Kyles
Subject: RE: Feedback on The Wanted & Westlife Concerts

Hi Kathryn


Sorry for the late reply. I had assumed that I would see you at the meeting this morning and was going to speak to you then, but obviously things came up and that didn't happen.

Thanks for your comments. I'm satisfied with the follow up action you've taken in relation to the Beer Measuring Instruments. However, if there are similar problems found at any future events, we may need to consider formal enforcement action.

As for the display of business particulars, your explanation makes sense and that's fine to work that way.

Kind regards

Mr A. Grant Baisley
Trading Standards Officer
Office Tel: 01355 806865 Direct: 01355 806605 Fax: 01355 806974
Email: grant.baisley@southlanarkshire.gov.uk

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From: Jones, Kathryn [mailto:Kathryn.Jones@sodexo.com]
Sent: 18 August 2011 19:17
To: Baisley, Grant
Cc: Vivien Kyles
Subject: FW: Feedback on The Wanted & Westlife Concerts

Hi Grant

I hope you are well?

I have received the feedback below from Vivien regarding the Sodexo operation at the July concerts.

J: Prior to the concerts I contacted our concession bar suppliers Supreme to find out what equipment would be being used here at the racecourse. I was told that it would all be metered dispense units - MDUs, which I know have all been UK verified as this has been checked previously with Supreme (at another venue). On the day of the concert, during our inspection, it became apparent that they were using exactor taps in one of the bars instead of MDUs. Supreme were under the impression, that because they were using stamped plastic glass, that they were complying with all legal requirements. It is subsequently apparent that this is not the case due to the exactor taps being designed to be metered. I have advised Supreme that until the Exactor taps are UK or EU verified that we shall not accept them onsite.

K: We prefer to have all complaints directed to us here at the racecourse which is why there are no names and addresses displayed on the concession vans. This allows us to control any issues that come and we can use this information when deciding on which companies we chose to represent us on event days. If you would prefer us to ask them to display names & address, I shall happily do that.

Should you have any questions or queries, please do not hesitate to contact me on the number below

Kind Regards,

Kathryn

29/09/2011

Kathryn Jones
General Manager
Prestige Scotland
Hamilton Park Racecourse
Tel: +44 (0)1698 206478
Mob: +44 (0)779 6260693
Fax: +44 (0)1698 458935

Sodexo

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***Celebrate Christmas In Style at Hamilton Park Racecourse.....
Book Your Space Now In Our Winter Wonderland Christmas Parties.***

From: Baisley, Grant [mailto:Grant.Baisley@southlanarkshire.gsx.gov.uk]
Sent: 10 August 2011 10:50
To: Vivien Kyles
Cc: Templeton, David
Subject: Feedback on The Wanted & Westlife Concerts

Vivien,

I have been asked to provide you with some feedback on the recent Westlife and The Wanted concerts held at the race course from a Trading Standards perspective. The relevant licence conditions were conditions "i", "j", and "k".

i.
Your business complied with this condition in relation to the sale of goods complying with the Trade Marks Act 1994. However, I believe you will already be aware that counterfeit goods were being sold by a number of unlicensed street traders on Friday night, and the fact that these goods were seized by Trading Standards. I would also advise you that the Police found unlicensed street traders on Saturday evening selling unbranded goods on Bothwell Road.

Additionally, for your own information, it was observed that one of the sellers on the Friday night wore a high-vis vest marked "event staff". The vest was not the same uniform as your own staff and appeared to be an attempt to give themselves some credibility and to look like an authorised seller.

j.
In relation to compliance with the Weights and Measures Act 1985, assurances were sought in advance from Kathryn Jones from Sodexo that the metered dispense units / beer measuring instruments in the concession vans were UK Stamped, however this was not the case. pRIO

Beer and cider must be sold in a prescribed manner, as defined in the The Weights and Measures (Intoxicating Liquor) Order 1988. Namely, it must be sold in a quantity of 1/3 pint, 1/2 pint or a multiple of 1/2 pint. It must be sold within a measure (i.e. stamped pint glass) or delivered from stamped measuring equipment. The liquor must be delivered after the buyer has ordered it, and the measure is delivered in a position that allows the customer to see the delivery.

In the vans supplied by the Supreme Group, there were 2 x "ExacTap" liquid measuring instruments which were found to be unstamped. These type of units can only be legally used when there is a pattern approval certificate granted and the equipment has been tested and passed, and stamped as fit for use for trade.

29/09/2011

Certificate 2843/4 exists for these units; however they were not sealed and stamped in accordance with the certificate.

I explained to Calvin Kayes from the Supreme Group and Kathryn Jones from Sodexo that these units could not be legally used to dispense ½ pints or multiple of ½ pints. However, to prevent closing this bar it was agreed that beer and cider could be sold using CE stamped glasses as a measure. This was a temporary "fix" for the problem and this practice should not be repeated at future events.

The purpose of a beer measuring instrument is that a metered delivery is dispensed. The unit can not be used as a free pouring draught tap as usual, only a set amount can be dispensed and the delivery can not be interrupted. To ensure there were no instances of short measure, it was therefore essential for bar staff to use some liquid from a spare glass to "top up" the already dispensed drinks to ensure each glass was filled to the pint measure.

The Supreme Group bar was monitored throughout Friday and Saturday night and Calvin and Kathryn were reminded of the requirements. It was noted on the Saturday night that on many occasions that glasses were sitting already dispensed, the unit had been used to dispense drinks before the customer had ordered and out with the presence of the customer. They were also not being topped up to ensure full measure as previously agreed.

Kathryn has advised me that the ExacTap units will not be used again. It is essential that in the future, to avoid the commission of any offences under the Weights and Measures Act 1985 and subsequent enforcement action, any beer measuring instruments are stamped. I would advise that physical checks are carried out rather than assurances to ensure this in advance of any future events.

k.

This condition concerned compliance with the Consumer Protection from Unfair Trading Regulations 2008. As explained in our meeting on the 7 July 2011, the main requirements of this legislation are that all material information is provided to customers before purchase and that no misleading statements are made, or that anything is misleading by omission.

As previously notified, on the Tuesday before the concert, information appearing on your own website, <http://www.hamilton-park.co.uk/westlife-concert.html> stated that Wonderland would be performing as support act for Westlife, however it appeared from other information published on your facebook page the previous week that Wonderland had withdrawn due to recording commitments and had been replaced Glenn Cal. At this time, tickets were still being sold for the event.


It is important to ensure that any information you publish is accurate and in the event of such changes, amendments should be made as soon as you become aware to avoid any consumers being misled.

On the nights of the concerts I found that not all of the concession vans were displaying their business name and address details. As such, it is quite likely that any disgruntled customers would approach you as the only point of contact they would be able to identify and make their complaint to you. It is advisable to request subcontracted food or merchandise vans to display their business name and address particulars.

Should you require any further information or clarification of any of the points raised above, please contact me.

Kind regards

Mr A. Grant Baisley
Trading Standards Officer
Community Resources
Consumer & Trading Standards
South Lanarkshire Council
First Floor
Atholl House
East Kilbride
G74 1LU
Office Tel: 01355 806865 Direct 01355 806605 Fax: 01355 806974
Email: grant.baisley@southlanarkshire.gov.uk
Council Website: www.southlanarkshire.gov.uk

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The Wanted Concert Hamilton Park Race Course Friday 22nd July 2011

Residents Flats, entrance and Car Park adjacent to Racecourse.

Two members of staff were re-deployed from crowd management duties at the turnstiles to the entrance of the aforementioned flats at approximately 16.10 hours. Both stewards were briefed on their duties by Alex Thomson (Supervisor) and told that one of them must remain at the entrance to the flats at all times to stop racecourse traffic from parking in their car park.

At 17.45 Control received a radio message from alpha 7 (Charlene Paterson) who was within the back stage area, regarding several youths coming from the wooded area near the golf course, making their way across the track to the residents flats and were now attempting to climb the fence. One steward was dispatched from the top of the road and the response team attended from the crowd viewing area to assist.

At approx 19.45 as the band were being moved to backstage Alpha 1 (Mark Henderson) requested the presence of stewards near the residents flats as a group of eight to ten youths were again attempting to climb the fence. A response team was dispatched to deal with the incident and the two stewards from the entrance assisted in apprehending the youths at the bottom corner near the race track.

To prevent any re-occurrence I gave instruction for the two stewards to remain in their current position and Alpha 4 (Alex Thomson) was dispatched from inside the turnstiles to brief and deploy two additional staff at the entrance to the flats.

On Saturday night there was a deployment of one supervisor and two stewards allocated to the entrance to the flats and car parking area entrance and extra patrols as required.

Bill Miller

Operations Controller.

Stone, Teresa

From: Baisley, Grant
Sent: 23 August 2011 16:57
To: Stone, Teresa
Subject: FW: Feedback on The Wanted & Westlife Concerts

Hi Theresa

I was in attendance at the debrief meeting this morning at Hamilton Park Racecourse, and understood that you were preparing a report for Committee. Is that right?

In relation to the Trading Standards issues, the relevant licence conditions were conditions "i", "j", and "k". My comments were not really discussed today as I had already made comment directly to Vivien Kyles at Hamilton Park Racecourse and Kathryn Jones from Sodexo. Please find a copy of these comments below for your information and possible inclusion in any report to Committee.

In relation to point "j", I have been advised that Sodexo have given Supreme the instruction that until the Exactor taps are UK or EU verified that they will not be accepted them onsite.

In relation to the display of business particulars, Sodexo advised that they prefer to have all complaints directed to them at the racecourse which allows us to control any issues that come and they can use this information when deciding on which companies we chose to represent them on event days. This is a satisfactory explanation and it is fine to operate that way.

If you wish to discuss this further please contact me.

Kind regards

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Cc: Templeton, David
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