

Complaints made directly to North West Leicestershire District Council

01/06/2020 [REDACTED] Cattow's Farm Complaint

Regulation 2(1)(a) does not apply "if the business sells food or drink for consumption off the premises". If that happens, then the business's only (legal) obligation is to "cease selling food and drink for consumption on its premises". There is no requirement for such a premises to close.

As a café owner in another county (Staffs) I was made aware that operating a café with outside seating was against the rules and only "TAKEAWAY" is allowed, can you please confirm if the enclosed café is trading legally as they are now offering outside seating to guests, if this is now legal, is it across the country or county specific??

13/10/2020 [REDACTED] Cattow's Farm

I am not a resident of the borough but visited Cattows farm today with my family to pick a pumpkin.

I was very disappointed by how COVID unsafe the farm was. There were a few 'token' signs reminding people to social distance but that was as far as it went in terms of enforcement. The queuing system was a 'free for all', and was not managed by the farm at all. There was on the whole no social distancing. Very few people were wearing masks and the sheer number of people at the event suggests that masks should be worn.

I am unsure if this is the correct route for reporting. But it would seem that the organisers would benefit greatly from some guidance on how to operate a COVID safe space. Particularly given the increasing rate of the virus.

I am happy to provide further detail if required.

Kind regards [REDACTED]

23/10/2020 [REDACTED] Cattow's Farm

Hello, I wanted to raise serious concerns about the covid safety measure in place at cattows farm. We visited over the weekend and were extremely disappointed and quite frankly shocked. There was at least 2000 people there, all together no social distancing whatsoever. People stood right next to each other, no masks, no hand sanitisers nothing. If you look on trip advisor you will see numerous people have raised the same concerns about the lack of social distancing. Other events of a similar nature have had to be closed so why is this still allowed to open? Thank you, [REDACTED]

23/10/2020 [REDACTED] Cattow's Farm

I attended the farm on Sunday 18th October with [REDACTED].

We were appalled at the lack of Covid adherence to social distancing etc.

People were walking literally shoulder to shoulder past one another to and from the car park, no segregation, no social distancing.

A lack of guidance of what process to follow when entering the field and other areas, again a free for all.

Children mixing on soil/hay mounds, obviously not from same household.

No social distancing in queues for toilet etc.

Cars having to drive through pedestrians in order to park and exit the farm.

Ditches along the car park being filled in with soil to allow cars to exit the car park as cars were trying to exit.

An absolute shambles particularly in relation to Covid, the Council/Police need to address this.

It was not a ticketed event and no household details were taken.
Complete shambles and people wonder why there is an increase in Covid.
I hope the matter will be addressed as the farm is open for half term week. Needs firmer measures in place.

With Regards, [REDACTED].

19/10/2020 [REDACTED] Cattow's Farm

We've received a councillor enquiry from [REDACTED].

The details of this enquiry are:

Hi All I am just checking here..... so today I went to cattows farm to pick pumpkins. We ended up leaving. How is this event allowed to take place? Must have been close to 10,000 people there today. From all over the area by the looks of it. No social distancing, not one person wearing a mask, no covid track and trace scanner, full fair ground open, food stalls all open, no one way system in place, no hand sanitiser. It seems insane how an event like this can go on in such a capacity? It is surely a threat to the immediate area? After seeing this I fear for the local area. It was very alarming to see this and almost distressing. When Remembrance day is being toned back and Xmas switch ons are being cancelled I am flabbergasted that this sort of event is acceptable? Can someone please explain this to me? [REDACTED]

[REDACTED]

The Due Date is in the subject of this email. Please can you send your response directly to [REDACTED] and cc in member.services@nwleicestershire.gov.uk.

Kind Regards

Democratic Services Team

23/10/2020 [REDACTED] Cattow's Farm

Dear Sir,

I saw an event I rather liked the idea of advertised on Google. However, after reading terms and conditions, I am a little worried about the 'disclaimer' they say has to be signed before entry will be allowed. It is possible that this disclaimer/indemnity document is not intended to be a legally binding but is just a method of heightening the supposed 'thrill' of the event. If legally binding then it is quite alarming.

There is to be a bar and food provision at the event, for which I understand a licence from yourselves or a temporary event notice lodged with yourselves is required.

I would be grateful if you confirm that:

- a) you are aware of this event
- b) the required licence/notice is in place for the sale of alcohol
- c) Any Safety inspections required have been carried out.

This event is:

Halloween World

Held at:

Cattows Farm

Heather

Coalville

Dates: October 17- November 1 2020

Thank you in anticipation of a prompt response

[REDACTED]

26/10/2020 (Via police) [REDACTED] Cattows Farm

Zero social distancing, hundreds of people.

Almost no face masks being worn.

No sign of cleaning or sanitising.

No staff helping order queuing or enforcing guidelines.... blatant disregard.

Children clearly not being protected, as with adults.

A total shambles and health concern.

People not just in open under barns/poly tunnels shop etc and no control of footfall/crowd numbers in/out etc.

It was unbelievable and shocking!

28/10/2020 Via [REDACTED] Cattows Farm

Notifier is [REDACTED]

Hi [REDACTED], sorry to be messaging you so late! I'm just wondering if anyone from Ehealth is doing spot checks this weekend? We have just been to cattows farm for the scarest thing and the Covid secure procedures put in place were not followed. No social distancing, and the staff were not telling people to social distance and one guy even told us to get closer and to not leave any gaps in the queue! We've got some photos if you need them. So sorry to be messaging you about work stuff, at the weekend, so late!

The below were received via the police and forwarded to us.

- LEP-111020-0256: Anon caller has reported that the Farm is extremely over crowded, despite people being outdoors they are not socially distancing. NN4752 attended the location at approx. 13:00 and confirmed that it was overcrowded.
- LEP111020-0283: Online crime report stating that the farm was like a festival and that there were "5000" people there and people were gathering at the location without masks on. Report was made at 13:25 approx.
- LEP-111020-0605: Online crime report made regarding the event at Cattows farm. Stating that there were large numbers of people at the location, huge numbers of vehicles at the location and this has had a knock on effect on the traffic management on the surrounding roads. Lack of staff managing the even at the farm and that they are actively encouraging people to attend the farm on social media. They have put on their social media posts that the is NHS Track and Trace QR codes however this is not enforced. Location has been raised to NWLDC.
- LEP-151020-0083: Online crime report regarding cattows farm stating that there are no booking system in place to use the facility and the farm has been overcrowded making social distancing very difficult. Reporting person claims that the pay facility is far too small and does not allow people to socially distance.
- LEP-171020-0265: Online crime report stating that there is mass gathering of people at the location and there is no social distancing and no face covering being worn. There are hundreds of cars are in the overflow car park and there are masses of people. On the same incident there is another call from a member of the public reporting that there is a huge amount of people at the location- 800-1000. Officers have attended NN45 and they have obtained

bodycam footage. On the same incident there is another report from the public saying that there are thousands of people going to the location pumpkin picking, no safety precautions in place, no social distancing, no face masks. People are queuing "for miles" and there are large numbers that are on the rides and inflatable slides and lots of people on them. Person reporting states that they could not see anyone guiding people what way to go or keeping numbers down, they were allowing everyone in.

- LEP-171020-0268: Online crime report made regarding the lack of social distancing, people in confined places and people not wearing face masks.
- LEP-171020-0281: Online crime report regarding the number of people who are at the farm, thousands of people within the field, cars are packed in like sardines, no masks being worn at the location and there has been no social distancing.
- LEP-171020-0346: Online crime report made regarding the pumpkin picking that is taking place at the location and the fairground rides. Member of the public report that there are too many people crowded into the fields. 2 Pictures have been sent to the desk regarding this.
- LEP-181020-0148: Member of the public sharing a post that has been on the Donisthorpe community page saying that there are too many people. No booking system in place at the location and on the report mention "dollar wins the day"- meaning that if they did a booking slot they would be losing money by having less people on the site.
- LEP-181020-0169: Online crime report stating that "clear that the venue organisers have no control of the level of people attending" mentions that there are no one way systems in place and people are not wearing a face mask. Masses of people queuing up without sticking to the social distancing rules and the pole that were queuing up for the pumpkins (paying) went through the fairground. People were standing right next to each other and no event organisers around to monitor the situation. Had taken a picture to evidence this. Mentions on the incident that this sits in the remit of the environmental health department at NWLDC and an email ██████████ to bring it to her attention.
- LEP-181020-0251: Call to 101 saying that they had attended the location and there were loads of people there- possibly up to 1000+ people, there is a fun fair there and there are lots of queues and people are not wearing a face mask. Officers have attended and Chief Inspector aware.
- LEP-181020-0263: Email to the force Facebook page, member of the public have been to Cattows farm and report that it is awful and people are crammed in together, they left straight away. When people are queuing they are not leaving socially distance gaps.
- LEP-181020-0266: Online crime report stating that there are thousands of people going to the location to pick pumpkins. The number of people coming to the location are not being limited, fairground rides are not being cleaned down and people are not socially distancing and they are there in groups of more than 6 people.
- LEP-181020-0311: Online crime report made regarding the event that is at Cattows farm. There is no social distancing or limiting people coming to the farm. Nobody is enforcing people to put on masks or distancing. The person reporting states that there is over 1000 people at

the location and only saw one sanitation unit. People at the location are not in groups of 6 they are is “bubbles larger than 6”. Employees at the site are not distancing and they are not wearing masks and they claim that they have left the site due to the volume of people there and they felt unsafe.

- LEP-181020-0349: Online crime report regarding the pumpkin picking event that is at Cattows farm, report says that there is no social distancing and overcrowding and there is insufficient sanitising stations at the location. On the same log there is a message from twitter: Been to the pumpkin picking event at the location and it was incredibly busy. No Covid measures in place at the location. The site is not restricting numbers to the location and they have no social distancing measures in place at the location. Person reporting says that when they arrived people at farm opened another field to allow more people to park at the location. States that the whole set up is dangerous, there is no crowd control at the location and mentioned that they are surprised that they have been allowed to operate in this way.
- LEP-181020-0505: Online crime report created regarding Cattows farm. On the report it says that the event is horrendous. Around the stalls, rides and the “fair” it has been packed with hundreds of people in there. No face masks have been worn and the person reporting says that there has been zero opportunity to safely enjoy the event and they then left. It mentions that the site had no social distancing measures in place at all.
- LEP-181020-0555: Online crime report regarding the event at Cattows farm saying that today there has been absolutely no social distancing taking place at the farm and the location has no effort in keeping the public safe. Person reporting says that there is no system in place to make the location COVID compliant. No effort has been made to maintain a one way system, they have not kept track of how many people have turned up at the location. Around the outer site there have been no safety information on display and no encouragement for people to wear a face mask or to be socially distant.