

NOTICE OF MEETING

ALEXANDRA PARK AND PALACE JOINT ADVISORY & CONSULTATIVE COMMITTEE

Thursday, 8th September, 2022, 7.30 pm - The Creativity Pavilion,
East Court, Alexandra Palace, London, N22 7AY

STATUTORY ADVISORY COMMITTEE

ADVISORY COMMITTEE

Muswell Hill and Fortis Green Association	John Crompton	Muswell Hill & Fortis Green Wards
Noel Park Residents' Association	<i>To be confirmed</i>	Noel Park Ward
Palace Gates Residents' Association	Kevin Stanfield	Alexandra Park Ward
Palace View Residents' Association	Elizabeth Richardson	Hornsey & Alexandra Park Wards
The Rookfield Association	David Frith	Muswell Hill Ward
Three Avenues Residents' Association	Jason Beazley	Bounds Green Ward <i>*formally Bowes Park</i>
Warner Estate Residents' Association	Jim Jenks	Hornsey

Appointed Members

Bounds Green Ward	Cllr Emily Arkell
Muswell Hill Ward	Cllr Cathy Brennan
Noel Park Ward	Cllr Emine Ibrahim
Alexandra Park Ward	Cllr Alexandra Rossetti
Fortis Green Ward	Cllr Joy Wallace
Hornsey Ward	Cllr Elin Weston
Council-Wide Member	Cllr Ibrahim Ali
Council Wide Member	Cllr Sarah Elliott

CONSULTATIVE COMMITTEE

Nominated Members

Friends of Alexandra Palace	Annette Baker
Alexandra Palace Allotments Association	John Wilkinson
Alexandra Palace Organ Appeal	Hugh Macpherson
Alexandra Palace Television Group	John Thompson
Alexandra Park & Palace Conservation Area Advisory Committee	Jacob O'Callaghan
Bounds Green and District Residents' Association	John Crompton
Friends of Alexandra Park	Gordon Hutchinson
Friends of the Alexandra Palace Theatre	Nigel Willmott
Heartlands High School	Elen Roberts

Muswell Hill and Fortis Green Association	Duncan Neill
Muswell Hill Metro Group	John Boshier (<i>to be confirmed</i>)
Palace View Residents' Association	Val Paley
Three Avenues Residents' Association	Jason Beazley
Warner Estate Residents' Association	Adrian Thomas

Board and Consultative Committee Members

Councillor Emine Ibrahim (Chair of APPCT Board)
Councillor Lotte Collett (Vice Chair of APPCT Board)
Councillor Anne Stennett
Councillor Ahmed Mahbub
Councillor Sarah Elliott
Councillor Nick da Costa

1. FILMING AT MEETINGS

Please note this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on. By entering the 'meeting room', you are consenting to being filmed and to the possible use of those images and sound recordings.

The Chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual, or may lead to the breach of a legal obligation by the Council.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

3. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct

4. URGENT BUSINESS

The Chair will consider the admission of any late items of Urgent Business. (Late items of Urgent Business will be considered under the agenda item where they appear. New items of Urgent Business will be dealt with under item 13 below).

5. MINUTES (PAGES 1 - 12)

- (i) To approve the minutes of the Joint Meeting of the Statutory Advisory and Consultative Committees held on 20 June 2022 as a correct record.
- (ii) To note the draft minutes of the Statutory Advisory Committee meeting held on 20 June 2022.
- (iii) To note the draft minutes of the Consultative Committee meeting held on 20 June 2022.
- (iv) To note the draft minutes of the Alexandra Palace and Park Board meeting held on 9 June 2022.

6. CHIEF EXECUTIVE OFFICER (CEO) UPDATE (PAGES 13 - 22)

To receive a general update from the Chief Executive Officer (CEO).

7. PLANNING REPORT (PAGES 23 - 26)

To note the update and consider a proposal to extend existing time limit for the pagoda on The Beach.

8. ACCESSIBILITY (PAGES 27 - 30)

To receive a presentation and note the report.

9. ENVIRONMENTAL SUSTAINABILITY POLICY (PAGES 31 - 36)

To receive a presentation and note the report introducing the Policy and Strategy.

10. SIGNAGE AND WAYFINDING FRAMEWORK (DRAFT) (PAGES 37 - 54)

To consult the Committees on the draft framework.

11. NON-VOTING BOARD MEMBERS FEEDBACK

12. ITEMS RAISED BY INTERESTED GROUPS

13. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 4 above.

14. DATES OF FUTURE MEETINGS

To note the dates of future meetings:

17 November 2022

9 March 2023

Jack Booth, Principal Committee Co-ordinator

Tel – 020 8489 4773

Email: jack.booth@haringey.gov.uk

Fiona Alderman

Head of Legal & Governance (Monitoring Officer)

George Meehan House, 294 High Road, Wood Green, N22 8JZ

Wednesday, 31 August 2022

MINUTES OF MEETING ALEXANDRA PARK AND PALACE JOINT ADVISORY & CONSULTATIVE COMMITTEE HELD ON MONDAY, 20 JUNE, 2022, 7.30-9PM

SAC Appointed Councillors: Arkell, Brennan, Ibrahim, Rossetti, Wallace, Weston, and Ali.

SAC Nominated Members: Kevin Stanfield, Elizabeth Richardson, and Jim Jenks.

CC Appointed Councillors: Ibrahim, Stennett, and Da Costa.

CC Nominated Members: Annette Baker, John Wilkinson, Jacob O'Callaghan, Caroline Beattie-Merrion, Nigel Willmott, Duncan Neill, and Val Paley.

Also present: Emma Dagnes (CEO), Richard Paterson (CFO), Louise Johnson (Strategic Programme Manager), Mark Civil (Head of Creative Learning), Jack Booth (Principal Committee Co-ordinator).

Quorum: No business shall be transacted at any meeting of a Committee, Sub-Committee or other body, unless at least one quarter of the whole number of voting members are present.

1. ELECTION OF A CHAIR

RESOLVED

Nigel Willmott was elected chair of the committee.

2. ELECTION OF VICE-CHAIR

There were no nominations.

3. FILMING AT MEETINGS

A member commented that these committee meetings should be streamed and recorded to ensure the public could access them virtually.

4. APOLOGIES FOR ABSENCE

Apologies for absence had been received from:

- Jason Beazley;
- Gordon Hutchinson, Friends of Alexandra Park. He had nominated Caroline Beattie-Merriman as his substitute;
- Councillor Mahbub; and
- Adrian Thomas.

5. DECLARATIONS OF INTEREST

None.

6. URGENT BUSINESS

None.

7. COMMITTEE MEMBERS INDUCTION BRIEFING

RESOLVED

To note the contents of the report.

8. MINUTES

RESOLVED

- a. To approve the minutes of the Joint Meeting of the Statutory Advisory and Consultative Committees held on 9 March 2022 as a correct record.
- b. To note the minutes of the Alexandra Palace and Park Board meeting held on 25 March 2022.

9. PLANNING, ADVERTISING, AND LISTED BUILDING CONSENT

The Strategic Programme Manager went through the following proposals:

- Parking Management System (PMS) infrastructure;
- The Beach improvements;
- East Wing projects: Visitor Services office and store/ post room;
- East Court café/ restaurant;
- Signage and wayfinding improvement;
- Changing Places facility;
- Ice Rink café refurbishment;
- Skywalk Rooftop Adventure; and
- Go Ape Climbing Wall (non-material amendment to extant permission).

In response to member questions the Strategic Programme Manager and the CEO gave the following answers:

- Regarding the PMS there would be nine terminals across the site for payment along with clear signage. Parking would be enforced through an automatic number plate recognition system which monitored traffic. They were aiming at introducing the system this autumn;
- There were several ways to pay for parking including: Google Pay; Apple Pay; pay by phone; and paying at the car park terminal;
- Beach improvements would aim at upgrading the quality of the visitor experience through decluttering the existing area and updating parts of the building. The AstroTurf currently at the location would be factored into these considerations;
- The East Wing projects looked to improve visitor experience, while updating office space for staff. A member commented that a visitor centre would be a good addition to this proposal;
- The East Court cafe was a priority project. The charity would use their in-house team to deliver the service. Sustainability issues would be of paramount concern. A

member commented that there were particularly good local food producers and sellers in the vicinity, this venture would be an opportunity to utilise them;

- Regarding wayfinding and signage, it was emphasised that the charity had done significant work around accessibility. For example, the charity was looking at signage in braille, audio, and larger print. This was to ensure that those with protected characteristics could navigate their way around Alexandra Park and Palace safely and efficiently. Members were directed [here](#), to the charity's website, for more information about how the charity made Alexandra Park and Palace accessible to the public.
- The Changing Places facility and Ice Rink refurbishment would be part of a holistic project to improve visitor access and experience. This proposal was in the planning phase. The specifics around how the space would work operationally would be brought back to the committee after the planning phase had been completed;
- The Skywalk Rooftop Adventure company had substantial experience organising this activity at several iconic buildings in London. The charity made free tickets to events available to schools, this offer would be extended to the Skywalk as well.
- Permission was already in place for a Go Ape Climbing Wall; and
- A member commented that it would be beneficial to the public to have toilets in the park. The CEO said that this idea was welcome. However, it would prove resource intensive due to requirements around drainage and maintenance.

RESOLVED

The committee noted the proposals.

10. CREATIVE LEARNING PRESENTATION

Mark Civil gave a presentation on creative learning.

11. CHIEF EXECUTIVE OFFICER UPDATE

The CEO went through her report.

In response to member questions the CEO gave the following answers:

- Complaints were dealt with directly. To this end the charity had a close working relationship with the council.

RESOLVED

To note the general update.

12. END OF YEAR MONITORING REPORT

RESOLVED

To note the annual update on complaints and theatre use.

13. MATTERS RAISED BY INTERESTED GROUPS

A member asked for an update on the proposed plans to create a forum. They thought that the plans for a forum were in keeping with Haringey Council's aims for resident co-production, while simultaneously extending the reach of Alexandra Park and Palace to the rest of London. The CEO said that this would be discussed at board level at the next meeting in July. The charity was committed to reaching a wider audience, while acknowledging the financial parameters in which it operated. Generally, the task of promoting engagement with a broad demographic was about engendering community links, as well as providing and facilitating a space for discussion.

A committee member felt that it was vital for the Joint Advisory Committee and Consultative Committee to discuss and feedback back on how the forum would be conducted. The chair of Alexandra Park and Palace Board illustrated that the future governance and consultative arrangements of charity should be well planned to ensure clarity, in order to create wider engagement. An important part of this process was to make these types of meetings accessible to all those who wished to attend, either online, or in-person. A committee member added that it was important to balance extending engagement beyond the borough with the specific needs of residents.

14. NON-VOTING BOARD MEMBERS FEEDBACK

None.

15. NEW ITEMS OF URGENT BUSINESS

None.

16. DATES OF FUTURE MEETINGS

Thursday, 17 November 2022
Tuesday, 6 December 2022
Thursday, 9 March 2023

All meetings to commence at 7.30pm, unless otherwise stated.

CHAIR: Nigel Willmott

Signed by Chair

Date

MINUTES OF THE ALEXANDRA PARK AND PALACE STATUTORY ADVISORY COMMITTEE MEETING HELD ON TUESDAY, 20 JUNE 2022, 9.30PM

SAC Appointed Councillors: Arkell, Brennan, Ibrahim, Rossetti, Wallace, Weston, Ali.

SAC Nominated Members: Kevin Stanfield, Elizabeth Richardson, Jim Jenks.

Quorum: The quorum for a meeting of the Advisory Committee shall be six, including not less than three appointed members and nominated members from not less than three different residents' associations.

1. ELECTION OF THE CHAIR

RESOLVED

Jason Beazley was elected chair of the committee.

2. ELECTION OF VICE-CHAIR

RESOLVED

Jim Jenks was elected vice-chair of the committee.

3. FILMING AT MEETINGS

Not discussed.

4. APOLOGIES FOR ABSENCE

Not discussed.

5. DECLARATIONS OF INTEREST

None.

6. URGENT BUSINESS

None.

7. COMMITTEE MEMBERS INDUCTION BRIEFING

The committee noted the report given at the Joint Advisory and Consultative Committee.

8. MINUTES

Not discussed.

9. PLANNING, ADVERTISING, AND LISTED BUILDING CONSENT

The committee noted the report given at the Joint Advisory and Consultative Committee.

10. CHIEF EXECUTIVE OFFICER (CEO) UPDATE

The committee noted the report given at the Joint Advisory and Consultative Committee.

11. END OF YEAR MONITORING REPORT

The committee noted the report given at the Joint Advisory and Consultative Committee.

12. NEW ITEMS OF URGENT BUSINESS

None

13. DATES OF FUTURE MEETINGS

Thursday, 17 November 2022

Tuesday, 6 December 2022

Thursday, 9 March 2023

All meetings to commence at 7.30pm, unless otherwise stated.

MINUTES OF THE ALEXANDRA PARK AND PALACE CONSULTATIVE COMMITTEE MEETING HELD ON TUESDAY, 20 JUNE 2022, 9.15-9.20PM

CC Appointed Councillors: Ibrahim, Collett, Stennett, and Da Costa.

CC Nominated Members: Annette Baker, John Wilkinson, Jacob O'Callaghan, Caroline Beattie-Merrion, Nigel Willmott, Duncan Neill, Val Paley.

Quorum: The quorum for a meeting of the Advisory Committee shall be six, including not less than three appointed members and nominated members from not less than three different residents' associations.

1. ELECTION OF THE CHAIR

RESOLVED

Nigel Willmott was elected chair of the committee.

2. ELECTION OF VICE-CHAIR

There were no nominations.

3. ELECTION OF BOARD MEMBERS

RESOLVED

Nigel Willmott, Duncan Neill, and Val Paley were elected a non-voting co-optees on the Alexandra Park and Palace Board.

4. FILMING AT MEETINGS

Not discussed.

5. APOLOGIES FOR ABSENCE

Not discussed.

6. DECLARATIONS OF INTEREST

None.

7. URGENT BUSINESS

Not discussed.

8. COMMITTEE MEMBERS INDUCTION BRIEFING

The committee noted the report given at the Joint Advisory and Consultative Committee.

9. MINUTES

RESOLVED

To approve the minutes of the Consultative Committee on 30 November 2021 as a correct record.

10. PLANNING, ADVERTISING, AND LISTED BUILDING CONSENT

The committee noted the report given at the Joint Advisory and Consultative Committee.

11. CHIEF EXECUTIVE OFFICER (CEO) UPDATE

The committee noted the report given at the Joint Advisory and Consultative Committee.

12. END OF YEAR MONITORING REPORT

The committee noted the report given at the Joint Advisory and Consultative Committee.

13. NEW ITEMS OF URGENT BUSINESS

There was no new items of urgent business.

14. DATES OF FUTURE MEETINGS

To note the dates of future meetings:

Thursday, 17 November 2022

Tuesday, 6 December 2022

Thursday, 9 March 2023

All meetings to commence at 7.30pm, unless otherwise stated.

MINUTES OF MEETING ALEXANDRA PALACE AND PARK BOARD HELD ON THURSDAY, 9 JUNE 2022, 5-5.30PM

Councillors: Stennett, da Costa, Ibrahim (Chair), Collett (Vice-Chair), and Mahbub.

ALSO ATTENDING: Emma Dagnes (CEO), Natalie Layton (Executive Assistant), and Jack Booth (Principal Committee-Co-ordinator).

1. FILMING AT MEETINGS

The meeting was not filmed.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Elliott, Jason Beazley, Val Paley, and Duncan Neill.

3. URGENT BUSINESS

There was an item of urgent business relating to the lighting of the mast. This would be dealt with at agenda item 10.

4. DECLARATIONS OF INTERESTS

There were no declarations of interest.

5. QUESTIONS, DEPUTATIONS OR PETITIONS

There were no questions, deputations, or petitions.

6. MINUTES

RESOLVED

- a. To approve the minutes of the Alexandra Palace and Park Panel meeting on 15 March 2021.
- b. To note the minutes of the Alexandra Palace and Park meeting on 25 March 2022.

7. APPOINTMENTS TO COMMITTEES

The chair said that the Noel Park Residents' Association should be invited on the SAC as there were not 'eight members of the Advisory Committee... nominated by local residents' associations.

Action: clerk to contact Noel Park Residents' Association to invite them to be part of the SAC.

RESOVLED

To note the membership of the Alexandra Park and Palace Statutory Advisory Committee, as listed in Appendix 1. It was noted that those highlighted in yellow on the paper would now be removed from the committee.

To note the membership of the Alexandra Park and Palace Consultative Committee, as listed in Appendix 1.

To appoint four trustee board members to the Finance, Resource, Risk, and Audit Committee (FRRAC):

- Councillor Stennett
- Councillor Mahbub
- Councillor Collett (chair)
- Councillor Elliot

To agree which of the FRRAC members appointed will act as chair FRRAC:

- Councillor Collett

To appoint four trustee board members to act as APTL company directors:

- Councillor da Costa
- Councillor Ibrahim
- Councillor Collett
- Councillor Stennett

To appoint two trustee board members to the Programme Board.

- Councillor Ibrahim
- Councillor da Costa

To appoint:

- Councillor Stennett as Lead Safeguarding trustee;
- Councillor Collett as Lead Whistleblowing trustee; and
- Councillor Mahbub as Lead Equality, Diversity, and Inclusion trustee.

To extend the terms of office for FRRAC independent member Clair Pape, and APTL non-executive directors, Andrew Morton and Jamie Copas for a period of three years.

8. SAC/CC MEETING

There was no feedback to consider as the Advisory and Consultative Committees had not met since the last trustee board meeting.

9. PLANNING, LISTED BUILDING, AND ADVERTISING CONSENT

To note the work being conducted in preparation for the submission of various applications, following formal consultation with the Advisory and Consultative Committees.

10. ANY OTHER UNRESTRICTED BUSINESS THE CHAIR CONSIDERS TO BE URGENT

RESOLVED

To approve a one off mast lighting event for the 5-year remembrance of the lives lost in the Grenfell Tower fire.

11. EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED

That the press and public be excluded for the consideration of agenda items 13-15 as they contained exempt information as defined in Section 100a of the Local Government Act 1972; Para 1 – information relating to any individual, Para 2 – Information which is likely to reveal the identity of an individual, Para 3 – information relating to the business or financial affairs of any particular person (including the authority holding that information), and Para 5 – Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

12. EXEMPT MINUTES

RESOLVED

To approve the exempt minutes of the Alexandra Palace and Park Panel meeting on 25 March 2021.

13. ANY OTHER EXEMPT BUSINESS THE CHAIR CONSIDERS TO BE URGENT

There were no exempt items of urgent business.

14. FUTURE MEETINGS

Tuesday, 19 July 2022
Thursday, 29 September 2022
Tuesday, 13 December 2022
Monday, 20 March 2023

All meetings to commence at 7.30pm unless otherwise stated.

CHAIR: Councillor Emine Ibrahim

Signed by Chair

Date

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JOINT MEETING OF THE STATUTORY ADVISORY AND CONSULTATIVE COMMITTEES

8 SEPTEMBER 2022

Report Title: CEO's Report

Report of: Emma Dagnes, Chief Executive Officer

Purpose: To update the Advisory and Consultative Committees on Alexandra Park and Palace Charitable Trust activities and events programme.

Local Government (Access to Information) Act 1985 - N/A

1. Recommendations

1.1 To note the content of the report.

2. Executive Summary

This report provides:

2.1 2021/22 year-end information on annual complaints, theatre activity and outdoor events monitoring, which, due to the timing of meetings, was not available for publication for the Joint meeting of the Committees in June 2022.

2.2 Creative Learning and Park activity, and updates on external lighting upgrades and some of the planning, advertising and listed building proposals considered by the Committees at the last meeting.

2.3 An event summary following the July 2022 outdoor programme.

2021/22 Year End Monitoring Updates

3. 2021/22 Complaints Monitoring

3.1 355 formal complaints were recorded about the Trust's services and facilities in the period from 1st April 2021 to March 2022. The central complaints log does not attribute to or distinguish between charitable or trading activities. 319 complaints were from event and ice-rink customers.

3.2 In addition to the formal complaints recorded, the Trust's Security Control office and Park Manager dealt with more than 1140 incidents and additional calls about issues in the Park from members of the public, leaseholders and other stakeholders including.

4. 2021/22 Theatre Activity

4.1 2021-2022 saw the theatre flex between operating as a premium recording/rehearsal location and welcoming audiences. Over the year the theatre saw more than 190 tenanted days and more than 150 public performances.

4.2 As Covid-19 restrictions changed across the course of the year the theatre adapted our public performance offer in line with government requirements, including offering a socially distanced run of the Gruffalo over the summer.

4.3 Highlights include:

- 8 comedy shows, 15 music shows and 13 *an audience with...* shows including Quentin Tarantino, Bob Odenkirk and JK Rowling.
- Donald Glover's Golden Globe and Emmy winning Atlanta used the theatre as a location for Series 3, shooting over three weeks.
- The theatre continued to develop projects and deepened relationships with our Great Hall artists, London Grammar, Michael Kiwanuka both recorded in the theatre and Coldplay visited twice for rehearsals and a shoot.
- London Philharmonic, Academy of St Martins and London Symphony Orchestra all rehearsed in the theatre.
- The theatre was an integral part of the Christmas experience at Ally Pally with a critically acclaimed run of A Christmas Carol starring Mark Gatiss.
- The Duke of Cambridge's inaugural Earthshot Prize ceremony was hosted in the theatre in October – BAFTA's live event of the year 2021, watched by 4 million people. The event was developed by the BBC Live team.
- The theatre also worked with the BBC Live team on the BBC1 Big Weekender 2021, Later... With Jools Holland and the finale banquet of The Great British Menu.
- Standing music shows including Maverick Sabre, Yusef Dayes and Ed Sheeran.
- Creative Learning projects such as Dr Cinderella and the Biblio-Buzz Awards.
- Community performances included Crouch End Festival Chorus and Be On Pointe Ballet School Show.

4.4 For more information please view our Theatre promotional video which gives a taste of the programme and recent activity: <https://youtu.be/qRugTI1aM8c>.

4.5 We also published two Theatre specific blogs this year:
<https://www.alexandrapalace.com/blog/music-during-lockdown/>
<https://www.alexandrapalace.com/about-us/blog/>

5. 2021/22 Year End Outdoor Events Monitoring Framework

5.1 An Outdoor Monitoring Framework is in place to observe the impact of events held in the Park and to ensure areas are cleared and returned to routine use within 48 hours after large events.

5.2 Two large scale events (Kaleidoscope & Fireworks) took place in the Park in 2021, and the site was cleared and reopened within 48 hours on both occasions.

- 5.3 Four minor issues were reported within the Park following Kaleidoscope (3 plastic joints and one metal pipe from the staging infrastructure were left on the grass). These were promptly removed and fed back as necessary to teams and event partners to enable learning for future events.

Alexandra Park and Palace Current Year Updates (2022/23)

6. Park Update

- 6.1 Delighted to have retained the Green Flag Award for 2022. The judge's comments were very positive:

"There is clearly a strong relationship between the GM [Grounds Maintenance] contractors and the various community groups which has been built up over time. This is positive, and on the visit, we were impressed with the ownership from these groups. The manager has a critical eye and is clearly very aware of a range of the small issues that are starting to affect various elements of the Park. The key will be if this can be communicated in the management plan with a clear action plan of how and when these things will be dealt with. The budget and resource constraints are recognised but other innovative ways to deal with things could be considered."

- 6.2 Park visitor numbers are currently above the pre-pandemic average.
- 6.3 Two poor quality footpaths (the North View Road and South Slope paths) were reconstructed with the money from the Culture Recovery Fund, although the dry weather has caused the clay edging to dry out on the heavily used South Slope path. The Contractor is reviewing the damage and will consider the cause and possible repair work.
- 6.4 Further works which will be undertaken in the coming months include reconstruction of the collapsed speed tables on Alexandra Palace Way, addressing the erosion caused by heavy rain on the path, and work to address the collapsing brick walls at Bedford Road and the play area.
- 6.5 The volunteer gardening group have been busy, and the results of their work were evident for all to see when the wild flower area was in bloom in early summer.



- 6.6 The group will be taking on the challenging task of improving the shrub beds around the boating lake this autumn; spreading woodchip provided by John O'Conner to improve the soil and planting a few new shrubs to fill gaps in the beds.

- 6.7 The prolonged hot weather has been challenging for the Park. The increased use brings more litter, vandalism and wear and tear to deal with. The dry conditions also pose an increased fire risk.
- 6.8 We have been reminding visitors that our Byelaws prohibit fires in the Park including BBQs and put in some additional measures in place during August:
- Signage installed across the Park
 - Increased security patrols on weekends and the bank holiday
 - Enhanced communications on social media
 - Partnership working with the local fire brigade, who have increased their presence in the Park and supporting the Keep Britain Tidy campaign.

We have also been reminding visitors and staff, if they spot a fire risk, to not put themselves in danger or confront other visitors using BBQs, but to report to the Palace's Security Control via 020 8365 4331 or visitor.services@alexandrapalace.com and to contact 999 if they see a fire, in the first instance.

- 6.9 The trees are under stress and have been losing leaves during July and August. The Park team have been out watering the trees planted during winter 2019-20 during the Grow Back Green Project funding by the Mayor of London.
- 6.10 The boating lake also suffers in long hot spells. The water levels drop, and oxygen levels can be depleted as algae blooms in the warm sunny conditions. The addition of nutrients through feeding the birds exacerbates this issue. The aerators have been operating and supplying oxygen to help maintain the water quality.
- 6.11 The local Police, in partnership with Professionalism Headquarters, held an open bike-marking and violence related crime prevention stall in the East Car Park on the afternoon of 3rd August.

7. Maintenance, Repairs & Improvements

Lighting in the Park

- 7.1 External lighting across the site relies on outdated infrastructure, including sodium lamps, which although efficient, can be hazardous and are no longer in production. As lights have failed, where possible they have been replaced with LED lighting and where appropriate, solar powered lights have been trialled.
- 7.2 The strategic routes, which currently have mains powered lighting and could switch to LED are: Alexandra Palace Way, the Car Parks, and Dukes Avenue (Dukes Avenue was completed in 2021). Alexandra Palace Way is the highest priority, and the Trust will be working to replace 56 lamps and ballasts (which provide the current to the light) on the road (and one column in the East Car Park) with LED lights. The pillars and posts were upgraded in 2012 and are structurally sound and will not be replaced.
- 7.3 11 of the 24 lights in The Paddocks Car Park are currently not working and a condition survey is required before LED lighting can be considered. Tree cover would limit the effectiveness of solar lighting in this area.

- 7.4 The Grove Car Park, has two lights (one of which does not work) and has been identified as a potential sight for 4-6 solar powered units.
- 7.5 The Trust aims to ensure a programme of works to replace defunct lights and non-operating post with solar powered options, near the Old Deer Enclosure and the paths in The Grove.
- 7.6 A Victorian style solar powered unit, in keeping with the current decorative style lights in the park, has been ordered. At the time of writing this report the timeframe for delivery was unknown.
- 7.7 The park lighting project is complex and presents multiple challenges due to the age of the infrastructure. It should be noted that the APPCT team have worked hard to investigate, trial, and find solutions to mitigate the need for invasive and costly approaches such as simply replacing like for like, which would not meet the organisations commitment for a sustainable future. The upgrades, trials and further innovations will continue, as will reviewing the feedback that we receive from visitors and stakeholders.

Other works

- 7.8 During July works have included, pigeon deterrent netting replacement in the West Yard, Great Hall roof glazing renovations and lamp column installations on Alexandra Palace Way and upgrades to the Palace Suite.

8. Creative Learning

8.1 Young Actors Company

8.1.1 On 6th July, Alexandra Palace's first ever Young Actors Company held its inaugural performance in the Theatre with a matinee and evening showing attended by c250 people. The Company – the first of its kind in the history of Alexandra Palace – is made up of 26 actors (whittled down from 90 strong applicants), all aged 18-24, based in Haringey, neighbouring boroughs and wider London. The performance called Fragments, was a fast-paced examination of human connection and hope for the future amid the challenges of 21st-century London life.

8.1.2 Next for the Company will be a series of Masterclasses working with a range of artists and teachers, including writers, directors, actors, and movement directors. The Company will then work on a text for performance early 2023

- 8.2 Haringey Shed's performance of Transmission, celebrating the history of television and 100 years of the BBC took place on Friday 12th August, in the Transmitter Hall. The show was performed by thirty young people to an audience of c60.

8.3 Assistant Producer Role

8.3.1 In July we advertised for the recruitment of a new Assistant Producer role, for 1-year fixed term, within the Creative Learning team. The purpose of the role is to support a young people aged 16-24 to launch a career in the creative sector.

8.3.2 The successful candidate will be working with our Young Creatives Network and on Haringey's Cultural Impact Award project, as part of the Mayor or London's Borough of Culture programme, which will include activities throughout 2022 leading up to a large-scale Haringey Feast event in the summer of 2023.

8.4 The second Global Cinema Club took place in June showing, films, spoken word performances and music that draws on the experience of LGBTQ and belonging to the Turkish and Greek Cypriot community.

8.5 In June, 30 students University of the Arts London, completed interactive films that video mapped onto structures East Court to engage audiences with stories that celebrated the anniversary of the BBC.

8.6 At the time of writing this report, 46 young people were booked to attend our summer creativity camps. This year's five-day workshops cover: Spoken Word Street Art Comedy Improv Song writing and Theatre.

8.7 More information on the above activities will be given at the meeting during the Creative Learning Presentation.

8.8 The Matchroom Foundation

8.8.1 In June, we successfully bid to Matchroom Sport Charitable Foundation for another 3 years of funding for our outdoor learning programme **Wild in the Park** (often referred to as 'forest school' by participants).

8.8.2 Since August 2019, we have helped over 3000 young people to learn more about nature and enjoy themselves outdoors, in turn helping to develop Alexandra Park as a place of learning, creativity and discovery.

8.8.3 Looking ahead, we aim to engage in more depth with the volunteer programme, young people aged 16-24, adults and older people with dementia. We will create bespoke projects to engage with these different groups to allow the whole community access to our outdoor provision.

8.8.4 We also aim to do even more outdoor events such as the Poetry Picnic, and Skate Jam in the park and, with the return of the Great Fete next year, we will be engaging many local community groups to take part in and lead creative activities as part of the day festival. This will include a stage at the Great Fete where young people aged 16-24 will be able to showcase their talents and curate a programme of exciting activities and acts

9. Summer Events Programme Update 2022

Red Bull – 3rd July 2022

- 9.1 Red Bull Soapbox race returned for the 5th year to Alexandra Palace on Sunday 3rd July 2022. Red Bull Soapbox Race is an international event in which amateur drivers race home-made soapbox vehicles, powered by the force of gravity. Experienced racers and amateurs alike compete against the clock in the downhill race.
- 9.3 The event was attended by c15,000 people and the feedback was overwhelmingly positive from both event attendees and the client. Highlights from the event can be found at [Red Bull Soapbox Race London 2022: Official Event Page](#)
- 9.4 Operationally the event requires Alexandra Palace Way to be closed. This year the road closure went in at 00:01hrs on Friday 1st June and re-opened to traffic at 4pm on Monday 4th July. The site was cleared and returned to use within 48 hours, during the post event site walk four areas of concern were identified, damage to a manhole cover a missing reflective bollard (those these first two are believed to have been damaged prior to the event taking place). Damage did occur to the wild flowerbed and a tree branch was broken in the Rose Garden. Lessons learnt have been learnt from these incidents and will be addressed for future years.
- 9.5 The event received two noise complaints please see paragraph 10.5 for more information.

South-Slope Park Events 16th, 22nd & 23rd July

Primal Scream – 16th July

- 9.6 Playing their seminal 1991 album *Screamadelica*, Primal Scream entered Ally Pally history books by being the first single act to perform a gig in the Park. All other performances in the past have been part of festivals or multi-band line ups. The event received a number accolades and lead singer Bobby Gillespie said *“To follow the forefathers of Rock and Roll... It’s part of British youth culture. That’s why I think Alexandra Palace is really special: underground Rock and Roll culture.”*
- 9.7 Operationally Alexandra Palace Way was closed from 06:00 hours on Friday 15th July and re-opened to traffic by 2pm on Sunday 17th July, as advertised. The “event site” which is also deemed a construction site whilst not in event mode was kept closed for the build of the forthcoming events, namely Fat Freddy’s Drop and Kaleidoscope. Access from East to West of the park was provided by a 4m meter walk-away which was signposted and lit at night, with security patrols in place.
- 9.8 Six noise complaints were logged please see paragraph 10.5 for more details

Fat Freddy’s Drop – 22nd July

- 9.9 Fat Freddy’s Drop are a band from New Zealand well known to playing Gigs at Alexandra Palace, however this event was their first in the Park. The event was well

received. The road closure went in as advertised at 06:30 hours on Thursday 21 July due to Kaleidoscope as advertised and lifted post that event (see below).

9.10 Fifteen noise complaints were logged please see paragraph 10.5 for more details

Kaleidoscope – 23rd July

9.11 Alexandra Park and Palaces own festival returned in 2022 with an exceptional line-up, extended children’s zone, and lots of wonderment to be enjoyed by those who attended. Feedback has been exceptional both through social media and press, there is always room for improvement, but overall, the team are proud of the achievement particularly during an increasingly challenging time due to supply chain issues from infrastructure to staffing.

9.12 Post-event clearing took place in phases agreed by operational teams prior to the event and, with the exception of a water ballast in the Fairground which was collected a day late, site clearing targets were met:

- AP Way reopened at 2pm on Sunday 24th July
- The lower section of the South Slope re-opened at 9am on Wednesday 27th July
- Main staging area by 9am on Friday morning.

9.13 34 complaints have been received about event noise in the current year:

Date	Event	Total Number
4 June	Streatlife	1
3 July	Red Bull	2
16 July	Primal Scream	6
22 July	Fat Freddy’s Drop	15
23 July	Kaleidoscope	10

*complaints from same address are treated individually and recorded as such

The event schedule is attached at Appendix 1; however, the programme of events is ever evolving, and we encourage committee members to keep up-to-date by visiting www.alexandrapalace.com/whats-on.

10. Legal Implications

The Council’s Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

11. Use of Appendices

Appendix 1 – Schedule of Events

12. Background Papers - None

Appendix 1 - Schedule of events September 2022-March 2023

Appendix 1 Events Schedule	Location	Date
Antiques Fair	ALL AREAS	4 September
An Evening with Lenny Henry	Theatre	6 September
Lucy Worsley	Theatre	23 September
Martin Bayfield's Rugby Legends	Theatre	24 September
Parkway Drive	ALL AREAS	30 September
Tycho – Dive Live	Theatre	1 October
The Black Blues Brothers	Theatre	2 October
The Knitting and Stitching Show	ALL AREAS	6-9 October
Cass McCombs	Theatre	13 October
Mind Body Soul Exhibition	ALL AREAS	14-16 October
OM Yoga Show	ALL AREAS	14-16 October
Franz Ferdinand	ALL AREAS	20 October
Sum 41	ALL AREAS	21 October
Ladysmith Black Mombazo	Theatre	21 October
Aitch	Main Halls	22 October
Crouch End Festival Chorus – Adams to Elgar	Theatre	23 October
Paulo Nutini	Main Halls	25-26 October
One Step Beyond with Suggs & Friends with Paul Weller	Theatre	27 October
London Gay Men's Chorus: The Halloween Ball	Theatre	28-29 October
Kasabian	ALL AREAS	29 October
Moderat	ALL AREAS	31 October
Fireworks	Park	4-5 November
Maggie Rogers	ALL AREAS	10 November
The Delines plus special guests	Theatre	11 November
Woman to Woman – Beverly	Theatre	12-13 November
Jamie T	ALL AREAS	18 November
Sea Girls	ALL AREAS	25 November
M Huncho	Main Halls	30 November
Sea Girls	ALL AREAS	1st December
Bicep	ALL AREAS	2-3 December
Rapunzel On Ice	Ice Rink	5-12 December
2022 – 2023 World Darts	ALL AREAS	15 December 2022 – 3 January 2023
Christmas Production	Theatre	December 2022– January 2023
2023 Cazoo Masters	ALL AREAS	8-15 Jan 2023
You Me At Six	ALL AREAS	11 February 2023
What's Love Got to Do with It	Theatre	11 February 2023
Gojira	ALL AREAS	22 February 2023
Robyn Hitchcock	Theatre	25 February 2023
Don Broco	Main Halls	25 February 2023

Additional information can be found at: www.alexandrapalace.com/whats-on

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**JOINT MEETING OF THE STATUTORY ADVISORY AND CONSULTATIVE COMMITTEES****8 SEPTEMBER 2022****Report Title:** Planning Report**Report of:** Emma Dagnes, Chief Executive Officer

Purpose: To update on project proposals previously presented to the Committees and to consult on the possibility of extending Planning and Listed Building Consent for the use of the temporary pagoda on The Beach.

Local Government (Access to Information) Act 1985 - N/A

1. Recommendations

- 1.1 To note the updates, and;
- 1.2 To consider the proposal to apply to the Local Planning Authority for Planning and Listed Building Consent to extend the use of the shaded wooden structure (the pagoda) on The Beach for two additional months a year (from March to November each year).

2. Executive Summary

- 2.1 In 2019 the Committees were consulted on a proposal to install outdoor shading structures on The Beach area of the Phoenix Bar & Kitchen which was subsequently installed when the Trust was granted the required Listed Building Consent and Planning Permission.
- 2.2 The conditions of consent were that the temporary shaded seating structure with benches would be removed annually outside of the months of March – September.
- 2.3 For the reasons outlined below, the Trust is seeking to apply for an extension to the number of months the structure is permitted to be in place on The Beach, from 7 months (March-Sept) to 9 months in the year (March to November).
- 2.4 The Advisory and Consultative Committee are invited to provide comments to the Trustee Board and to note the updates on the projects presented to the Committees in June.

3. Update on projects brought to the SAC/CC in June.

- 3.1 Following the SAC/CC meeting in June, where several projects that require consent (planning, LBC or advert, or a combination of) were discussed, the team have progressed several workstreams with a view to formally submit applications in the coming weeks.
- 3.2 The applications that are likely to be submitted first are the parking management system, the post room and office for Visitor Services (from East Court) and the skywalk adventure project.
- 3.3 On 15 July, a formal pre-application meeting with the Haringey team took place to discuss the skywalk adventure proposal. Representatives from planning, conservation and transport were present. In principle, there was unanimous support for the proposal, as the planning team appreciated how the project aligned with the Trusts objectives and that it was a new, exciting and innovative way for visitors to enjoy the heritage setting of the Park and Palace whilst learning about its eclectic and inspiring past, present and future.
- 3.4 The Planning Authority has advised that to ensure the proposal is acceptable in planning and heritage terms, there needs to be an assessment undertaken on the existing make-up and condition of the Great Hall roof and a clear understanding of how new interventions into the listed fabric will be minimal, and the impact mitigated. It is also fundamental that the proposal does not have a negative impact on the local views of the Palace. These are all matters and considerations that had been previously identified by the APPCT team and therefore we are confident that we address these matters as part of the application which will be submitted within the next month.

4. Pagoda time limit extension (location in front of the Phoenix Bar & Kitchen)

- 4.1 We will be applying for an extension to the time limit for the temporary pagoda on the Beach which is the area in-front of the Phoenix Bar and Kitchen) currently we are permitted to have the pagoda in place during the months from March to September (inclusive). We are simply applying for an extension to the time limit of 2 months (March – November inclusive).
- 4.2 It has been evident that during the pandemic (and out the other side), the pagoda has been used by more than just people coming to events. We have noticed lots of people using it for shade/ respite during the intensely hot weather, and school groups use it as their base for the start/ end of activities that take place here; it has been really popular in general for people coming up to the Palace for a drink or bite to eat; and appears to be a good meeting point for staff and non-staff, allowing for a safe, open and airy alternative to sitting in meeting rooms or the East Court; and of course, it has been an intrinsic part of the overall offer when we do host events on that side of the building.
- 4.3 It costs the Trust between £20k-£25k each year to dismantle, store and then reassemble the pagoda (storage costs being a significant percentage of the overall cost); it is proposed that the time limit be extended to end of November. This would allow the team to trial the space as part of the visitor experience for the

autumn/winter season of gigs for 2022 (which run from September through to end of November), which will in turn allow for some savings to be made on storage costs, and hopefully improve revenue generation in terms of the events for the autumn/winter season. Advice sought from the Planning Authority has indicated that we would need to submit a new planning and LBC application. There would be no other changes made, just a request to extend the time the temporary pagoda is up (by two additional months).

5. Legal Implications

The Council's Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

6. Use of Appendices - None

7. Background Papers - None

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JOINT MEETING OF THE STATUTORY ADVISORY AND CONSULTATIVE COMMITTEES

8 SEPTEMBER 2022

Report Title: Accessibility

Report of: Jack Brooks, Head of Visitor Services

Purpose: Information report on the work undertaken to improve accessibility at Alexandra Palace.

Local Government (Access to Information) Act 1985 - N/A

1. Recommendations

To note the report and presentation provided at the meeting.

2. Introduction

- 2.1 The accessibility of Alexandra Park and Palace for people with differing levels of physical ability was recognised as an area for development in the Equality, Diversity & Inclusion Action Plan.
- 2.2 The challenges identified arose from several factors including the age of the building, listed status, geographical location and the burden of pressure on the Trust stretched resources.
- 2.3 However, the organisation is committed to ensuring that despite these challenges we achieve the best possible outcomes to continue to open the Park and Palace to all.

3. Improved accessibility

- 3.1 As a result of a major site wide access development project, we achieved a Silver status from the well renowned access charity Attitude is Everything. This was a first for Alexandra Palace and was in recognition of our work to improve disabled people's access to our events.

3.2 Building on the Attitude Is Everything Silver Award, and the Government Disability Confident Employer Status also achieved in 2020, we have expanded our work on becoming more accessible examples of current work strands that are either implemented or in the process of being implement include:

- Site wide Accessibility Policy
- BSL and Interpretation Policy
- Free tickets to carers across our entire programme of events
- Dedicated Access Team for events
- Dedicated Head of Access for events
- A support and guide dog policy
- Increased accessible platform provision
- Installation of braille signage across the site
- Updated and revised accessibility page on our website
- Visual journey documentation
- Wheelchair hire provision
- Site wide accessibility awareness training
- Dedicated accessibility email contact address
- Ensuring that our HR and Health & Safety Policies are accessible and inclusive

4. Access Awareness Training

4.1 Three members of staff completed a train-a-trainer scheme to enable them to train other members of staff in understanding how to improve access to events.

4.2 In addition, mandatory Equality, Diversity and Inclusion e-learning modules are provided for all staff to complete.

5. Visual Journey Guides

Our website accessibility page <https://www.alexandrapalace.com/visitor-information/accessibility/> includes visual journey guides and maps in various formats for:

- Getting to the Palace
- Concerts
- Theatre
- Ice Rink
- Around the Palace
- Event Days
- Non-Event Day

6. Changing Places Facility

6.1 In June we consulted the Committees about the proposal to install a Changing Places facility in the East Lightwell area of the Palace building.

6.2 Changing Places toilets are larger facilities that have the right equipment, including a changing bench and hoist, designed to support disabled people who need assistance. This project is still in development and further updates will be provided as part of the presentation.

7. Legal Implications

7.1 The Council's Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

8. Use of Appendices - None

9. Background Papers - None

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**JOINT MEETING OF THE STATUTORY ADVISORY AND CONSULTATIVE COMMITTEES****8 SEPTEMBER 2022**

Report Title: Environmental Sustainability
Report of: Mark Evison, Head of Park and Environmental Sustainability
Purpose: To inform the joint committee of the progress made establishing an Environmental Sustainability Policy, Strategy and Action Plan for the Park and Palace.

Local Government (Access to Information) Act 1985 N/A

1. Recommendations

1.1 To Note the Report.

2. Executive Summary

- 2.1 In 2019 environmental sustainability became a priority focus-area for the Executive Team; a working group was established which, prior to the pandemic, made some progress in setting out a high-level plan to reduce the organisation's impact on the environment.
- 2.2 Industry expert consultants, Julie's Bicycle, were engaged in 2021 to conduct a Sustainability Audit, which has assisted in drafting the Environmental Sustainability Policy and Strategy.
- 2.3 At the Board meeting on 19 July 2022, the Trustees approved an Environmental Sustainability Policy and Strategy.

To summarise, the Policy focusses on 5 key strands of work the Trust is committed to. These are:

1. REDUCE FIRST

Reduce energy use, waste creation and consumption of materials and water across the site

2. OUR PEOPLE'S COMMITMENT

Listen to, empower and upskill our people to champion green practices in all that we do.

3. CIRCLE OF COLLABORATION

Work with clients, artists, suppliers, service partners, contractors and our visitors and communities to ensure we work towards a more sustainable Park and Palace in a truly collaborative way

4. BEING BOLD AND AMBITIOUS

Set ambitious targets and investigate innovative solutions with funders and partners and showcase best practice to our peers

5. CONTINUOUSLY IMPROVING

Develop and improve our strategy and action plan, communicating our progress in a transparent way

The Sustainability Strategy sets out in more detail the specific commitments we will make to progress the five key strands. An Action Plan formed of individual tasks will be drawn up using SMART logic - specific, measurable, attainable, relevant, and time-based.

An internal sustainability working group will be created in the Autumn. This group will focus on delivery of the action plan. The results of the work will be reported at least annually as part of year end reporting.

4. Legal Implications

The Council's Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

5. Use of Appendices

Appendix 1 – Environmental Sustainability Policy
Appendix 2 – Environmental Sustainability Strategy

6. Background Papers

Julie's Bicycle Sustainability Audit Documents.

July 2022



ENVIRONMENTAL SUSTAINABILITY POLICY (DRAFT)

A sustainable Park and Palace for all

Alexandra Park and Palace, a forever asset, has been providing entertainment and recreation for over 150 years. As custodians, the decisions we take or don't take, and the subsequent progress we make, or don't make, will be the difference in securing the enjoyment of the Park and Palace forevermore. It is imperative to find ways to become more sustainable in all areas of our work, so that future generations can be part of the People's Palace incredible and enduring story, for the next 150 years and beyond.

This Environmental Sustainability Policy sets out the five strands of work we are committed to, in order to ensure the Park and Palace can continue to evolve and grow, but in a more sustainable way, reducing our impact on the environment whilst working collaboratively, with purpose - we want to ensure a positive legacy and a future safe-guarded, with everyone – Trustees, staff, volunteers, contractors, suppliers, and our audiences - playing their part.

The five strands are:

1. REDUCE FIRST

Reduce energy use, waste creation and consumption of materials and water across the site

2. OUR PEOPLE'S COMMITMENT

Listen to, empower and upskill our people to champion green practices in all that we do

3. CIRCLE OF COLLABORATION

Work with clients, artists, suppliers, service partners, contractors and our visitors and communities to ensure we work towards a more sustainable Park and Palace in a truly collaborative way

4. BEING BOLD AND AMBITIOUS

Set ambitious targets and investigate innovative solutions with funders and partners and showcase best practice to our peers

5. CONTINUOUSLY IMPROVING

Develop and improve our strategy and action plan, communicating our progress in a transparent way

Signed:

Emma L Dagnes, CEO, Alexandra Park and Palace

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July 2022



ENVIRONMENTAL SUSTAINABILITY STRATEGY (DRAFT)

A sustainable Park and Palace for all

The Environmental Strategy expands on the five strands identified in the Environmental Sustainability Policy, setting out our commitments towards a more sustainable future.

1. REDUCE FIRST

Reduce energy use, waste creation and consumption of materials and water across the site

We will do this by:

- a. Establishing a baseline of current energy use (gas, electricity and water) so as understand the true scale of issue
- b. Reducing food waste across the site
- c. Finding ways to reduce our reliance on non-renewable resources across all areas of the site (lighting, heating, cooling)
- d. Investing in energy-saving alternatives, where non-renewables are still required
- e. Continuing on our path to becoming a plastic-free site
- f. Implementing the recommendations set out in the Energy and Carbon Audit (2021)

2. OUR PEOPLE'S COMMITMENT

Listen to, empower and upskill our people to champion green practices in all that we do

- a. Ensuring effective leadership of the Environmental Sustainability Policy and Strategy by the CEO, Executive Team and Trustee Board
- b. Developing and implementing the Environmental Sustainability Action Plan
- c. Auditing and encouraging sustainable travel
- d. Encouraging staff through educational workshops and training to work in an environmentally sustainable manner
- e. Engaging in national and international events such as Earth Hour
- f. Creating an organisational cross-department Action Group to meet quarterly and help drive progress

July 2022

3. CIRCLE OF COLLABORATION

Work with clients, artists, suppliers, service partners, contractors and our visitors and communities to ensure we work towards a more sustainable Park and Palace in a truly collaborative way

We will do this by:

- a. Creating a Sustainability Checklist for event hires
- b. Procuring goods and services from sustainability-accredited companies, and always endeavouring to use UK-based suppliers
- c. Working with existing suppliers and contractors to improve accountability through the whole supply chain
- d. Programming exhibitions, events and activities that address the climate and ecological emergency
- e. Providing information about the environmental impact of exhibitions, events and activities and how we can all play a role in reducing those impacts

4. BEING BOLD AND AMBITIOUS

Set ambitious targets and investigate innovative solutions with funders and partners and showcase best practice to our peers

We will do this by:

- a. Engaging with key partners and organisations including HE, NLHF, Carbon Trust, Haringey Council, the GLA to help us make progress with our commitments and Action Plan
- b. Being open to APP as a pilot/ testbed site for new, innovative tech
- c. Talking to industry experts and those in academia, finding opportunities for pro-bono advice and guidance
- d. Continuing to reimagine the Park and building through new uses
- e. Using our platform as an international events venue to amplify the concerns around climate change, working with artists where possible
- f. Working with others in our industry to learn and share experiences and ideas and to challenge the accepted standards of practice within the sector

5. CONTINUOUSLY IMPROVING

Develop and improve our strategy and action plan, communicating our progress in a transparent way

We will do this by:

- a. Monitoring, measuring and communicating our environmental performance (see our Carbon Footprint report by Julie's Bicycle here)
- b. Engaging with groups and organisations who can help AP improve the Policy, Strategy and Action Plan
- c. Communicating our goals and results publicly in the Annual Review
- d. Establishing Environmental Sustainability as a standing item on the Board agenda



JOINT MEETING OF THE STATUTORY ADVISORY AND CONSULTATIVE COMMITTEES

8 SEPTEMBER 2022

Report Title: Signage and Wayfinding Framework
Report of: Emma Dagnes, CEO
Purpose: To consult the Committees on the proposed framework for signage and wayfinding.

Local Government (Access to Information) Act 1985 N/A

1. Recommendations

- 1.1 To advise the Trustee Board on the proposed framework for signage and wayfinding, attached at Appendix 1. A presentation will be provided in the meeting.

2. Introduction

- 2.1 The Signage and Wayfinding Framework is an internal document, to be used by Alexandra Park and Palace staff and partners, which sets out the principles to be applied when considering permanent signage and wayfinding across the site.
- 2.2 The Framework also defines an implementation approach for consistency to ensure signs and wayfinding meets the needs of everyone.
- 2.3 Committee members are invited to consider the Framework and provide any feedback to the Trustee Board.

3. Summary of the Framework

- 3.1 Four principles for using signage are set out:
- only when necessary
 - location to be part of the process for planning for the building/ environment
 - short and simple messaging
 - consistent branding

3.2 Signs can be categorised into four functional groups:

- **Information signs:** for orientation and include the building, car parks and other internal signs identifying main locations inside the building and include directories, maps and plans covering the whole site, internally and externally.
- **Direction signs:** for directing visitors to destinations using arrows and can include directional text.
- **Identification or location signs:** these signs – always without an arrow – are installed at individual destinations to indicate the location of a facility or service, a room, or a person, once the destination has been reached.
- **Safety, fire safety and mandatory signs:** these are essential for the safety of users and can be either warning or prohibition signs. They will be positioned in strategic locations to give warnings. They include exit signs, fire exit signs and details of fire equipment.

3.3 Wayfinding should be considered as architecture – critical to helping visitors but also to create a sense of place that positively impacts on their experience on site.

- **Orientation:** at the most basic level, visitors need to be able to find what they need – Where's the front door? Where is the bus stop? Where is the bar? Where do I get my tickets from?
- **Graphic identity:** having a strong graphic identity based on both historic and contemporary qualities of the Park and Palace will strengthen and reinforce the experience visitors will have on site.
- **Material language:** wayfinding should be informed by the historic significance of the site in the same way new materials are used for architectural interventions.
- **Hierarchy of spaces:** wayfinding should help visitors understand the importance of spaces and help them quickly choose where they want to be and know how to get there.

3.4 It is important to ensure any new permanent wayfinding or signage is easy to understand, consistent and concise, and people with a visual impairment are not placed at a disadvantage. 'The Sign Design Guide: a guide to inclusive signage' has been reviewed, summarised and included as an Appendix to the Framework.

4. **Legal Implications**

The Council's Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

5. **Use of Appendices**

Appendix 1 – Draft Signage and Wayfinding Framework

6. **Background Papers**

Alexandra Palace Branding Guidelines.



SIGNAGE AND WAYFINDING FRAMEWORK

July 2022

I.0 Introduction and Background

I.1 Inclusive signage and wayfinding

There are four basic principles¹ in sign design:

- Signs should only be used when **necessary**;
- Sign location should be **part of the process** of planning the building and the environment;
- Messages should be **short, simple and easily understood**;
- Signs should be **consistent**, using prescribed typefaces, colours and contrast

Most signs can be divided into four functional groups:

Information signs: for **orientation** and include the building, car parks and other internal signs identifying main locations inside the building and include directories, maps and plans covering the whole site, internally and externally.

Direction signs: for **directing visitors to destinations** using arrows and can include directional text.

Identification or location signs: these signs – always without an arrow – are installed at individual destinations to **indicate the location of a facility or service, a room or a person**, once the destination has been reached.

Safety, fire safety and mandatory signs: these are essential for the safety of users and can be either warning or prohibition signs. They will be **positioned in strategic locations** to give warnings. They include exit signs, fire exit signs and details of fire equipment.

I.2 Wayfinding as architecture

In the context of Alexandra Park and Palace, wayfinding should be considered as **an architectural layer** – critical to helping visitors not only find their way around but also to **create a sense of place** that positively impacts on their experience on site.

The following issues require consideration when planning for wayfinding interventions:

Orientation: at the most basic level, visitors need to be able to find what they need – Where's the front door? Where is the bus stop? Where is the bar? Where do I get my tickets from?

Graphic identity: having a strong graphic identity based on both historic and contemporary qualities of the Park and Palace will strengthen and reinforce the experience visitors will have on site.

Material language: wayfinding should be informed by the historic significance of the site in the same way new materials are used for architectural interventions.

Hierarchy of spaces: wayfinding should help visitors understand the importance of spaces and help them quickly choose where they want to be and know how to get there.

¹ Sign Design Guide: a guide to inclusive signage (JMU and the Sign Design Society)

APPCT SIGNAGE AND WAYFINDING FRAMEWORK July 2022

1.2 An ever-evolving site

Both Palace and Park have been modified considerably over a period of 150+ years, with the Palace in particular experiencing sizeable change as it has been reincarnated many times over. Serious damage from fire, war, significant adaptations, underuse and closure, lack of resources and general neglect has resulted in a number of challenges, including how to maintain a relevant and coherent decorative scheme, including signage and wayfinding.

1.3 Why a Signage and Wayfinding Framework is needed

There are two main reasons why a Signage and Wayfinding Framework is needed:

Considering the needs of everyone

It is important that the built environment caters for everyone, and Alexandra Park and Palace are no exception; even more so given the Charity's purpose. Signage and wayfinding play an important role in creating a barrier-free environment, so that everyone has the opportunity to engage with and enjoy what the Park and Palace have to offer.

Consistency in an ever-changing site

Both the Park and Palace are in a constant state of evolution – this presents a challenge in how to ensure a consistent and relevant wayfinding identity. The site is complex with many different approaches, entrances and exits. It is important that any intervention enhances the sense of the Park and Palace as a destination, worth visiting at any time of the day or evening.

As well as ensuring signage is simple and inclusive, a clear expression of the sense of 'place' through design is critical, and it is important that there is consistency across the site. This sense of place further help cement the Park and Palace's vision to be a destination, and not just somewhere you come to with a ticket for a specific event.

There are three major new and extant challenges that are of concern. The current provision of wayfinding and signage in general is inconsistent and does not take into account accessibility requirements; the existing signage around the Park is insufficient; and information and directional signage is not effective - attendees regularly show up at the wrong entrance (Palm Court/ Great Hall visitors trying to access the site via the East Court).

In order to ensure coherence and consistency, a Signage and Wayfinding Framework is needed to bring the Park and Palace together under one graphic and material identity, with a consistent, simple and inclusive design process and implementation.

2.0 The Brand

A significant amount of work has already been undertaken and agreed with regards to the brand. Any new proposals for signage and wayfinding will need to refer to both the Framework and the brand guidelines documents. Branding guidelines can be accessed here: <\\fileservers\general\Marketing Assets\Brand Assets>

3.0 The Scope

The Signage and Wayfinding Framework applies to the following areas:

- **All internal areas** of the Palace;
- **All external areas** of the Palace;
- **All buildings and structures in the Park** (lamp posts, benches, gates etc.)

4.0 Signage and Wayfinding Objectives

There are two objectives of the Signage and Wayfinding Framework:

1. To define the **Principles** that should be applied when considering signage and wayfinding;
2. To define an **Implementation Approach**, so there is consistency in how decisions on wayfinding and signage are taken particularly with regards to permanent wayfinding signage that requires consent.

1. Principles

- a) Signage should be **easy to understand, consistent and concise** and people with a visual impairment should not be placed at a disadvantage – the language should utilise words which the visitor understands and should relate to their needs;
- b) Wherever appropriate, signage should incorporate information which includes the following elements:
 - i. Visual
 - ii. Embossed and Braille
 - iii. Audible
- c) Where possible, wayfinding should **include an interpretative layer**: graphics for orientation and wayfinding should not simply be a change in surface treatment – where possible they should look to respond to an aspect of the character, context or history of the site;
- d) **Wayfinding in the parkland should integrate placemaking and amenity**: improving local access points into the Park and establishing an improved network and **hierarchy of pathways and routes** access the Park will improve the overall experience;
- e) Wayfinding should be **a multi-channel system**, through a variety of communication channels including web-based, mobile tech, printed products and on-site signage as well as human interfaces (volunteers, Visitor Services etc.);
- f) Colours, design and materials (other than the brand) should be appealing and **relevant to today's audiences**, creating interest, whilst **complementing the heritage setting**;
- g) Products and materials should be **commercially available, durable and cost-effective**;
- h) **Consistency** for permanent wayfinding signage is key; design and messaging of event signage can be dynamic to suit each event. Permanent wayfinding **should unify the Park and Palace, and be distinctive**

2. Implementation Approach

- a) Guidelines on **sign location, sign content, language wording and punctuation**, as set out in the '*Sign Design Guide: a guide to inclusive signage*' should be adhered to (see Appendix 4)
- b) For consistency, colours, designs and materials that have **already been agreed** for other parts of the Park and Palace should be **taken into consideration** (see Appendix 3) – it is important however to avoid colours that have a safety meaning i.e. green which is used for fire exits.
- c) Any new permanent wayfinding signage, in the Park or Palace, may require some form of consent whether it be Listed Building Consent or Advertisement Consent. Advice can be sought from the Strategic Vision team.
- d) A **short project brief** should be drafted, setting out the reasons for the proposed works, the preferred colour/ material choices and the justification for those;

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- e) To ensure economies of scale, consistency and value for money, the services of APTL's Designer should be utilised, and extant suppliers invited to price for work;
- f) Any permanent wayfinding, regardless of whether the project is being delivered internally or in partnership/contract with a third party, **the approach will require sign off from the Alexandra Palace CEO**. The CEO will assess whether the proposals achieve the aims of the project and guidance contained within the Framework, over and above personal taste.

APPENDIX I

GOOD EXAMPLES OF EXISTING SIGNAGE

ADD PHOTOS

BAD EXAMPLES OF EXISTING SIGNAGE

ADD PHOTOS

APPENDIX 2

PREVIOUS SIGNAGE APPLICATIONS AND PROJECTS

Year	Project	Location	Rationale
2013	On-building signage	34no windows across the site	The core value of this project was to articulate, through imagery, 'windows to the past, present and future'. This was inspired by the desire to reinvigorate the look and feel of the building for people walking past – there are a number of windows that have been blocked up and covered with plywood. The new signs will deliver directional and way-finding functions, whilst also greatly improving the exterior and visitor experience.
2016	Ice Rink signage	East Lightwell entrance, steps and South Terrace	In advance of the East Wing Restoration Project, the Ice Rink entrance was moved to the East Lightwell. New signage is required to maintain a good level of customer service and a welcome to IR visitors, and to improve the look and feel of the East Lightwell entrance.
2018	East Wing hoardings	Around East Court and BBC perimeter	In advance of the East Wing Restoration Project, 14m of hoarding was installed around the project site. Instead of plain / contractor branded hoarding, the Trust applied for advert consent to use the hoarding as a storytelling tool, with imagery, text and a timeline of the Park and Palace's history, to engage with passers-by and visitors.
2019	On-building and directional signage	34no windows across the site	Following the reopening of the East Wing, the on-building signage that was installed in 2013 is now out of date. The Trust has undertaken a brand refreshing exercise, and the signage needs updating to reflect the changes to ensure a holistic and modern look and feel across the site.
2021	Park signage and lamppost banners	Alexandra Palace Way and park noticeboards	To enable consistency of messaging across the site, consent was sought to change/ update existing park signage and install advertising banners on the lampposts along AP Way.

APPENDIX 3

EXISTING PERMANENT SIGNAGE

Location/ Item	Detail	Colour code	Swatch
East Court entrance	Gold lettering in Palace Display		
East Court Creativity Pavilion	Monogram on doors		
Theatre FOH	Gold lettering in ? mounted onto mesh		
Theatre BOH	Hand painted, in Palace Display ?		
Palm Court	Gold lettering in ?		

Materials/ products already agreed

APPENDIX 4

SIGN DESIGN GUIDE: A GUIDE TO INCLUSIVE SIGNAGE

Most signs can be divided into four functional groups:

Information signs: for orientation and include the building, car parks and other internal signs identifying main locations inside the building and include directories, maps and plans covering the whole site, internally and externally.



Direction signs: for directing visitors to destinations using arrows and can include directional text. Note, in accordance with the 'Sign Design Guide: a guide to inclusive signage' the use of finger posts should be avoided.



Identification or location signs: these signs – always without an arrow – are installed at individual destinations to indicate the location of a facility or service, a room or a person, once the destination has been reached.



Safety, fire safety and mandatory signs: these are essential for the safety of users and can be either warning or prohibition signs. They will be positioned in strategic locations to give warnings. They include exit signs, fire exit signs and details of fire equipment. This category also includes mandatory signs which are usually characterised by a special colour and shape, i.e. a white letter on a blue square.



Some basic guidelines on sign location

1. Think carefully about **possible obstructions** of signs. It is no good choosing a location for a sign in a reception area if it will be regularly obscured by deliveries, for example. Remember that external signs may become partially covered by plants or trees in leaf during the summer.
2. Consider whether **the sign itself may become an obstruction**. Suspended and wall mounted signs should be located at an adequate height to avoid obstruction, but care must be taken not to place them too far above a person's sightline. Placing a sign in the middle of a route on the basis that they will be more easily noticed will cause problems for people with sight impairments. A floor mounted sign will cause an obvious hazard. A suspended sign placed in the middle of a route **may cause difficulty** in locating or reading a sign due to a changing or inconsistent background.
3. Consider whether a sign will be read **from a distance** (such as across a car park or at the end of a corridor) **or close-up**. This will have a bearing on text height and consequently on sign size.
4. Remember that locations for signs **require good illumination**; avoid areas that are gloomy and cannot receive supplementary lighting.
5. Room identification signs should ideally be located **at eye level**, on the wall immediately adjacent to the latch side of the door. Where a sign cannot be placed on the wall, for example, where there is no available space, the sign can be placed on the door. Ensure that all room identifications are positioned **at the same height** throughout the building, ideally within the 1400 – 1700mm band.

Some basic guidelines on sign content

1. Information can be better understood if it is **grouped together** either alphabetically, or by floor or by department.
2. **Too many messages on a sign should be avoided**. A hierarchical system may be used, with a further breakdown of information provided as progress along a route to a destination. **Several small groups of messages are easier to read than one long one**.
3. Room identification signs should be simple and concise. **Once a name has been chosen, it should be used consistently** throughout the building.
4. **Abbreviations should be avoided** as they can be particularly confusing for people with a visual impairment.
5. Descriptive words such as 'Personnel' or 'Accounts' do not need to be qualified by the use of Department or Division.
6. Visually impaired people can recognise numbers more easily than names and numbers can of course be larger than text without occupying too much space.

When a decision has been made about the hierarchy of information to adopt within a building, it should be applied consistently to avoid confusion.

Language, wording and punctuation

Clarity: If messages are technical or complicated in their wording, many people will be discouraged and will need to seek assurance from others. **Official terms which may be unfamiliar should be avoided.**

Consistency: terminology should be consistent i.e. the words used on the entrance should be identical to those found on a specific department door.

Conciseness: Keep information to a minimum. Too much information confuses people and will be ignored or forgotten.

- Signs should be short enough to read in passing;
- Floor plans are a useful complement to directories as they can carry the detail whilst the directory can list each main destination;
- Use capital letters for the first letter of each key word;
- Names for specific job titles, places or people should have capitals at the beginning of each word;
- Exceptions are specific words required by legislation i.e. EXIT or TAXI;
- Punctuation should be used sparingly – avoid full stops;
- Avoid abbreviation

Arrows

Arrows are one of the most useful symbols in signage systems. However, they are misused more than any other graphic form. It is advisable to always use the ISO 7001 recommendation, an arrow whose ends are parallel with the main stem, not cut off at a 90 degree angle.



On large board signs where a number of messages are listed, e.g. at entrances to buildings, a group of messages should be preceded by a single arrow, rather than using individual arrows for each message. On combination signs, where several arrows are required in close proximity, they are more intelligible if they are arranged according to direction:

- Left up
- Left

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- Left down and straight ahead
- Right up
- Right
- Right down and straight ahead

Messages on signs should be aligned in accordance with the direction of the arrow:

- Arrows indicating direction left, straight ahead or down should be placed on the left hand side of the message
- Arrows indicating direction to the right should be placed on the right hand side of the message.

When positioning arrows of a 45 degree indication, care must be taken in their use as they have no inherent exactness and can be open to misinterpretation. In general they should be reserved for stairs, escalators, ramps and diagonal routes through open areas only.

Symbols

Some signs, particularly directional signs, are often supplemented by specific pictorial devices such as arrows and/or symbols. **Well-recognised symbols are often better than words for most types of vision**, but are particularly useful for visually impaired people because they can be larger than the equivalent text. In addition many symbols are internationally recognised, overcoming language barriers.

Letterform selection

Letterforms or typefaces should be **legible** and **easy to obtain**. One of the most universally used typeface for signs is Helvetica Medium. The choice of the letterform however will depend on the building, or site and **its historic context**. The best effect will be achieved by the **appropriate choice of letterform, colour and materials**.

Sizing of letters and symbols

Sizing depends on the location of the sign and the reading distance:

Long distance	At building entrances and house numbers, a minimum character size is 150mm
Medium	Identification signs in reception areas, or directions in corridors, a minimum character size is 50-100mm
Close-up	Directories and wall-mounted information signs, a minimum character size is 15-25mm
Symbols	Where space permits, symbols should be at least 100mm in height

Embossed signs

By their nature, these signs are always read close-up and should be positioned where they can be easily touched. The ideal range of heights for positioning should be between 1400mm and 1700mm above finished floor level.

Signs should be embossed, **not engraved**. Characters should be raised from around the surrounding surface by 1mm-1.5mm and the thickness of each stroke of the letter should be such that both sides of the stroke can be felt with the finger in one pass. The minimum character height will vary between 15mm and 50mm depending on the space available and the reading distance

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required. The stroke width should be between 1.5mm and 2mm and for a 15mm letter height and pro rata for larger letters.

Inter-character spacing should be increased between 20 and 30 per cent, depending on the selected font; the inter-word spacing should be increased by approximately 25 per cent. Characters should not have sharp edges but should be clearly defined with rounded or chamfered edges. A sans serif typeface should be specified.

Reading an embossed sign in a vertical plane is not comfortable, so if the face of the sign can be inclined at 45-60 degrees from the horizontal, it provides a more natural position for the hand.

Braille

Braille is a system of raised dots, which enable visually impaired people to read with their fingers. It is made up of a pattern of six dots allowing 63 possible combinations, which corresponds to the letters of the alphabet, numbers, punctuation and letter groups or words.

Grade 1 Braille: letter-for-letter transcription which can be read by all Braille users, but because it is bulky it is usually replaced by Grade 2 Braille which is a contracted form. As a general rule, Grade 1 Braille should be used for single words and short descriptions e.g. 'push bar to open'. Grade 2 Braille should be used for longer sentences and descriptions.

Grade 2 Braille: consists of contractions added to the combinations to represent common letter groups like 'the' and 'for'. Grade 2 Braille is used for the production of books, magazines and leaflets.

Layout and spacing

There are three types of spacing:

- Spaces between letters
- Spaces between words
- Spaces between lines

For visually impaired people, it is desirable to **increase the space** between letters, words and lines **between 20 and 30 per cent**, depending on the selected letterform.

There are three types of text ranging:

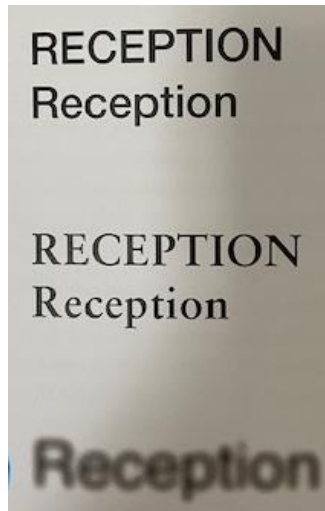
- Ranging left (aligning on the left-hand side, ragged on the right)
- Ranging right (aligning on the right-hand side, ragged on the left)
- Centred (aligning on a centre point)

Ranged left text is the easiest to read.



Capital letters and lower case

- Sans serif typefaces are **more legible** than serif typefaces;
- Signs showing **more than five messages creates confusion** and may be ignored;
- From tests with both sighted and visually impaired people, signs which use **a mixture of both capitals and lower case letters** are the most satisfactory solutions for most types of vision



Colour and contrast

Basic principle

Difference between all the elements of the sign is essential:

- Between the background (bricks, trees etc.) and the signboard and
- between the signboard and the text or symbol on it

Some people have low colour vision which affects their perception of some colours, for example, **people with visual impairments tend to have a reduction in their ability to recognise some reds, greens and blues.**

Tonal differences are much more effective than differences in hue (i.e. red, green, blue).



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Some sign systems use a different colour for each level of a building, but the success of this relies upon the user's ability to recognise the difference between colours. Some of the most **successful signing systems use white with one or two additional colours** – for example motorway signs, road warning signs, and original British Airports signs. If in doubt, use as few colours as possible and avoid colours which may conflict with fire and safety signs.

Black and white provide the most obvious contrast, however white lettering on a dark signboard (not necessarily black) gives good legibility if accompanied by a matt surface.

It is important to **check the background** against which the sign is to be seen – black letters on a white sign would not be helpful positioned on a white wall.

External colour contrasts

Contrast derives from the **light reflectance factor of the colours used**, not the difference between the colours, e.g. light green against dark green.

Ideally the contrast between wall and sign panel should be 70 per cent; the gloss factor should be 50 per cent which will give adequate legibility but still facilitate cleaning.

Illumination and glare

To minimise glare:

Use materials with **a matt finish**;

Do not place suspended signs against a light source, i.e. at the end of corridors which have windows or glass doors or against overhead fitted lights;

Do not position signs directly onto external glazing;

If the existing lighting system is inadequate, localised lighting of the signs may be necessary, but **internally illuminated signs are not recommended**. If possible, all light sources should be concealed or shaded.

For more detailed guidance and information, please speak to Visitor Services for a full copy of the Sign Design Guide.

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