

## NOTICE OF MEETING

# ALEXANDRA PALACE AND PARK CONSULTATIVE COMMITTEE

**Thursday, 14th September, 2023, 8.20 pm - Creativity Pavilion,  
Alexandra Palace, Alexandra Palace Way, Wood Green, London  
N22 7AY**

### **Nominated Members:**

Friends of Alexandra Palace  
Alexandra Palace Allotments Association  
Alexandra Palace Organ Appeal  
Alexandra Palace Television Group  
Alexandra Park & Palace Conservation Area Advisory Committee  
Bounds Green and District Residents Association  
Campsbourne Estate Mutual Aid Network  
Friends of Alexandra Park  
Friends of the Alexandra Palace Theatre  
Muswell Hill and Fortis Green Association  
Muswell Hill Metro Group  
Three Avenues Residents' Association

Annette Baker  
John Wilkinson  
Hugh Macpherson  
John Thompson  
Jacob O'Callaghan  
John Crompton  
Beatrice Murray  
John Chilton  
Nigel Willmott  
Duncan Neill  
John Boshier  
Jason Beazley

### **CONSULTATIVE COMMITTEE TRUSTEE BOARD 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

**Quorum:** A quarter of the membership

- 1. APPOINTMENT OF CHAIR**
- 2. FILMING AT MEETINGS**

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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.

**3. WELCOME AND APOLOGIES**

**4. 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

**5. URGENT BUSINESS**

The Chair will consider the admission of any late items of Urgent Business. (Late items will be considered under the agenda item where they appear. New items will be dealt with under item 15 below).

**6. MINUTES AND MATTERS ARISING (PAGES 1 - 10)**

To agree the minutes of the Consultative Committee held on 20 April 2023 as a correct record.

To note the minutes of the Joint Statutory Advisory Committee and Consultative Committee held on 20 April 2023.

**7. NOMINATION OF NON-VOTING CO-OPTees TO THE ALEXANDRA PALACE AND PARK BOARD**

**8. CEO'S GENERAL UPDATE (PAGES 11 - 22)**

**9. PLANNING UPDATES REPORT (PAGES 23 - 28)**

**10. ACCESSIBILITY POLICY (PAGES 29 - 48)**

**11. MATTERS RAISED BY INTERESTED GROUPS**

- 12. VIEWS / QUESTIONS FROM MEMBERS OF THE PUBLIC**
- 13. NON VOTING BOARD MEMBERS FEEDBACK**
- 14. SUGGESTIONS FOR FUTURE AGENDAS**
- 15. NEW ITEMS OF URGENT BUSINESS**
- 16. DATE OF FUTURE MEETINGS**

30 November 2023  
29 January 2024

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Wednesday, 06 September 2023

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## **MINUTES OF THE Alexandra Palace and Park Consultative Committee HELD ON Thursday, 20th April, 2023, 7.00-7.45PM**

PRESENT: Mr Nigel Willmott (Friends of Alexandra Palace Theatre & CC Chair), Mr Jason Beazley (Three Avenues Residents' Association), Mr Jacob O Callaghan (Alexandra Park & Palace Conservation Area Advisory Committee), Ms Liz Richardson (Palace View Residents' Association), , Ms Annette Baker (Friends of Alexandra Palace), Mr Gordon Hutchinson, Mr John Thompson (Alexandra Palace Television Group, Councillor Emine Ibrahim, Councillor Lotte Collett, Councillor Anne Stennett

Also present: Nazyer Choudhury (LB Haringey), Emma Dagnes (CEO, APP), Mark Evison (Head of Park & Environmental Sustainability, APP), Louise Johnson (Head of Strategic Programmes, APP), Natalie Layton (Charity Secretary), Mr John Crompton (Muswell Hill & Fortis Green Association & SAC Member), Ms Joyce Rosser (Warner Estate Residents' Association & SAC Member),

### **1. FILMING AT MEETINGS**

The Chair referred to the filming of meetings and this information was noted.

### **2. WELCOME AND APOLOGIES FOR ABSENCE**

Apologies for absence were received from Beatrice Murray, Duncan Neill, Councillor Ahmed Mahbub, Councillor Sarah Elliott and Cllr Ibrahim Ali.

Apologies for lateness were received from Councillors Lotte Collett and Anne Stennett.

**3. CONSULTATIVE COMMITTEE REMIT**

NOTED the reminder of the briefing note. Paragraph 2.2 referred to youth trustees, the recruitment of which had been deferred to 2023/24

**4. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**5. URGENT BUSINESS**

None.

**6. MINUTES AND MATTERS ARISING**

RESOLVED:

That the minutes of the meeting held on 17 November 2022 be agreed and signed as a correct record.

**7. CONSULTATIVE COMMITTEE WORKSHOP FEEDBACK REPORT**

The Committee was reminded of written governance comments from Jacob O'Callahan which had been circulated prior to the January 2023 Consultative Committee workshop, to increase diversity and engagement on the Committee.

The workshop had discussed matters being taken to the Trustee Board without bringing to the Consultative Committee (or the Statutory Advisory Committee) . Although it was possible to make representations at the Board meetings, one could only receive a few days' notice regarding the item to be discussed before it was scheduled to be discussed at the meeting itself. There was a general consensus that it would be useful to have a policy on what matters the Consultative Committee and Statutory Advisory Committee would be useful.

The meeting heard that many similar items were considered on an annual basis. Some things were not a matter for debate. For example, a snapshot of the charity's financial wellbeing was not a matter that could be consulted upon.

In general, the Alexandra Palace Board papers were public. If a Consultative Committee member had read any of the public board papers and felt there was something in the reports that they should have been consulted upon, then this could be brought to the Consultative Committee Chair's attention who could then consult with the Chair of the Board and the CEO. It was also possible to attend a Board meeting and publicly challenge the Board or state that the item should have been discussed first with the Consultative Committee (or the Statutory Advisory Committee).

The meeting also noted that the Consultative Committee and the Statutory Advisory Committee were not decision-making bodies but were consultative bodies.

Details of the Consultative Committee and Statutory Advisory Committee and the Joint meeting was now explained on the people's pages on the website and provided a calendar of meetings. Feedback was welcome and suggestions on what else could be provided on the website could be taken into account.

Putting up paper notices was not useful for sustainability and could be considered a waste of paper. Meeting dates could be communicated more effectively and support was needed from the Consultative Committee members to be able to do this. Alexandra Palace had a small team and did not have the resources to drive around the borough and put-up posters.

The Committee heard a suggestion for meetings be held outside of Alexandra Palace both in other areas of Haringey and in London on specific topics to discuss ideas and provide more of an opportunity in different settings to allow participation by people who would not normally have an opportunity to do so.

In terms of widening the membership, Alexandra Palace had some contact with London Councils and the Greater London Authority (GLA). Alexandra Palace received funding from the GLA and had a professional relationship with London Councils. However, the Committee needed to be mindful of other organisations' resources and it was optimistic to expect certain officers to attend the Committee. It was possible for such a request to be made, but it was not mandatory to be fulfilled.

There was extensive information available online and all blogs had been published on the website.

Page 17 of the agenda papers discussed the organisation of the membership including the association membership by wards. It was notable that Woodside was not a nominated ward. It was important as many members of the borough be encouraged to attend the meetings. It would also be useful for big organisations to attend on occasion as he would allow the flow of a wide range of ideas.

Paragraph 3.1 in the report could refer to the 1985 Act.

The Committee agreed to put up a public questions section on the website.

A leaflet outlining the Consultative Committee would be created which could be put up in the libraries around the borough. This could be circulated at a future Committee.

**RESOLVED:**

**To agree the recommended 'quick-win' priority actions arising from the Consultative Committee workshop held on 19th January 2023:**

- a. **The Advisory and Consultative Committees to meet separately, either side of the Joint meeting (further detail at 5.1 of this report).**
- b. **An annual meeting to be held to report on the Trust's achievements the previous year and plans for the upcoming year, including potential consultations.**
- c. **Specific issue meetings to be held at venues outside of Alexandra Palace as appropriate.**
- d. **Host hybrid meetings to increase participation.**

**To approve the remaining recommended actions**

- a. **Consultative Committee Charter to be established.**
- b. **Profile of the Consultative Committee to be improved, with information on the AP website, advertising on park and community noticeboards and leaflets available – advertising a slot for people to come and give their views.**
- c. **Take meetings outside of the Palace as appropriate.**
- d. **Consultative Committee to draw up a list of organisations to be invited to join.**
- e. **Include a slot on the Consultative Committee agenda for public questions.**



The Committee was encouraged to allocated roles and responsibilities to its members to help progress the above actions.

**8. MATTERS RAISED BY INTERESTED GROUPS**

There were none.

**9. VIEWS/ QUESTIONS FROM MEMBERS OF THE PUBLIC**

There were none.

**10. NON-VOTING BOARD MEMBERS' FEEDBACK**

There were none.

**11. SUGGESTIONS FOR FUTURE AGENDAS**

There were none.

**12. NEW ITEMS OF URGENT BUSINESS**

There were none.

**13. DATE OF FUTURE MEETINGS**

The next meeting would be held on 14 September 2023.

CHAIR:

Signed by Chair .....

Date .....

## **MINUTES OF THE Alexandra Park and Palace Joint Advisory & Consultative Committee HELD ON Thursday, 20th April, 2023, 7:45PM - 9:30PM**

PRESENT: Councillor Emine Ibrahim, Councillor Lotte Collett, Councillor Anne Stennett, Councillor Emily Arkell, Councillor Cathy Brennan, Councillor Elin Weston, Councillor Mark Blake,

PRESENT: Consultative Commmittee Members:

Mr Nigel Willmott (Friends of Alexandra Palace Theatre & CC Chair), Mr Jason Beazley (Three Avenues Residents' Association), Mr Jacob O Callaghan (Alexandra Park & Palace Conservation Area Advisory Committee), , Ms Annette Baker (Friends of Alexandra Palace), Mr Gordon Hutchinson, Mr John Thompson (Alexandra Palace Television Group), Councillors Emine Ibrahim, Lotte Collett, Anne Stennett.

Advisory Committee Members: Cllr Elin Weston (Hornsey Ward), Cllr Emily Arkell (Bounds Green Ward), Joyce Rosser (Warner Estate Residents' Association), Ms Liz Richardson (Palace View Residents' Association), Mr John Crompton (Muswell Hill & Fortis Green Association),

Also present: Nazyer Choudhury (LB Haringey), Emma Dagnes (CEO, APP), Amandra Cole (Head of Marketing, APP), Mark Evison (Head of Park & Environmental Sustainability, APP), Louise Johnson (Head of Strategic Programmes, APP), Natalie Layton (Charity Secretary), & SAC Member)

PRESENT ONLINE:

Ms Caroline Beattie (Friends of Alexandra Park Committee), Councillor Alessandra Rossetti (SAC Member for Alexandra Park Ward)

### **1. FILMING AT MEETINGS**

The Chair referred to the filming of meetings and the information was noted.

### **2. WELCOME AND APOLOGIES FOR ABSENCE**

Apologies had been received from Ms Beatrice Murray, Mr Duncan Neill, Councillor Ahmed Mahbub, Councillor Sarah Elliott and Ms Val Paley.

**3. REMINDER OF THE PURPOSE OF THE JOINT MEETING**

The reminder was noted.

**4. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**5. URGENT BUSINESS**

Councillor Rossetti asked that two items be considered under agenda item 12; One regarding people racing cars on Alexander Palace Way and another regarding the lack of clarity regarding bus diversions in the area. This was agreed.

**6. MINUTES AND MATTERS ARISING**

Councillor Emily Arkell was present at the last meeting and the minutes would be amended, subject to this, it was:

RESOLVED:

That subject to the above change, the minutes of the meeting held on 9 March 2023 and 17 November 2022 be agreed and signed as a correct record.

**7. POWERPOINT PRESENTATION ON 2022/23 ACHIEVEMENTS AND PLANS FOR 2023/24**

Ms Emma Dagnes( CEO APP), Mr Mark Evison (Head of Park & Environmental Sustainability, APP) and Ms Louise Johnson (Head of Strategic Programmes) presented the item.

The Committee congratulated AP Staff on the achievements reported which included:

- 0% of waste at the premises went to landfill. All wastage was recycled or sent to the incinerator.
- It would be useful to receive feedback of the diversity of people taking part in the sustainability programmes at AP this data was collected for staff and could be provided directly to any councillor requesting the information. There was considerable detail on the activities including the banning of flasks and the research done into certain types of disposable cups
- The café and their activities were a great help to residents.
- The progress and plant development over time of the premises was a massive achievement. It was important to have a narrative about what the palace would look like in the future and who its customers and beneficiaries would be.
- The presentation would be delivered to members of the Council when possible.
- APP was held in trust by Act of Parliament, but to aid funding, a vision had been set to assist funding in the future.

- Inclusivity was important and needed to be considered in all activities and in the general appeal of the premises and could also be built by young people being part of Alexandra Palace from a young age.
- There were some programmes that were represented by children from multiple schools across entire borough.
- It would be useful to know what demographic of children were visiting Alexandra Palace on a regular basis.
- Alexandra Palace had 53 spaces on Go Ape every month that was organised through the creative learning team, the people referral team, the primary schools and parents supported in the community for additional places to be made available for those in need. Contractual arrangements were usually made with organisations to make available places with free access for those in the community who were unable to afford it.
- The creative network gave young people free event management training.
- A recent change in how the building operated was a soft ticket check. This was performed on patrons attempting to enter the premises for an event.
- A clean energy accelerator feasibility study would start the journey on reducing carbon emissions. There was no obligation for the Charity to report carbon emissions, but progress was being made to gather work in the area.

#### RESOLVED

That the presentation be noted.

#### **8. MATTERS RAISED BY INTERESTED GROUPS**

No matters were raised.

#### **9. SUGGESTIONS FOR FUTURE AGENDA ITEMS**

Team members could be emailed suggestions in nearer the time for the next meeting.

#### **10. NEW ITEMS OF URGENT BUSINESS**

Councillor Rossetti raised a query regarding cars being raced in the area. Some response had been given to residents, but some action needed to be taken including working with the Police and the installation and use of CCTV.

Councillor Rossetti also raised a query regarding bus diversions. It was not always clear that if buses in certain parts of the Alexandra Palace area would be diverted and in what manner. It would be helpful to residents if work could be done with all parties including TfL to ensure that any information posted up to residents was accurate and relevant.

The meeting heard that:

- Any work that could be done by the Alexandra Palace team with the TfL in order to consult for up-to-date and accurate information would be done. The team often tried to provide as much information as possible.

- The Alexandra Palace website often had well researched information on bus diversions.
- Alexandra Palace did not have control over the works done by TfL.
- There was a very small team at the Palace to deal with issues regarding the disruption caused by any works undertaken in the area.
- Speeding issues needed to be reported to the Police rather than social media as it helped the team at Alexandra Palace and the Police to build a case.

**11. DATES OF FUTURE MEETINGS**

The next meeting would be held on 14 September 2023.

CHAIR:

Signed by Chair .....

Date .....



**MEETINGS OF THE STATUTORY ADVISORY COMMITTEE  
& THE CONSULTATIVE COMMITTEE**

**14 SEPTEMBER 2023**

**Report Title:** CEO's Report and 2022/23 End of Year Monitoring

**Report of:** Emma Dagnes, Chief Executive Officer

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

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

**1. Recommendation**

To note the content of the report.

**2. Executive Summary**

- 2.1 The Statutory Advisory Committee (SAC) was established by the Alexandra Park and Palace 1985 Act and its remit includes advising the Trustees on activities and events, car parking arrangements, planning related matters and maintenance of the Park. SAC membership consists of 8 Council Members and 8 representatives from residents' associations from specified surrounding areas. The Consultative Committee (CC) was created to extend the Trust's engagement with a wider group of representatives of appropriate local and national organisations.
- 2.2 This report provides both Committees with a general update including Creative Learning, Park, Property and Events activity and introduces the future consultation following a review of the Park Byelaws.
- 2.3 At a joint meeting on 20<sup>th</sup> April the Advisory and Consultative Committees received a Powerpoint presentation on the Trust's achievements in 2022/23 and plans for 2023/24. This was followed by the annual End of Year Monitoring Report to the Trustee Board in July, which is also included in this report. The Trustees' Annual Report and Financial Statements will be published later this year.
- 2.4 The SAC and the CC are invited to consider the information during their respective meetings and provide advice or feedback to the Trustee Board.

### 3. 2022/23 Complaints and Feedback

- 3.1 375 formal complaints were made to the Trust about its service and facilities in the period from 1st April 2022 to 31st March 2023. Broken down as follows:
- 295 were event related and ice-rink customer complaints
  - 45 related to event noise
  - 49 were around other issues with the Park
- 3.2 Complaints about event security personnel and event security measures such as the bag drop operation were repeated themes in customer complaints.
- 3.3 All complaints were resolved within the Complaints Policy timeframes and no complaints were escalated for internal investigation / to the Trustee Board.
- 3.4 We are not aware of any complaints made to the Charity Commission or the Fundraising Regulator about the Charity.
- 3.5 When a noise complaint is received during the event, a sound engineer will visit the location of the complaint (if agreed by the caller) to test sound levels are within licensed limits.
- 3.6 The noise complaints are attributed to the following events:

Date	Event	Number of complaints
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
22 October	Aitch concert	1
23 October	Paulo Nutini	1
29 October	Kasabian	1
4 November	Fireworks build (sound checks)	4
15 Dec-3 Jan	Darts	2
11 Feb	You Me At Six	1
22 Feb	Gojira	1
<b>Total complaints to date</b>		<b>45</b>

- 3.7 In addition to the formal complaints recorded, the Trust's Security Control and Parks Team recorded more than 1000 calls/emails from members of the public, leaseholders and other stakeholders notifying the organisation of issues. Regular items reported were litter, graffiti, unauthorised activities (such as parking, BBQs), access and security issues (such as gates locked/ open) and suspicious activity around the site.
- 3.8 Social media channels are monitored daily and comments responded to as appropriate. Due to the scale of social media activity much of the feedback is not captured in this report, however, individuals who contact us with complaints via social media channels are encouraged to email our Visitor Services team, so that issues can be formally addressed according to the complaints policy and are captured above.



3.9 Many positive comments and compliments were received through various touch points during the year regarding customer service with particular staff and departments being praised.

#### 4. **2022/23 Theatre Activity – 1 April 2022 to 31 March 2023**

4.1 The Theatre hosted 300 performances and welcomed 85,500 visitors. Examples of activities, events and performances which took place are as follows:

- 14 music and 7 ‘an audience with...’ shows
- 11 BBC Concert Orchestra rehearsal days
- 81 shows
- 47 Christmas shows
- 7 days of Creative Learning and participation events
- 11 days community use
- 43 Shoot days

##### Music Highlights

4.2 Four standing concerts, beginning with the second sold out show of Ed Sheeran’s warm ups for his Wembley residency.

4.3 14 seated concerts including: Joan As Policewoman, Cass McCombs, Robyn Hitchcock, Zain Zohaib and the London Gay Men’s Chorus: spectacularly staged choral show presented by Europe’s largest LGBT+ choir, with more than 200 singing members

##### Theatre Programme Highlights:

4.4 Persuasion - <https://www.alexandrapalace.com/blog/pictures-and-reactions-a-joyfully-silly-take-on-jane-austens-persuasion-at-ally-pally-theatre/>;

4.5 Tom Dick & Harry: we developed an immersive in the round format for the summer run with a bespoke lighting and sound set up (reviews attached) and;

4.6 Buggy Malone: widely tipped in the press as the festive show to see last Christmas. Our most technically complex musical run so far (reviews attached) - <https://www.alexandrapalace.com/blog/recap-bugsy-malone-the-musical-at-alexandra-palace-theatre/>.

4.7 Comedy & Spoken Word - Our comedy programme highlights include Jimmy Carr, Simon Amstell, Dylan Moran and Grace Campbell and spoken word with Rev. Richard Coles as well as Alice Oseman – writer of the award winning Heartstopper graphic novels and Netflix series.

4.8 Filming - The theatre became the home for Later... With Jools Holland with two seasons filmed with us, including an Arctic Monkeys special, the award winning team behind the upcoming Bob Marley feature film shot in the theatre for ten days in January, using the Great Hall, Palace Suites, Pavilion and Paddocks as production space with more than 200 extras.

- 4.9 Orchestral & Classical - BBC Concert Orchestra, London Symphony Orchestra, London Philharmonic Orchestra all rehearsed and recorded with us. This Classical Life recorded with an audience and BBC Radio 3 live recorded with an audience.
- 4.10 A number of Private Events & Award Ceremonies were held in the Theatre including a high profile champagne launch, Women in Finance Recognition Awards and the London off Westend Awards where Presenters included Catherine West MP, APP CEO Emma Dagnes, Lord Parkinson and Dame Maureen Lipman

### **Creative Learning & Community Events**

- 4.11 Our Young Actors Company presented Fragments: their first show, designed in traverse;
- 4.12 Queens shoot –Featuring a diverse, multi-generational selection of Black British ‘Queens’ from the local area of Tottenham, London, QUEENS aims to shine a spotlight on the Black British experience.
- 4.13 North London disability dance charity icandance returned to the theatre to stage their annual celebratory performance.
- 4.14 Bibliobuzz – we had some really nice feedback  
<https://www.alexandrapalace.com/blog/biblio-buzz-2023-and-the-winner-is/>
- 4.15 As well as performances by The Rainbow Nation Charity Gala to raise funds and awareness of issues facing the LGBTQ+ community, the Crouch End Festival Chorus.

### **5. 2022/23 Outdoor Events Monitoring**

- 5.1 In 2017 the Board approved a framework for monitoring the impact of outdoor events. Overall performance is reported to the Board annually, with updates throughout the year, as necessary, to the Board and the Stakeholder Committees. The framework applies to all events in the Park and involves the Park and Events Teams conducting site walks 48 hours after each event to ensure the site has been cleared and is free of damage to the parkland.
- 5.2 In 2022/23 five large outdoor events were held: Red Bull Soap Box (3 July 2022), Primal Scream (16 July 2022), Fat Freddy’s Drop (22 July 2022), Kaleidoscope (23 July 2022), and Fireworks (5 November 2022). The sites were reopened within 48 hours of the events, although due to the event infrastructure remaining in place between 16 July and 23 July, the post-event clear-up after Primal Scream and Fat Freddy’s Drop focused on litter clearing.
- 5.3 3 July 2022 - Red Bull – Alexandra Palace Way was closed from 0100hrs on Friday 1 July until 1600hrs on Monday 4 July as advertised. During the post event site walk four areas of concern were identified, including damage to the wild flowerbed and a tree branch was broken. Lessons have been learnt from these incidents and will be mitigated in future years.

- 5.4 16 July 2022 - Primal Scream – The road was closed from 0600hrs on Friday 15 July until 1400hrs on Sunday 17 July as advertised. Whilst marquees and steel fencing were removed post event and litter cleared by 1100hrs the following day, the event site was kept closed for the build of the following events.
- 5.5 22 July 2022 – Fat Freddy’s Drop - The road was closed as advertised at 0630hrs on Thursday 21 July and was reopened after Kaleidoscope, at 2pm on Sunday 24 July.
- 5.6 23 July 2022 - Kaleidoscope - AP Way reopened at 2pm on Sunday 24th July and the lower section of the South Slope re-opened at 9am on Wednesday 27th July and the main staging area was cleared by 9am on Friday morning as planned. 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.

The parkland suffered some discolouring of grass and minor small divots.

- 5.7 5 November 2022 - Fireworks:

The Park was very boggy in some areas particularly on the Lower Field and at Gate 5 and the team will consider mitigations in future planning, such as bark or trackway or one way systems in high footfall spaces. Site cleaning took place overnight.

- 5.8 Long Term Environmental Monitoring:

- A general ecology study was conducted late in 2021 with no major concerns raised although continued and potentially increased levels of recreational pressure was identified as a future risk.
- The report included recommendations: to improve the condition of grass and parkland such as relaxation of mowing regimes and additional seeding, and additional features to support species (platforms/boxes for nesting birds, bat rooting features on trees and buildings and hedgehog hibernation structures).
- A set of 20 bird and bat boxes have been installed on trees and more will be installed this autumn. Dead wood is retained on site where possible which, along with dead hedges provide refuges for invertebrates and potentially for hedgehogs.

## 6. Car Park Charging

The car park charging scheme has been successfully implemented and went live on Monday 7<sup>th</sup> August.

## 7. Alexandra Park Byelaws Review

- 7.1 The existing Park byelaws are out of date and difficult to enforce and a new set of Byelaws has been drafted based on the government’s model byelaws <https://www.gov.uk/guidance/local-government-legislation-byelaws?msclkid=dc9b9881a55811ecb16b37df538d8f4a> ).

7.2 Although a timeline for the review has not yet been established, the key stages are listed below and will proceed as capacity and resources permit:

- Internal consultation
- SAC & CC informal consultation
- Informal consultation with the Council
- Legal review
- Formal consultation with the Council
- Formal SAC & CC consultation
- Formal public consultation
- Regulatory assessment and publication
- Application to the Secretary of State for leave to make the Byelaw
- Full Council approval to make Byelaw
- Publication of Notice of Byelaw

## 8. Maintenance, Repairs & Improvements Since Last Reported

### March

- Theatre: South corridor floor cleaning trials, stage leak repairs, auditorium lighting maintenance,
- Ice Rink Corridor/East Court digging (drainage & water pipes for East Court Bar)
- South Terrace drainage/resurfacing works
- Brick renewal to South (road) elevation below South Terrace
- PAT testing across site
- Great Hall (South) roof glazing inspections
- Periodic inspections to external elevations
- East Court glazing and vent repairs
- South West Pavilion External redecoration work
- Scanning and drone surveys to GH, WH, PC, PR and NWH roofs
- New CCTV camera installations

### April

- South Terrace drainage/resurfacing works (continued)
- Great Hall Glazing inspections
- East Court Dome & Palm Court Atrium glazing and vent repairs
- East Court: installation of new bar and new visitor services desk
- Periodic inspections South Terrace (east end)
- North Service Yard – GRP (Ground Penetrating Radar Survey) and topographical surveys
- Bedford Road path, wall & railings rebuilding
- Great Hall/NSY Bridge staircase repairs
- Bus shelter renewal – Palm Court Bus Bay

## May

- Roof vent service to East Court, Great Hall, West Hall, West Corridor, NW Hall and Ice Rink
- Site wide roof vent computer and controls servicing
- Great Hall/NSY Bridge staircase repairs
- Park (East) steps: investigations to dropped external staircase
- Periodic inspections to external elevations

## June

- Ice Rink repairs
- South Elevation Brick renewals and render repairs (continuing)
- Great Hall Canopy cleaning tests
- North Service Yard Water pipe repairs
- Ice Rink Bar installation
- Theatre: Auditorium & foyer roof and rope access repairs
- Theatre Stage drainage repairs
- Fire alarm works – Transmitter Hall and BBC Ground floor
- Car parking infrastructure installation

## July

- Bi-annual inspection of Theatre ceiling, walls and proscenium arch
- Great Hall column repair and marbling
- CUFOS roof repairs and asphalt renewal
- Great Hall canopy cleaning trials
- Periodic inspections to external elevations
- Car parking signage and infrastructure installation

## August

- Panorama Room toilets repairs
- Great Hall Roof glazing repairs and internal tarpaulin replacement
- North Service Yard – Fencing renewal and upgrade
- Fixed wiring electrical testing
- Bedford Road retaining walls and paths/railings rebuilding (continuing)
- EMI Tower – Cleaning and sealing
- North Service Yard – Resurfacing and filling voids to roadway
- South Elevation (Basement) – Brick renewals and render repairs (continuing)
- BBC fire escape corridor – Renewal of floor vinyl
- East Court Roof urgent glazing and vent repairs
-

## 9. Creative Learning

9.1 From April to June, Creative Learning helped **approximately 4,926** people of all ages and backgrounds to discover the park and palace through our outdoor learning activities, skills workshops, holiday camps, festivals, events, and performances. Highlights below.

9.2 Marking Alexandra Palace's 150<sup>th</sup> anniversary we engaged local communities in outdoor creative activities as part of the daylong festival. This include The People's Stage where young people aged 16-24 were able to showcase their talents and curate a programme of exciting activities and acts including:

- 200 People compete in our Assault Course
- 400 young people learning circus skills
- 98 Families enjoying Forest school taster sessions
- 370 Children and families' participating in outdoor creative workshops
- 600 People were thrilled by local performance on The People Stage
- 1480 People exploring their wellbeing in our Chi dome
- 60 Families enjoying story telling under the canopy of trees
- 220 Families enjoying outdoor photography workshops
- 120 children having their face painted in the sun
- 350 Families decorating cakes in the grass
- 122 stalls were trading local Makers Market in collaboration with Made in Tottenham, with a few more stalls being info stalls (e.g. for local charities)

### 9.3 Young Creatives Network (Young People, aged 16 – 24)

9.3.1 Network members programmed and delivered a series of Library Lates throughout Haringey Libraries Services with 2 pilot events taking place at Wood Green Central Library before moving on to become of North London Lates at Coombes Croft Library forming part of the celebration of Tottenham high street. Modelled on the Museum Lates programmes the aim of the project is to draw young people into libraries with a fun line up of stand up, spoken word, live music, DJ's and more.

9.3.2 The top line figures are:

- 225 network members
- 98 from Haringey
- 110 from North London boroughs
- 120 identify as Global Majority
- 30 self-identify as disabled
- 68 young people attended gigs for free this quarter as part of the Network membership equating to approximately £2,040 of ticket value.

9.3.3 Network members will learn events management skills to mount a live event; including budgeting, booking artists, staffing events, fundraising and more. After the pilots, young people should have the necessary tools to keep on organising regular Library Lates events across all libraries. Proving them with the opportunity to develop new cultural hubs for young people within the libraries

9.3.4 Library Lates events have enabled:

- 30 young people to train in events management and tested their skills whilst mounting a range of events.

- 225 attended Library Lates events

#### 9.4 Skate Jam

9.4.1 In April, Alexandra Palace's The Skate Jam returned for the second year. This family-friendly skating event is run in partnership with North London Skate Club, raising funds for repairs and improvements to the Alexandra Palace skatepark. This year, charity Calzy Vision have come on board as partners. Founded following the death of a renowned local skater, Calzy Vision is committed to addressing the issue of homelessness.

9.4.2 The aim of day is to skate, make friends, have fun and learn new skills, while also raising money. The event draws a mix of people of ages, backgrounds and skills. Professional skaters came to demonstrate their skills, whilst inspiring younger skaters and novices alike. But you do not need to be skater to take part. The day includes music, food, Calzy Vision merchandise and more.

9.4.3 The day kicked off at 10am with a gentle 2-hour skate jam for all ages (beginners and intermediates). After lunch, was the main event, a 4-hour skate jam for all ages (competent skaters only).

9.4.4 Skate Jam has enabled:

- 50 children and young people learning skater skills
- 500 people to be enthralled by watching skaters compete

9.5 347 older people have engaged with our programmes through events like Café Palais and Singing for the Brain

9.6 Café Palais - Open to all, this monthly café caters for older people and people with dementia. This quarter the Café has hosted an array of sparkling talent included swing dance training with Swing Patrol and still life drawing with artists Quentin Martin.

- 150 older people honed creative skills whilst enjoying a cuppa and cake
- 8 young people who self-identify as disabled gained work experience via catering for the café.

#### 9.7 Volunteering

9.7.1 Quarter 1 (April-July) data:

- 97 – Number of volunteering events
- 228 – Number of volunteering shifts
- 827.5 – Number of hours by volunteers
- Number of active volunteers – 42 from AP volunteers & 8 from CSR (insurance company)

9.7.2 For the 150<sup>th</sup> Birthday Party on Saturday 27 May we had 20 volunteers onsite. This was the largest single day engagement by the volunteers since 2019 (pre-pandemic). Within four weeks the volunteers researched, wrote, and practiced tour scripts and attended workshops led by Kirsten Forrest, Curatorial & Interpretation Manager, APPCT. On the day they delivered 20 guided tours across four routes (three of which were new). Plus, there was a team of volunteers supporting the talks in Creativity Pavilion. They also

supported the programme of activities being run in the Park, by the Creative Learning team.

**9. Legal Implications**

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

**10. Use of Appendices**

Appendix 1 – Schedule of Events

**11. Background Papers – None**



## Appendix 1 - Schedule of events September 2023 - February 2024

<b>DATE</b>	<b>EVENT</b>	<b>LOCATION</b>
4 <sup>th</sup> - 6 <sup>th</sup> and 8 <sup>th</sup> September	Fred Again...	Palm Court ALL AREAS
7 <sup>th</sup> September	Sir Ranulph Fiennes - Mad Bad & Dangerous to Know	Theatre
9 <sup>th</sup> September	The Quartermass Experiment - 70th Anniversary	Theatre
9 <sup>th</sup> September	Verbally Confirmed Concert	Palm Court All Areas
23 <sup>rd</sup> September	While She Sleeps	Palm Court ALL AREAS
24 <sup>th</sup> September	Cavetown	Palm Court ALL AREAS
26 <sup>th</sup> - 27 <sup>th</sup> September	The National	Palm Court ALL AREAS
28 <sup>th</sup> September	James Blake	Palm Court ALL AREAS
5 <sup>th</sup> -8 <sup>th</sup> October	The Knitting & Stitching Show	ALL AREAS
6 <sup>th</sup> October	Graceland Reimagined: London African Gospel Choir	Theatre
13 <sup>th</sup> -15 <sup>th</sup> October	Mind Body Soul Experience /OM Yoga Show	Palm Court ALL AREAS
21 <sup>st</sup> October	Crouch End Festival Chorus	Theatre
27 <sup>th</sup> October	McFly	Palm Court ALL AREAS
27 <sup>th</sup> October	Buffy Revamped	Theatre
1 <sup>st</sup> November	Rhys Darby	Theatre
3 <sup>rd</sup> -4 <sup>th</sup> November	Fireworks Festival (Friday & Sat)	ALL AREAS
8 <sup>th</sup> -18 <sup>th</sup> November	Treason - The Musical	Theatre
9 <sup>th</sup> November	Provisional Concert	Palm Court ALL AREAS
10 <sup>th</sup> - 11 <sup>th</sup> November	Little Simz	Palm Court ALL AREAS
16 <sup>th</sup> November	The Streets	Palm Court ALL AREAS
17 <sup>th</sup> -18 <sup>th</sup> November	Jessie Ware	Palm Court ALL AREAS
19 <sup>th</sup> November	Haringey Feast	East Court
23 <sup>rd</sup> November	Provisional Concert	Palm Court ALL AREAS
24 <sup>th</sup> -25 <sup>th</sup> November	The Prodigy	Palm Court ALL AREAS
24 <sup>th</sup> Nov - 7 <sup>th</sup> Jan. 2024	A Christmas Carol: A Ghost Story	Theatre
26 <sup>th</sup> -27 <sup>th</sup> November	Provisional skating event	Ice Rink, East Court, Great Hall
30 <sup>th</sup> November	Ashnikko	Palm Court ALL AREAS
1 <sup>st</sup> December	Provisional Concert	Palm Court ALL AREAS
2 <sup>nd</sup> December	Sleaford Mods	Palm Court ALL AREAS
6 <sup>th</sup> -9 <sup>th</sup> December	Mosconi Cup - 30th Anniversary	Palm Court ALL AREAS
8 <sup>th</sup> -11 <sup>th</sup> December	Peter Pan on Ice	Ice Rink
11 <sup>th</sup> Dec -5 <sup>th</sup> Jan 2024	World Darts Championship	Palm Court ALL AREAS
7 <sup>th</sup> -14 <sup>th</sup> January 2024	Cazoo Masters Snooker Championship	ALL AREAS
8 <sup>th</sup> February	What's Love Got to do with It	Theatre
17 <sup>th</sup> February	Roisin Murphy	Palm Court ALL AREAS

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**MEETINGS OF THE STATUTORY ADVISORY COMMITTEE  
& THE CONSULTATIVE COMMITTEE**

**14 SEPTEMBER 2023**

**Report Title:** Planning Update

**Report of:** Richard Paterson, Director of Finance and Resources

**Purpose:** This report updates the Committees on various planning and development projects and seeks any feedback for recommendations to the Trustee Board.

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

**1. Recommendations**

To note the content of this report and provide any advice or feedback to the Trustee Board.

**2. Executive Summary**

- 2.1 In 2023 the Committees were consulted on proposals to update onsite signage, a new rooftop adventure and repairs to the North East Office Building. This report provides an update on the progress of these projects including the boundary fencing replacement which SAC and CC members were notified about by email.
- 2.2 A new proposal is also set out below for a 150<sup>th</sup> Celebration mural project.
- 2.3 The Committees are invited to consider the information and make any recommendations to the Trustee Board.

**3. Signage Project**

- 3.1 The Trust will be submitting a listed building consent application for new internal signage before the end of the year. The Committees were consulted on the proposals in March 2023 to replace existing signs, mostly back of house, with some additional signs to improving wayfinding.

#### **4. Rooftop Adventure**

- 4.1 Planning and listed building consents were granted in August 2023. The Trust is now in the process of finalising quotes for the landlords works and is in discussions with Wire and Sky regarding the lease arrangements. The teams are working towards a spring 2024 opening.

#### **5. North East Office Building Emergency Repairs**

- 5.1 The Committees were previously consulted on planning and listed building consent applications relating to the North East Office Building Emergency Repair Works project to secure the currently derelict space.
- 5.2 A procurement exercise has been undertaken for the Delivery Phase and, at the time of writing this report, approval was being sought by the Trustee Board to award the contract, subject to the confirmation of Historic England grant funding.
- 5.3 The work is expected to start in October and will take 18 weeks to complete.

#### **6. North Yard Boundary security Fencing**

- 6.1 In July Committee Members were notified of the Trust's intention to submit an urgent application for planning and listed building consent (LBC) for work to replace and reinforce existing fencing around the North Yard. This involves removing the multitude of different fencing types and replacing it with a consistent new fenceline (counter-terrorism recommended). The new fence will be 2.4m in height, with approximately 50% of the fenceline consisting of a tight mesh design to allow light and views through whilst ensuring maximum security is maintained.
- 6.2 The finish will be predominantly powder-coated steel, in dark green. This shade has been selected as it is almost identical to the dark greens that have been applied to the external joinery at the eastern end of the building, granted as part of the East Wing Restoration Project (this heritage colour has precedent at the Palace, and the long-term aspiration is to repaint all external joinery and boundary treatments dark green).
- 6.3 The Friends of Alexandra Park have raised concerns about the potential loss of vegetation and habitats. Due to the urgent nature of the work, the Trust was unable to arrange an independent specialist survey before work started. Creating a secure perimeter is the priority aim of this project, however careful consideration has been given to the impact of the proposal on the setting and listing, with minimal disturbance and only the vegetation climbing/crossing the fence being cleared.

## 7. 150<sup>th</sup> Celebration – East Court Mural

- 7.1 The Trust was successful in its application to The National Lottery Heritage Fund for funding towards a commemorative 150<sup>th</sup> project led by the Creative Learning team.
- 7.2 Working with [The People's Picture](#) founder Helen Marshall, the project will promote collective discussions about peoples' connections to Ally Pally, past and present. People will explore and discuss the legacy of the Park and Palace focussing on topics such as heritage, identity and place, culminating in the creation of a giant photo mosaic which will be displayed in the Palace's East Court. It will also be available to view online as a virtual interactive artwork. the
- 7.3 The giant mosaic will be installed along the north wall adjacent to the Creativity Pavilion. See below for an example mock-up. A decision on which image to use is to be made shortly; we will be applying for listed building consent in the coming weeks.



## 8. Potential Telegraph Poles Proposal

- 8.1 The garden centre tenant has requested a fibre upgrade for their phone line as the existing copper line is no longer supporting their business needs. BT Openreach have surveyed the site and proposed a route (Appendix 1).
- 8.2 The network connection is on the pavement of AP Way opposite the Phoenix B&K. The line would then run underground to the paddock woodlands to an existing telegraph pole. Two new poles would then be required to carry the line over head to an existing pole at the southern end of the garden centre. The poles will be screened by the woodland and avoid the need to cut a 190 metre trench through tree roots. If the project proceeds it is likely to require planning permission so the Advisory Committee are requested to provide their advice.
- 8.3 A wayleave (a right of way granted by the Trust as landowner) will be required and will ensure that any disturbed ground will be reinstated and that the work is scheduled to avoid bird nesting season.

## 9. Legal Implications

- 9.1 The Council's Head of Legal & Governance has been consulted in the preparation of this report and advises as follows:

**Signage Project:** Changes to internal signage only need Listed Building consent if they affect the building as a listed building. Whilst this will need to be addressed on a case-by-case basis, to avoid unnecessary work for both the Trust and the Local Planning Authority it would be as well to obtain advice from the LPA on what, if any, of the proposals it considers needs consent.

**North East Office Building Emergency Repairs** No comments.

**North Yard Boundary security Fencing** No comments.

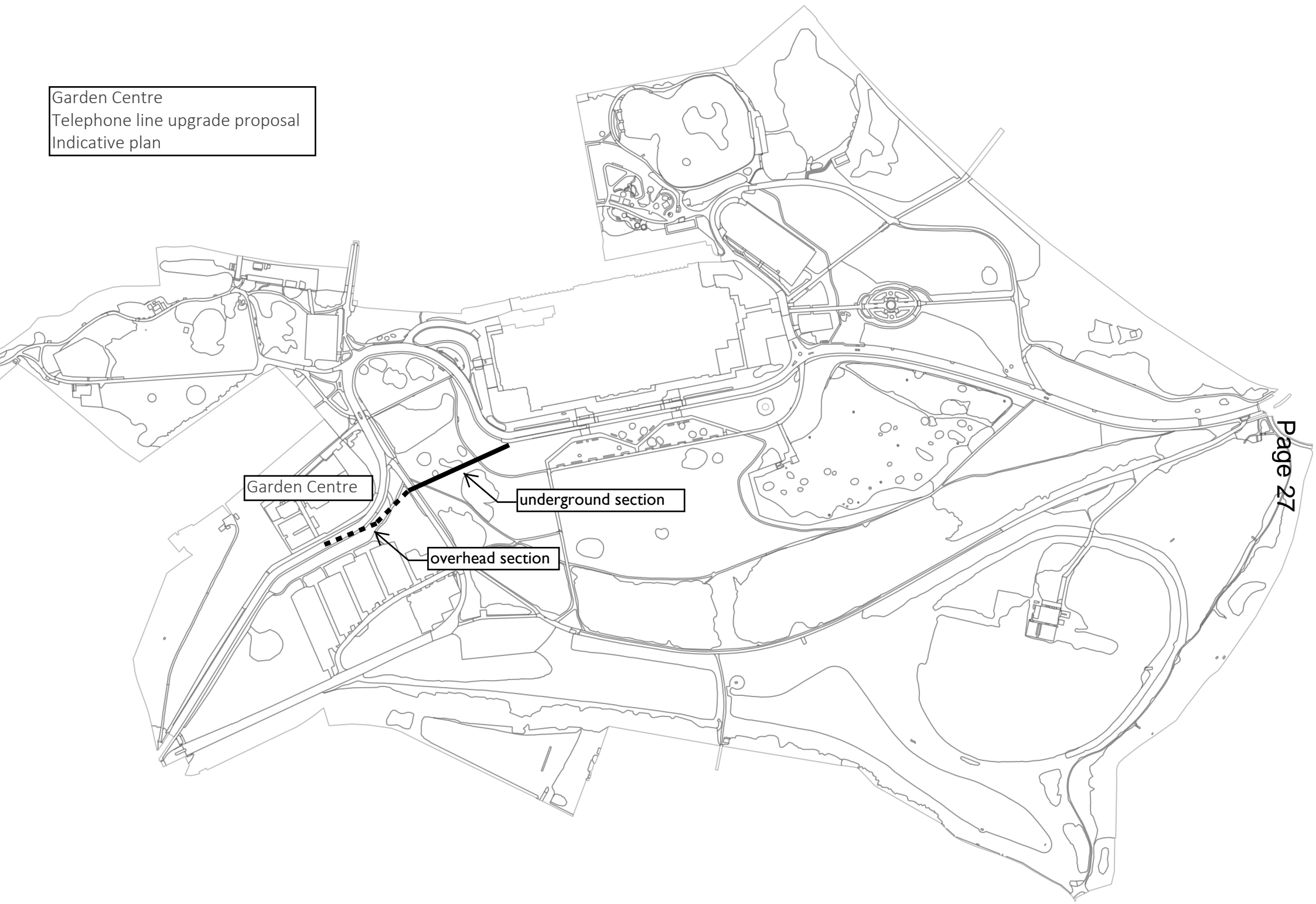
**150<sup>th</sup> Celebration – East Court Mural** As with the signage project, advice needs to be sought although the mock up strongly suggests that the works will need Listed Building consent.

**Potential Telegraph Poles Proposal** The body of the report addresses all pertinent issues, no further comment is necessary.

## 10. Use of Appendices

Appendix 1 – Garden Centre Telegraph Poles Plan

Garden Centre  
Telephone line upgrade proposal  
Indicative plan



Garden Centre

overhead section

underground section

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**MEETINGS OF THE STATUTORY ADVISORY COMMITTEE  
& THE CONSULTATIVE COMMITTEE**

**14 SEPTEMBER 2023**

**Report Title:** Accessibility Policy

**Report of:** Emma Dagnes, CEO

**Purpose:** This report invites the Committees to review the draft Accessibility Policy.

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

**1. Recommendations**

To consider the draft Alexandra Palace Accessibility Policy attached at Appendix 1 and provide advice / recommendations to the Trustee Board.

**2. Executive Summary**

2.1 Following on from Equality, Diversity and Inclusion (EDI) work in 2021 and 2022 the organisation has produced a new Accessibility Policy, which is attached at Appendix 1.

2.2 The Policy has been through internal consultation and the Trust is now seeking feedback from its stakeholders before formally adopting the policy for operational use.

**3. Legal Implications**

The Council's Head of Legal & Governance has been consulted in the preparation of this report and advises that Alexandra Palace Accessibility Policy will assist the Trust and APTL in complying with their statutory duties under the Equality Act 2010.

**4. Use of Appendices**

Appendix 1 – Accessibility Policy (draft)

**5. Background Papers – None**

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## ACCESSIBILITY POLICY

### 1. Purpose

- 1.1 Alexandra Park and Palace Charitable Trust and its trading subsidiary, Alexandra Palace Trading Ltd (APTL), hereafter referred collectively as 'Alexandra Palace' or 'the venue', is committed to continually improving accessibility. The Palace is a 7.5 acre Grade II listed heritage building surrounded by 196 acres of historic parkland and this policy outlines how we are working towards providing a site that is usable for everyone.
- 1.2 We recognise that we have some challenges to overcome because of the historic and protected environment that we manage and in 2020 we released a public statement pledging an on-going commitment to provide the best possible experience for disabled visitors and those who have hearing and mobility difficulties or cognitive accessible requirements.
- 1.3 Alexandra Palace is signed up to the [Department for Work and Pensions Disability Confident Employer Scheme](#) to ensure Alexandra Palace is accessible to all as a place of work and holds the [Attitude is Everything Live Events Access Charter Silver standard](#), creating a commitment to continuously review and develop these standards.

### 2. Scope

- 2.1 This policy underpins the Equality, Diversity and Inclusion (EDI) Policy which sets out Alexandra Palace's approach to unlawful and unfair discrimination as both a provider of entertainment, leisure, and experiences for visitors and as an employer.
- 2.2 Our mission is: enriching lives, through great experiences, for the enjoyment of the public forever and we work to develop quality experiences that meet our visitors' needs including those with a disability (physical or mental), including those that do not identify as having a disability but may still require reasonable adjustments when visiting our site.
- 2.3 Accountability:
  - 2.3.1 The Trustee Board has overall responsibility for ensuring effective policies are in place for compliance with the Equality Act.
  - 2.3.2 The Chief Executive, Executive team, and Senior Management team have day-to-day responsibility ensuring effective implementation of the EDI Policy in their areas of responsibility and all managers are responsible for demonstrating good practice and vigilance in identifying and preventing unacceptable behaviour.
  - 2.3.3 Our People: All staff, including consultants, contractors, agency workers, and volunteers, have a responsibility to uphold the principles of the EDI Policy and for ensuring that this

Accessibility Policy is incorporated into their work activities and in all their dealings with customers, colleagues, and anyone else they come into contact with during the course of their work. This includes events and activities as well as work-related social events.

2.4 Expectations of our people:

- Ensure that a disabled person (customer or co-worker) is not treated less favourably than any other person for a reason relating to the person's disability.
- Not indirectly discriminate against a person by failing to make a reasonable adjustment when a person is placed, or is likely to be placed, at a substantial disadvantage due to their disability– financially or otherwise.
- Implement reasonable adjustments where possible relating to visitors or co-workers (in-house or external) during events and during the day-to-day operations of the Palace and Park.
- Ensure that the venue's accessibility standards are communicated to all clients, outsourced suppliers, and stakeholders and that such standards are abided by.
- Attend Accessibility Awareness training and uphold accessibility standards across their respective teams.
- Ensure that any accessibility concerns or challenges are reported to the Head of Visitor Services.

2.5 This policy covers five specific areas, which are the objectives within our action plan at Appendix 1.

- A. Improving the physical environment and physical accessibility (Section 4)
- B. Increasing accessible provisions and services (Section 5)
- C. Improving communications and information about accessibility (Section 6)
- D. Ensuring that accessibility is seen as a priority across all that we do (Section 7)
- E. Ensuring that events and services are delivered to a high professional standard in relation to accessibility and awareness (Section 8)

**3. Accessibility Requests and Reasonable Adjustments**

- 3.1 Alexandra Palace is committed to making reasonable adjustments for visitors and staff where a disability requires such action. This includes, but is not limited to, adjustments to event layout, infrastructure, entry policy, ticket allocation etc.
- 3.2 Requests made by staff will be handled by Human Resources and the relevant line manager in accordance with the Employee Handbook.
- 3.3 Enquiries from visitors and event customers will be handled by Visitor Services in accordance with this Policy.
- 3.4 If a reasonable adjustment cannot be made, Visitor Services will discuss the matter with the customer, explaining the reasons for not being able to action the request and explore alternative options.
- 3.5 The following factors will determine if reasonable adjustments can be made:
  - If the change is effective
  - If the change is practical

- If there are no financial risks and if there are sufficient financial resources available to make the changes
- The extent of any disruption in day-to-day running of the event, venue, or festival
- If it does not contravene current Health and Safety Laws

## 3.6 Proof of Eligibility

3.6.1 The Visitor Services department is responsible for checking eligibility and authorising or declining accessibility requests, including applications through external ticketing partners. The services that require proof of eligibility are detailed in this policy.

3.6.2 Alexandra Palace accepts the following five types of documentation as proof of eligibility:

- Blue badge
- Access Card
- Assistance Dog Certificate
- PIP Document (what does PIP stand for)
- Doctor's or NHS letter

3.6.3 When providing proof of eligibility, an event customer must also provide proof of ticket purchase.

3.6.4 If a customer is unable to provide the required documentation the matter will be escalated to a Visitor Services Management who will discuss with the customer their requirements before the request can be considered.

## 4. Improving the physical environment and accessibility of Alexandra Palace and Park to increase the number of attendees at events from the disabled community and ensure that customers can physically navigate the site at events and public spaces.

### 4.1 Step Free Access to Spaces

We recognise that the Victorian architecture of the original Park and Palace and Park may have created barriers for those that have physical disabilities, and we are actively aware that not all areas of the Palace are accessible to step free users.

We are committed to providing step free access to all our regular public spaces as per Building Regulations (2010 Part M), these include:

- The Great Hall – music concerts, exhibitions, sporting events, private functions
- The West Hall – catering areas, exhibitions, sporting events private functions
- The Theatre – music concerts, theatre productions, private functions
- The Panorama Room – private functions, Visitor Services
- East Court – public space, catering areas, box office, Visitor Services
- Palm Court – public space (ticketed), Visitors Services, exhibitions.
- The Londesborough Room – private functions, back of house area.
- Ice Rink – Ice Hockey, ice Skating, skating Events, private functions
- Park – open air concerts, festivals, pitch and putt.
- Creative Learning Area – Creative Learning projects
- Phoenix Pub – Catering areas

Where a space is lift accessible, we are committed to maintaining these services, these include:

- Theatre Circle
- Back stage bar

Step free access is included in proposals for future regeneration/ building works. However, where it is not possible to make a pop-up/ temporary space step free accessible, this will be clearly communicated in event information with the reason(s) why this is not possible.

#### 4.2 Drop Down Service Counters

Alexandra Palace prides itself on hosting events for diverse audiences and we want to make all customer service as seamless as possible, regardless of impairments. We are committed to providing a drop-down accessible service as per Building Regulations (2010 Part M) to service areas including Catering units, bars, Visitor Services desks, and box office. Where this is not possible, an accessible service procedure will be put in place and staff will be trained accordingly.

#### 4.3 Accessible Viewing Platforms and Areas

The Great Hall has a 10,000 standing capacity and outdoor event attendance can reach over 50,000. We understand that large crowds can be challenging to navigate and potentially unsafe for some customers with disabilities.

We will provide:

- an accessible viewing platform (or alternative area) at all concerts in the Great Hall and all outdoor events where live music is programmed;
- Step free access will also be available at VIP platforms;
- an accessible viewing platform for Ice Rink and all Haringey Huskies fixtures.

#### 4.4 Designated Accessible Spaces in the Theatre

Due to limited floor space, we are unable to fit an accessible platform in the Theatre, however, designated accessible spaces will be at all theatre events. This will include the front stalls and the circle (via lift access).

The number of accessible spaces will vary between productions due to the event layout. Where a customer's seat is removable (front stalls) we will re-allocate it to an accessible space when requested if feasible. Where this is not feasible, we will communicate this to the customer and offer alternative options.

#### 4.5 Accessible Toilet Provision

Accessible toilets are available in all public areas and close to any event space. We are committed to maintaining these facilities to the specifications of Building Regulations (2010 Part M). Where we have an outdoor event, there will be accessible toilet provision at all designated toilet facility areas. All accessible toilets, general toilets and baby change facilities within the building will feature braille signage provision.

#### 4.5 Changing Places Facility

Alexandra Palace is working towards the installation of a changing places facility on site and expects this to be available by the end of 2023/2024 financial year. This is included in the access development action plan, see appendices I.

## 4.6 Accessible Parking

Accessible parking shall be available on site in the East Court car park during public opening hours for all public events hosted by the venue and can be booked directly via Visitor Services. The location of this provision may change depending on the event's geographical layout will be communicated to customers in advance of the event along with conditions of parking.

In 2023 Alexandra Palace will charge for car parking, however, an allocation of free accessible parking spaces will be available throughout the year. Please see the car parking policy for further details.

## 4.7 Great Hall Concert Parking

Accessible ticket holders for concerts in the Great Hall shall be automatically allocated an accessible parking space in The Grove car park, which is the closest car park to the Palm Court entrance into the Great Hall. This car park will be monitored by staff for the duration of the evening.

## 4.8 Theatre Parking

Accessible Parking for Theatre events will be in the East Court. On events where the East Court car park is out of use, accessible parking will be made available in either the Dives car park or the Pavilion car park, both are a short distance to the East Court entrance.

## 4.9 Festival/ Outdoor Event Parking

The event layout of outdoor events can be very different to the usual site layout, however, we will ensure an allocation of designated accessible parking areas at all outdoor events and shall communicate this to all access ticket holders in advance via event information mailouts and website information.

## 4.10 Accessible Signage

In 2020 we installed braille signage across all toilet facilities within the Palace. However, we recognise that we need to develop this area further to ensure that all customers are able to use the signage and understand the information about onsite provisions.

In 2021 we undertook a site wide signage review and identified multiple areas to be developed. We are committed to work towards installing accessible signage solutions across all required areas of site in line with the guidance from the Sign Design Guide from the JMU and Sign Design Society by the end of financial year 2023/2024. These will be included in the access development plan at appendix I and will include:

- Information Pillars with braille
- Braille for doorways, venues, and services
- Directional braille for navigation

**5. Increasing the accessible provisions and services that are made available to customers on events at Alexandra Palace** to support customers from the disabled community, this relates to support offered from staff as well as the services and materials that are available to support customers in various tasks and situations who have either physical or mental impairments.

**5.1 Dedicated Accessibility Team**

The Visitor Services department is responsible for the wellbeing of our visitors. They also handle enquiries and feedback that we receive via multiple contact points, including a dedicated email address that is exclusively concerned with accessibility.

The Visitor Services Department is responsible for accessibility across the events and activities that we host and handling any escalated accessibility concerns. A team will be available at all public events to address any concerns around accessibility, our services and procedures.

The Visitor Services department are able to make reasonable adjustments where required to accommodate visitors' needs, in line with the relevant health and safety legislation and best practice.

All internal and external matters regarding accessibility will be directed to the Visitor Services Department to address. The Visitor Services Department will be contactable via the following touch points:

- **Email** (all enquiries) – [Visitor.services@alexandrapalace.com](mailto:Visitor.services@alexandrapalace.com)
- **Email** (dedicated for accessibility) – [Access@alexandrapalace.com](mailto:Access@alexandrapalace.com)
- **Telephone** - 020 8365 4343
- **Social media** – Facebooks, Instagram and Twitter, direct message or via comments.
- **Face to Face/ Post** – East Court; Alexandra Palace, Alexandra Palace Way, London, N22 7AY

**5.2 Dietary Requirements**

Most events held at Alexandra Park and Palace operate a strict no food or drink (to be brought in) policy. However, we recognise that medical conditions exist that require special dietary requirements. We are committed to making reasonable adjustments for any customer that has specific dietary needs and will permit them bring food into an event space or public space. In these instances, however, we request that any customer that requires this to contact Visitor Services prior to their visit, to ensure that the appropriate arrangements can be put in place.

**5.3 Medication**

Medication is permitted to be brought into the venue with prior authorisation. However, to ensure that we fully understand the customer needs and any necessary arrangements, we request any customer that requires this to contact Visitor Services prior to their visit. If we feel it is necessary, we will consult our medical team prior to authorisation. Where required, shall store medication for customers for the duration of the event.

**5.4 Assistance Dogs at Events and on Site**



Assistance dogs and users are welcomed on site and may accompany access customers to all events held at Alexandra Palace. We are committed to making reasonable adjustments to ensure that their visit is facilitated as smoothly as possible, in terms of event layout and ticket allocations. The Visitor Services department will offer a dog minding service to the customer if required or requested. We recognise that registered assistance dogs are trained to handle busy social settings and noise, however, the relevant health and safety best practice will be reviewed when considering the positioning of an assistance dog within performance spaces.

Where possible we will request assistance dog users to contact Visitor Services prior to their visit so we can best advise them and discuss specific event information and arrangements. We will request to see a proof of assistance dog certificate for all live event instances.

#### 5.6 Accessible Service Procedure – Service Staff

All service staff across site are expected to be trained in accessible service best practice. This is to alleviate the barrier to service if a drop-down service unit is not available. Furthermore, it will ensure that a faster and dignified service is offered to all our customers that have impairments. Training for accessible service will be given to all staff via mandatory accessibility awareness training. All external catering partners will be briefed and required to demonstrate an accessible service procedure.

#### 5.7 Drinks Delivery Service

During a 10,000 capacity concert bars are positioned in the West Hall (x 2) and the Great Hall (x1). During peak times of the event these services can be busy, and queues can be considerable, especially during the period of 30 minutes prior to the headline act coming on stage. We recognise that this could result in barriers being created for customers that have disabilities, specifically based around navigating large, crowded areas, standing or queuing for a prolonged period. This may cause difficulties to being served, potentially resulting in customers deciding not to take the risk at all. We will provide a drinks delivery service for all customers that are booked onto the accessible viewing platform with a view that this will alleviate the risks and barriers.

#### 5.8 Large Print Bar Menus

Large print bar menus will be a minimum of size 18+ font and will be available to assist visually impaired customers. They will be available at The Great Hall concert bars, phoenix pub and the Theatre bars. The Visitor Services team will also have large print bar menus available to customers and have them to assist facilitating the drinks delivery service for the accessible viewing platform at Great Hall concerts.

#### 5.9 BSL, Captioning, Audio described and Relaxed Performances

We want to ensure that we host performances with content that is accessible to all. We accept that there are limitations to the general event production methods that result in barriers for disabled customers. To remedy these barriers, we are committed to improving our provision of British Sign language (BSL), captioned and Relaxed performances that we host, where possible. As a standard requirement for theatre show runs of 14 + performances, the production house will be required (via contract) to provide a minimum of a BSL/ captioned and audio described performance – 1 of each.

Where there is a run of a children show or 4 week + run we will discuss options to stage a relaxed performance.

We recognise that some theatre shows are heavily dependent on special effects, lighting, and elements of sound which can make staging relaxed performances difficult. Where there are challenges to meet this requirement, we will have engaged conversations with the production house to understand the challenges and workshop any concerns where possible.

### 5.10 Accessible Ticketing

We aim to make the ticket purchasing journey accessible. This covers the booking process, communicating reasonable adjustment requests, how we will protect this allocation, companion tickets and how we can provide additional support for these processes. Accessible ticket allocations will be made available to purchase via the website, telephone, booking requests via email and in-person bookings.

#### 5.10.1 Companion Tickets

Tickets allocated for those who are responsible for providing support to a disabled customer can go by various names across the industry, the tickets that we offer for the provision will be defined as 'Companion Tickets'. This will cover various request needs including medical carers, support workers, nurses, and personal assistants. Alexandra Palace will provide one free of charge companion ticket for all customers that require one. Any customer that requires more than one companion ticket will be directed to apply to the Visitor Services team, who will then review their application and requirements to then make an informed decision.

#### 5.10.2 Theatre Access Ticketing

Accessible ticketing for all theatre events is managed by the Visitor Services and in-house Ticketing Departments. We are committed to providing accessible ticket allocations at all theatre events, known as a designated space for a wheelchair user sold as a ticket (see Section 7.5). Companion tickets will be available by default as part of all accessible ticket purchases.

5.10.3 We recognise that not all customers that have disabilities will purchase accessible tickets and may purchase a general admission ticket. These customers will still be able to apply for a companion ticket by contacting Visitor Services.

5.10.4 Visitor Services will be available to contact to discuss and book accessible ticketing allocations and reasonable adjustment requests. All customers that book accessible tickets will be required to provide a proof of eligibility document once (see 2.1). Once this has been reviewed and confirmed, the customer will then be granted permissions via their linked account on our Customer Relationship Management system to purchase accessible tickets without having to send any further documentation.

### 5.11 Main Hall Events

In 2023, Dice FM Ltd became our ticketing partner selling ticket allocations for Main Hall events on behalf of Alexandra Palace.

We aim for the process for accessible allocations to be consistent across all the events that we host and our ticketing partners are expected to adhere to the same process as defined in Section 5.10 but will be actioned by Dice. Alexandra Palace will monitor the standards of this process being carried out to ensure that it is adhered to.

Dice will be available via phone, email, and telephone to take bookings and manage accessible ticketing allocations. Visitor Services will be available to contact to discuss ticketing allocations and reasonable adjustment requests or event information. Furthermore, they will also action companion ticket requests for any customers that apply.

We are committed to providing a minimum of 58 accessible spaces (see 6.5.1) for all Great Hall concerts and will allocate companion tickets to any ticket holder that has provided the proof of eligibility (see 2.1). Please see 6.5.3 for other event allocation information.

### 5.12 Protecting Accessible Ticketing Allocations

We will endeavour to make sure accessible ticketing allocations go to customers that require them. We are committed to protecting these allocations via a proof of eligibility process. This will be required for the purchase of any accessible ticket or companion ticket request across all events that we host. For more information on the proof eligibility process please refer to Section 3.6 above.

### 5.13 Accessible Ticket Extenuating Circumstances

We recognise that physical and medical conditions and impairments can change and result in a customer no longer being able to attend an event. We are committed to reviewing all extenuating circumstances that may result in this occurrence and the offer the following possible actions:

- Exchange to another date of the same show, free of charge (no exchange fee's).
- Credit on their account to be redeemed on another event.
- The option to re-sell their ticket and assistance in prioritising this re-sale.
- Full refund

All cases will be reviewed by Visitor Services Management and the appropriate options will be discussed with the customer. In some situations, we may ask for additional evidence such as a doctor's note if deemed appropriate.

### 5.14 VIP and Event Presales

An initial allocation of accessible tickets will be made available on all event pre-sales. Most of the allocation will be reserved for the general pre-sale so those that do not have access to the pre-sale have opportunity to purchase accessible tickets. Where a VIP package is available, we are committed to issuing free companion tickets to a VIP if a customer requires this and has provided proof of eligibility.

### 5.15 Ticket Resales

Accessible tickets will be available for re-sale in the same methods and platforms that general admission tickets if this service is offered for that event. We are committed to re-allocating an accessible ticket to a general admission ticket to assist the customer in

selling the ticket if this is requested and within a 72-hour period of the event. If the ticket is not sold, Alexandra Palace is not liable for this.

## 5.16 Hearing Loop/Assistance

Hearing loop assistance services will be available from Visitor Services in the East Court and be available for all Theatre productions. Furthermore, dedicated hearing loops will be available at Visitor Services in Palm court, The Ice Rink reception and Palm Court Box office.

## 5.17 Wheelchair Hire

The site has a large geographical area which may be a barrier for some customers that have limited mobility. We want to ensure that this barrier is minimised as much as possible. The Visitor Services department will have a limited number of wheelchairs available for customers to hire that will be free of charge at all events and during day to day opening hours. Furthermore, this service will act as additional support for welfare needs if any injury is sustained on site and a customer requires wheelchair provision. The Wheelchairs will be routinely safety checked by Visitor Services prior to every event taking place and being offered to customers.

## 5.18 Early entry

We recognise that coming to a large events venue for the first time may be challenging for some customers who have disabilities. We understand that offering a service to bypass large crowds or enter the venue earlier via a different route to understand the layout and access routes can make a difference. We are committed to offering an early entry service on a case-by-case basis to customers that require it. All applications will be reviewed by Visitor Services who will make an informed decision based on need and requirements. Early entry will only be permitted via the accessible entrance and to the Palm Court foyer only.

## 5.19 Touch Tours

We want diverse audiences to be able to enjoy all our theatre productions. We recognise the importance of offering touch tours for customers that are visually impaired. We are committed to offering touch tours to all customers that require it. These will include where possible:

- Access to feel the props to assist in the understanding of the performance.
- A tour of the performance space and surrounding areas.
- A question and answer with a member of the production team.

Due to the nature of organising a touch tour, requests will need to be made a minimum of 4 weeks prior to the event taking place, unless it is an audio described performance. We will not be able to guarantee a touch tour can take place if a request is not made within this time frame.

## 5.20 Familiarisation Tours

We are committed to offering a familiarisation tour of all event spaces prior to the event taking place for all customers that require it. All requests will be reviewed and conducted by Visitor Services and include the following areas:

- Access routes
- Toilet facilities
- Bars and catering areas
- Performance space

Staff will be briefed on the relevant information to provide on the tour. Only staff that are trained in accessibility awareness training will be able to conduct the tours and will be overseen by Visitor Services management.

## 5.21 Welfare Space

For all main space concerts, we will set up a designated welfare space. This space will be managed by Visitor Services staff. The space will be an isolated space from the event and a designated area for people to come “chill out” and relax. This service is targeting to those with disabilities. Furthermore, people who have been discharged from the medical area can be advised by the medical team to use this service if deemed appropriate i.e. they are intoxicated and need some time to gather themselves before re-entering the event or leaving.

## 6. **Improving the communications and information that is available about accessibility at Alexandra Park and Palace and the events that we host.** This will cover the specifics of how we utilise marketing, our ticketing offer, and use technology to reach customers who have mental or physical impairments. It will also cover the accessibility information that we provide about events and the resources we offer that will support customers who are attending an event or visiting site.

### 6.1 Dedicated Accessibility page

We want to be clear and transparent with all the information that is offered about Alexandra Palace and Park and the events that we host. We recognise that there is a need for specific information in relation to accessibility to be available for all who are considering visiting or are visiting the site or attending an event. We are committed to having a dedicated accessibility page available on our website and available via the event booking pages. This page will include resources and information that will offer support about the services, procedures and policies available at Alexandra Palace and Park.

#### 6.1.1 Online Resources for Accessibility

The following online resources will be made available, they will be reviewed and updated regularly:

- Visual Journey Guides – Including travel information
- Accessibility Map (Site)
- Accessibility Map (Site, Colour impaired)
- Easy Read Materials
- General Accessibility Page and Information
- Accessibility Policy
- Alexandra Palace accessibility statement

We recognise that we do not have information as an audio format available on our website. We are committed to providing audio information of all key venue,

ticketing and accessibility information, this will be included in the accessibility development action plane (see appendices).

## 6.2 Strobe, Haze and Special Effects Warnings

Special effects are very common at events that Alexandra Palace and Park host. We recognise that this can pose a risk and barrier to customers that have specific disabilities. We are committed to issuing special effects warnings via information send outs, online event information and onsite signage to ensure that all who attend events are informed accordingly in advance of their visit. The Visitor Services team will be available for all customers that wish to discuss further information or concerns on the day of the event.

## 6.3 Video Content and Captioning

All published marketing video content via social media or the website will include captions and subtitles.

## 6.4 Website Functionality

In 2022 we undertook an accessibility review of the Alexandra Palace website. We have identified that functionality of the website can be improved in areas to reach more diverse audiences and that event information and resources can be accessed by those that have specific disabilities. We are committed to undertaking an annual review of the accessibility page and its information as well as working towards making the website compatible with zoom text and screen reader software where applicable. This will be included in the accessibility development action plane (see appendices).

## 7. **Ensuring that accessibility is seen as a priority across all that we do and it considered accordingly in organisational policy and procedures.** This will cover which role leads on accessibility development and policy within the organisation and the way in which accessibility is written into wider organisational policy and departmental procedures.

### 7.1 Head of Accessibility (Access Officer)

The Head of Visitor Services acts as the organisation's lead person for accessibility. The role is responsible for ensuring that the Palace and events are as accessible as is feasible and that procedures/ policies that are concerned with accessibility are followed. Furthermore, the position is responsible for developing accessibility operationally and within any administrative areas – this includes clients, partners, and customers. They will lead on any projects that are concerned with accessibility and address any escalated issues. Furthermore, they will advise departments on accessibility areas. Any memberships and partnerships based around accessibility will be led on by the Head of Visitor Services.

### 7.2 Recruitment

Alexandra Palace and Park is committed to making reasonable adjustments for all applicants, interviews, and recruitment processes in relation to accessibility as set out in our recruitment, EDI and associated policies.

### 7.3 Volunteering

Alexandra Palace provides volunteering opportunities across all business areas. We want these opportunities to be available for all, and are committed to making reasonable adjustments for any applicant that wishes to volunteer with us will state this commitment on our website to advertise this.

## 7.4 Health and Safety

Accessibility will be considered within all health and safety matters regarding policy and procedures. Customers with disabilities will be included within evacuation plans and risk assessments in relation to all public and event spaces. Special consideration will be given to those who are wheelchair users, are hearing impaired or require additional support. Evacuation policies are described within relevant health and safety policies that are reviewed and updated regularly to include disabled visitors.

All reasonable adjustment requests will be subject to the relevant health and safety legislation and best practice. Where a reasonable adjustment cannot be made due to health and safety restrictions, the requestee will be notified and offered an alternative option if possible.

## 7.5 Clients, Partners, and Promoters

For our events and spaces to be accessible to all and to ensure that the accessibility services are continuously available we will ensure that our accessibility standards and procedures are clearly communicated to all stakeholders that work at Alexandra Palace, this relates to music promoters, corporate partners, and private clients. We recognise that there must be consistency across all areas of the business to reach our targets of accessibility.

There will be detailed accessibility standards written in promoter and client contracts, these will include but are not limited to;

### 7.5.1 Great Hall Concerts

- The inclusion of an accessible viewing platform as part of the selling allocation.
- An accessible ticket allocation of 30 to be sold via Ticket partners and the venue.
- A accessible platform allocation of 60 spaces.

### 7.5.2 Theatre Events

- The requirement to provide large print programmes on request within a 2-week request time frame.
- For show runs of 14+ performances to provide a minimum of 1 performance of accessible performances of both captioned/BSL and audio described.
- For children show runs and 4 week + runs, a discussion around staging a relaxed performance.
- For seated shows - 7 accessible spaces + companion ticket allocations.
- For standing shows – 1 accessible space in the circle, 5 ambulant allocations and 4 accessible spaces on the floor.
- The flexibility to issue companions anywhere in the seating plan if required free of charge.

### 7.5.3 All Events

- A dedicated accessible entrance

- An accessible ticket allocation to be sold – numbers negotiated and reviewed per event type -Sport, exhibition etc.
- Free companion tickets for customers that have accessible tickets or request them via Visitor Services.
- The requirement to finance BSL interpretation requests within a 6-week request period.
- Request for any accessible requirements and reasonable adjustment for artists and crew.
- To advertise our Visitor Services team as being contactable for Accessible needs.

### 8. **Ensuring that Alexandra Palace staff are delivering events and services to a high professional standard in relation to accessibility.** This includes planning approaches to how we will ensure all staff have a professional understanding of accessibility and how we ensure accessibility standards are delivered and maintained across site.

#### 8.1 Disability Equality Training

We recognise it is important to equip all staff that work across all areas of the organisation to have a professional understanding and awareness of accessibility. We are of the view that the more understanding we have, the more likely it is that we will avoid creating barriers for visitors that have impairments and handle issues relating to accessibility better. We are committed to providing Disability Equality training to all members of staff across the organisation, this includes the executive team and senior management. This training is mandatory for all staff at Alexandra Palace. Furthermore, as part of our commitment, we will require all stake holders, partners, and agency staff management to complete said training. All Visitor Services staff that have duties of answering phones will receive training in handling calls that are made via assisted services.

#### 8.2 Visitor Feedback

We recognise that the best way for Alexandra Palace and Park to continue to develop and improve its accessibility is to listen to feedback and lived experiences from the disabled community. We are committed to offering regular feedback initiatives to empower communities to directly feedback to us regarding our accessibility standards and services. Methods to capture this feedback will include:

- Surveys based on accessibility.
- Secret shops organised by accessibility led organisations.
- Feedback via email, social media, and complaints.
- Face to face feedback on events to staff from visitors.

The Head of accessibility will be responsible for correlating all feedback and considering it accordingly.

#### 8.3 Commitments to Memberships

Alexandra Palace and Park wants to actively work with industry leading charities and organisations that are concerned with accessibility. Furthermore, we want to push the message out to the industry that we are an accessible venue. We have committed to membership with accessibility lead charity Attitude is Everything and recognise working through their charter of best practice as a priority for the organisation. In 2020 we achieved the Silver statues award for our development work on accessibility, we are



committed to becoming a Gold status venue. This will be lead on internally by the Head of Visitor Services. Furthermore, this has been written into our EDI action plan to make the Palace and Park accessible to all, and as such, have committed to the Governments disability confident employer scheme.

#### 8.4 Access to culture

We work with the Haringey Culture Network, funders and partners to increase access to and engagement with cultural activities particularly for individuals and groups would not normally participate or do not consider the arts and culture to be 'for them'.

### 9. **Associated documentation and further information**

- Health and Safety Policy
- HR and Recruitment policy
- Equality, Diversity and Inclusion Policy and Action plan.
- Car parking policy

### 10. **Data protection**

Alexandra Palace processes personal data as part of recording and responding to applications in accordance with its data protection policy. The organisation has in place arrangements to ensure that personal data is held securely and accessed by, and disclosed to, authorised individuals only. Inappropriate access or disclosure of personal data constitutes a data breach and should be reported in accordance with the organisation's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the organisation's disciplinary procedure.

**11. Equality**

Alexandra Palace is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, sex, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief, responsibilities for dependents, age, physical/mental disability or offending background.

**12. Status of policy**

The policy will be reviewed on an ongoing basis to reflect changes in the law, demographics and internal business requirements.

<b>Date</b>	<b>Version</b>	<b>Author</b>	<b>Amendments</b>
June 2023	VI	Head of VS	<i>Approved by ELT</i>

DRAFT

## Appendix I: Accessibility Development Action Plan - April 2023 to April 2024

### Objective Areas:

- A. Improving the physical environment and accessibility of Alexandra Palace and Park to increase the number of attendees at events from the disabled community.
- B. Increasing the accessible provisions and services that are made available to customers on events at Alexandra Palace.
- C. Improving the communications and information that is available about accessibility at Alexandra Park and Palace and the events that we host.
- D. Ensuring that accessibility is seen as a priority across all that we do, and it considered accordingly within organisational policy and procedures.
- E. Ensuring that Alexandra Palace staff are delivering events and services to a high professional standard in relation to accessibility and awareness.

No	Area	Target	Strategies	Outcomes	Timeframe	Progress
1	A	Install a site wide wayfinding signage solution that has dedicated accessible signage.	We will look to use the criteria from the sign design guide to identify a signage solution across site. All way finding signage will need to accessible signage provision included. Areas will include general way finding, toilets and venue/ place names.	A suitable signage solution installed in all public areas of the Palace. To include an accessible wayfinding	To be complete by January 2024.	
2	A	Install a registered changing places facility at Alexandra Palace and Park.	We will conduct a feasibility study and fund-raising strategy to identify a suitable area and funds to install a working facility. We will consult with the council, muscular dystrophy and specialist changing places providers to deliver the project.	Have a registered changing places facility available on site.	To be complete by September 2023	
3	B	Ensure that new ticketing partner Dice offer accessible ticketing provisions to the required standard as per this policy.	We will consult with Dice ticketing and offer workshop and training sessions. The Head of Visitor Services will monitor to service offered and the way in which it is carried out. All accessible ticketing policies will be clearly communicated to Dice in advance of all on-sales. The Visitor Services department will offer support on handling any reasonable adjustment requests and escalated issues.	Complete a full year of partnership with Dice with them delivering to a robust standard of practice and fully implementing the required policies and practices.	To be reviewed May 2024	

No	Area	Target	Strategies	Outcomes	Timeframe	Progress
4	C	To have key information readily available on the website as an audio file.	We will explore options to create playable audio files to be made available on our website of key information.	To have listenable audio files of key information available on our website including venue information, FaQ's, accessibility, ticketing and terms and conditions.	To be complete by September 2023	
5	D	To have accessibility considered where applicable on all policy, procedures and event set up (via promoters etc).	We will look to review policy across site to ensure that accessibility has been considered accordingly and amend any findings where required. We will set high standards and communicate them with partners, contractors and promoters that use Alexandra Park and Place as per the information in this policy and hold them accountable if required.	To have robust methods of communicating accessibility standards to all partners and take a accountability approach.  To have accessibility considered in all policy that is concerned with Alexandra Palace and park where applicable.	Progress to be reviewed April 2024	
6	E	To ensure that all staff that work at Alexandra Palace and Park and close partners have an understanding of accessibility and uphold the standards set out in this policy.	Accessibility awareness training is mandatory a part of working at Alexandra Palace and Park.  We will explore ways in which we will break down this training within different departments.  The executive leadership team will take a leading role in holding departments accountable for accessibility standards.	Have a strong and consistent understanding of accessibility awareness across all departments.	Progress to be reviewed April 2024.	
7	All	Achieve industry recognised Gold accessibility status from Attitude is everything.	We will consult with Attitude is Everything	Be a Gold Status awarded venue.	To be complete by end of March 2024.	