

NOTICE OF MEETING

ALEXANDRA PALACE AND PARK BOARD

**Tuesday, 16th July, 2019, 7.30 pm - The Londesborough Room,
Alexandra Palace Way, Wood Green, London N22 7AY**

Members: Councillors Anne Stennett (Chair), Eldridge Culverwell (Vice-Chair), Dana Carlin, Nick da Costa, Bob Hare and Sarah Williams

Co-optees/Non Voting Members: Jason Beazley (Three Avenues Residents Association (TARA)), Duncan Neill (Muswell Hill and Fortis Green Association), Val Paley (Palace View Residents' Association) and Nigel Willmott (Friends of the Alexandra Palace Theatre)

Quorum: 3

1. **FILMING AT MEETINGS**

Please note that this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Although we ask members of the public recording, filming or reporting on the meeting not to include the public seating areas, members of the public attending the meeting should be aware that we cannot guarantee that they will not be filmed or recorded by others attending the meeting. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on. By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

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

2. **APOLOGIES FOR ABSENCE**

3. **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 at items 13 & 23 below)

4. **DECLARATIONS OF INTERESTS**

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. QUESTIONS, DEPUTATIONS OR PETITIONS

To consider any questions, deputations or petitions received in accordance with Part 4, Section B29 of the Council's Constitution.

6. MINUTES (PAGES 1 - 4)

To confirm the unrestricted minutes of the Alexandra Palace and Park Board held on 30 April 2019 as an accurate record of the proceedings.

7. APPOINTMENTS TO COMMITTEES (PAGES 5 - 10)

This report updates the Board on the memberships of the Advisory and Consultative Committees for 2019/20 and seeks Board approval of 2019/20 recommended appointments to the Finance, Risk, Resource and Audit Committee (FRRAC), the Alexandra Palace Trading Limited Board (APTL) and Programme Board Members.

8. ANNUAL REVIEW OF TRUSTEES' REGISTER OF INTERESTS (PAGES 11 - 16)

The appendix to this report collates all declared personal interests of Trustees and identifies any conflicts that may arise. New/ changes to declared interests are marked with an asterix.

9. REPORT FROM THE CHAIR OF THE FINANCE, RISK, RESOURCE AND AUDIT COMMITTEE (FRRAC) (PAGES 17 - 28)

This report highlights relevant considerations of the FRRAC at its meeting on 29th January 2019 and makes recommendations to the Board.

10. TRUST FINANCIAL RESULTS (PAGES 29 - 38)

This paper sets out the financial position of Alexandra Park and Palace Charitable Trust for April 2019 including the annual forecast of incoming and outgoing resources.

11. CEO'S REPORT (PAGES 39 - 44)

This report updates the Board of Trustees on current issues and projects at Alexandra Park and Palace. It also provides additional information on the events programme and a range of activities of the Charitable Trust.

12. COMPLAINTS ANNUAL REPORT (PAGES 45 - 46)

To inform the Board of the complaints received in 2018-19 and provide assurance that complaints are investigated and appropriate action taken to prevent recurrence.

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

14. FUTURE MEETINGS

15 October 2019
14 January 2020
10 March 2020

15. EXCLUSION OF THE PUBLIC AND PRESS

Items 16-23 are likely to be subject of a motion to exclude the press and public from the meeting as they contain exempt information as defined in Section 100a of the Local Government Act 1972; Para 1, Para 2, Para 3 and Para 5.

16. MINUTES (PAGES 47 - 48)

To confirm the exempt minutes of the Alexandra Palace and Park Board held on 30 April 2019 as an accurate record of the proceedings

17. EXEMPT - APPOINTMENTS (PAGES 49 - 50)

18. EXEMPT - GOVERNANCE UPDATE (PAGES 51 - 56)

19. EXEMPT - CCTV REQUEST (PAGES 57 - 70)

20. EXEMPT - DRAFT TRUSTEES ANNUAL REPORT AND ACCOUNTS (PAGES 71 - 126)

Cover report to follow

- 21. EXEMPT - APTL CHAIR'S REPORT (PAGES 127 - 128)**
- 22. EXEMPT - TRUST FINANCIAL RESULTS (PAGES 129 - 130)**
- 23. ANY OTHER EXEMPT BUSINESS THE CHAIR CONSIDERS TO BE URGENT**

Felicity Foley, Acting Committees Manager

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Bernie Ryan

Assistant Director – Corporate Governance and Monitoring Officer

River Park House, 225 High Road, Wood Green, N22 8HQ

Monday, 08 July 2019

**MINUTES OF THE MEETING OF THE ALEXANDRA PALACE AND
PARK BOARD HELD ON TUESDAY, 30TH APRIL, 2019, 7.00 -
9.10 pm**

PRESENT:

**Councillors: Anne Stennett (Chair), Sarah Williams (Vice-Chair),
Dana Carlin, Erdal Dogan, Bob Hare, Val Paley and Nigel Willmott**

349. FILMING AT MEETINGS

Noted.

350. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor da Costa, Jason Beazley and Duncan Neill.

351. URGENT BUSINESS

There was one item of urgent business – Chief Executive Officer's report, which was not included when the agenda was published. This report would be considered under agenda item 10.

352. DECLARATIONS OF INTERESTS

Councillors Stennett, Williams, Carlin and Hare declared that:
"As Directors of APTL, they took part in the APTL Board's consideration of the Kaleidoscope Year 2 business case on 25 April. These Director / Trustee Board Members have agreed ahead of the meeting that the declarations do not constitute a prejudicial interest as the reports contain different recommendations and the Trustee Board will be considering the report with the best interests of the Charity in mind.

353. QUESTIONS, DEPUTATIONS OR PETITIONS

None.

354. MINUTES

RESOLVED that the minutes of the meeting held on 4 March 2019 be approved as a correct record.

**355. REPORT FROM THE CHAIR OF THE FINANCE, RISK, RESOURCE AND AUDIT
COMMITTEE (FRRAC)**

Councillor Williams introduced the report as set out.

RESOLVED that the FRRAC recommendation that the Board approve the 2019-20 Trust Budget, subject to the inclusion of a 12 month cash flow projection and a fundraising target be noted.

356. 2019-20 BUDGET

Dorota Dominiczak, Director of Finance and Resources – Alexandra Palace, introduced the report as set out.

In response to a question from the Board, Louise Stewart confirmed that the level of detail provided in the budget notes (appendix two), 'Trust Overheads' would not be produced in the public domain in future as there was a risk that individual salaries could be identified.. The Finance, Risk and Audit Committee would still receive the detailed notes.

RESOLVED that the Trust Budget for financial year 2019/20 be approved.

357. TRUST FINANCIAL RESULTS

Dorota Dominiczak, Director of Finance and Resources – Alexandra Palace, introduced the report as set out.

In response to a question from the Board, Louise Stewart commented that the main concerns for APTL in relation to Brexit would be the ability the potential, increase in costs of labour, goods and services and potentially attracting and retaining staff.. There were some concerns over supply of goods and services, although there were no immediate worries.

RESOLVED that the financial performance of the Trust be noted.

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

Louise Stewart, Chief Executive Officer – Alexandra Palace, introduced the report as set out. A key update to note was in relation to the recruitment of independent directors. Over 80 applications had been received.

RESOLVED that the content of the report, including the closure of Alexandra Palace Way from 10am on Friday 5 July until 5am on Monday 8 July for the Red Bull event be noted.

359. FUTURE MEETINGS

NOTED as:

17 June 2019

12 September 2019

3 December 2019

4 February 2020

360. EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED that the press and public be excluded from the meeting during the consideration of items 13-19 as they contained exempt information as defined in Section 100a of the Local Government Act 1972; Para 3 - information relating to the business or financial affairs of any particular person (including the authority holding that information).

361. MINUTES

RESOLVED that the exempt minutes of the meeting held on 4 March 2019 be approved as a correct record.

It was noted that the draft exempt minutes had been mistakenly published as part of the SAC-CC agenda pack for 25 April 2019.

362. EXEMPT - DRAFT APTL LICENCE

Louise Stewart, Chief Executive Officer – Alexandra Palace, introduced the report as set out. The Board were asked to provide comments on the draft licence, before the final document was submitted for approval. APTL was not a tenant or leaseholder, it would be given permission to use the building by the Trust. It was therefore a user agreement or 'licence'. The use of the theatre was included in the licence.

Members queried whether there was any mechanism for the Board to refuse any applications for uses of certain areas for licensable activities, and they were advised that there would be a review process in place, and members could raise any concerns in relation to overuse of certain areas. It was important for the Board to note that their role should be strategic, and not to approve individual applications. It was suggested that the references to 'parkland' be amended to 'outdoor' as it could be misinterpreted that the park would become a privatised commercial space.

RESOLVED that the report be noted.

363. EXEMPT - DRAFT COST SHARING AGREEMENT

Louise Stewart, Chief Executive Officer – Alexandra Palace, introduced the report as set out. The table at page 101 of the agenda pack set out the methodology for the basis of cost share. These costs could change over time, and appropriate review dates had been built in. A key point was that ordinarily a Trust would recharge the Trading subsidiary, but as the costs are recharged in both directions between the Trading Company and Trust, a sharing agreement was more appropriate.

RESOLVED that the draft cost sharing agreement be approved.

364. EXEMPT - TRUST FUNDRAISING REPORT

RESOLVED that the report be noted.

365. EXEMPT - KALEIDOSCOPE YEAR 2

RESOLVED that the report be noted.

366. EXEMPT - APTL CHAIR'S REPORT

RESOLVED that the report be noted.

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

None.

CHAIR: Councillor Anne Stennett

Signed by Chair

Date



ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD

16th July 2019

Report Title: Appointments to Committees

Report of: Louise Stewart, Chief Executive Officer, Alexandra Park and Palace Charitable Trust (APPCT)

Contact Officer: Natalie Layton, Executive Assistant and Charity Secretary, APPCT
Email: Natalie.layton@alexandrapalace.com , Telephone: 020 8365 4335

Purpose: *This report updates the Board on the memberships of the Advisory and Consultative Committees for 2019/20 and seeks Board approval of 2019/20 recommended appointments to the Finance, Risk, Resource and Audit Committee (FRRAC), the Alexandra Palace Trading Limited Board (APTL) and Programme Board Members.*

Local Government (Access to Information) Act 1985

N/A

1. Recommendations

- 1.1 To note membership of the Alexandra Park and Palace Statutory Advisory Committee (**Appendix 1**);
- 1.2 To note the membership of the Alexandra Park and Palace Consultative Committee (**Appendix 2**);
- 1.3 *Relating to FRRAC*
 - 1.3.1 To nominate and agree 4 Trustee Board Members to sit on the Finance, Risk, Resource and Audit Committee (FRRAC) in 2019/20;
 - 1.3.2 To approve the appointment of Candidate 1 as Independent Member of FRRAC for a 3-year term of office, with the option of extending for a further 3 years;
 - 1.3.3 To appoint the FRRAC Chair;
- 1.4 *Relating to APTL:*
 - 1.4.1 To nominate and agree 4 Trustee Board Members to act as Company Directors of the Alexandra Palace Trading Limited Board (APTL);
 - 1.4.2 To approve the appointment of Candidate 2 and Candidate 3 as Non-Executive Directors each for a 3-year term of office, with the option of extending for a further 3 years;
 - 1.4.3 To appoint the Chair of the APTL Board;
- 1.5 To appoint 2 Board Members to the Programme Board;
- 1.6 To appoint a Board Member as Lead Safeguarding trustee.

2. Introduction/ background

- 2.1 The voting members of the Alexandra Park and Palace Charitable Trust Board are appointed by Haringey Council, the Corporate Trustee of Alexandra Park and Palace Charitable Trust.
- 2.2 The Board may appoint up to four of its voting members (who are representatives of the Corporate Trustee) to the board of the Charity's trading subsidiary, APTL.
- 2.4 The Statutory Advisory Committee was established by the Alexandra Park and Palace Act, 1985, and membership consists of:
 - eight members appointed by Haringey Council, 6 of whom shall be elected councillors of the areas (wards) neighbouring Alexandra Park and Palace (APP);
 - 6 members nominated by local residents' associations who meet the criteria stated within the Act.
- 2.5 Haringey Council has constituted a Consultative Committee of up to 30 members of local groups that meet specific criteria. The Council Members of the Trustee Board are also appointed to the Consultative Committee.
- 2.6 Since the membership of the SAC, CC, APTL and FRRAC were last reported in 2018/19 there has been a change in the elected membership of the Council, resulting in new Board Trustees as listed in the appendices.

3. Advisory Committee

- 3.1 The representatives on the Advisory Committee must represent residents' associations in one or more of the following wards: Alexandra, Bounds Green, Fortis Green, Hornsey, Muswell Hill, Noel Park.
- 3.2 The associations must be open to all residents in the areas and must have written constitutions, a minimum of 50 households in their memberships and meet regularly.
- 3.3 Haringey Council administrates the Committee and therefore confirms the Advisory Committee members each year and receive the minutes of the associations' AGMs (annual general meetings), 2019/20 members are listed at **Appendix 1**.

4. Consultative Committee

- 4.1 The Consultative Committee comprises the Alexandra Palace and Park Board and up to 30 community representatives.
- 4.2 Currently 16 community representatives sit on the Consultative Committee.
- 4.3 Haringey Council administrates the Committee and therefore reviews its membership annually and 2019/20 members are listed at **Appendix 2**.

5. FRRAC

- 5.1 The Finance, Risk, Resource and Audit Committee is appointed by the APPCT Board from amongst its members and shall consist of no less than three members.
- 5.2 In 2018/19 the FRRAC membership consisted of: Cllrs Sarah Williams (Chair), Anne Stennett, Dana Carlin, Bob Hare and independent member Rick Wills, who steps down in July 2019.
- 5.3 At its meeting on 4th March the Board agreed to appoint an independent FRRAC member, with appropriate expertise following the Board's approval of the role description and selection process.
- 5.4 The Recruitment Panel consisted of: Cllrs Sarah Williams and Anne Stennett, Rick Wills and Director of Finance and Resources, Dorota Dominiczak, with observers: Head of HR, Catherine Solomon and CEO, Louise Stewart. 11 candidates were shortlisted and 5 were interviewed in June with an offer of appointment made to the successful candidate subject to Board approval (recommendation 1.3.2 above). The candidate's details are provided to Trustees at exempt agenda item 19 on this agenda.
- 5.5 FRRAC were informed of the offer of appointment at its meeting on 18th June 2019.

6. APTL

- 6.1 The APTL Memorandum and Articles of Association state the maximum number of directors shall be eight and the minimum two comprising:
- Up to four trustees of the Charity;
 - One employee of the Company
 - One officer of the Council
 - Two others who are not officers or members of the Council or employees or trustees of the Charity (Non-Executive Directors (NEDs)).
- 6.2 The current APTL Company Directors, as appointed by the Board in 2018/19 are:
- | | |
|----------------------------|---|
| Trustee Directors: | Cllrs: Stennett (Chair), Carlin, Williams, Hare |
| Council Employee Director: | Louise Stewart |
| APTL Employee Director: | Emma Dagnes |
| Non-Executive Director: | Rick Wills |
- 6.3 At its meeting on 4th March the Board agreed the updated role description for the APTL NED and a recruitment process for the appointment of 2 APTL NED's. The Board also agreed to extend the term of office of the existing NED for 4 months.
- 6.4 The NED Recruitment Panel consisted of Cllr Nick da Costa (Chair), Cllr Stennett, Emma Dagnes and Rick Wills, with observers: Head of HR, Catherine Solomon and CEO, Louise Stewart. The advert for the NED role received more than 120 applications and further to shortlisting, interviews were held in June. Two offers of appointment were made, subject to Board approval (recommendation 1.4.2 above). The candidates' details are provided to Trustees at exempt agenda item 19 on this agenda.
- 6.5 The APTL Board of Directors were notified of the proposed appointments at their meeting on 18th June 2019.

7. Programme Board

- 7.1 The Programme Board is a sub-committee of the Trust Board, which oversees the major restoration and capital works projects and consists of two Trustees and a Council Planning officer and Finance Officer. In 2018/19 the Trustee Members of the Programme Board were Cllrs Anne Stennett and Bob Hare.

8. Trust Board

At its annual general meeting on 20th May 2019 Haringey Council, the Corporate Trustee, appointed Councillors: Dana Carlin, Nick da Costa, Eldridge Culverwell, Bob Hare, Anne Stennett (Chair) and Sarah Williams (Vice Chair) to the Trustee Board.

9. Legal Implications

- 9.1 The Council's Assistant Director of Corporate Governance has been consulted in the preparation of this report, and has no comments.

10. Financial Implications

- 10.1 The Council's Chief Financial Officer has been consulted in the preparation of this report, and has no comments.

11. Use of Appendices

Appendix 1 – List of 2019/20 SAC members & CC members

Appendix 1

STATUTORY ADVISORY COMMITTEE MEMBERSHIP 2019/20**Advisory Committee Nominated Members of:**

Alexandra Residents Association
 Bounds Green and District Residents Association
 Muswell Hill and Fortis Green Association
 Palace Gates Residents Association
 Palace View Residents Association
 The Rookfield Association
 Three Avenues Residents Association
 Warner Estate Residents Association

Jane Hutchinson
To be confirmed
 John Crompton
 Kevin Stanfield
 Elizabeth Richardson
 David Frith
 Jason Beazley (Chair)
 Jim Jenks (Vice-Chair)

Appointed Members:

Alexandra Ward
 Bounds Green Ward
 Fortis Green Ward
 Hornsey Ward
 Muswell Hill Ward
 Noel Park Ward
 Council-wide Member
 Council-wide Member

Councillor Josh Dixon
 Councillor Yvonne Say
 Councillor Justin Hinchliffe
 Councillor Elin Weston
 Councillor Scott Emery
 Councillor Khaled Moyeed
 Councillor Lucia das Neves (Joint SAC/CC Chair)
 Councillor James Chiriyankandath

CONSULTATIVE COMMITTEE MEMBERSHIP 2019/20**Nominated Members:**

Alexandra Palace Allotments Association
 Alexandra Palace Organ Appeal
 Alexandra Palace Television Group
 Alexandra Residents Association
 Alexandra Park and Palace Conservation Area Advisory Committee
 Bounds Green and District Residents Association
 Campsbourne Junior School
 Friends of Alexandra Park
 Friends of the Alexandra Palace Theatre
 Heartlands High School
 Hornsey Historical Society
 Muswell Hill and Fortis Green Association
 Muswell Hill Metro Group
 Palace View Residents Association
 St Mary's CE Primary School
 Warner Estate Residents Association

John Wilkinson
 Hugh Macpherson
 John Thompson
 Dermot Barnes
 Jacob O'Callaghan
To be confirmed
 Jonathan Smith
 Gordon Hutchinson
 *Nigel Willmott (Trust Board Representative)
To be confirmed
 Rachael Macdonald
 *Duncan Neill (CC Vice Chair & Trust Board Rep)
 John Boshier
 *Val Paley (Trust Board Representative)
To be confirmed
 Richard Hudson

Appointed Members

Councillor Anne Stennett (Chair of APPCT Board)
 Councillor Sarah Williams (Vice Chair of APPCT Board)
 Councillor Dana Carlin
 Councillor Nick da Costa
 Councillor Eldridge Culverwell
 Councillor Bob Hare

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**ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD****16th July 2019****Report Title:** Register of Trustees Interests**Report of:** Louise Stewart, Chief Executive Officer

Contact Officer: Natalie Layton, Executive Assistant

Email: Natalie.layton@alexandrapalace.com , Telephone: 020 8365 4335**Local Government (Access to Information) Act 1985 - N/A**

Purpose: The appendix to this report collates all declared personal interests of Trustees and identifies any conflicts that may arise. New/ changes to declared interests are marked with an asterix.

1. Recommendations

- 1.1 To review the attached register of Trustee Board Member interests and update as required, or confirm as a correct record and working document;
- 1.2 To consider whether any of the interests are likely to give rise to a serious conflict of interest, which will affect the Board's decision making.

2. Introduction

- 2.1 Charity Trustees have a legal duty to identify and manage conflicts of interest and any perceived conflicts of interest. This ensures public trust and confidence that charity trustees are taking decisions only in the best interests of their charities and are not influenced by their other interests.
- 2.2 The Charity Secretary maintains the attached register of the interests that Trustees have declared (whether or not they give rise to any potential conflicts) and invites Trustees to revise their declarations annually and update them where necessary. In the interests of transparency, the register is publicly available, and may be inspected by the Charity Commission. All identified conflicts and actions taken by the Trustees to deal with them are recorded (usually in the minutes of relevant meetings).
- 2.3 Trustees are required to sign the Conflict of Interests Policy on appointment and complete a declaration of interest form and to make known thereafter, to the whole Board, any interests that arise as soon as possible after they are identified. The forms require Trustees to declare any direct and indirect (connected persons) interests.

- 2.4 Trustees are also expected, and reminded, to identify any current or new interests at each meeting if any of the listed interests at Appendix 1 change, including changes of employment.
- 2.5 Where a conflict of interest has not been dealt with properly and is subsequently identified, the Charity Commission expects charities to act promptly to put matters right and prevent the same issue from arising again.
- 2.6 Conflicts cannot be avoided and are not seen to affect the integrity of a trustee but they must be managed correctly. Trustees may be required to remove themselves from discussions where a conflict of interest or loyalty may put the Charity at risk.
- 2.7 Where a Trustee's interest is regularly preventing them from taking part in decision making the interested Trustee may need to consider stepping down from the Board.

3. Register of Interests

- 3.1 The 2018 Trustees Register of Interests is attached at Appendix 1. New declarations or changes to previously declared interests are marked with an asterix.
- 3.2 Inherently, as they are appointed by the Corporate Trustee, all voting trustees have a potential conflict of loyalty. In order to fulfil their duty to act only in the best interests of the Charity, Trustee's primary duty should be with the Charity.
- 3.3 Trustees should also ensure that any confidential information that they have access to in their roles remains confidential.
- 3.4 Where a declaration of interest is made, Trustees must decide whether the interest will affect the Board's decision making and take appropriate action, for example: the conflicted trustee withdrawing from the meeting during discussion of the matter; the Board not pursuing a course of action or a trustee stepping down.
- 3.5 In 2018-19 there were no decisions taken by the Board or contracts awarded by the Charity which affecting any of the interests declared by Trustees and no declared conflicts of interests during Board meetings. Cllr Bob Hare declared he was Chair of AP Allotments at a Joint meeting of the SAC/CC, which did not affect any decisions of the Trustee Board.

4. Risks

- 4.1 The Charity's reputation and public trust and confidence in charities in general can be seriously affected if conflicts of interest are not identified and properly managed.
- 4.2 Any transactions, contracts and agreements could be void if a declaration of interest is not made at the appropriate time, which could result in financial loss to the Charity and reduce the impact of charitable activities.
- 4.3 The Charity could also be subject to legal challenge.

5. Legal Implications

- 5.1. The Council's Assistant Director of Corporate Governance has been consulted in the preparation of this report, and confirms the legal duty on Board Members to avoid conflicts of interest and act only in the best interests of the charity. That duty arises under Charity Commission guidance, and section 175 of the Companies Act 2006 for APTL Directors. Accordingly, Members must not put themselves in any position where their duties as trustee may conflict – or give the impression of so doing - with any personal interest or loyalty they may have. The compilation of a Register of Interests – which needs to be treated as a living document, and as such kept under review, with amendments made promptly - will assist in delivering on the duty.
- 5.2. Confirmation is also given by the Council's Assistant Director of Corporate Governance of the risk of challenge by either the Charity Commission itself, or a third party affected by a decision made by the Board, where a Member participates in the decision making process, but fails to disclose a conflict in the matter to be decided.

6.1 Financial Implications

- 6,1 The Council's Chief Financial Officer has been consulted in the preparation of this report, and has no comments.

7. Use of Appendices

Appendix 1 – Trustee Register of Declarations of Interests



Trustee	2019/ 20 Trustee Interests Description of interest	Does the interest relate to the trustee or a person closely connected to the trustee (describe)?	Is the interest current ?
Cllr Bob Hare	Member of ALDC (Association of Liberal Democrat Councillors)	Trustee	Yes
	Company Director of APTL	Trustee	Yes
	Member of APP Consultative Committee	Trustee	Yes
	Member of Haringey Liberal Democrats Group and Elected Haringey (Highgate Ward) Councillor (Member of Housing and Regeneration Scrutiny Panel)	Trustee	Yes
	Member of Friends of the Earth: National Branch, Muswell Hill branch & Tottenham branch	Trustee	Yes
	Member of Greenpeace	Trustee	Yes
	Member of Amnesty International	Trustee	Yes
	Member of Campaign to Protect Rural England	Trustee	Yes
	Member of Hornsey Historical Society	Trustee	Yes
	Member of New River Action Group	Trustee	Yes
	Chair of the Tree Trust for Haringey	Trustee	Yes
	Member of Highgate Society	Trustee	Yes
	Chair of Alexandra Palace Allotments Association	Trustee	Yes
	Member Crouch End Open Space (CREOS)	Trustee	Yes
	Councillor Representative on Highgate Wood Consultative Forum	Trustee	Yes
	APPCT Board representative of Friends of Alexandra Palace Theatre	Trustee	Yes
	Member of Friends of Alexandra Palace Theatre	Trustee	Yes
Cllr Anne Stennett	Company Director of APTL (and Chair)	Trustee	Yes
	Member of APP Consultative Committee	Trustee	Yes
	Member of Haringey Labour Group and Elected Haringey (White Hart Lane Ward) Cllr	Trustee	Yes
	Employed work as a solicitor for Curwens	Trustee	Yes
	Member of Haringey Labour Group and Leader of Haringey Council (Chair of Cabinet)	Spouse	Yes
	Member of Co-operative Party	Trustee&Spouse	Yes
	Member of GMB	Trustee	Yes
	Member of Unite	Spouse	Yes
	Trustee of the Selby Centre	Trustee	Yes
Cllr Sarah Williams	Governor of Risley Primary School	Trustee	Yes
	Company Director of APTL	Trustee	Yes
	Member of APP Consultative Committee	Trustee	Yes
	Member of Haringey Labour Group and Elected Haringey (West Green Ward) Cllr (Member of Regulatory Committee and Planning Sub Committee and Housing & Regeneration Scrutiny Panel)	Trustee	Yes
	Member of the Co-op Party	Trustee	Yes
	Executive Member of the Musician's Union	Trustee	Yes
	Socialist Education Association Executive	Trustee	Yes
	Governor of Park View School	Trustee	Yes
Cllr Dana Carlin	Member of Haringey Labour Group and Elected Haringey (Hornsey Ward Cllr)	Trustee	Yes
	Member of the Co-operative Party	Trustee	Yes
	Member of APP Consultative Committee	Trustee	Yes
	Council Corporate Committee Vice Chair	Trustee	Yes
	Carlin and Konak LLP (film editor)	Partner	Yes
	Homes For Haringey Board Member	Trustee	Yes



Trustee	2019/ 20 Trustee Interests Description of interest	Does the interest relate to the trustee or a person closely connected to the trustee (describe)?	Is the interest current ?
*Cllr Eldridge Culverwell	Member of Haringey Labour Group and Elected Haringey (Hornsey Ward Cllr)	Trustee	Yes
	Treasurer Stroud Green Residents Association	Trustee	Yes
	Vice Chair Friends of Finsbury Park	Trustee	Yes
Cllr Nick da Costa	Member of Haringey Liberal Democrat Group and Elected Haringey (Alexandra Ward) Councillor (Member of Adults and Health Scrutiny Panel)	Trustee	Yes
	Member of APP Consultative Committee	Trustee	Yes
	Get Real GMBH Member (Vienna) (unpaid director)	Trustee	Yes
	The London Clinic (paid employment)	Trustee	Yes
	*Chair of the Friends of Ally Pally Station	Trustee	Yes
	*Vice Chair of The Grove School Governing Body	Trustee	Yes
	Member of ALDC (Association of Liberal Democrat Councillors)	Trustee	Yes
Nigel Willmott	Chair of Friends of Alexandra Palace Theatre	Trustee	Yes
Duncan Neill	Chair of Muswell Hill and Fortis Green Residents' Association	Trustee	Yes
	Member of APP Consultative Committee	Trustee	Yes
Val Paley	Member of Greenpeace	Trustee	Yes
	Member of Transport for All	Trustee	Yes
	Leader of Canal and Woodcraft Folk	Trustee	Yes
	National Trust Member	Husband	Yes
	Residential property backs in to Redston playing field	Trustee	Yes

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ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD

18th July 2019

Report Title: Finance, Resource, Risk and Audit Committee (FRRAC) Chair's report
Report of: Sarah Williams, Chair of FRRAC

Contact Officer: Natalie Layton, Executive Assistant Natalie.layton@alexandrapalace.com 020 8365 4335
Local Government (Access to Information) Act 1985 - N/A

1. Introduction

- 1.1 FRRAC is a non-decision making committee established by the Trust Board to support the Board in delivering its finance, risk, resource and audit responsibilities.
- 1.2 The minutes of FRRAC meetings are circulated to the Trust Board in their information pack.
- 1.3 This report highlights relevant considerations of the FRRAC at its meeting on 29th January 2019 and makes recommendations to the Board.

2. Recommendations

That the Board

- a. Notes the progress of the governance change and improvement programmes and approves the proposed accountability enhancements Board exempt agenda item 18.
- b. Amends the Serious Incident Reporting Policy (Appendix 1) to delegate responsibility to the Chair or Vice Chair, in order to meet Charity Commission requirements (detailed in section 6 below).
- c. Notes FRRACs recommendations contained in the Trustee Board agenda reports at
 - exempt item 19 (Request to view CCTV footage) and
 - exempt item 20 (Annual Report and Accounts).

3. 2018-19 Annual Report and Accounts

- 3.1 FRRAC held a conference call with the auditor who summarised the findings of the completed audit and answered questions from FRRAC.
- 3.2 FRRAC noted that all but one of the control points identified in the previous audit had been resolved; progress had been reported to FRRAC during the year.
- 3.3 FRRAC's recommendations are included in the exempt cover report at item 20 including that the Board approve the draft Trustee's Annual Report and the signing of the accounts subject to the auditors receiving two items of information.
- 3.4 The Annual Report and Accounts will be published once finalised.

4. Financial Results

- 4.1 FRRAC discussed the first month's performance as laid out in the report to the Trustee Board at item 10 and questioned the Executive on how budget pressures would be managed. FRRAC noted the requirement for the Trading Company to exceed its gift aid target to provide additional contribution that can be invested in the organisation's growth and schemes to improve efficiency.

5. Governance Improvements

- 5.1 FRRAC noted the progress on the Governance Improvement and Governance Change Programmes and recommended the proposed enhancements for consideration by the APPCT Board at agenda item 18.

6. Serious Incident Reporting Policy

- 6.1 FRRAC recommends that the Trustee Board amends its Serious Incident Reporting Policy, which was approved in March 2018.
- 6.2 The policy is attached at Appendix 1 and states that the decision to report an incident will be taken by the full Trustee Board. This would require a special meeting to be called.
- 6.3 The Charity Commission requires serious incidents to be reported within 72 hours and, at such short notice, a special meeting may not be quorate. FRRAC recommends that the Serious Incident Policy be amended to delegate responsibility for making the decision about whether or not to report a serious incident to the Charity Commission, to the Chair and in their absence the Vice Chair, in order to meet SIR submission requirements.

7. Human Resources Annual Report

- 7.1 FRRAC considered an annual progress report on Human Resources Activity. FRRAC noted the diversity of the work force and the number of employees based in Haringey (40%) provided strong evidence of the Charity's economic impact on the borough. A copy of the report is included in the Trustee information pack.

8. Appendices

Appendix 1 – Serious Incident Reporting Policy



Alexandra Park and Palace Charitable Trust Serious Incident Reporting Policy	Date approved by APPCT: 4 th March 2019 Date approved by APTL: 29 th January 2019
	Issue Date: 5 th March 2019
	Review Date: 5 th March 2020

1. Introduction

This policy covers Serious Incident Reporting to the Charity regulator, the Charity Commission, as it relates to Alexandra Park and Palace Charitable Trust (APPCT) and its trading subsidiary APTL, hereafter known as 'Alexandra Palace'. The Policy is also relevant to Alexandra Park and Palace leaseholders, tenants and clients on site.

The policy below provides Alexandra Palace with an effective and easy to follow process, closely in line with Charity Commission guidance.

2. Background

The Charity Commission states that it is vital that charities, whether they work domestically or around the world, report serious incidents to the regulator. The Commission also states that data on serious incident reporting allows it to better understand risks facing the sector and take appropriate action.

However the Commission recognises the challenging nature of the work undertaken and the difficult context faced by many charities. It understands that serious incidents will happen but it is the Commission's role to ensure that trustees comply with their legal duties and that the charity manages the incident responsibly. The Commission will be looking for assurance that the Charity has taken steps to limit the immediate impact of any serious incidents that may occur and, where possible, prevent it from happening again.

The Commission acknowledges that most problems can be resolved by trustees themselves. However, sometimes it needs to use its powers to protect a charity. Reporting also means the Commission can identify whether other charities might be affected, and can give better advice to all charities to help them protect themselves.

2.1 What is a Serious Incident?

The Charity Commission defines significant as '*significant in the context of your charity, taking account of its staff, operations, finances and/or reputation*'; and defines a serious incident as an adverse event, whether actual or alleged, which results in or risks significant:

- harm to people who come into contact with our Charity through our work and our trading subsidiary
- loss of our Charity's money or assets
- damage to our Charity's property
- harm to our Charity's work or reputation

An act of discrimination against any person with a protected characteristic listed in the Equality Act 2010 will also be treated as a serious incident.

The main categories of reportable incidents set out by the Charity Commission are:

- protecting people and safeguarding incidents – incidents that have resulted in or risk significant harm to beneficiaries and other people who come into contact with the charity through its work
- financial crimes – fraud, theft, cyber-crime and money laundering
- large donations from an unknown or unverifiable source, or suspicious financial activity using the charity's funds
- other significant financial loss
- links to terrorism or extremism, including 'proscribed' (or banned) organisations, individuals subject to an asset freeze, or kidnapping of staff
- other significant incidents, such as – insolvency, forced withdrawal of banking services without an alternative, significant data breaches/losses or incidents involving partners that materially affect the charity

3. Scope

This policy covers all activities of the Charity and its operations, including the activities of APTL, leaseholders, tenants and clients on site, should they create a 'serious incident' for the Charity.

It does not cover or replace the Charity's obligations to report incidents to statutory authorities such as the Police, Health and Safety Executive or Licensing Authority that the organisation may need to do from time to time in the ordinary operation of its business.

However incidents that are reported to the statutory authorities can become relevant to this policy, i.e. become in scope, for example if the Charity is subjected to an investigation by a statutory authority or if it deems itself to be at fault and there is potential reputational damage to the Charity as a result.

4. Policy

- 4.1 It is our policy to report all 'serious incidents' to the Charity Commission within 72 hours of the Trustee Board's decision to report a serious incident, providing an appropriate level of information and to respond to any resulting requests for information within 2 weeks.

4.2 What we will report

The nature of the Charity's assets and activities mean that it deals with incidents on a frequent basis as part of its operations. Very few of these incidents are likely to be reportable.

The incidents that we will report and the incidents that it is not necessary to report are detailed in attachment 1. This is based on Charity Commission guidance:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/752170/RSI_guidance_what_to_do_if_something_goes_wrong_Examples_table_deciding_what_to_report.pdf.

This not a definitive list of reportable incidents but indicates the types of incidents categorised as 'serious' and reportable and will act as a guide as to what should and shouldn't be reported.

4.3 Who is responsible for reporting?

The responsibility for reporting serious incidents rests with the Charity's Trustees. All Trustees bear ultimate responsibility for ensuring their Charity makes a report, and does so in a timely manner and the Board will decide which serious incidents to report.

The Board does not have powers to take decisions outside of meetings or by written resolution. Therefore a special meeting may need to be called at short notice (with a minimum of 3 board members present and voting to make a valid decision).

The Board will be given details of the incident in advance of the meeting. The CEO or other relevant Executive Team Member may recommend a particular course of action at or prior to the meeting (i.e. to report the serious incident or not to report). The Board may seek advice from the Charity's legal advisors if the need to report is uncertain.

Due to the likely nature of any serious incident it may be considered under exempt items (with reference to the relevant category of information in the Local Government Act, Access to Information Schedule 12). Decisions will be recorded, including reasons if the Board decide not to report an incident.

Once the decision has been taken the Corporate Trustee will be given details of the incident before the report is made to the Charity Commission

The report will then be made to the Charity Commission within 72 hours of the Board's decision to report the serious incident.

4.4 Actions we will take in response to a serious incident

If there is a serious incident we will:

- prevent or minimise any further harm, loss or damage
- report it to the Commission as a serious incident
- report it to the Police (and/or other relevant agencies) if we suspect a crime has been committed, and to any other regulators the Charity is accountable to and other agencies such as the Local Authority Designated Officer (LADO) for Safeguarding
- put in a place a communication plan for staff, volunteers, the public, the media and other stakeholders, such as funders
- review what happened and prevent it from happening again – this may include reviewing internal controls and procedures, internal or external investigation and/or seeking appropriate help from professional advisers

4.5 How we will report

The Trustee Board delegates responsibility for reporting serious incidents to the CEO who will report serious incidents to RSI@charitycommission.gsi.gov.uk.

If the information we provide (or wish to provide) is particularly sensitive or confidential or if we feel a particular exemption applies, we will inform the Charity Commission and explain our reasoning.

To ensure that the relevant and appropriate information is captured at the time and reported consistently we will use the Serious Incident Reporting Form attached to this policy, attachment 2.

The Charity is required as part of its annual return, to sign a declaration confirming there were no serious incidents during the financial year that should have been reported to the Commission. If incidents did occur, but weren't reported at the time, we will submit these before we file our Charity's Annual Return, so that we can make the declaration and meet our legal reporting requirements.

5. Associated documentation and further information:

Related policies: Safeguarding, Health & Safety, Data Protection, Whistleblowing (fraud reporting), Risk Management, Disciplinary/Grievance, Bullying and Harassment, Equal Opportunities.

AP is committed to providing effective supervision, support and training. Staff will receive mandatory training on Equality and Diversity, Data protection, Safeguarding, Health and Safety appropriate to their role.

6. Status of policy

Date	Version	Author	Amendments

7. Attachments:

Attachment 1 – Alexandra Palace guidance regarding reportable and not reportable incidents
Attachment 2 – **Alexandra Palace** Serious Incident Reporting Form

Attachment 1 – Examples Table Deciding what to report

Serious incidents to report	Incidents not to report
Protecting people and safeguarding incidents	
<p>A beneficiary or other individual connected with the Charity's activities has/alleges to have suffered serious harm</p> <p>Allegation that a staff member has physically or sexually assaulted or neglected a beneficiary whilst under the Charity's care</p> <p>The Chief Executive of the Charity has been suspended pending the outcome of an investigation into their alleged sexual harassment of a fellow member of staff</p> <p>Allegation that a trustee, staff member or volunteer has been sexually assaulted by another trustee, staff member or volunteer</p> <p>A staff computer is found to contain images of child pornography</p> <p>An internal investigation has established that there is a widespread culture of bullying within the Charity</p> <p>A beneficiary or individual connected with the Charity's or APTL's activities has died or been seriously harmed; a significant contributory factor is the Charity's failure to implement a relevant policy</p> <p>Charity failed to carry out DBS checks which would have identified that a member of staff or trustee was disqualified in law (under safeguarding legislation) from holding that position</p> <p>Charity discovers that an employee or volunteer coming into contact with children or at risk adults is on the sex offenders register</p>	<p>Minor unusual/aggressive behaviour by a beneficiary towards a member of staff</p> <p>Police called to Charity premises because a beneficiary is drunk and disorderly</p> <p>Charity becomes aware of allegations of abuse or neglect of a beneficiary that occurred outside the Charity; the Charity has reported the allegations to the appropriate agencies, and there is no harm to the Charity's reputation</p> <p><i>Beneficiary in a care home received the wrong medication as a 'one-off' error and there was no significant harm</i></p> <p>Logged accident book reports where there was no significant harm to individuals</p> <p>Details of reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) where there has been no significant harm to individuals</p> <p>Minor accidental injury to a Charity service user e.g. slipping on a wet floor</p> <p>A staff member who is not in a senior position or position of specific responsibility (e.g. head of safeguarding) has bullied or harassed a fellow staff member. There is no indication of a widespread culture of bullying or harassment within the Charity and the incident is dealt with by minor disciplinary action (for example, the staff member responsible has not been suspended or dismissed).</p>

Serious incidents to report	Incidents not to report
Fraud, cyber-crime and money laundering	
<p>Charity's Chief Executive and Treasurer produced false invoices for charity services</p> <p>A bogus fundraising scheme is being promoted online, using Charity's name</p> <p>Charity funds lost due to an online or telephone 'phishing scam', where trustees were conned into giving out bank account details</p> <p>Attempted fraud by a member of Charity staff but intercepted by internal financial controls</p>	<p>Attempted cyber-crimes that are blocked by the Charity's computer network security systems, except where the attempted cyber-crime is unusual in nature and the Charity wants to bring it to the attention of the Commission</p>
Theft	
<p>Any actual/suspected incidents of theft of cash from cash tills, cash office or donation collection tins which has been reported for criminal investigation</p> <p>Charity office has been broken into and computers, holding personal details of beneficiaries and donors, stolen</p>	<p>One-off random theft of items such as jewellery or a mobile phone at the Charity's premises</p> <p>Theft of small amounts of cash belonging to a beneficiary, by another beneficiary, at a Charity event</p> <p>Theft of a collection tin thought to contain small amount of cash</p>
Unverified or suspicious donations	
<p>A significant amount over £25,000 is donated to the Charity from an unknown or unverifiable source</p>	<p>Large legacy left in a will, received via solicitor dealing with probate, on condition donor remains anonymous</p> <p>Large donation made by an anonymous donor via solicitor who is aware of their identity</p> <p>Low value donations from unknown sources - refer to our guidance on due diligence and monitoring end use of funds</p>
Other significant financial loss	
<p>Significant loss of Charity funds in a poor investment scheme, commissioned by trustees, without professional advice</p> <p>Sudden loss of 20% or more of Charity's income (e.g. due to termination of major donor contract); Charity has no reserves, meaning staff will be laid off and services stopped</p> <p>Substantial loss of Charity funds due to legal costs incurred in a court case; excludes those charities routinely undertaking budgeted litigation on behalf of beneficiaries</p> <p>The Charity's main premises is severely damaged in a fire and the Charity is unable to deliver services to its beneficiaries</p>	<p>Loss of Charity funds where the value lost represents less than £25,000 of Charity assets and is less than 20% of the Charity's income. There is no significant impact on the Charity's services.</p> <p>A vehicle owned by the Charity is badly damaged in an accident. Nobody was hurt, the damage is covered by insurance and the Charity is still able to deliver services to its beneficiaries</p>

Serious incidents to report	Incidents not to report
Links to terrorism or extremism	
<p><i>Charity discovers that an overseas partner has passed money to a member of Charity's personnel who is a designated individual, subject to financial restrictions</i></p> <p>A member of Charity staff or volunteer has been arrested for terrorism related offences</p> <p><i>Charity's warehouse in a war zone has been raided and vehicles/ stock taken at gunpoint</i></p> <p><i>Charity personnel have been detained or kidnapped by a terrorist group overseas</i></p> <p>A visiting speaker has used a Charity event to promote extremist messages, via live speech or social media</p>	
Other significant incidents - Disqualified person acting as a trustee	
Any person acting as a trustee or senior manager while disqualified – refer to the Commission's guidance	A trustee or senior manager voluntarily steps down from trusteeship when disqualified for having an IVA (Individual Voluntary Arrangement)
Charity subject to investigation by a regulatory body	
Charity is subject to official investigation by another regulator e.g. Fundraising Regulator, Police, UK Visas & Immigration, Ofcom, Information Commissioner, Care Quality Commission or Care Inspectorate Wales	
Major governance issues	
<p>Mass resignation of trustees, leaving the Charity unable to function</p> <p>Evidence that trustees have routinely signed blank cheques</p>	One or two trustees stepping down at year-end, due to other commitments
Fundraising issues	
<p>Suspicious of unauthorised public collections in the name of the Charity</p> <p>Charity hasn't complied with law on requirements for solicitation statements or professional fundraising agreements</p> <p>Significant funds, due under a fundraising arrangement, have not been paid by the professional fundraiser, or commercial partner to the Charity</p> <p>Incident has taken place involving a fundraising agency which will incur serious damage to the Charity's reputation</p>	<p>A missing collection tin thought to contain a small sum of money</p> <p>Failure of a sponsor, e.g. of a local fun run, to submit small amounts of money raised for the Charity</p>

Serious incidents to report	Incidents not to report
Data breaches or loss	
<p>Charity's data has been accessed by an unknown person; this data was accessed and deleted, including the Charity's email account, donor names and addresses</p> <p>A Charity laptop, containing personal details of beneficiaries or staff, has been stolen and there is no encryption or other security measures that would prevent the perpetrator from accessing this information</p> <p>A Data Protection Act breach has occurred and been reported to the ICO</p>	<p>A Charity laptop or mobile phone (not containing confidential data) has gone missing – it's been reported to the police</p>
Incidents involving partners	
<p>A delivery partner of the Charity is alleged to have links to terrorism and extremism</p> <p>A delivery partner of the Charity has ceased to operate and this has prevented the Charity from providing assistance to its beneficiaries</p> <p>The Charity's subsidiary trading company has gone into liquidation and this has resulted in financial difficulties which place the future of the Charity in doubt</p> <p>Staff of another organisation within the same federated structure are found to have been committing systematic abuse of beneficiaries and this has significantly damaged the reputation of the Charity</p>	<p>A serious incident has taken place involving a partner but it has no or minimal impact on the Charity's reputation or the partner's ability to deliver its work with the Charity</p> <p>A delivery partner of the Charity has ceased to operate and this has had some impact on the Charity's ability to provide assistance to its beneficiaries but it is not a material impact and the assistance to beneficiaries hasn't stopped</p>
Other, including criminality	
<p>Any other type of incident that appears serious and likely to damage reputation or incur loss of charitable funds/assets</p>	

Alexandra Park and Place Charitable Trust

Serious Incident reporting form

Date the incident took place	<i>Day/month/year</i>
Name of person making the report	
Position/job title	<i>Chief Executive</i>
Authority to report this incident	Authority to report Serious Incidents to the Charity Commission is delegated by the Trustee Board, to the CEO, in the Charity's Serious Incident Reporting Policy
Date the Trustee Board was made aware of this incident	
Date the Corporate Trustee was informed	
Is another Charity affected by this incident	Y/N <i>If yes state which...</i>
When did the Charity become aware of the incident	<i>Date:</i> <i>Time:</i>
Has the Charity informed any other agencies of the incident? Local Authority, Police, HSE, other....	<i>List agencies and provide any reference numbers you have been given</i>
Describe the incident	<i>Provide a brief, factual and clear account of what happened</i>
Who has been affected & how	<i>Include the extent of any loss or harm include the extent of any loss or harm It is not necessary to provide the names of any individuals involved in the incident at this stage</i>
Is any of the data provided in the report sensitive or confidential in nature	Y/N
What information & why	<i>Provide detail and reasoning</i>
What action has the Charity taken/What action is the Charity intending to take	
How will the Charity prevent this from happening again?	
How is the Charity responding or preparing to respond to the media	<i>Provide key lines to take</i>
Serious Incident information update	<i>Date:</i>
Update information	<i>Provide brief but clear information on any material changes to the facts reported above.</i> <i>(This includes letting the Charity Commission know if individuals who were alleged to be responsible for wrongdoing are exonerated or the allegation was found to be false or groundless following further investigation by the Charity, the police or another regulator/agency.</i>

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ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD
16th July 2019

Report Title: Alexandra Park and Palace Charitable Trust Financial Results with annual forecast

Report of: Dorota Dominiczak, Director of Finance and Resources

Contact Officer: Natalie Layton, Executive Assistant and Charity Secretary, APPCT
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Purpose: This paper sets out the financial position of Alexandra Park and Palace Charitable Trust for April 2019 including the annual forecast of incoming and outgoing resources.

1. Recommendation

To note the financial performance of the Trust and the pressure on the 2019/20 Trust budget.

2. Executive Summary of 2019-20 Forecast

- 2.1 The Statement of Incoming and Outgoing Resources (Table 1) illustrates various activities undertaken by the Trust, including revenue and capital funded from unrestricted income, restricted grants and loans.
- 2.2 Unrestricted Reserves (refer to Appendix 1) – The annual revenue expenditure of £3,351,000 (budget) to maintain the Park and Palace is met from: the Corporate Trustee grant, the Trust's own generated income and Gift Aid from the trading subsidiary. The unrestricted reserves also support the annual repayment of the Trust's loans of £340,000. There are no concerns with regard to the unrestricted funds and the unrestricted cash flow to report in 2019-20 based on performance in April and May.
- 2.3 The fundraising target depends on successful campaign to raise funds from trusts and foundations with the main focus being to fundraise for strategic projects as well as capital repairs and improvements of the building and park.
- 2.4 The East Wing Project final account was agreed with the construction company in May 2019 and the final amount will be settled as agreed; full funds are available to settle the final account.
- 2.5 West Yard construction works are almost complete and dialogue with regard to the financial settlement under contractual obligations continue.
- 2.6 FRRAC considered the report at its meeting on 18th June 2019.

3. Table 1 - Statement of Incoming and Outgoing Resources – 2018-19 forecast

APPCT At Month Ending 30th April 2019	2018/19 Audited £	Year 2019/20 Budget £	Year 2019/20 Forecast £	Year 2019/20 Diff £
Total Income				
Unrestricted grants and income	3,648,273	3,680,790	3,691,931	11,141
Capital grants and funds	1,095,500	470,000	470,000	0
East Wing and Activity Plan	449,820	0	0	0
Fundraising	616,253	400,000	403,255	3,255
Total Incoming Resources	5,809,846	4,550,790	4,565,186	14,396
Direct Charitable Expenditure				
Running and maintaining the Park	(591,618)	(644,275)	(645,026)	(751)
Running and maintaining the Palace	(1,859,754)	(1,926,881)	(1,926,627)	254
Depreciation	(839,996)	(1,495,608)	(1,528,921)	(33,313)
Learning & Community	(27,992)	(32,110)	(32,474)	(364)
Regeneration	(221,315)	(143,376)	(143,792)	(416)
West Yard Storage	40,163	(86,455)	(86,455)	0
East Wing & Activity Plan & Other	(1,277,132)	(1,041,144)	(1,041,639)	(495)
Direct Charitable Expenditure	(4,777,644)	(5,369,849)	(5,404,933)	(35,084)
Raising funds	(99,763)	(140,877)	(140,708)	169
Strategic Leadership	(317,164)	(341,146)	(343,370)	(2,224)
Support Costs	(196,028)	(242,472)	(241,377)	1,095
Total Outgoing Resources	(5,528,781)	(6,094,344)	(6,130,389)	(36,045)
Net Movement in Trust Funds	419,247	(1,543,554)	(1,565,203)	(21,649)
Balance Sheet extract:				
		1 April 2019	30 April 2019	
		£	£	
Resources available as total Reserves		26,970,333	27,378,841	
Represented by:		£	£	
HLF Grant Claims due		1,293,449	1,067,304	
Cash at bank:				
Main account - unrestricted		57,518	314,907	
HLF Project account - restricted		715,862	702,211	
West Yard Project account - restricted		426,755	411,939	
Capital expenditure account - restricted		355,490	375,847	
Fixed assets/liabilities		24,121,259	24,506,634	
Resources available as total Reserves		26,970,333	27,378,841	

4. Incoming Funding

4.1 Table 2 – 2018-19 Income - breakdown

	2018/19	Year 2019/20		
	Audited	Budget	Forecast	Diff
	£	£	£	£
Unrestricted	Total Trust	Total Trust		
4.2) Unrestricted Grants	1,950,000	1,950,000	1,950,000	-
4.3) Palace APTL Licence	300,000	300,000	300,000	-
4.4) Gift Aid	1,070,000	1,165,000	1,165,000	-
4.5) Park Leases and Recharges	219,425	186,790	196,010	9,220
4.5) Palace Leases and Recharges	96,828	73,000	73,250	250
4.6) Learning and Community	12,020	6,000	7,671	1,671
	3,648,273	3,680,790	3,691,931	11,141
Restricted				
4.7) Capital grants and funds	1,095,500	470,000	470,000	-
4.8) East Wing and Activity Plan	449,820	-	-	-
4.9) Fundraising	616,253	400,000	403,255	3,255
	5,809,846	4,550,790	4,565,186	14,396

- 4.2 The Corporate Trustee has maintained the annual revenue grant of £1,950,000 and this enables the Trust to deliver its charitable purposes.
- 4.3 The APTL licence fee is receivable from the Trading Company (APTL) and is set at £300,000 for 2019-20. The licence permits APTL's commercial use of the Palace. This amount is subject to change dependent upon the current independent licence valuation exercise.
- 4.4 The Gift Aid due from APTL is a critical source of unrestricted funding for the Trust. The 2018-19 Gift aid is budgeted as £1,165,000 and will be transferred to the Trust within 9 months from 2018-19 year-end to take full advantage of the corporation tax exemption within this financial year.
- 4.5 Park and Palace leases and recharges represent annual lease income receivable from the tenants and recharged facilities costs as well as accidental repairs if the Trust is entitled to recharge these costs under the terms of the lease. The 2019-20 annual income from this source (unrestricted) is budgeted at £260,000. The positive variance of £9,220 is due to the timing of invoicing for rechargeable expenditure (insurance).
- 4.6 Creative Learning income represents fees receivable from events as well as fees charged to schools for workshops and educational activities, to cover the costs of delivery.
- 4.7 The Capital grant and funds (restricted) in 2019-20 from our Corporate Trustee is £470,000 and has been maintained at the previous year's level.

- 4.8 East Wing and Activity Plan are restricted funds for the HLF Project. The East Wing regeneration project has been completed and therefore there will be no more funding coming in for construction works. The Activity Plan is funded from the accrued HLF grant income and therefore not recognised as incoming resources in 2019-20.
- 4.9 The fundraising target for 2019-20 is £400,000. £3,255 was received as charitable donation from individuals in April.

5. Direct Charitable expenditure

- 5.1 Running and maintenance of the Park includes the Park maintenance contract and its management as well as maintenance and repairs of properties in the Park leased to the tenants and accidental other repairs in the Park area. The total annual cost is budgeted at £644,000 with no significant variance reported.
- 5.2 Palace running costs include the in-house maintenance team, third party contracts for maintenance of specialist areas for example the lifts, shutters, ice rink plant; it also covers the building insurance and rates. The annual cost is budgeted at £1,926,000 with no significant variance reported.
- 5.3 The annual depreciation charge is an accounting entry and has no impact on available resources and cash flow. The charge has increased on previous years due to a capitalisation of the HLF project.
- 5.4 Creative Learning costs represent a proportion of salaries paid to the staff delivering these activities; the majority of costs are funded by the HLF Activity Plan grant. The total annual cost is budgeted at £32,000 with no significant variance reported.
- 5.5 Regeneration spending represents costs of supporting the East Wing Project not funded from the HLF budget and the costs of the Strategic Vision projects, for example a feasibility study of car park charging and the usage of the new spaces in the Palace. The total annual cost is budgeted at £143,000 with no significant variance reported.
- 5.6 The West Yard Project budgeted costs represent an estimated provision for legal and expert negotiations.
- 5.7 East Wing. The 2019-20 budgeted costs represent a provision for the construction cost retentions and also a provision for the Activity Plan supported by the HLF fund until November 2021. No variance is reported.

6. Fundraising costs

This covers the costs of fundraising activity to raise funds for the Trust. The budget of £141,000 has been allocated to fundraising with no significant variance reported.

7. Strategic Leadership costs

This represents the costs of non-departmental members of the leadership team and support costs; costs in relation to taking forward the Governance Improvement and change programmes and non-departmentally attributable costs of implementing the Strategic Vision; no significant cost variance is reported.

8. Support costs

This represents the costs of running the office including: IT support, office administration and supplies. No significant variance is reported.

9. Annual Capital Expenditure

- 9.1 Capital Projects (outside the East Wing Project and the West yard Project) are funded mainly from the Haringey Council's capital grant. The 2019/20 capital grant agreed by the Council is £470,000. The money is being spent on critical maintenance projects and projects relating to health and safety of the visitors on site. The Trust retains a level of flexibility in the programming of these works to provide for unforeseen urgent works during the year.

The Trust also manages cash resources from the Restoration Levy collected by APTL on a sale of tickets to its events. The funds from this source of income are estimated at c£400,000 pa. The 2018-19 allocation has already been advanced to the Trust and spent prior to the opening of the Theatre to enable the completion of works not paid by the HLF grant on items to enhance the visitor/audience experience. The 2019-20 funds will not be available until December 2020 (as part of the 2019-20 Gift Aid) unless the APTL Board approves an earlier transfer to fund a critical project if no other funds are made available to the Trust.

10. Loan commitments

APPCT 2017-18 Budget	capital amount o/s at 1.4.2019	annual interest	annual repayment	remaining term of Loan	instalment payment due date
West Yard Loan	2,421,000	82,000	122,000	32 years	Payable August 2019
Ice Rink main loan	1,231,000	45,000	164,000	7 years	Paid March 2019
Lighting loan (SIF)	145,000	-	44,417	3 years	Paid March 2019
	3,797,000	127,000	330,417		

All Trust loan commitments are up to date.

10. Legal Implications

- 10.1 The Council's Assistant Director of Corporate Governance has been consulted in the preparation of this report, and has no comment.

11. Financial Implications

- 11.1 The Council's Chief Financial Officer has been consulted in the preparation of this report. The Trust's financial statements disclose a balanced position.

The CFO has provided an additional confidential comment to the Board in exempt section 22.

12. Use of Appendices

Appendix 1 - Income and Expenditure – unrestricted funds

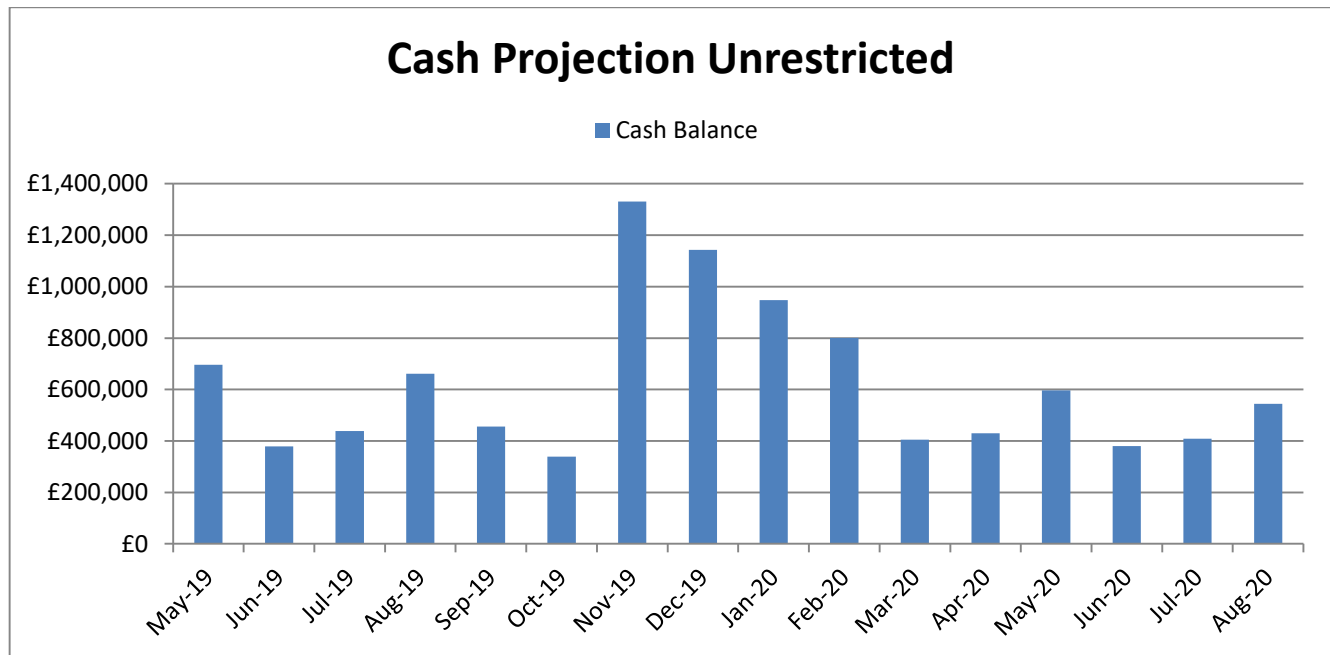
Appendix 2 – Cash Projection unrestricted

Appendix 3 – HLF Project Cash Projection

Appendix 1 – Income and Expenditure – unrestricted funds only

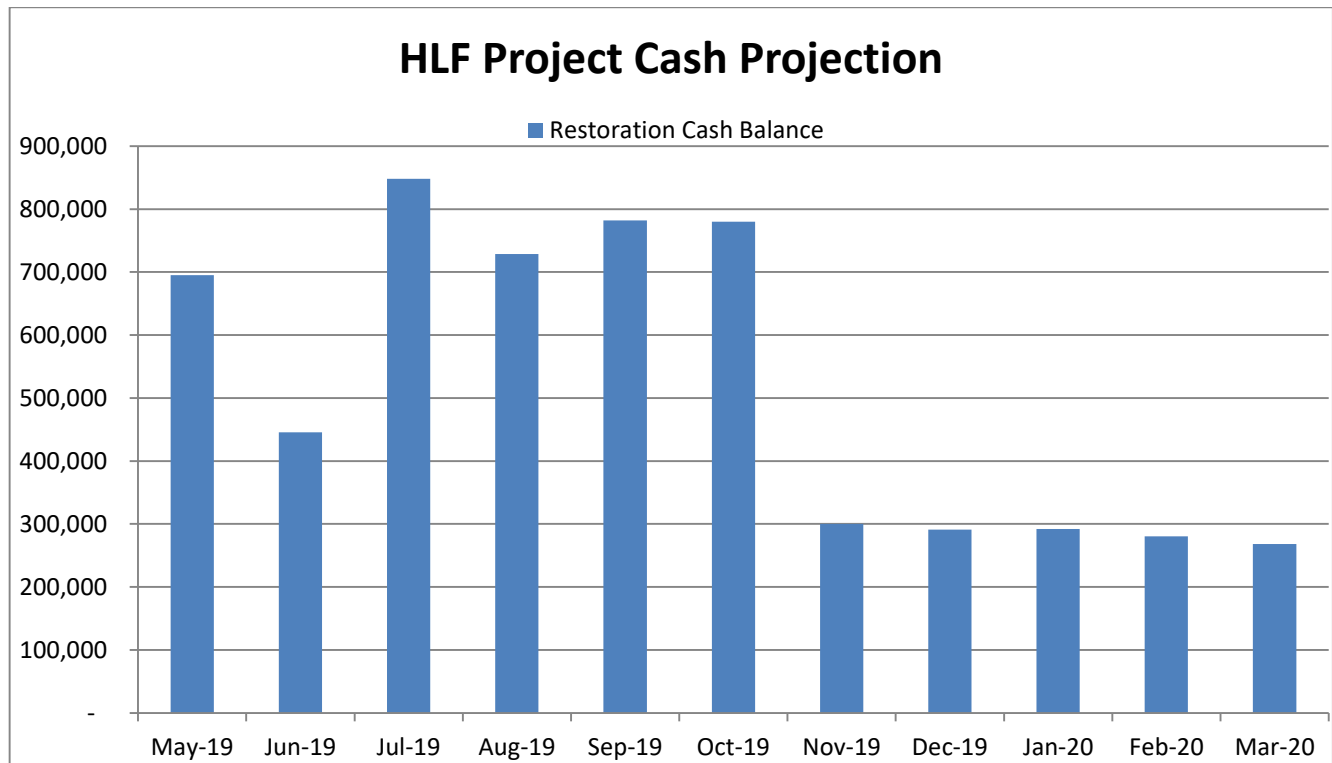
	2018/19	Year 2019/20		
	Audited	Budget	Forecast	Diff
	Unrestricted	Unrestricted		
Incoming Resources	£	£	£	£
HC Grant - Operational	1,950,000	1,950,000	1,950,000	-
Capital Grants	-	-	-	-
Palace APTL Licence	300,000	300,000	300,000	-
Palace Leases & Recharges	96,828	73,000	73,250	250
West Yard Late Fees	-	-	-	-
Park Leases & Recharges	219,425	186,790	196,010	9,220
Learning & Community	12,021	6,000	7,671	1,671
Gift Aid	1,070,000	1,165,000	1,165,000	-
Total Incoming Resources	3,648,274	3,680,790	3,691,931	11,141
Overheads				
Cost of Events (Learning and Fundraising)	(4,267)	(29,000)	(29,311)	(311)
Wages & Salaries	(779,777)	(927,730)	(930,256)	(2,526)
Other Wage Costs (Travel & Training & Recruitment)	(7,641)	(15,195)	(15,600)	(405)
Maintenance of Palace (core)	(311,459)	(384,004)	(384,004)	0
Maintenance of Park (Contract)	(330,217)	(329,556)	(329,556)	(0)
Variable repair & Maintenance of Park and Palace	(227,291)	(217,710)	(219,179)	(1,469)
Security Control (Contract)	(530,481)	(532,500)	(532,594)	(94)
Cleaning & Pest	(16,957)	(21,600)	(21,600)	-
Rates & Insurance	(404,737)	(370,200)	(368,540)	1,660
Office running	(119,223)	(80,948)	(81,566)	(618)
Utilities	(89,383)	(93,600)	(89,331)	4,269
Software & IT	(59,153)	(67,264)	(68,854)	(1,590)
Sundries, Meeting & Subscriptions	(14,365)	(24,830)	(23,151)	1,680
Marketing, Advertising & Design	(33,780)	(43,300)	(43,300)	-
Legal & Professional	(180,159)	(189,840)	(192,840)	(3,000)
Banking Costs	(1,057)	(1,500)	(1,331)	169
APTL Cost recharges	(78,060)	(22,056)	(22,056)	-
Total Outgoing Resources	(3,188,005)	(3,350,833)	(3,353,070)	(2,237)
Result	460,269	329,957	338,861	8,904
<u>Loan commitments</u>				
West Yards loan	(122,000)	(122,000)	(122,000)	0
Ice Rink loan	(164,000)	(164,000)	(164,000)	0
Lighting SIF loan	(44,417)	(44,417)	(44,417)	0
	(330,417)	(330,417)	(330,417)	0

Appendix 2 – Cash Projection Unrestricted



This is a projection of unrestricted cash at bank per month in 2019-20 ie cash funding daily operations of the Trust. The Corporate Trustee grant cash flows the first 3 quarters of the year and the last quarter of the year is funded by a transfer of the 2018-19 Gift Aid in cash (transfer in November/December 2019). Based on current budget and forecast there are sufficient cash funds available in 2019-20.

Appendix 3 – HLF Project Cash Projection



The East Wing Project is funded from a separate restricted bank account which is funded through monthly claims submitted to HLF and accumulated restricted cash reserves.

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**ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD****16th JULY 2019****Report Title:** CEO's Report**Report of:** Louise Stewart, Chief Executive Officer

Contact: Natalie Layton, Executive Assistant and Charity Secretary
Email: Natalie.layton@alexandrapalace.com , Telephone: 020 8365 4335

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

Purpose: This report updates the Board of Trustees on current issues and projects at Alexandra Park and Palace. It also provides additional information on the events programme and a range of activities of the Charitable Trust.

1. Recommendation

1.1 To note the content of this report.

2. London Fire Brigade (LFB) presence on Tuesday 11 June

- 2.1 On Tuesday 11 June the London Fire Brigade (LFB) were on site to test the new temporary water supply measures agreed with LFB in January until corroded fire main pipework is replaced. The LFB team were on site all day although the exercise itself lasted between 1-4pm and was confined to the North Yard, the Paddocks, Pavilion and East car parks and basement areas. LFB drones monitored the event, which included 12 appliances, 2 mobile command units, a London Fire Brigade high velocity hose laying vehicle and various other vehicles across the campus with more than 70 firefighters on site.
- 2.2 The fire main operated as expected although LFB raised concern about the water flow rate into the pump house from the main supply. LFB have a contingency plan in place and the AP team will continue to work with LFB to find a permanent solution.
- 2.3 TfL& Haringey Council were notified prior to the event and additional car parking attendants were employed to deal with any questions from members of the public. There were no restrictions to access to facilities or services on the day and no water was directed at the building, to minimise damage to fabric.

3 Park Update

- 3.1 Following the increase in litter and rubbish left in the Park by visitors last summer a new series of signs have been designed. These signs have a variety of messages to

attract attention and make people think twice before littering whilst also showing visitors that the site is cared for.

- 3.2 The Grounds Maintenance team continue to work hard across the site. As well as rubbish and litter collection, the team maintain the horticultural features, including roses, shrub beds and seasonal displays. A green-waste shredding machine was on site recently to create organic mulch that will be spread around veteran trees in the Park. The mulch recreates the woodland floor, supplying nutrients for the trees and encouraging beneficial fungi and earthworm activity.
- 3.3 The operator of the coffee van at the Parkrun has decided not to continue as the income is not sufficient.
- 3.4 Volunteer groups working with The Conservation Volunteers and Trees for Cities have been making habitat improvements around site. These tasks include creation of dead-hedges (as an alternative to metal or wooden bollards), loggeries (for invertebrates including the stag beetle) and maintenance of the orchards.
- 3.5 The ongoing work by the Forestry Commission (FC) to tackle Oak Processionary Moth continues this year. The FC will carry out two sprays of the previously infested trees in Spring. The Trust will continue with a risk-based approach to cordon off nests that people may easily come into contact with. Any sightings should be reported via the contact form on the Alexandra Palace website and the FC's Tree Alert website <https://treealert.forestresearch.gov.uk/>.

4. East Wing and Theatre

- 4.1 The diversity of performances in the Theatre continues – in April, the space welcomed two sold-out comedy acts (Tommy Tiernan and Alan Carr) as well as a promenade show by Haringey has Pride. Friday Night is Music night returned for a second time, and the BBC Concert Orchestra (BBCCO) were back for rehearsals.
- 4.2 In May, the Monteverdi choir and orchestra performed Handel's Semele – the production was well-received, with the Telegraph giving it four stars. Four nights of ENO's Paul Bunyan followed and then back-to-back bookings of BBCCO rehearsals and another night of comedy, this time with Reginald D Hunter. Finishing off the month was the first combined standing and seating music gig – FKA Twigs, which sold out, receiving rave reviews from the likes of the NME, the Guardian and the Standard.
- 4.3 With regards to the East Wing project contract, some minor snagging issues remain and are due to be resolved in the next few weeks.
- 4.4 Work on the Creativity Pavilion in the East Court is expected to begin over the summer and complete around September. The Creative Learning team are using the space for many of our public learning activities.

5. Heritage Significance Appraisal

- 5.1 A Heritage Significance Appraisal has been undertaken for the Park and Palace. Using existing expert information, the purpose of the Appraisal is to provide a summary of the Park and Palace's overall heritage significance, whilst also examining the significance of individual spaces/areas. The Appraisal explains the different types of heritage significance (in accordance with Historic England guidance) and the different weightings that can be applied when examining heritage significance. Recommendations and guidance are provided, which include suggested steps to take when considering new or different types of uses for spaces/areas in both the building and the parkland.
- 5.2 The appraisal has been compiled using information contained within current and historic documents and plans including the 1996 APP Conservation Area Advisory Committee Assessment, the extant Conservation Management Plan and Fabric Maintenance Plans for the Palace, Historic England guidance, the National Planning Policy Framework, the Conservation and Heritage Management Plan for the Park, reports from the Alexandra Palace Television Group and Society and associated individuals, as well as consultant reports.
- 5.3 The public consultation started on 27 June 2019 and will close on 30 September 2019. The draft document has been designed to be read online: <https://www.alexandrapalace.com/consultation/>
Comments can be submitted by email to consultation@alexandrapalace.com
There are also printed copies available to view in the East Court (open from 0900hr – 1700hr 7-days a week).
- 5.4 The SAC and CC were notified of the consultation on 27th June and will be formally consulted at the end of the public consultation period so that they will have the benefit of the consultation results. The Board will then receive the final results and any recommendations from the SAC/CC.

6. Creative Learning

- 6.1 The team continue to deliver approximately 10 public and family activities (including Mini movers, Baby Jazz, Drumming Workshops, monthly wellness cafe as well as individual school workshops, targeted outreach workshops, creative writing and computer sessions for older people.
- 6.2 In May, Creative Learning launched a ten-week pilot programme, Wild in the Park, that provides on-going therapeutic support, learning and fun for young people with emotional and behavioural difficulties between the ages of five and sixteen years. The programme has been designed with outdoor learning experts from the Wild Trust, and will run with groups of young people with SEMH from Haringey Tuition Service. The programme aims to create a safe and supportive environment for children and young people to make life-long friendships, networks and get to know neighbours and communities; as well as actively taking a leading role in shaping aspects of the park for a range of communities and people to use, particularly in areas where there has historically been a high level of anti-social activity.

- 6.3 On June 22nd, Windrush Day, the newly refurbished Theatre hosted Rum, Rhyme and Liming, a Caribbean social event for older people and their friends and families with music, poetry, social dancing and song, to commemorate the arrival of the Empire Windrush at Tilbury Docks in Essex in 1948. The range of artists and performers included multi award-winning recipient of the Queen's Gold Medal for Poetry, John Agard, and the infectious calypso and kaiso music of Tobago Crusoe. The event was FREE for seniors, unwaged, disabled, students and under 5's.
- 6.4 In May the team secured an Arts Council award to produce Never Forget, an evocative performance journey commissioned the Creative Learning Team, commemorating the 17,000 "enemy alien" internees incarcerated in Alexandra Palace during the First World War. Geraldine Pilgrim (Artistic Director) will bring together 200 people from Haringey to take part in a unique participatory event. Acclaimed for her evocative transformations of buildings and landscapes, Geraldine Pilgrim will create a journey around Alexandra Palace showing images inspired by this shadow over Alexandra Palace's history. The result of First World War enemy paranoia will be seen in juxtaposition with dreams of an imagined world where migration is accepted and supported by all, alongside the current world situation with its fear of the unknown outsider.
- 6.5 The Creative Learning Team has been instrumental in developing Haringey Cultural Education Partnership as part of an Arts Council England initiative to create a national network of cultural partnerships, which encourage schools and creative organisations to collaborate, increasing the richness and quality of experiences for young people. Haringey's launched its first free networking event at the Bernie Grant Centre on 22nd May and teachers from early years through to KS5 were involved in the development. The Creative Learning Team helped shape the programme and delivered workshops for tutors on the day.
- 6.6 The Great Fete will take place on August 17th – a festival for the community with theatrical and musical performances on four stages, a mix of free and paid activities and an opportunity for visitors to talk to the team at Alexandra Palace about the Trust and its activities and future plans. Creative activities, circus arts, workshops, storytelling, talks and tours will take place across the Park including a poetry corner. Haringey Shed return to perform their new promenade piece. The People's Stage will be run by the Community Music Apprentice programme and will host performances from local people and Haringey's rising talent. More information will be on our website soon <https://www.alexandrapalace.com/whats-on/the-great-fete-2/>

7. West Yard Storage Building

The surface water attenuation tanks have now been installed in the North Yard, and Building Control sign off is expected to be issued in June. Outstanding matters such as the external road treatments that may be subject to amendments, are still being resolved by the contractor.

8. Events

- 8.1 Whilst we await the return of Kaleidoscope (Ally Pally's very own combined Arts & Music Festival) in 2020, the team are busy planning a series of events under the banner 'Kaleidoscope Presents...'. The first of these will take place in on 25th August, with Norman Jay bringing his famous Carnival Bus out of retirement and up to the Palace, building recognition for the Kaleidoscope brand and keeping audiences engaged in our off-year <https://www.alexandrapalace.com/whats-on/kaleidoscope-presents-norman-jay-mbe-good-times-palace/>

9. Legal Implications

- 9.1 The Council's Assistant Director of Corporate Governance has been consulted in the preparation of this report, and has no comment.

10. Financial Implications

- 10.1 The Council's Chief Financial Officer has been consulted in the preparation of this report, and has no comments.

11. Use of Appendices None

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ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD
16th JULY 2019

Report Title: Annual Report on Complaints – information report

Report of: Louise Stewart, Chief Executive Officer

Contact: Natalie Layton, Executive Assistant and Charity Secretary
Email: Natalie.layton@alexandrapalace.com , Telephone: 020 8365 4335

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

Purpose: *To inform the Board of the complaints received in 2018-19 and provide assurance that complaints are investigated and appropriate action taken to prevent recurrence.*

1. Recommendation

1.1 To note the content of this report.

2. Executive Summary

2.1 A total of 91 complaints were made to the Trust about its service and facilities in the period from 1st April 2018 to 30th March 2019. The complaints log is central and records all complaints. It does not attribute to or distinguish between charitable or trading activities. Of the 88 complaints

- 1 complaint was not responded to within the 4-week deadline period and resulted in some procedural and policy updates.
- 2 complaints were escalated to the Trustee Board.
- We are not aware of any complaints made to the Charity Commission or the Fundraising Regulator about the Charity.

3. Complaints Policy

3.1 A clear complaints policy enables the Charity to be accountable to its stakeholders. The Board approved the organisation's Complaints Policy at its meeting on 17th July 2017 and a summary version is included on the Alexandra Palace Website and deals with complaints about the organisations services, facilities and public benefit.

3.2 The Complaints Policy will be presented to the Trustee Board as part of its annual review of board level policies later in the year.

4. Conclusion

- 4.1 With more than 4 million visits to Alexandra Park and Palace in 2018-19 the number of complaints recorded (88) is low. It is, however, possible that some complaints have not been reported as the Advisory and Consultative Committees raised an issue during the year about the contact telephone number provided not being answered, which has now been rectified.
- 4.2 4 compliments for good customer service were recorded and 1 complimenting the wild areas in the Park. These figures are extremely low and do not reflect the level of feedback and the level of positive feedback and high number of complements received from visitors, customers and stakeholders. In 2019/20 the teams will begin to record compliments and praise received by the team in a more structured way.

5. Legal Implications

- 5.1 The Council's Assistant Director of Corporate Governance has been consulted in the preparation of this report, and has no comments.

6. Financial Implications

- 6.1 The Council's Chief Financial Officer has been consulted in the preparation of this report, and has no comments.

7. Use of Appendices

None

By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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