



ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD
14 SEPTEMBER 2020

Report Title: 2019/20 End of Year Monitoring Report

Report of: Louise Stewart, CEO

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Purpose:

This report provides the Trustee Board with an annual summary on outdoor events monitoring, complaints and theatre activity.

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

1. Recommendation

To consider and note the end of year report.

2. Outdoor Events Monitoring Framework

- 2.1 The Trustee Board approved the outdoor events monitoring framework in November 2017 to monitor the impact of events held in Alexandra Park and ensure satisfactory post-event clean-up (at nil cost to the Trust).
- 2.2 Overall performance is reported to the Board and the Statutory Advisory and Consultative Committees (SAC/CC) annually, with updates throughout the year, as necessary. Appendix 1 provides a summary of overall performance against the framework.
- 2.3 The outdoor monitoring framework has been adopted for all events in the Park and involves the Park Manager and Event Manager conducting site walks 48 hours after each event.
- 2.4 5 events were held in the Park:
- Red Bull (7 July 2019) score: **83%**
 - Luna Cinema (over 3 nights, 12-14 July 2019) **score: 100%**
 - The Great Fete (17 August 2019) **score: 97%**
 - Kaleidoscope Presents (25 August 2019) **score: 90%**
 - Fireworks Festival (1 & 2 November 2019) **score: 93%**
- 2.5 The key performance indicators are:
- Area free of litter and cable ties
 - All equipment and signage removed
 - Any damage to paths, grass, trees or infrastructure
 - Oil spillages from catering outlets

2.6 The target is for each event to achieve an overall score of 80% against the key performance indicators within a 48-hour period of the event. It is important to note that for larger events such as the Fireworks, when much of the Park is still fenced off for safety reasons this is not always achievable and we allow a 72 hour window.

2.7 The average KPI achieved for the events held in 2019-20 is 93%, which demonstrates that the framework is working as a tool for monitoring and protecting the parkland.

2.8 Significant areas of damage to the Park

2.8.1 During the Red Bull two bollards were dislodged by vehicles and there was also some damage to: greenery in the lower road, a tree branch in the Rose Garden and a border in the East Car Park.

2.8.2 A manhole cover was damaged during Kaleidoscope.

2.8.3 A tree branch on the West Slope (in front of Palm Court) and a memorial bench in the lower field were damaged during Fireworks

2.9. Clean up

With the exception of Luna Cinema, the scores for each event were further affected by due to the site not being cleared within 48 hours:

- Red Bull – pallets, signage, cable ties
- Kaleidoscope – delay in the collection of portable toilets
- Great Fete – due to technical issues equipment was not cleared in time
- Fireworks – debris on south sloe

3. Complaints

3.1 In the period from 1st April 2019 to 31st March 2020:

- 126 complaints were resolved at stage 1 of the Complaints Procedure
- 1 complaint was escalated to Stage 3 (escalation to Board)

3.2 The complaints are categorised below:

- 72 event and ice rink customer complaints
- 34 noise complaints
- 21 complaints relating to other issues

3.3 The table below provides a breakdown of the noise complaints attributed to Events.

Month	Event	No. of complaints
July	Red Bull	2
	Luna cinema	1
	Street Life	5
August	Kaleidoscope Presents – Norman J Good Times	2
September	Pixies	1
	Private Event	2
November	Fireworks	5
	AJ Tracey	4
	Mac De Marco	3
	Halestorm	2
	Vampire Weekend	1
	D-Block	2
February	Mura Masa	1
March	Supergrass	1
Total		32

- 3.4 All events using amplified music are monitored by independent noise management consultants. Where a visit by the independent noise monitor is agreed, sound levels are tested from the area where the complaint has been made. In all instances reported, noise levels were found to be within the limits of the event licence.
- 3.5 Complaints about litter were very low in 2019-20. This may be a direct result of the initiatives that were put in place last year, i.e. Litter signage campaign and improved bin facilities. There was also a review of the Park maintenance litter clear up routine.
- 3.6 Other complaints include feedback from park users and local residents around disturbance in surrounding residential roads from people leaving events.
- 3.7 The Trust received 2 complaints about closing the Park during the Fireworks preparations.
- 3.8 A more detailed report on complaints will be provided in the Trustees September Information Pack.

4. Theatre Activity - September 2018 to 31st March 2020

- 4.1 Although not completed until November 2018, access was granted in September 2018 for the BBC Proms with community groups and volunteers offered tickets to the dress rehearsal the day before.
- 4.2 Also in Sept 2018, the Creative Learning Team ran the BBC Proms Family Orchestra & Chorus, which was attended by approximately 100 individuals in family groups of all ages (7 plus) and abilities. Participants were offered a ticket offer to the Ten Pieces Prom.
- 4.3 The East Court opened on 1 December 2018 with a full month of events and 40,000 visitors. 1050 visitors were able to see the Theatre over the opening weekend alone.
- 4.4 13 events were held in the Theatre since including:
 - A week of Horrible Histories performances
 - Richard III
 - Gareth Malone Carol Concert
 - Letters Live
 - Dylan Moran
 - Friday Night is Music Night
- 4.5 In terms of community benefit and use; Richard III tickets were offered to some schools (20 of which were taken up) and 8 Gareth Malone tickets were also given to local schools for Christmas Raffle prizes

5. Theatre Activity – April 2019 to 31st March 2020

- 5.1 To date there have been c.150,000 visitors to the East Court , including 58,000 to Theatre events. See Appendix 2 which lists the events, with the Creative Learning activities highlighted in green.
- 5.2 More than 55 theatre events have taken place covering various art forms and genres including: children's shows, operas, standing concerts, film shoots, classical & contemporary music and corporate events and more than 20 theatre tours to members of the public, community groups, charities & other organisations.

- 5.3 Highlights include:
- BBC 4 Victorian Series Filming
 - Theatre's Trust – Annual Theatres At Risk Register Announcement
 - Monteverdi Choir & Orchestra
 - Interpreting History - Heritage Conference
 - Liam Gallagher
 - Madonna
 - Simone Rocha's Fashion Show as Part of London Fashion Week
 - The Theatre's first combined standing and seating music gig – FKA Twigs.
 - His Dark Materials book launch with Philip Pullman.
 - Robbie Williams
- 5.4 Community Events in the Theatre:
- The Bilblio Buzz Children's book award (attended by 466 children from 24 schools)
 - Haringey Has Pride
 - Rhythm Stick Club-night designed by and for disabled young people
 - Haringey Music Service (110 young musicians)
 - Rum, Rhyme and Liming
 - Shine; a celebration of inclusive dance presented by icandance and their 75 dancers with varying disabilities aged 4 to 25 years old.
 - Palace Uncovered
- 5.6 Partnerships continue to strengthen:
- The BBC Concert Orchestra continue to rehearse and played three public events, and have hosted Friday Night is Music Night twice.
 - English National Opera (ENO's) - in May 2019, Paul Bunyan(Operetta)
 - Ronnie Scotts jazz programme.
 - A number of relationships have been developed with both local and national comedy promoters.
- 5.6 The Christmas production Peter Pan Goes Wrong was hugely successful with a sell-out run.
- 5.7 A dedicated team of 70 volunteer theatre assistants have supported more than 130 events in 2019/20 and contributing c. 2600 hours of their time.

6. Legal Implications

- 6.1 The Council's Assistant Director of Corporate Governance has been consulted on this report and advises that there are no legal implications arising from this report.

7. Financial Implications

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

8. Appendices

Appendix 1 - 2019-20 Outdoor Monitoring Framework - Overall Performance
Appendix 2 – East Court Events Year 1

9. Background documents

None