



ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD

12 July 2021

Report Title: 2020/21 End of Year Monitoring Report

Report of: Louise Stewart, CEO

Purpose: This report provides the Trustee Board with an annual summary of complaints, theatre activity and the outdoor event monitoring framework.

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

1. Recommendation

To consider and note the end of year report.

2. Complaints

- 2.1 130 formal complaints were made to the Trust about its service and facilities in the period from 1st April 2020 to March 2021. A central complaints log records all complaints and does not attribute to or distinguish between charitable or trading activities:
 - 15 were event and ice-rink customer complaints
 - 12 related to noise
 - 103 were around other issues mostly from visitors in relation to litter and anti-social behaviour witnessed in the Park..
- 2.2 One written complaint received by post was not responded to within timeframes set out in the organisation's complaints policy, as a result of staff working remotely.
- 2.3 Two complaints required internal investigation and no 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.
- 2.4 11 of the noise complaints related to outdoor events between July and October 2020 . No noise complaints were recorded between April 2020 and June 2020 and again between November 2020 and April 2021. 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.
- 2.5 One complaint was recorded about noise not related to events due to a humming sound late at night from boilers at the back of the building.

- 2.6 78 customer and visitor complaints (made to the visitor services team) were about litter, dangerous driving and illegal parking, anti-social behaviour in the park and surrounding areas during the pandemic lockdowns when large groups of people were gathering in the Park.
- 2.7 The estate security control team received 68 additional calls about litter in the park. There were also a number of complaints about weather-protection measures on the Terrace (i.e. parasols/heaters).
- 2.8 Social media channels are monitored throughout the year and comments responded to as appropriate. Due to the scale of social media activity much of the feedback is not captured in this report, however, complaints made on social media channels are invited to write to us (via email) to so that issues can be formally addressed according to the complaints policy and are captured above.
- 2.9 The Trust received 40 additional complaints directly from local residents and other stakeholders such as MPs and Councillors. Some were about site and event security, parking, road conditions, park protection measures etc. However, the majority of these were around disturbance in surrounding residential roads. In these instances we undertake mitigating action where possible and liaise with the relevant authorities who have the powers to deal with the issues directly. We also encourage the complainants to raise the issues directly with the appropriate relevant authorities.
- 2.10 With more than 5 million visits to Alexandra Park and Palace in 2020-21 the number of complaints recorded (130) is low. However, we saw a noticeable trend in complaints and negative feedback around the park, litter and anti-social behaviour over the lockdown periods.
- 2.11 In addition to the formal complaints recorded, the Trust's Security Control office recorded 1136 additional calls from members of the public, leaseholders and other stakeholders notifying the organisation of issues such as litter, flytipping, drainage, suspicious or anti-social or illegal behaviour, dangerous driving and parking, damage to the parkland and infrastructure and injured wildlife. These are not counted in the complaint figures above and all incidents were dealt with appropriately at the time of reporting by the security, cleaning and grounds maintenance teams:
- 2.12 Security Control also logged:
- 125 incidents of trespassing into locked or no-entry areas of the estate
 - 270 incidents of unauthorised, dangerous parking (multiple vehicles in each incident)
 - 79 incidents of abuse of security patrol personnel
 - 15 incidents of illegal gatherings during lockdown
 - 68 direct calls about litter in the park
 - 140+ incidents of vandalism, graffiti, accidental damage and attempted break-ins
 - 102 incidents of unauthorised fireworks, fires and barbeques in the park
 - 62 calls relating to unauthorised filming and photography
 - 21 incidents of illegal trading
 - 61 calls from the Trust's tenants and leaseholders about maintenance, repairs, damage and trespassing, unauthorised activity, anti-social or aggressive behaviour (from members of public)
 - 9 calls specifically thanking the teams
- 2.13 Many positive comments and compliments were received through various touch points regarding Customer Service with particular staff and departments being praised.

2.14 A more detailed report on complaints is provided in the Trustees Information Pack.

3. Theatre Activity – April 2020 to 31st March 2021

3.1 Despite closing to the public in March and suspending the regular programme the Theatre saw more than 90 tenanted days in the 2020/2021 financial year.

3.2 New Covid-19 secure ways of working were developed and the Theatre formed a strong profile as a premium recording studio and filming location through the pandemic.

3.3 Highlights include:

- 3 music festivals, 2 film festivals, a number of music and *an audience with...* shows
- The BBC Concert Orchestra
- 12 shows of Tall Stories' The Gruffalo's Child and 5 Festive Films as part of our Christmas offering before restrictions were imposed once more.
- We have maintained our connections with our Great Hall artists through recordings in theatre and a number a high profile artists and bands.

More information in our blog: <https://www.alexandrapalace.com/blog/music-during-lockdown/>

3.4 Due to the pandemic restrictions, the Theatre was not available for Creative Learning and Participation events or for other community benefit activities during the year.

4. Outdoor Events Monitoring Framework

4.1 Overall performance against the Outdoor Events Monitoring Framework is normally reported to the Board and the Statutory Advisory and Consultative Committees (SAC/CC) annually, with updates throughout the year, as necessary. However, due to the pandemic restrictions, there were no large outdoor events during 2020/21

5. Legal Implications

5.1 The Council's Head of Legal and Governance has been consulted on 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. Appendices

None

8. Background documents

None