



**ALEXANDRA PARK AND PALACE CHARITABLE TRUST
ADVISORY & CONSULTATIVE COMMITTEE
20 June 2022**

Report Title: 2021/22 End of Year Monitoring Report

Report of: Emma Dagnes, CEO

Purpose: This report provides 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 monitoring report.

2. Complaints and Feedback

Summary

- 2.1 355 formal complaints were recorded about the Trust's services and facilities in the period from 1st April 2021 to March 2022. A central complaints log records all complaints and does not attribute to or distinguish between charitable or trading activities:
- 319 complaints from event and ice-rink customers
 - 7 related to noise from events
 - 29 direct to Trust mainly about lighting in the Park
- 2.2 In 4 instances we fell short in responding to complaints made directly to the trust which weren't acknowledged within our framework timescale of four days, due to resource capacity, however, these issues were resolved within 10 days.
- 2.3 No complaints were escalated for internal investigation or to the Trustee Board.
- 2.4 We are not aware of any complaints made to the Charity Commission or the Fundraising Regulator about the Charity.

2.5 Customer Complaints

- 2.5.1 An unusual number of customer complaints were received from Fireworks customers this year, 100 in total, which revolved around queues and overcrowding at bars caused by delays with payment machines because of wifi outages. Improving connectivity in the Park is a priority project this year to prevent such an incident occurring again. Some of these complaints related to congestion in the Fairground (family area) and the feedback will assist in planning next year's fireworks event.
- 2.5.2 25 complaints were made by customers attending the Darts including complaints that other people at the event were being loud, rowdy and having to queue for toilets.
- 2.5.3 Other common themes this year were queuing, car parking and covid-measure related concerns.

2.6 Noise complaints

7 complaints about noise from events were received:

7 August 2021	Streatlife	1 complaint
22 August 2021	Streatlife	2 complaints
21 October 2021	Corporate Event	1 complaint
24 October 2021	Tattoo Show	1 complaint
6 November 2021	Fireworks	1 complaint
25 March 2022	Future Islands Concert	1 complaint

2.7 Trust Complaints

The 29 complaints received directly by the Trust's CEO & Charity Secretary include inquiries from the local authority and local ward councillors. 8 of these were about street lighting in Park. 3 of the recorded communications were from one individual about a single issue and 4 were in relation to the unattractiveness of the concrete infrastructure on Alexandra Palace Way (installed to prevent dangerous parking).

2.8 Other feedback

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

- 160 incidents of damage, repairs and maintenance
- 182 incidents of anti-social behaviour, trespassing, vandalism, graffiti
- 245 incidents of dangerous driving and illegal parking
- 58 complaints about litter and flytipping
- 22 reports of fires/ barbeques
- 37 reports concerning wildlife and dogs
- 52 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)
- 48 incidents of unauthorised filming and drone use
- 36 criminal incidents
- 2 compliments

2.9 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.

2.10 Conclusion

In 2021-22 Alexandra Park and Palace welcomed 5.7 million visitors and the number of formal complaints recorded (355) is considered to be low, with most complaints being responded to and resolved within five days.

3. Theatre Activity – 1 April 2021 to 31 March 2022

- 3.1 2021-2022 saw the theatre flex between operating as a premium recording/rehearsal location and welcoming audiences. Over the year the theatre saw more than 190 tenanted days and more than 150 public performances.
- 3.2 As Covid-19 restrictions changed across the course of the year the theatre adapted our public performance offer in line with government requirements, including offering a socially distanced run of the Gruffalo over the summer.
- 3.3 Highlights include:
- 8 comedy shows, 15 music shows and 13 *an audience with...* shows including Quentin Tarantino, Bob Odenkirk and JK Rowling.
 - Donald Glover's Golden Globe and Emmy winning Atlanta used the theatre as a location for Series 3, shooting over three weeks.
 - The theatre continued to develop projects and deepened relationships with our Great Hall artists and promoters London Grammar, Michael Kiwanuka both recorded in the theatre and Coldplay visited twice for rehearsals and a shoot.
 - London Philharmonic, Academy of St Martins and London Symphony Orchestra all rehearsed in the theatre.
 - The theatre was an integral part of the Christmas experience at Ally Pally with a critically acclaimed run of A Christmas Carol starring Mark Gatiss.
 - The Duke of Cambridge's inaugural Earthshot Prize ceremony was hosted in the theatre in October – BAFTA's live event of the year 2021, watched by 4 million people. The event was developed by the BBC Live team.
 - The theatre also worked with the BBC Live team on the BBC1 Big Weekender 2021, Later... With Jools Holland and the finale banquet of The Great British Menu.
 - Standing music shows including Maverick Sabre, Yussef Dayes and Ed Sheeran.
- 3.4 Creative Learning projects included performances of Dr Cinderella, the return of Bibliobuzz, and the theatre being used by the new Young Actors Company.
- 3.5 Community performances included Crouch End Festival Chorus and Be On Pointe Ballet School Show 2022.
- 3.6 For more information please view our Theatre promotional video which gives a taste for the programme and recent activity: <https://youtu.be/qRugTI1aM8c>. We also published two Theatre specific blogs this year: <https://www.alexandrapalace.com/about-us/blog/>

4. Outdoor Events Monitoring Framework

- 4.1 An Outdoor Monitoring Framework is in place to observe the impact of events held in the Park and to ensure areas are cleared and returned to routine use within 48 hours after large events. Two large events (Kaleidoscope & Fireworks) took place in the Park in 2021-22, and the site was cleared and reopened within 48 hours on both occasions. Four minor issues were reported within the Park following Kaleidoscope. These were promptly resolved and also fed back as necessary to teams and event partners in order to enable learning for future events. The South Slope path has also been fully reconstructed with Culture Recovery Grant funds to prevent future damage from heavy event the vehicles.

5. Legal Implications

- 5.1 The Council's Head of Legal and Governance has been consulted on this report and has no comments.

6. Appendices

None

7. Background documents

Complaints Policy, Complaints Logs