



## **ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD**

**19 JULY 2022**

**Report Title:** CEO's Report

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

**Purpose:** To update on current issues and projects at Alexandra Park and Palace and provide additional information on the events programme and the Trust's activities.

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

### **1. Recommendations**

1.1 To note the content of this report.

### **2. General Update**

2.1 Following elections in May the Trust hosted an introductory tour of Alexandra Palace and held an induction session with new trustee board members.

2.2 We celebrated 100 Years of British broadcasting with new blogs including: Banquets at the Palace and Women in Television <https://www.alexandrapalace.com/about-us/blog/>. and more information at the following link: <https://www.alexandrapalace.com/bbc-at-the-palace/>

2.3 The mast was lit purple for the Queen's Platinum Jubilee on Thursday 2<sup>nd</sup> June and the Council lit a beacon at the Rose Window.

2.4 Catering units will be provided in the Park again this summer.

2.5 We continue to monitor street lighting across the site which is failing due to 40 year old infrastructure. A programme to upgrade lampposts is being discussed with the Council's Highways Team and, where possible LED replacement and solar powered options are being considered.

### **3. 2021/22 Complaints Monitoring**

3.1 355 formal complaints were recorded about the Trust's services and facilities in the period from 1<sup>st</sup> 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 were from event and ice-rink customers, 7 related to noise from events, 29 direct to Trust mainly about lighting in the Park. Further details are provided below.

- 3.2 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.
- 3.3 No complaints were escalated for internal investigation or to the Trustee Board.
- 3.4 We are not aware of any complaints made to the Charity Commission or the Fundraising Regulator about the Charity.

### 3.5 Customer Complaints

- 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.
- 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.
- Other common themes this year were queuing, car parking and covid-measure related concerns. Alexandra Palace had a robust approach to Covid-19 restrictions including a consistent mask policy. This was welcomed in certain areas of our operation for example the Theatre where the audience had an expectation of wearing masks but was not welcomed by all in other areas of operation where industry standards were less consistent.

### 3.6 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

### 3.7 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).

### 3.8 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 fly tipping
- 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

3.9 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.

## 4. **2021/22 Theatre Activity**

4.1 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.

4.2 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.

4.3 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.

4.4 Creative Learning projects included performances of Dr Cinderella, the return of Bibliobuzz, and the theatre being used by the new Young Actors Company.

4.5 Community performances included Crouch End Festival Chorus and Be On Pointe Ballet School Show 2022.

4.6 For more information please view our Theatre promotional video which gives a taste for the programme and recent activity: <https://youtu.be/qRugT11aM8c>. We also published two Theatre specific blogs this year: <https://www.alexandrapalace.com/blog/music-during-lockdown/> <https://www.alexandrapalace.com/about-us/blog/>

## 5. Outdoor Events Monitoring Framework

5.1 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 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 improving its resilience for future years.

## 6. Park Update

6.1 The Mayor of London's Rewild London Fund is supporting the Park with a grant of over £36,000 to undertake a feasibility study for creating a Wetland in the south-east corner of the park. The current drainage problems will be investigated, and a scheme will be designed to collect & control surface water, create new habitats and reduce storm water flows. The Friends of the Park have offered volunteer time to undertake baseline ecological surveys to assist the design stage. More information will be available as the project progresses. On completion of the feasibility work, further funding will be required to implement the scheme.

6.2 The extreme winds of Storm Eunice in February caused several small trees to fall over, but no major damage was caused. This follows the usual scheme of tree inspections and safety works that take place each year. Some lower priority tree work has been carried out this year by arboriculture students from Capel Manor. Several Caucasian wingnut stems were felled along the Lower Road, these specimens had 'tight forks' and would eventually have fallen onto the path. The stems and brash have been stacked as a dead hedge to provide a refuge for invertebrates.

- 6.3 So far in 2022, Park visitor numbers appear to be back to pre-pandemic levels, although the amount of rubbish left in the Park at peak times remains very high. Some of the 2020 Heritage Heroes award-winning volunteers are still supporting the Park by litter picking on a regular basis.
- 6.4 Some bins in the Park are being used regularly for household waste. This represents an extra burden for the Park team. Following reports of success in other locations, notices will be put on the relevant litter bins and those bins will be relocated to 100m from the entrances to deter residential properties from using the Park's bins for their household waste.

## **7. Repairs, maintenance and improvements**

- 7.1 Since last reported, examples of works carried out:
- Storm damage access and repairs to Palm Court and East Court glazing/roof vents February/March
  - Fire alarm servicing
  - Enabling works to SW Tower including internal spider access and roof inspection 31<sup>st</sup> March and 4<sup>th</sup> April
  - Electrical power shutdown to whole of BBC Tower/Toilets/ Transmitter Hall and mast equipment 9<sup>th</sup> to 12<sup>th</sup> May and major upgrade/relocation of electric distribution by ProRite
  - Burst to heating main (Southwest zone above West Corridor) repaired, pending further replacement of heating pipe runs and valves

## **8. Creative Learning**

- 8.1. Most activities are being delivered face to face and we are launching our Young Creatives Network (designing initiatives and programme for young people to access careers in the culture and arts as an alternative to the experiences they'd get if went to university). Have some funding for working with libraries on this and widening out around regeneration in the borough.
- 8.2 A group of 30 actors from Alexandra Palace's newly launched Young Actors Company put on their first performance in the Theatre on 6<sup>th</sup> July.
- 8.3 The winner of our annual Biblio-Buzz Children's Book Award was crowned at a special ceremony in the Theatre on the 25 March with 32 schools enrolled in the programme (27 from Haringey, 2 from Barnet, and 2 from Camden).
- 8.4 Biblio-buzz Haringey Service Programme launched at Wood Green Library in January. 34 people attended, with 15 young people attending the workshops and readings. We helped arrange 120 free books to be donated from the library service to support the number of shortlisted books in circulation. The event was attended by the Council Leader, the Director of Library Services and Culture.
- 8.5 To promote the benefits of outdoor activities a gardening club for students from a non-maintained special schools and sixth forms has been established for people aged between 4 – 19 who are diagnosed with autism. The workshops are led by Forest and Family who run our successful forest school programme.

8.7 Our regular learning and participation activities continue including:

*Tuesdays:* Five Bells Computer Club, Young Actors Company, Baby Jazz and every other Tuesday: Community Group rehearsals, Ukulele Group

*Wednesdays:* Jazz Ensemble Rehearsals, Nursery Group, Forest School

*Thursdays:* Haringey Young Carers, Singing for the Brain, Forest School

*Saturdays:* Coaching sessions in Creativity Pavilion

*Sundays:* Rangers Skill Sharing (Park & Transmitter Hall)

*Twice monthly:* young carers creative activity and social events

*18 June* Global Cinema Club

*18 June* Chicken Shed Theatre Performance

*7 July* Crouch End Theatre Sharing

## 9. Events

9.1 The event schedule is attached at Appendix 1, however, the programme of events is ever evolving, and we encourage board members to keep up to date by visiting [www.alexandrapalace.com/whats-on](http://www.alexandrapalace.com/whats-on)

9.2 Key information about park events and road closures in July was circulated to stakeholders and local residents in June. We aim to keep the closure to a minimum and we work with the Highways authority, Transport for London and emergency services to ensure suitable alternative routes are in place.

9.3 Outdoor events include:

- **Saturday 16<sup>th</sup> July – Primal Scream** will take place in the park - same location as the stage is set for Kaleidoscope. **Alexandra Palace Way, from Bedford Road entrance to Palm Court will be closed** to all traffic from 06:00 hours on Friday 15 July – 14:00 on Sunday 17 July 2022.
- **Friday 22<sup>nd</sup> July – Fat Freddy’s Drop** will take place in the park same location as the stage is set for Kaleidoscope
- **Saturday 23<sup>rd</sup> July – Kaleidoscope** the festival takes place in the park, main halls and basements
- **Friday 26<sup>th</sup> - Sunday 28<sup>th</sup> August in the Park - brand activation** on the slopes in the park.
- **Friday 4<sup>th</sup> - Sat 5<sup>th</sup> November – Fireworks Festival - Alexandra Palace Way, from Bedford Road entrance to Palm Court will be closed** to all traffic from 06:00 hours on Thursday 3 November – Sunday 6 November 2022.

\*On live music dates access to the Sports Club will be permitted

9.4 We factor impacts on residents, people who work nearby and park users in at every stage of our planning and delivery and do all we can to mitigate disruption.

- **Sound:** our live music events will take place on the south slopes in the Park and Terrace area of the Palace (outside the Phoenix Bar & Kitchen). They adhere to strict sound regulations and have independent sound monitoring throughout.
- **Crowds:** all visitors are reminded before, during and when leaving the event of their responsibility to local people and those using public transport. Security teams will be present to monitor crowd movement.
- **Parking:** on some of the summer events our car parks will be closed, other than to Blue Badge holders. We encourage all event visitors to travel by public transport.

9.5 The Ice Rink hosted Skate London 2022 in May, an open free skating competition, in which 327 skaters of varying ages and standards from 28 different ice rinks in the UK competed over three days. A member of Alexandra Palace's Ice Rink team competed along with 13 other London skaters representing Alexandra Palace.

9.6 7 complaints were received in 2021/22 about event noise including one new complaint since last reported:

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

## 10. Legal Implications

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

## 11. Financial Implications

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

## 12. Use of Appendices

Appendix 1 – Schedule of Events

<b>Appendix 1 Events Schedule</b>	<b>Location</b>	<b>Date</b>
Primal Scream	Park	16 July
Fat Freddy's Drop	Park	22 July
Kaleidoscope	Park	23 July
Brand Activation (Hot Air Balloon PR)	Park (South Slopes)	26-28 August
Tom, Dick and Harry	Theatre	26 July - 28 August
Streatlife	Panorama Room & Park	30 July
Streatlife	Panorama Room & Park	26-28 August
Lucy Worsley	Theatre	23 September
Martin Bayfield's Rugby Legends	Theatre	24 September
Parkway Drive	ALL AREAS	30 September
The Black Blues Brothers	Theatre	2 October
Mind Body Soul Exhibition	ALL AREAS	14-16 October
OM Yoga Show	ALL AREAS	14-16 October
Franz Ferdinand	ALL AREAS	20 October
Sum 41	ALL AREAS	21 October
Ladysmith Black Mombazo	Theatre	21 October
Aitch	Main Halls	22 October
Paulo Nutini	Main Halls	25-26 October
Moderat	ALL AREAS	31 October
Fireworks	Park	4-5 November
The Delines	Theatre	11 November
Woman to Woman	Theatre	12-13 November
Sea Girls	ALL AREAS	25 November
M Huncho	Main Halls	30 November
Sea Girls	ALL AREAS	1st December
Cazoo Masters	ALL AREAS	8-15 Jan 2023
What's Love Got to Do with It	Theatre	
Gojira	ALL AREAS	11 February 2023
Robyn Hitchcock	Theatre	22nd February 2023
Don Broco	Main Halls	25th February 2023