



MEETINGS OF THE STATUTORY ADVISORY COMMITTEE & THE CONSULTATIVE COMMITTEE

14 SEPTEMBER 2023

Report Title: CEO's Report and 2022/23 End of Year Monitoring

Report of: Emma Dagnes, Chief Executive Officer

Purpose: To update the Advisory and Consultative Committees on Alexandra Park and Palace Charitable Trust activities and the events programme.

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

1. Recommendation

To note the content of the report.

2. Executive Summary

- 2.1 The Statutory Advisory Committee (SAC) was established by the Alexandra Park and Palace 1985 Act and its remit includes advising the Trustees on activities and events, car parking arrangements, planning related matters and maintenance of the Park. SAC membership consists of 8 Council Members and 8 representatives from residents' associations from specified surrounding areas. The Consultative Committee (CC) was created to extend the Trust's engagement with a wider group of representatives of appropriate local and national organisations.
- 2.2 This report provides both Committees with a general update including Creative Learning, Park, Property and Events activity and introduces the future consultation following a review of the Park Byelaws.
- 2.3 At a joint meeting on 20th April the Advisory and Consultative Committees received a Powerpoint presentation on the Trust's achievements in 2022/23 and plans for 2023/24. This was followed by the annual End of Year Monitoring Report to the Trustee Board in July, which is also included in this report. The Trustees' Annual Report and Financial Statements will be published later this year.
- 2.4 The SAC and the CC are invited to consider the information during their respective meetings and provide advice or feedback to the Trustee Board.

3. 2022/23 Complaints and Feedback

- 3.1 375 formal complaints were made to the Trust about its service and facilities in the period from 1st April 2022 to 31st March 2023. Broken down as follows:
- 295 were event related and ice-rink customer complaints
 - 45 related to event noise
 - 49 were around other issues with the Park
- 3.2 Complaints about event security personnel and event security measures such as the bag drop operation were repeated themes in customer complaints.
- 3.3 All complaints were resolved within the Complaints Policy timeframes and no complaints were escalated for internal investigation / 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 When a noise complaint is received during the event, a sound engineer will visit the location of the complaint (if agreed by the caller) to test sound levels are within licensed limits.
- 3.6 The noise complaints are attributed to the following events:

Date	Event	Number of complaints
4 June	Streatlife	1
3 July	Red Bull	2
16 July	Primal Scream	6
22 July	Fat Freddy's Drop	15
23 July	Kaleidoscope	10
22 October	Aitch concert	1
23 October	Paulo Nutini	1
29 October	Kasabian	1
4 November	Fireworks build (sound checks)	4
15 Dec-3 Jan	Darts	2
11 Feb	You Me At Six	1
22 Feb	Gojira	1
Total complaints to date		45

- 3.7 In addition to the formal complaints recorded, the Trust's Security Control and Parks Team recorded more than 1000 calls/emails from members of the public, leaseholders and other stakeholders notifying the organisation of issues. Regular items reported were litter, graffiti, unauthorised activities (such as parking, BBQs), access and security issues (such as gates locked/ open) and suspicious activity around the site.
- 3.8 Social media channels are monitored daily 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, individuals who contact us with complaints via social media channels are encouraged to email our Visitor Services team, so that issues can be formally addressed according to the complaints policy and are captured above.

3.9 Many positive comments and compliments were received through various touch points during the year regarding customer service with particular staff and departments being praised.

4. **2022/23 Theatre Activity – 1 April 2022 to 31 March 2023**

4.1 The Theatre hosted 300 performances and welcomed 85,500 visitors. Examples of activities, events and performances which took place are as follows:

- 14 music and 7 ‘an audience with...’ shows
- 11 BBC Concert Orchestra rehearsal days
- 81 shows
- 47 Christmas shows
- 7 days of Creative Learning and participation events
- 11 days community use
- 43 Shoot days

Music Highlights

4.2 Four standing concerts, beginning with the second sold out show of Ed Sheeran’s warm ups for his Wembley residency.

4.3 14 seated concerts including: Joan As Policewoman, Cass McCombs, Robyn Hitchcock, Zain Zohaib and the London Gay Men’s Chorus: spectacularly staged choral show presented by Europe’s largest LGBT+ choir, with more than 200 singing members

Theatre Programme Highlights:

4.4 Persuasion - <https://www.alexandrapalace.com/blog/pictures-and-reactions-a-joyfully-silly-take-on-jane-austens-persuasion-at-ally-pally-theatre/>;

4.5 Tom Dick & Harry: we developed an immersive in the round format for the summer run with a bespoke lighting and sound set up (reviews attached) and;

4.6 Buggy Malone: widely tipped in the press as the festive show to see last Christmas. Our most technically complex musical run so far (reviews attached) - <https://www.alexandrapalace.com/blog/recap-bugsy-malone-the-musical-at-alexandra-palace-theatre/>.

4.7 Comedy & Spoken Word - Our comedy programme highlights include Jimmy Carr, Simon Amstell, Dylan Moran and Grace Campbell and spoken word with Rev. Richard Coles as well as Alice Oseman – writer of the award winning Heartstopper graphic novels and Netflix series.

4.8 Filming - The theatre became the home for Later... With Jools Holland with two seasons filmed with us, including an Arctic Monkeys special, the award winning team behind the upcoming Bob Marley feature film shot in the theatre for ten days in January, using the Great Hall, Palace Suites, Pavilion and Paddocks as production space with more than 200 extras.

- 4.9 Orchestral & Classical - BBC Concert Orchestra, London Symphony Orchestra, London Philharmonic Orchestra all rehearsed and recorded with us. This Classical Life recorded with an audience and BBC Radio 3 live recorded with an audience.
- 4.10 A number of Private Events & Award Ceremonies were held in the Theatre including a high profile champagne launch, Women in Finance Recognition Awards and the London off Westend Awards where Presenters included Catherine West MP, APP CEO Emma Dagnes, Lord Parkinson and Dame Maureen Lipman

Creative Learning & Community Events

- 4.11 Our Young Actors Company presented Fragments: their first show, designed in traverse;
- 4.12 Queens shoot –Featuring a diverse, multi-generational selection of Black British ‘Queens’ from the local area of Tottenham, London, QUEENS aims to shine a spotlight on the Black British experience.
- 4.13 North London disability dance charity icandance returned to the theatre to stage their annual celebratory performance.
- 4.14 Bibliobuzz – we had some really nice feedback
<https://www.alexandrapalace.com/blog/biblio-buzz-2023-and-the-winner-is/>
- 4.15 As well as performances by The Rainbow Nation Charity Gala to raise funds and awareness of issues facing the LGBTQ+ community, the Crouch End Festival Chorus.

5. 2022/23 Outdoor Events Monitoring

- 5.1 In 2017 the Board approved a framework for monitoring the impact of outdoor events. Overall performance is reported to the Board annually, with updates throughout the year, as necessary, to the Board and the Stakeholder Committees. The framework applies to all events in the Park and involves the Park and Events Teams conducting site walks 48 hours after each event to ensure the site has been cleared and is free of damage to the parkland.
- 5.2 In 2022/23 five large outdoor events were held: Red Bull Soap Box (3 July 2022), Primal Scream (16 July 2022), Fat Freddy’s Drop (22 July 2022), Kaleidoscope (23 July 2022), and Fireworks (5 November 2022). The sites were reopened within 48 hours of the events, although due to the event infrastructure remaining in place between 16 July and 23 July, the post-event clear-up after Primal Scream and Fat Freddy’s Drop focused on litter clearing.
- 5.3 3 July 2022 - Red Bull – Alexandra Palace Way was closed from 0100hrs on Friday 1 July until 1600hrs on Monday 4 July as advertised. During the post event site walk four areas of concern were identified, including damage to the wild flowerbed and a tree branch was broken. Lessons have been learnt from these incidents and will be mitigated in future years.

- 5.4 16 July 2022 - Primal Scream – The road was closed from 0600hrs on Friday 15 July until 1400hrs on Sunday 17 July as advertised. Whilst marquees and steel fencing were removed post event and litter cleared by 1100hrs the following day, the event site was kept closed for the build of the following events.
- 5.5 22 July 2022 – Fat Freddy’s Drop - The road was closed as advertised at 0630hrs on Thursday 21 July and was reopened after Kaleidoscope, at 2pm on Sunday 24 July.
- 5.6 23 July 2022 - Kaleidoscope - AP Way reopened at 2pm on Sunday 24th July and the lower section of the South Slope re-opened at 9am on Wednesday 27th July and the main staging area was cleared by 9am on Friday morning as planned. Post-event clearing took place in phases agreed by operational teams prior to the event and, with the exception of a water ballast in the Fairground which was collected a day late, site clearing targets were met.

The parkland suffered some discolouring of grass and minor small divots.

- 5.7 5 November 2022 - Fireworks:

The Park was very boggy in some areas particularly on the Lower Field and at Gate 5 and the team will consider mitigations in future planning, such as bark or trackway or one way systems in high footfall spaces. Site cleaning took place overnight.

- 5.8 Long Term Environmental Monitoring:

- A general ecology study was conducted late in 2021 with no major concerns raised although continued and potentially increased levels of recreational pressure was identified as a future risk.
- The report included recommendations: to improve the condition of grass and parkland such as relaxation of mowing regimes and additional seeding, and additional features to support species (platforms/boxes for nesting birds, bat rooting features on trees and buildings and hedgehog hibernation structures).
- A set of 20 bird and bat boxes have been installed on trees and more will be installed this autumn. Dead wood is retained on site where possible which, along with dead hedges provide refuges for invertebrates and potentially for hedgehogs.

6. Car Park Charging

The car park charging scheme has been successfully implemented and went live on Monday 7th August.

7. Alexandra Park Byelaws Review

- 7.1 The existing Park byelaws are out of date and difficult to enforce and a new set of Byelaws has been drafted based on the government’s model byelaws <https://www.gov.uk/guidance/local-government-legislation-byelaws?msclkid=dc9b9881a55811ecb16b37df538d8f4a>).

7.2 Although a timeline for the review has not yet been established, the key stages are listed below and will proceed as capacity and resources permit:

- Internal consultation
- SAC & CC informal consultation
- Informal consultation with the Council
- Legal review
- Formal consultation with the Council
- Formal SAC & CC consultation
- Formal public consultation
- Regulatory assessment and publication
- Application to the Secretary of State for leave to make the Byelaw
- Full Council approval to make Byelaw
- Publication of Notice of Byelaw

8. Maintenance, Repairs & Improvements Since Last Reported

March

- Theatre: South corridor floor cleaning trials, stage leak repairs, auditorium lighting maintenance,
- Ice Rink Corridor/East Court digging (drainage & water pipes for East Court Bar)
- South Terrace drainage/resurfacing works
- Brick renewal to South (road) elevation below South Terrace
- PAT testing across site
- Great Hall (South) roof glazing inspections
- Periodic inspections to external elevations
- East Court glazing and vent repairs
- South West Pavilion External redecoration work
- Scanning and drone surveys to GH, WH, PC, PR and NWH roofs
- New CCTV camera installations

April

- South Terrace drainage/resurfacing works (continued)
- Great Hall Glazing inspections
- East Court Dome & Palm Court Atrium glazing and vent repairs
- East Court: installation of new bar and new visitor services desk
- Periodic inspections South Terrace (east end)
- North Service Yard – GRP (Ground Penetrating Radar Survey) and topographical surveys
- Bedford Road path, wall & railings rebuilding
- Great Hall/NSY Bridge staircase repairs
- Bus shelter renewal – Palm Court Bus Bay

May

- Roof vent service to East Court, Great Hall, West Hall, West Corridor, NW Hall and Ice Rink
- Site wide roof vent computer and controls servicing
- Great Hall/NSY Bridge staircase repairs
- Park (East) steps: investigations to dropped external staircase
- Periodic inspections to external elevations

June

- Ice Rink repairs
- South Elevation Brick renewals and render repairs (continuing)
- Great Hall Canopy cleaning tests
- North Service Yard Water pipe repairs
- Ice Rink Bar installation
- Theatre: Auditorium & foyer roof and rope access repairs
- Theatre Stage drainage repairs
- Fire alarm works – Transmitter Hall and BBC Ground floor
- Car parking infrastructure installation

July

- Bi-annual inspection of Theatre ceiling, walls and proscenium arch
- Great Hall column repair and marbling
- CUFOS roof repairs and asphalt renewal
- Great Hall canopy cleaning trials
- Periodic inspections to external elevations
- Car parking signage and infrastructure installation

August

- Panorama Room toilets repairs
- Great Hall Roof glazing repairs and internal tarpaulin replacement
- North Service Yard – Fencing renewal and upgrade
- Fixed wiring electrical testing
- Bedford Road retaining walls and paths/railings rebuilding (continuing)
- EMI Tower – Cleaning and sealing
- North Service Yard – Resurfacing and filling voids to roadway
- South Elevation (Basement) – Brick renewals and render repairs (continuing)
- BBC fire escape corridor – Renewal of floor vinyl
- East Court Roof urgent glazing and vent repairs
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9. Creative Learning

9.1 From April to June, Creative Learning helped **approximately 4,926** people of all ages and backgrounds to discover the park and palace through our outdoor learning activities, skills workshops, holiday camps, festivals, events, and performances. Highlights below.

9.2 Marking Alexandra Palace's 150th anniversary we engaged local communities in outdoor creative activities as part of the daylong festival. This include The People's Stage where young people aged 16-24 were able to showcase their talents and curate a programme of exciting activities and acts including:

- 200 People compete in our Assault Course
- 400 young people learning circus skills
- 98 Families enjoying Forest school taster sessions
- 370 Children and families' participating in outdoor creative workshops
- 600 People were thrilled by local performance on The People Stage
- 1480 People exploring their wellbeing in our Chi dome
- 60 Families enjoying story telling under the canopy of trees
- 220 Families enjoying outdoor photography workshops
- 120 children having their face painted in the sun
- 350 Families decorating cakes in the grass
- 122 stalls were trading local Makers Market in collaboration with Made in Tottenham, with a few more stalls being info stalls (e.g. for local charities)

9.3 Young Creatives Network (Young People, aged 16 – 24)

9.3.1 Network members programmed and delivered a series of Library Lates throughout Haringey Libraries Services with 2 pilot events taking place at Wood Green Central Library before moving on to become of North London Lates at Coombes Croft Library forming part of the celebration of Tottenham high street. Modelled on the Museum Lates programmes the aim of the project is to draw young people into libraries with a fun line up of stand up, spoken word, live music, DJ's and more.

9.3.2 The top line figures are:

- 225 network members
- 98 from Haringey
- 110 from North London boroughs
- 120 identify as Global Majority
- 30 self-identify as disabled
- 68 young people attended gigs for free this quarter as part of the Network membership equating to approximately £2,040 of ticket value.

9.3.3 Network members will learn events management skills to mount a live event; including budgeting, booking artists, staffing events, fundraising and more. After the pilots, young people should have the necessary tools to keep on organising regular Library Lates events across all libraries. Proving them with the opportunity to develop new cultural hubs for young people within the libraries

9.3.4 Library Lates events have enabled:

- 30 young people to train in events management and tested their skills whilst mounting a range of events.

- 225 attended Library Lates events

9.4 Skate Jam

9.4.1 In April, Alexandra Palace's The Skate Jam returned for the second year. This family-friendly skating event is run in partnership with North London Skate Club, raising funds for repairs and improvements to the Alexandra Palace skatepark. This year, charity Calzy Vision have come on board as partners. Founded following the death of a renowned local skater, Calzy Vision is committed to addressing the issue of homelessness.

9.4.2 The aim of day is to skate, make friends, have fun and learn new skills, while also raising money. The event draws a mix of people of ages, backgrounds and skills. Professional skaters came to demonstrate their skills, whilst inspiring younger skaters and novices alike. But you do not need to be skater to take part. The day includes music, food, Calzy Vision merchandise and more.

9.4.3 The day kicked off at 10am with a gentle 2-hour skate jam for all ages (beginners and intermediates). After lunch, was the main event, a 4-hour skate jam for all ages (competent skaters only).

9.4.4 Skate Jam has enabled:

- 50 children and young people learning skater skills
- 500 people to be enthralled by watching skaters compete

9.5 347 older people have engaged with our programmes through events like Café Palais and Singing for the Brain

9.6 Café Palais - Open to all, this monthly café caters for older people and people with dementia. This quarter the Café has hosted an array of sparkling talent included swing dance training with Swing Patrol and still life drawing with artists Quentin Martin.

- 150 older people honed creative skills whilst enjoying a cuppa and cake
- 8 young people who self-identify as disabled gained work experience via catering for the café.

9.7 Volunteering

9.7.1 Quarter 1 (April-July) data:

- 97 – Number of volunteering events
- 228 – Number of volunteering shifts
- 827.5 – Number of hours by volunteers
- Number of active volunteers – 42 from AP volunteers & 8 from CSR (insurance company)

9.7.2 For the 150th Birthday Party on Saturday 27 May we had 20 volunteers onsite. This was the largest single day engagement by the volunteers since 2019 (pre-pandemic). Within four weeks the volunteers researched, wrote, and practiced tour scripts and attended workshops led by Kirsten Forrest, Curatorial & Interpretation Manager, APPCT. On the day they delivered 20 guided tours across four routes (three of which were new). Plus, there was a team of volunteers supporting the talks in Creativity Pavilion. They also

supported the programme of activities being run in the Park, by the Creative Learning team.

9. Legal Implications

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

10. Use of Appendices

Appendix 1 – Schedule of Events

11. Background Papers – None

Appendix 1 - Schedule of events September 2023 - February 2024

DATE	EVENT	LOCATION
4 th - 6 th and 8 th September	Fred Again...	Palm Court ALL AREAS
7 th September	Sir Ranulph Fiennes - Mad Bad & Dangerous to Know	Theatre
9 th September	The Quartermass Experiment - 70th Anniversary	Theatre
9 th September	Verbally Confirmed Concert	Palm Court All Areas
23 rd September	While She Sleeps	Palm Court ALL AREAS
24 th September	Cavetown	Palm Court ALL AREAS
26 th - 27 th September	The National	Palm Court ALL AREAS
28 th September	James Blake	Palm Court ALL AREAS
5 th -8 th October	The Knitting & Stitching Show	ALL AREAS
6 th October	Graceland Reimagined: London African Gospel Choir	Theatre
13 th -15 th October	Mind Body Soul Experience /OM Yoga Show	Palm Court ALL AREAS
21 st October	Crouch End Festival Chorus	Theatre
27 th October	McFly	Palm Court ALL AREAS
27 th October	Buffy Revamped	Theatre
1 st November	Rhys Darby	Theatre
3 rd -4 th November	Fireworks Festival (Friday & Sat)	ALL AREAS
8 th -18 th November	Treason - The Musical	Theatre
9 th November	Provisional Concert	Palm Court ALL AREAS
10 th - 11 th November	Little Simz	Palm Court ALL AREAS
16 th November	The Streets	Palm Court ALL AREAS
17 th -18 th November	Jessie Ware	Palm Court ALL AREAS
19 th November	Haringey Feast	East Court
23 rd November	Provisional Concert	Palm Court ALL AREAS
24 th -25 th November	The Prodigy	Palm Court ALL AREAS
24 th Nov - 7 th Jan. 2024	A Christmas Carol: A Ghost Story	Theatre
26 th -27 th November	Provisional skating event	Ice Rink, East Court, Great Hall
30 th November	Ashnikko	Palm Court ALL AREAS
1 st December	Provisional Concert	Palm Court ALL AREAS
2 nd December	Sleaford Mods	Palm Court ALL AREAS
6 th -9 th December	Mosconi Cup - 30th Anniversary	Palm Court ALL AREAS
8 th -11 th December	Peter Pan on Ice	Ice Rink
11 th Dec -5 th Jan 2024	World Darts Championship	Palm Court ALL AREAS
7 th -14 th January 2024	Cazoo Masters Snooker Championship	ALL AREAS
8 th February	What's Love Got to do with It	Theatre
17 th February	Roisin Murphy	Palm Court ALL AREAS