



MEETINGS OF THE
STATUTORY ADVISORY AND CONSULTATIVE COMMITTEES

Date: 17th September 2026
Location: Creativity Pavilion, East Court, Alexandra Palace
CC: 1800hrs
SAC: 1900hrs

Report Title: Alexandra Palace Summer Series 2026

Report of: Simon Fell – Director of Event & Festivals.

Purpose: This report sets out the feedback received from residents to the 2025 series and the operational improvements made across the 2026 Summer Series in response. It also highlights areas that will be of interest to stakeholders and residents from the 2026 series.

Recommendation: That the SAC and CC members note the contents of the report

1. Executive Summary

This report provides an update on the feedback received following the 2025 Summer Series and the actions taken in response, while highlighting key areas of interest arising from the 2026 Summer Series for consideration by stakeholders and residents.

2. Transport 2025 Feedback / 2026 Response

2.1 Taxi Pick Up Point

During the first week of the 2025 Summer Series, concerns were raised by a resident on Dukes Avenue that members of the public were leaving the site via Gate 11, on The

Avenue and waiting in the area for taxis. In response, additional security was deployed during the second week of the 2025 series to help manage taxi pick-ups and reduce the impact on local residents.

For the 2026 Summer Series, additional security was in place throughout the two-week run. In addition, a pilot scheme was introduced with Uber to geo-fence The Avenue and Dukes Avenue during event times. This was intended to prevent event attendees from ordering Uber journeys to those locations and to reduce congregation and taxi pick-up activity in residential streets.

A concern was raised by a resident that the geo-fencing could restrict residents' own access to Uber. One complaint was received about being unable to order an Uber to a home address during the day. This was raised with Uber, as the geo-fence was intended to operate only during event times. No further complaints were received.

It should also be noted that Uber was the only taxi provider included in the geo-fencing pilot. Residents and visitors remained able to use other taxi providers, which were not affected by the arrangement. The team will continue to review the approach with Uber and consider any refinements needed for future events.

2.2 The Avenue Bay Closures

The Avenue narrows as it approaches Alexandra Park and the junction with Dukes Avenue, making two-way traffic more challenging. When the Alexandra Palace Way Road closure is in place, traffic using The Avenue increases.

Following past Summer Series, Haringey Council received feedback from residents on The Avenue and Dukes Avenue requesting parking suspensions to be put in place alongside the Alexandra Palace Way Road closure. These suspensions were introduced in response to those concerns.

The Alexandra Palace team has since received further feedback from a resident on The Avenue suggesting that the parking suspension is not required and reduces the availability of parking for residents.

The presence or absence of a parking suspension does not materially affect the delivery of the event from Alexandra Palace's perspective. The measure was introduced in response to feedback received via Haringey Council.

Further discussion will therefore be needed with residents and Haringey Council ahead of future events to determine whether parking suspensions should remain in place, be amended or be removed.

This will help ensure that any decision is clearly understood and does not result in further concerns being raised if the arrangements change.

2.3 Bus Route W3

The W3 bus historically followed a defined diversion route during road closures, which resulted in services missing all stops between Wood Green Station and Middle Lane N8. Following feedback from ward councillors and local residents, the Alexandra Palace delivery team reviewed whether the diversion arrangements could be improved, as several stops were not being served during the closure period.

The team worked with Transport for London to explore an alternative diversion route. These discussions were successful and a revised route was agreed and implemented throughout the Summer Series whenever the road closure was in place. As a result, no bus stops were left entirely unserved, and the W3 missed only five stops in total across both eastbound and westbound journeys, excluding those on Alexandra Palace Way. Alexandra Palace Way Closures.

To deliver the event safely and effectively, a significant amount of infrastructure is required on or alongside Alexandra Palace Way. This is largely because a substantial part of the event site is located on a hill, which limits the available space for essential facilities such as food and bar provision. These facilities are important to both the customer experience and the commercial viability of the Summer Series.

As a result, Alexandra Palace Way is closed from the day before the first event and reopens at 14:00 on the day after the final concert. Reopening the road during this period would not be possible due to the infrastructure located on or immediately adjacent to the road.

The delivery team recognises the impact of these closures on road users and will continue to review the arrangements to identify whether any further refinements can be made for future events.

2.4 Lime Bikes

A significant number of visitors use hire bikes, including Lime and Forest, to travel to the event. The venue welcomes this as a sustainable mode of transport. However, issues have arisen in previous years where bikes have been left outside park gates, causing obstructions to gates and footpaths.

The Head of Security & Traffic worked closely with the operators throughout the events to arrange for bikes to be removed where necessary and to help limit the impact on the local area. On one event day, when the Piccadilly line was not operating, there was a significant increase in Lime bike usage and consequently, a higher volume of bikes left around the park. The team continued to press the operators to increase their collection activity.

However, responsibility for the management and removal of these bikes rests with the operators and is not within the direct control of the Alexandra Palace team.

3. Additional Event Operation 2025 Feedback / 2026 Response

3.1 Onsite Plant & Machinery noise

Plant and machinery used during the build and break of the event site, such as forklifts and scissor lifts, are required to include safety warning systems to alert those working nearby when equipment is in operation. In previous years, feedback was received that traditional reversing alarms and beeping signals could be disruptive to some local residents.

In response, the production team sought to hire equipment with alternative, less intrusive safety warning systems where possible. For the 2026 Summer Series, 9 of the 11 pieces of plant used on site were fitted with white-noise warning systems. This approach helped reduce the impact of plant noise on the local area while maintaining the necessary safety standards for the event build and operation.

3.2 Additional Entrance Gate West Side

In 2025, there was one entrance gate on the east side of the site, level with the BBC Tower. This location was close to Alexandra Palace Station and reflected the main route used by many visitors accessing the event. Visitors approaching from the west were directed along Dukes Avenue to the entrance on The Avenue.

Following feedback from residents about increased footfall on Dukes Avenue, a second entrance gate was introduced for the 2026 Summer Series on the west side of the site. This provided more direct access for visitors approaching from that direction and helped to reduce the need for them to travel along Dukes Avenue before entering the event site.

4. 2026 Resident Feedback and Operational Matters

4.1 Sound Management

The team worked closely with the production company and PA supplier to design a sound system that contained amplified sound within Alexandra Park as far as possible. The external event licence permits sound levels of up to 75db; however, across the seven events, recorded levels did not exceed 65db, remaining 10db below the permitted threshold. Sound impact is also considered as part of event programming, with the team working with the promoter to manage the overall effect of the series.

All noise complaints were logged and referred to the independent noise monitoring team. Where residents provided an address and requested a visit, the monitoring team attended to take readings and confirm whether permitted levels were being exceeded. Across the seven events, 46 noise complaints were received in total. Of these, 26 included addresses, representing 14 unique addresses, and requested a visit from the monitoring team. There were no instances of permitted levels being exceeded during any event this year.

There was an increase in complaints from parts of Muswell Hill that are not usually affected by event sound. Although the numbers were relatively small, the pattern is being reviewed to understand whether it was linked to system design, weather conditions or other factors.

In addition to managing amplified sound, a post-event team was deployed to premises where residents had previously raised concerns about noise from people leaving events. The team's role was to remind attendees to be considerate of neighbours, discourage gathering outside residential properties, ask vehicles not to idle, and

monitor or intervene where anti-social behaviour was identified. This work was overseen by the Director of Events and the Head of Security, and positive feedback was received from residents about these measures.

4.2 Piccadilly Line Closure

The Piccadilly line was closed through Wood Green on the final event day, Saturday 19 July, when The Streets performed to a sold-out audience. This placed additional pressure on local transport arrangements, with increased demand at Alexandra Palace Station and a higher volume of visitors using hire bikes, particularly Lime bikes, as noted in point 2.4.

While transport hubs were busier than usual and no significant issues were reported beyond this increased demand, the closure created additional operational pressure for the delivery teams. This included managing higher volumes of visitors using alternative routes, responding to increased hire bike activity around the park, and maintaining safe and effective crowd movement at key arrival and departure points.

This issue has been raised with Transport for London, and the team is continuing discussions with TfL and other partners to better understand how planned closures can be avoided on major event days wherever possible, or how earlier notification and mitigation planning can be improved where disruption cannot be prevented.

4.3 Crime / Metropolitan Police Presence

Crime Statistics

Throughout the concert run, there was only one occasion on which the Police were called to site. This is a positive indicator of the overall operation and is consistent with the profile of events typically delivered at Alexandra Palace. It reflects the careful planning, programming and event management arrangements that are put in place to support safe and well-managed events.

Metropolitan Police on site

There was a Metropolitan Police presence on site on each event day. This was primarily a visible, reassuring presence for visitors rather than a response to any specific intelligence or identified crowd management concern.

The approach supported the overall safety and confidence of visitors throughout the event period and reflects the strong working relationship that has developed between Alexandra Palace and the Metropolitan Police.

4.4 Site Wide & Beyond Boundary Lines Clean

Effective cleaning is an important part of reducing the impact of major events on residents, park users and the surrounding area. It helps ensure that both the event site and the public areas around key entry and exit points are returned to a good standard promptly after each event.

The cleaning team carried out full cleans across the event site itself, as well as outside the main entry and exit points to the park, including Alexandra Palace Way, Dukes Avenue and The Avenue.

The Starting Gate pub was busy both before and after each concert, during the summer series, with a number of its customers using the grassed area opposite. It is important to note that the management and clean-up of activity associated with the pub's customers sits outside the responsibility of Alexandra Palace. The Alexandra Palace team cleans the event site and key egress routes, including the station-side route opposite the pub, after each event. However, it is not Alexandra Palace's responsibility to clean up after customers of neighbouring businesses.

The Alexandra Palace team has offered support to The Starting Gate as part of a constructive partnership approach and remains willing to work with the pub where support is requested. However, it is disappointing that this offer has not yet been meaningfully engaged with. The team will continue to encourage dialogue with The Starting Gate to ensure that, where possible, the wider local area is managed collaboratively during major event periods.

4.4 Wildflowers

Steel shield security fencing was installed across the lower road to secure the event site. The fencing route ran alongside the wildflower area, and local feedback was received about the potential impact on the planting. While the area initially appeared to have been affected, closer inspection found that the level of damage was minimal.

The fencing contractor followed a specific installation and removal process during both the build and de-rig to minimise any impact on the wildflowers. However, the feedback has been noted, the wildflower area will be reseeded in a different location for 2027.

This would help avoid any future conflict with event infrastructure while ensuring the park continues to maintain this important habitat.

5. Communication

In advance of the outside events season a full comms campaign was in place. This consisted of the following channels and methods of communication:

- 8,000 leaflets dropped to local residents
- Signage highlighting both park and road closures at all entry gates to the Park
- Road signage in place in and around Alexandra Palace Way informing of road closures
- Emails sent to 1,000 local stakeholders
- Updates to Alexandra Palace board and resident committees
- A significant social media campaign across Facebook and Instagram specifically highlighting the road and park closures

Alexandra Palace is committed to continually improving how it communicates with local residents and stakeholders, ensuring that information reaches as many people as possible in a clear and timely way. The marketing and communications team is reviewing additional communication methods to complement the existing channels already in use. Once this review and any associated testing have been completed, further information will be shared with the CC, SAC and local residents.

6. Safety Advisory Group Debrief

Following the Summer Series, key members of the Alexandra Palace team met with the Safety Advisory Group to debrief the event and consider any feedback. The meeting was attended by representatives from the Metropolitan Police, LBH Licensing, TFL and LBH Highways. Feedback from the agencies was wholly positive, with the only action requested being for the team to investigate whether there are viable options to shorten the Alexandra Palace Way Road closure for future events.

No concerns were raised in relation to any of the licensing objectives. Both LBH Licensing and the Metropolitan Police confirmed that they were satisfied with the planning and delivery of the Summer Series.

7. Legal Implications

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

8. Financial Implications

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

9. Use of Appendices - None

10. Background Papers - None