

## **Post Event Resident Feedback – 2023**

### **Anti-social behaviour/ Security**

- Some residents raised that they believe crimes happening are not included in the report for crimes related to event. Extra security and stewarding is needed.
- A couple of residents found Nitrox Cannisters around the site, near Lionel Road School and the International School of London and were concerned about the illegal use of these gases as a recreational drug.

*Gunnersbury CIC Comments: Crime reports and whether they are connected to events are in the hands of the Metropolitan Police. Although we did not have any evidence available on the exact time and location of where gas cannisters were found, we have sought advice from the Metropolitan Police since. We are in regular contact with our local police teams and crime is discussed within the Safety Advisory Group meetings leading up to the event. Consideration of additional marshalling and patrolling is given to areas of concern.*

### **Community Benefits:**

- Residents enquired about opportunities to get more young people involved in the festivals, such as through work experience or shadowing and wondered what the events can do in terms of community outreach, youth programs and apprenticeships.
- Many liked that the park was being used for events and more than a few commented that it was good that events like these took place in West London for young people and were happy it brought people to the area.
- Lots of positive comments on the resident ballot, with some hoping for an increased availability of resident tickets.

*Gunnersbury CIC Comments: Our festival organisers are committed to contributing to programmes that benefit the local community and we insist they deliver on this commitment each year. Increased outreach and the possibility of more opportunities for young people are currently being explored, with details to be confirmed. We are working with the organisers to ensure that the number of resident ballot tickets is reasonable. We've secured an increase from the previous year and hope to achieve a further increase in 2024.*

## **Community Communications:**

- Some residents felt that the details around the events were not clear and requested more detailed information to be shared.
- It was also mentioned that email communication and clarity from the Reception desk could be improved.
- Positive feedback received on extending our letter drop area as some residents who last year had no information with regards to the events at the park now reported they are in the loop.
- A couple of residents reported that they could not find the contact details to get in touch on event days.

*Gunnersbury CIC Comments: Community communications are a key area of focus for us currently, and we're reviewing our processes to ensure that we remain in consistent and transparent communication with our residents. Whilst some details on precise dates may vary during planning, we recognise that there is a need to share as much information as possible and we aim to provide the most up to date details in all our communications. The resident line number is 0203 781 0001. This number remains the same throughout the event season and is displayed on each event listing on our website.*

## **Egress**

- Residents requested that marshals remain in their allocated positions along the route to Acton Town station. The crowds along this route have been reported to be an inconvenience to residents.
- One resident reported that they were promised cones, marshals and barriers on their road which did not happen. We don't have information as to the address of this resident.
- A handful of residents suggested that surrounding roads should be closed and barriers placed across the top and bottoms to prevent access.
- Some residents suggested getting customers to walk down to 'Orange Gate' (Gypsy Gate) on the park side of the road in order to prevent people crossing that road.

*Gunnersbury CIC Comments: Egress routes and arrangements are being reviewed throughout the year with the assistance of the Safety Advisory Group involving the local authorities. In 2023 we've encouraged the use of Ealing Broadway, South Acton, Gunnersbury and Kew stations to alleviate pressure on the Acton Town route which had a positive effect. Some of the feedback above was already reported at the time of occurrence and addressed immediately by the teams on site. Cones were placed on Lionel Road and Popes Lane. If we do get more information on the address of the affected resident, we will review the need for any further cones and marshals. We continue to encourage residents to contact us via the resident line so that any concerns can be addressed straight away before escalating. Although vast improvements have been achieved regarding egress, we recognise that this area can be streamlined further and are discussing all suggestions with the organisers and the Safety Advisory Group.*

## General Park Feedback:

- Income Allocation: Several residents enquired about a financial breakdown on how festival income is being allocated. The maintenance of pathways and lighting in the park was a recurring concern. Also among the concerns were fly tipping and security of the estate. Overall, residents would like a better understanding of the financial benefits of the festivals.
- Some concerns about the long-term effects to the grass areas used over the course of the summer and all of the events. How the land is being managed and maintained.

*Gunnersbury CIC Comments: We acknowledge the need for a comprehensive report on the allocation of the event income. When the CIC took over the management of the estate from the council, there were no available surveys demonstrating ground conditions and outstanding repairs. It became apparent along the way that the organisation has inherited several millions of pounds worth of outstanding repair and maintenance works, having to prioritise those that directly affect the ability of keeping the estate open and running. We recognise that these works may not always be the ones visibly recognisable by park users. As part of the requirements for a charitable organisation, the Gunnersbury Museum & Park Development Trust will be producing an impact report which will outline the specifics of where the income is being allocated. We have carried out independent analyses of our soil after events which have all come back satisfactory to date. Our Park Management team have a comprehensive plan of regenerating grass areas, which sometimes involves letting the area 'rest' before development of new grass. We are currently commissioning an independent survey on the grounds to analyse the impact of events on the park year on year and help put an action plan in place to mitigate any damage both short and long term.*

## Lighting

- Tower lights (on the taxi exit route) annoying residents - even though they are pointed away from the house, there is still some light that gets into their gardens and through their windows.
- Residents from Lionel Road N/Popes Lane requested for generators at New Lodge Gate to be moved further away from residences.
- On one occasion, the egress light left on overnight was mentioned in regard to noise and environmental impact.

*Gunnersbury CIC Comments: We are aware of the egress light being left on one occasion during Festival Republic's events. The oversight has been addressed with the organisers who have put systems in place to ensure there is no recurrence. Organisers are looking at further measures they can take in terms of generators and lighting.*

### **Litter Management:**

- Residents reported signage and lots of hardware left behind after the events.
- Litter picking introduced on Gunnersbury Avenue, Ridgeway Drive, Princes Avenue, Manor Gardens and Power Road. One resident reported this was better in 2019, then deteriorated post Covid.
- A group of residents felt that post event tidy-up, inspection of roads around the site for litter and general waste were better this year.
- Residents reported that Gunnersbury Avenue had a lot of littering issues (and the environmental issue of single-use plastic from the events). People were throwing litter through the railings to allotments and the residents are having to clear up. Residents raised the need for further stewarding to deter people from littering at all of the events.
- A white plastic sheeting was left behind under the trackway.

#### *Gunnersbury CIC Comments:*

*A full post event survey is carried out with photographic evidence pre and post each event to ensure that any cleanup is completed, and any damages are recorded and rectified. Park Management confirmed post meeting that the mentioned white plastic sheet was in fact an oversight from a film shoot attending the week post events. They have returned and removed the sheeting. Event organisers are exploring the deployment of roaming security and stewards around the reported litter affected locations.*

### **Pick up & Drop off ('PUDO')**

- There is an overall feeling amongst residents that taxi pickup and drop off is the biggest issue across all events and requires better management. There were concerns of risk from speeding vehicles to pedestrians or dogs. The majority of comments raised the need for: increased marshalling and a more proactive rather than reactive approach, a need for engines to be turned off while waiting, speed limitation by way of the introduction of speed bumps.
- Resident unable to get an Uber when the events are on as all taxis are in use for the event.
- A concern was raised about people congregating further away from park trying to call taxis having left on foot.
- One resident mentioned that Popes Lane became very clogged with taxis after the events.
- Resident reported cars beeping until after midnight.

*Gunnersbury CIC Comments: Since last year, we have introduced a one way system to help with the management of vehicles during peak times. Although an improvement has been achieved, we recognised that further work is necessary in this area, and we're working with the organisers and*

*transport partners to increase the efficiency of this process. The Sports Hub is ringfenced for Black Cabs, Uber and Bolt during events. We have been able to put geofencing in place to encourage customers to use the designated areas, however this cannot be increased more in order to not affect local residents further away from the site. We are currently in discussions with the organisers regarding increased marshalling and speed limitation measures and we will be finalising these plans with the Safety Advisory Group.*

## **Staff / Security Deployment**

- One resident mentioned security staff asked residents if they had tickets on the park gate.
- A request was received for consistency between all organisers when it comes to staffing and provision on site.
- Some residents felt that more staff presence from Gunnersbury CIC/trust would be needed during festival season. Although festival marshals were present, regular park users would like to talk to friendly faces who know the park and facilities.
- A group of residents would like some security at Acton Tube Station.

*Gunnersbury CIC Comments: Festival Republic staff are briefed that park users must be able to access the park. It's only when they get to the festival entrance that people need to have their tickets ready. SHF looking at deploying some security towards Acton tube near the parade of shops for an hour or so during egress – mainly to check for urination or any other bad behaviour as people leave. In terms of consistent provision, we cannot guarantee that events of different attendee scales can provide the same staffing levels, we are in continuous discussions with organisers and the Safety Advisory Group to ensure that each event has adequate staffing levels, that are appropriate to the size of the event.*

*We acknowledge the request for more Gunnersbury staff to be present in the park during the events and have put plans in place to increase attendance from the Parks, Operations and Volunteer teams. We are making a commitment to increase Gunnersbury staff levels this summer to help keep in touch with residents throughout the events.*

## **Signage**

- According to most residents, signage for the events really needs to be improved. Residents requested: more public maps in the park on the fences directing park users to the passing points, increased signage for park users on the accessibility and routes to different areas during the season and enhanced traffic signage at North Lodge Gate.
- Some reported inadequate signage from Acton Town towards the park.

*Gunnersbury CIC Comments: The festival organisers have noted all requests relating to signage and are reviewing their current provision to accommodate these. We have also been working with local business, FastSigns and have put plans in place to provide additional signage from Gunnersbury and supplementary signage at short notice, should any problem areas be identified during the events.*

## Sound management

- A resident from Popes Lane noted vast improvements in terms of noise and much better traffic management.
- A resident along North Road (Ealing) reported not being able to enjoy the garden.
- A Rose Gardens resident, cannot work from home when events are on.
- A Rose Gardens Resident requested further information on the frequency and the number of days the events are now on for. They said that the sound checks being carried out in the morning are stopping them from using their garden.
- Some residents reported the sound check being indistinguishable from the actual event.
- Discussed noise complaints with a local councillor mainly concentrated on the Chiswick side of the park.
- A couple of residents believe that sound limits in Hyde Park are limited to 65db and 5 event days and felt that Gunnersbury should be the same.
- A resident said that they love the music as it is 'free music from home' and the festivals bringing business to the local community.
- A group of residents felt that it was a much more positive way of setting up this year. Improvements have been made, and stages moved which is positive.

*Gunnersbury CIC Comments: Hyde Park's limitations are 75dB which our license is line with. They have 9 slots for live music events with much larger capacities.*

*Without question, sound management is a paramount focus of our work to ensure that disruption to residents is kept at a minimum while the park still remains capable of accommodating events bringing in the vital income to keep the gates open throughout the year. We are working with organisers, particularly on the levels of bass frequencies which have caused a disturbance. Similarly to last year, we'll be working with Vanguardia independent sound consultants to monitor our sound performance. We have also requested representatives of Vanguardia to attend each event and work with the sound management firms of each festival during the musical events. We will inform residents once we have confirmation of this. As always, the way sounds travels unfortunately also depends on weather conditions and can be unpredictable. We continue to encourage residents to report issues via the Resident line 0203 781 0001 so that we can send a noise team to your exact location and adjust levels accordingly.*

## Toilets

- Residents requested more toilets situated near Red Gate (North Lodge Gate).
- Bollo Lane Portaloo's— there was no signage either directing to Bollo Lane loos and nothing directing people to the park loos.
- Portaloo's needed moving from the pedestrian pathway and museum staff were unable to assist. The event management team were able to resolve this which took some time.
- One resident suggested the addition of portable urinals.
- A resident complained about festival goers urinating on the route from the station to the park, but do not want toilets in their conservation area.

*Gunnersbury CIC Comments: The introduction of new toilets via Bollo Lane and additional toilets on existing sites has alleviated some of the issues in this area, however there are still further improvements we can make. We are working with the organisers to improve toilet facilities and directional signage to toilets across the site based on your feedback.*

## **Trackway & Traffic Management**

- A group of residents said that the trackway last year was much improved and incurred much less noise.
- Several residents raised that contractors have been speeding and ignoring the agreed timeframes in which they should be working. A couple of residents from Lionel road raised that some contractors were passing their property as early as 6.30-7am during the whole season. They felt that the trackway was the biggest disruption as some noise disturbance was during the early hours. They were also unhappy about the dust around their property. They also felt that there was no attempt in bringing the ground back to its former condition after the pickup of the trackway.
- A group of residents felt that the improvements to the trackway were massive and these residents were very happy with the crossing points. The only point for improvement on this would be better signage of where the crossing points are.
- Some residents felt that the contractors driving in the park are not controlled.
- A group of residents witnessed cars and vans driving on the pedestrian path by the sports hub – and driving too fast.
- A couple of representatives from Parkrun mentioned that the marshals at the gate weren't particularly responsive & accommodating towards the Parkrun marshal who was trying to manage the crossing of the session. Improving that would be essential for the safety of the runners.

*Gunnersbury CIC Comments: Overall, the introduction of the new trackway has been a success, however, there are still many ways in which we can make improvements. The issues of contractor management during build/break days and traffic management within the park have not been flagged before and we'd like to reassure residents that we are looking at this as a priority concern. Our organisers are reiterating the agreed limitations and frameworks with their suppliers and exploring further marshalling measures to enforce these.*

### **Event Specific Feedback – Festival Republic**

- Overall satisfaction in terms of noise management due to repositioning of stage.
- A resident raised the issue of public urination up the stairs between the commercial properties on Gunnersbury Lane. Festival Republic to double check if this was reported on their log but it was the first they had heard about it for 2023. Festival Republic will look to deploy static positions at these locations for 2024.
- Security staff asked residents if they had tickets on the park gate as acknowledged under Security. Addressing with staff.
- Light lefts on at festival site as acknowledged under Lighting. Introducing system of promptly deactivating lights after egress.

### **Event Specific Feedback – Soho House Festival**

- Several residents asking for a scheme to be able to purchase discounted tickets for SHF.
- A resident felt that Soho House was not inclusive due to the price of the tickets.
- One resident felt that Soho House customers were entitled and rude during ingress.
- A couple of residents felt that the build period for Soho House was too long.
- Soho House received a handful of noise complaints at the meeting. A resident struggled to hear her television in the early evening (couldn't remember day or exact time) and said it was bass driven.
- A Manor Gardens resident reported that noise from Soho House Festival was noisy but better than in 2022. They believe this is from the weather conditions being humid and water in the air for 2023. The dry weather makes the sound travel more.
- Another resident believes that SHF was by far the noisiest.
- A resident informed Soho House that there will be protests at the festival this year and they should be looking for another venue in 2025.
- A resident wondered if Soho House would consider moving their stage.

### **Event Specific Feedback – Waterworks Festival**

- Some very positive about all of the management of the WW weekend. No litter issues, traffic, parking, public nuisance or crime reported, ingress and egress seemed to not affect residents to any extent.
- A resident reported that the music could be heard from Acton.
- Sunday DnB, all a Popes Lane resident could hear was the bass and it was shaking the windows and doors in the house. Really needs work on the noise issues.
- Sunday (dnB) was too loud to the north and west of the park, particularly impacting residents on Popes Lane and Lionel Road North. Particular complaints about bass / low-end frequencies and rattling of windows.
- Some comments about the Sunday DnB vibrations being very bad.

*Gunnersbury CIC Comments: The festival organisers have noted all of the event specific feedback and are reviewing their action plans to address the particular concerns. We are committed to working with them to achieve all possible improvements and follow up on outstanding actions.*



### **Other Comments/Recommendations:**

- Event Diversity: Some residents feel that a number of events targeted towards the 50+ generation would be welcome.
- More cultural events were good. Doesn't have to be music.
- A lot of residents who use the allotments are unhappy with the events and the amount of disturbance it causes.
- One resident querying how many events LBH have allowed GP to have.
- One resident was disappointed council were not present at the meeting.
- Meetings would be better after the event, when memories are fresh.
- A number of residents came to say the events were wonderful and they're really glad to see the positive benefits they bring.
- One resident emphasized her love for the events and would love to see more.
- One resident enquired about the possibility of improving bicycle access to the park for festivals in the interest of sustainability.

#### *Gunnersbury CIC Comments:*

*Expanding the diversity of our event portfolio is at the heart of our mission. We understand that elements of these events can cause an inconvenience but we know that our park users and local residents are aware of the vital funding they provide to keep a free park and museum open. We would love to explore the possibility of more cultural events to cater to the diversity of our community and we will continue to work on bringing in a variety of events.*

*Thank you to all allotment users for your feedback and cooperation. The measures we have introduced in recent years were aimed to reduce the number of disturbances and we'll continue to respond to any feedback. We ask that you continue reporting specific incidents so that we are better able to devise an action plan to tackle these.*

*Our business plan was contributed to and approved by the local authorities in 2016 with the direction and view of decreasing council funding and making parks more self-sufficient. All events are subject to planning permission which is reviewed by the local authority and subject to all the requirements set by the Safety Advisory Group being met. Only after going through this rigorous approval process is permission granted, provided all agreed conditions are met.*

*The invitation to the public meeting has been extended to councillors and stakeholders.*

*We acknowledge the need for better timing of all public meetings, and we are currently devising a schedule for the season which will be circulated to residents as part of the regular letter drop.*

*Thank you to all attendees, councillors and residents who have come to speak to us. We immensely value your time and constructive comments to help us improve. Your feedback and support are much appreciated.*