



Heaton Park Event Community Consultation Group

Tuesday 31 August 2021, 5.30pm, MS Teams Online Meeting

Present (MCC=Manchester City Council)

Carragh Godolphin-Teague	-	MCC, Heaton Park Manager (Chair)
Elaine Mottershead	-	MCC, Heaton Park Programming & Engagement Lead
(Minutes)		
Stephen Garnett	-	MCC, Parks Strategy Team Events Specialist
Steven Taylor	-	MCC, Heaton Park Commercial Lead
Kirsten Flanagan	-	MCC, Neighbourhoods Manager
Jon Drape	-	Parklife - Ground Control
Abbey Forster	-	Parklife – Community Impact Officer
Chris Minas	-	Greater Manchester Police
Gareth Edwards	-	Greater Manchester Police
Councillor Peter Joinson	-	Councillor for South Middleton Ward, Rochdale
Councillor Alan Quinn	-	Councillor for Sedgley Ward, Bury
Councillor Debbie Quinn	-	Councillor for Sedgley Ward, Bury
Councillor Richard Gold	-	Councillor for Sedgley Ward, Bury
[REDACTED]	-	CST Security for Jewish Community
[REDACTED]	-	Resident representing Scholes Lane area
[REDACTED]	-	Resident representing Sedgley Park Road area
[REDACTED]	-	Resident representing Sheepfoot Lane area
[REDACTED]	-	Resident representing Sheepfoot Lane area
[REDACTED]	-	Resident representing Heaton Park Road area
[REDACTED]	-	Resident representing Newtown Street area
[REDACTED]	-	Resident representing St. Margaret's Road area
[REDACTED]	-	Residents representing Upper Wilton Street

Apologies:

Andrew McCleary	-	MCC, Heaton Park Events & Marketing Co-ordinator
[REDACTED]	-	Jewish Representative Council
[REDACTED]	-	Jewish Representative Council
Councillor Shelley Lanchbury	-	Councillor for Higher Blackley Ward, Manchester
Councillor John Farrell	-	Councillor for Higher Blackley Ward, Manchester
Councillor Paula Sadler	-	Councillor for Higher Blackley Ward, Manchester
Christina Tegolo	-	Councillor for Holyrood Ward, Bury
Councillor Wright	-	Councillor for Holyrood Ward, Bury
Councillor Tim Pickstone	-	Councillor for Holyrood Ward, Bury
[REDACTED]	-	Resident representing Old Hall Lane area

Welcome and introductions

- Carragh welcomed everyone to the meeting and confirmed that today's agenda would centre around a presentation from Jon Drape and Abbey Forster. It was noted for people to use plain language and avoid abbreviations wherever possible.

Presentation from Parklife event organisers

- Jon confirmed that some changes had been made to the event arrangements and the presentation following feedback from residents at the previous meeting held in July. The presentation is attached to these minutes for reference (with some redactions for security/commercial sensitivity). Some comments, questions and answers that arose from the presentation are listed below.

Resident letters and parking permits

- It was highlighted that residents' letters/permits had not been received on Bury Old Road, Crawley Terrace, Sedgeley Park Road, and Polefield Road. Abbey Forster to action.

Unofficial arrivals, drop off points, taxis

- There has been a problem on previous events with people being dropped off or arriving by foot at gates that are not event entrances (St Margaret's Road and Sheepfoot Lane were highlighted). Jon confirmed that anyone doing so will be redirected to an appropriate gate.
- It was acknowledged that drop-offs by taxis are difficult to manage particularly if they ignore signs and guidance. Jon agreed to have a conversation with Licensing to do some pro-active messages with the taxis operators on official drop-off points and procedures. Jon Drape to action.

Road closures and signage

- Road closures will be almost the same as the events in 2019 but slightly extended. Jon thanked Kirsten for her assistance in liaising with Rochdale on temporary Traffic Regulation Orders. Upper Wilton Street was not showing as closed off on the map but Jon confirmed that it will be. Signs will be erected two to three days beforehand. Measures have been taken in case there is a repeat occurrence of the signs being stolen. There will also be a drive-around post-event to ensure the timely removal of signage, toilets etc. Jon Drape and Abbey Forster to action.

Community impact team and security

- The team finishes at midnight but residents are concerned because the noise and disruption goes on past that point when many of the services finish. Jon agreed to ensure that the telephone lines are diverted overnight into the main Event Control so that there is 24 hours contact available. GMP are also still available after other services finish. Jon Drape and Abbey Forster to action.
- For other security measures, Jon confirmed that they will be looking at the security supervisors moving around on push bikes as this worked well in the past. They have also secured a drone to see if that improves getting live information back into event control so it can be actioned quickly. Jon Drape and Abbey Forster to action.

Cleansing

- Residents asked if the cleaning crews could come into people's gardens if required. Jon confirmed that they can if we are given a specific request/permission from the resident to do so.
- Road sweeping does unfortunately need to happen overnight, but Jon has been given assurances that measures will be taken to avoid additional noise and disruption wherever possible.

Variation to license

- There has been a necessary variation to include the sale of cans. This is due to bottle shortage connected with Brexit and Covid.

Security

- Jon confirmed that Upper Wilton Street and Old Hall Lane have been highlighted to security as priority areas following feedback from residents. Jon has noted the need for experienced officers.

Access to Heaton Park

- Residents requested that the access arrangements to the park be reviewed (eg. Grand Lodge Drive) to ensure that as many of the gates, and as much of the park, is kept open as possible. Jon agreed to review for future events. Carragh also accepted that communication regarding closing the gates should have been done sooner. Jon Drape and Carragh Godolphin-Teague to action.

Fundraising

- Ben Turner is still leading the administration of the Community Fund. In 2019, £58k was raised and Jon explained how the charities were chosen. Allocations are going to Bury, Manchester and Rochdale. Some residents wanted to note that whilst the charity funds were welcomed, it was not adequate compensation for the disruption caused by the event.

Feedback on presentation

- Some residents noted that this presentation is almost identical to those in previous years and felt that figures and pie charts were being used to reduce the human experience. Jon gave assurances that this was not the intention but rather to show statistics for measurable parts of the event and improvements. Requests from the previous meeting have also been actioned and some changes made where possible.

Transport

- It was suggested that greater use of free buses to transport people away from the site quickly could be used. Jon has looked into this, but the transport companies are struggling with Covid effects. This will be considered again for future events.

Vexatious claims

- Councillors highlighted that there have been vexatious claims in the past where people have reported issues that have turned out to be untrue. Councillors have, themselves, investigated some of them during the event to no avail. This was noted.

Feedback on the meeting and consultation process

- It was acknowledged that there may be other, more productive, ways to conduct this meeting and the resident's consultation process. Some residents remain unhappy at what they feel is a lack of understanding and commitment from the event organisers to improve the residents experience.
- More statistical information around security and financial arrangements was requested.
- It was agreed that more meetings should be held throughout the year rather than just as a major event approaches. It was also suggested that a number of measurable outcomes are chosen in agreement with residents for each event so improvements can be demonstrable. This should also include some green and ethical considerations. Carragh agreed to look at any suggestions and make improvements for the future.

Toilets

- There are 120 toilets in total outside of the park during the event. Locations are changed every year. Abbey is happy to take comments/suggestions from residents to make improvements.

Goodwill to residents

- There was a suggestion that Parklife may want to look at some goodwill gestures to residents. The previous voucher scheme was not really a success and perhaps other offers could be looked at. Jon agreed that there may be some good practice to learn from other events and would welcome a chat/suggestion on what might work.

Update from GMP

- Gareth Edwards, the Inspector for Whitefield and Prestwich, reported that he has secured additional funding this year for a small community operation. This will include a small team of officers and special constables to focus on key points e.g., Whittaker Lane, Ostrich, Old Hall and Mead Hall. It is a finite resource with a lot of area to cover but Gareth is happy to take suggestions from residents if they have concerns. He may also set up a WhatsApp group to communicate quickly during the event.

Key contact information

- Parklife website for residents only: <https://www.parkliferesidents.org/>

- Parklife email address for residents only: residents@parklife.uk.com
- Email for general Heaton Park enquiries: heatonpark@manchester.gov.uk
- Email for Gareth Edwards, GMP Inspector: 15569@gmp.police.uk

Date of Next meeting

The next meeting will be held on 12 October. Details to be sent out nearer the time.