

## Festival Republic Pre-event Meeting Summary

Attendees: Jack Painting & Simona Alfarano – Festival Republic, Spencer Lewis & Barbara Avern – Gunnensbury CIC, Laura Shishani & Alice Evans – The Event Umbrella, Councillor Biddolph, Sisi & Anton, (+1 resident arriving post event)

Please find a summary of information below from the in-person and online sessions on the 15<sup>th</sup> & 17<sup>th</sup> of June, 2024. Underneath the presented information from Festival Republic, you will find the discussion points raised by attendees, followed by our comments and action points in green.

### Site Plan

Festival Republic concerts will take place on the following dates:

- 9<sup>th</sup> of August – Fisher with Purple Disco Machine, Vintage Culture & more
- 10<sup>th</sup> of August – Tom Grennan, Blossoms plus special guests
- 11<sup>th</sup> of August – Korn, Support: Denzel Curry, Spiritbox, Wargasm, Loathe
- 17<sup>th</sup> of August - Peggy Gou, support: DJ Mochakk, LSDXOXO, Sally C and Hiver
- 18<sup>th</sup> of August - PJ Harvey and Big Thief, Tirzah, Shida Shahabi



All areas outside the event perimeter fencing will be accessible as normal during the build and break of the show. Access to the Gunnersbury Museum, Putt in the Park & Café and Sports Centre will be as usual. Maps for the available park routes will be posted in the park in August, along with QR codes linking to the resident webpage.

#### Resident Comments:

- Cllr Biddolph: The map of the festival sites should show the surrounding stations and roads with the noise complaints mapped out on it to show as an impact report. – *we aim to provide site maps that are clear and easily understandable for residents and for future events we'll take these comments into consideration, alongside feedback already received at the Soho House Public Meeting.*
- Cllr Biddolph: The plastic trackway has made a huge difference to the residents, so thank you for that.
- Cllr Biddolph: Suggestion for using the bottom left of the park as the access point for all the event loading vehicles (entrance by the Potomac off the M4) as the current entrance causes the whole park to be used for events throughout the whole of the summer months as the residents want to feel like they are in the countryside when they walk into the park, now its just open fields with trackway. (Also feels the sports hub has ruined the park for the same reasons.) – *the proposed access point would require major works and redirection of traffic. We agree that if possible, it would provide a better alternative and we are looking into this currently.*

#### **Sound Management**

The main stage faces South-East towards the cemetery, same as in 2023.

Sound checks will take place on each of the event days prior to opening and on Thursday 8th August 2024. The continuous monitoring locations proposed for 2024 are:

1. Lionel Road North
2. Pope's Lane
3. Carville Crescent
4. Gunnersbury Park Mansions
5. Manor Gardens
6. Parkview Apartments

Measurements will also be regularly carried out at other sensitive locations.

Festival Republic have agreed to a voluntary reduction from the licensed 75dB to 73dB and they will have their own sound consultants on site. We are also providing an additional layer of sound

monitoring by independent sound consultants Vanguardia and we have doubled the number of consultants this year based on resident feedback.

Based on feedback from the Soho House Pre-Event Public Meeting, we have engaged with Hounslow and Ealing Councils to see if they can provide noise officers for each of the sound checks as well as the live event days. So far, we have confirmation from Hounslow council that they will attend.

Resident comments:

- Cllr Biddolph: the residents employed their own noise consultant in 2022 and feel that is the only reason now the CIC have employed someone now. - *we were not aware of this, however working with independent sound consultants Vanguardia is part of our commitment to respond to noise related feedback and we have doubled the number of consultants available this year based on requests from the community.*
- Cllr Biddolph: The noise was better last year for Gunnersbury, but the complaints came from as far away as Ealing. When the residents call the council, they are sometimes told there is no noise or events on. - *we have reached out to the councils to streamline the process for handling complaints that are directed to them, however we are not responsible for how the Council handle their complaints. For us to improve on communication and respond to noise complaints, essential that complaints are made in real time, to the **resident line 0203 781 0001.***

## **Traffic Management**

In order to facilitate a safe egress from the events towards Acton Town Station, Festival Republic are working with Local Authorities to implement a partial road closure on Popes Lane. The road closure will be staffed by traffic marshals, aided by security in managing safe crossing for the crowds.

A section of Popes Lane will be closed in both directions between 20:00 - 23:30/00:00 on all event days.

Vehicles travelling Northbound and wanting to turn left on Popes Lane at the junction, will be redirected to continue straight and turn left on Gunnersbury Drive to join Popes Lane.

In order to prevent parking in this area, traffic cones will be placed on Popes Lane, from the crossing with the A406 to the Park's Car Park gate.

E3 bus is to be diverted for the duration of the events to prevent traffic on Popes Lane on 9-11 and 17-18 August. E3 bus stop on Popes Lane will be suspended on 9-11 and 17-18 August.

Organisers are in ongoing conversation with TFL about traffic signal switch on the A406.

CSAS staff to manage the manually operated traffic lights.

Temporary crossing point will be placed south of the regular traffic island to accommodate the expected level of footfall.

Traffic cones will be placed on Gunnersbury Drive to prevent parking on the residential road and to keep residents' driveways clear.

A dedicated Uber/Bolt & Taxi Pick-Up Drop-Off PUDO will be located in the park's car park. This aims to reduce the impact on traffic in the area and prevent pick-ups / drop-offs on residential roads.

Big Green Coaches – customers can book a ticket with travel included. This service will be operated in the PUDO area. We are expecting no more than 5 coaches each day.

Festival Republic will request Uber/Bolt ringfence on the area directly around the park with a pinpointed pick-up location.

Vehicles will enter from the car park entrance and exit via the Lionel Road/Popes Lane Gate.

Pedestrian and vehicle routes will be clearly separated by barriers, hazard tape and stewarding.

CTS taxi and traffic marshals will manage the PUDO.

### Resident Comments

- Sisi & Anton: Jaywalking and parking across the A406 is an issue. - *there will be 2 members of festival staff patrolling known hotspots to monitor any jaywalking, parked cars etc. Residents are encouraged to report issues at the time of occurrence via the resident line or email so they can be addressed in real-time.*
- Sisi & Anton: The council are still saying they aren't getting the complaints from the park. - *we aren't responsible for how the council handle incoming complaints and data; however, we are speaking with both councils to streamline the process of reporting complaints to us. Once again, we encourage residents to use the resident line so that issues can be addressed straight away.*
- Cllr Biddolph: Frustration expressed with TFL shutting tubes on event days. They also do the same for football games days too and residents feel TFL are being over cautious and should not be closing tube stations as there isn't the volume of people TFL are suggesting using the routes which are being closed. The attendee explained that when Acton town closes on some events, attendees come as far as Chiswick station. - *TFL are present at the Safety Advisory Group meetings held before each event. They are aware of each event day & event management plans. This feedback will be shared with them.*

### **Waste Management**

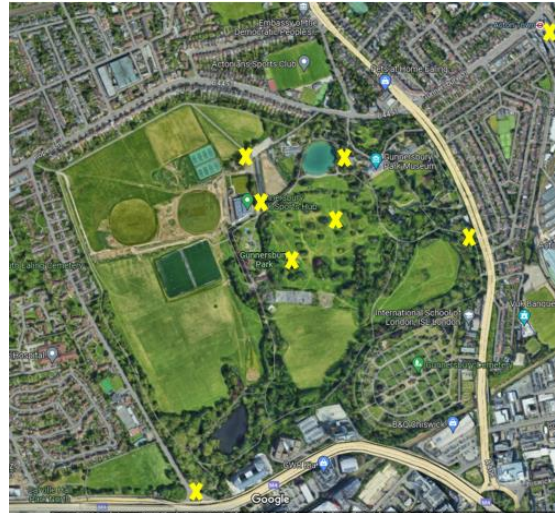
There will be designated waste management teams appointed to service any routes our customers take to and from the main transport hubs and around the perimeter of the park. There will be a litter pick on main ingress/egress route post event and photos of cleansed streets will be shared with the Safety Advisory Group post-event.

If you have problems with litter during the events, please contact the community hotline or email, and someone from the event team will ensure it is addressed.

## Toilets & Signage

Festival Republic have increased their toilet provision for this year based on community feedback. Additional wayfinding and toilet signage will be provided on the route from Acton town to the Lodge park gate.

Location	2024	2023
By Red Gate / North Lodge	10	5
Heras route to North Entrance	5	5
Brown Gate (to Kew Bridge)	3	3
Orange Gate (to A406 footbridge)	3	3
Access Customer Drop Off /PUDO	1 + 1 disabled PJs	2+1 disabled PJs
PUDO / Car Park	4	/
Route to VIP / access box office from car park	5	/
Acton Town Station (Bollo Lane)	6	4



### Resident Comments

- Sisi & Anton: There is still an issue with toilets and the festival attendees urinating in the streets. - *Festival Republic have doubled the toilets by the North Lodge to pre-empt this. FR explained they need real-time calls and figures on this to see where the issue is and address it.*
- Cllr Biddolph: Need toilet signs at Gunnersbury Station as the attendees are using that route to the festivals – *noted by Festival Republic and additional signage will be provided.*

## Community Communication

Our resident coordinator will be available during all live events on:

**0203 781 0001**

The above is the same number as last year.

We have 3 hotline handsets, if one is engaged it will redirect to the others. The event licensing team are supporting the resident hotline coordinator with answering the phone.

**WE CANNOT RESPOND TO AN ISSUE IF WE DON'T KNOW ABOUT IT – WE ASK THAT YOU PLEASE CONTACT OUR HOTLINE FOR ANY ISSUES RELATED TO ANTI SOCIAL BEHAVIOUR, SOUND, LITTER, TRAFFIC ETC.**

**IT IS MUCH QUICKER TO PHONE DURING EVENT DAYS THAN IT IS TO EMAIL.**

We understand that some residents may be more comfortable to contact the council, however for a quick resolution on the day, at the time of the issue, we ask that you please report directly to us.

### Resident Comments:

- Sisi & Anton: Resident letters are not getting delivered to everyone and they think their whole road got missed. - *This point has already been addressed at the Soho House pre-event meeting. It was noted that other residents in the same area have received the letters, nevertheless we've addressed this with the delivery service. We have increased our catchment area to 5205 (as opposed to 2111 in previous years) letters to residents and local businesses in the area. Copies of resident letters and up-to date events information can be accessed on the [resident info hub](#) and notices of public meetings have been displayed via park notice boards.*
- Can Hounslow complaints number be diverted to the events resident line? - *after being discussed it was concluded that even if the Council was willing, this wasn't an option as the events would get all Council complaints coming through to them which they wouldn't be equipped to respond to. We are still in discussions with the councils regarding streamlining their complaint handling process and recording of complaints.*
- Sisi & Anton: Explained that in the past couple of years a petition was signed for the events to not take place in the park. Explained that there are further enquiries in motion to alter the current events season format. Said they understand the park needs the income and support some events happening in the park just not as many events. Said the residents want to meet halfway instead of no events. - *we welcome any constructive feedback and discussions with residents and local businesses to make improvements and we encourage residents to attend public meetings to provide their comments and suggestions.*
- Sisi & Anton: Mentioned that residents have told them when they have called the CIC/ park number to complain, they were not being transferred through properly to the resident line, so they won't bother trying again. - *we keep records of all related calls received at the Museum and the action taken. All calls on our records have been forwarded to the organisers for the on-site teams to action. We will once again have multiple agents taking calls and handling emails and encourage residents to continue reporting any issues.*
- Cllr Biddolph: asked why the resident liaison officer isn't a local person. Feels that the same community liaison officer should be employed for all the events. The community liaison needs to be going in person to speak to residents and local businesses – *the community liaison officer employed by Festival Republic this year is a local resident. We are looking into whether it would be possible for festivals to use the services of the same local representative for all events going forward.*
- Cllr Biddolph: the resident liaison should speak to the managers of local businesses to discuss the events, so that they can prepare stock levels, plan for additional security and be aware of any tube station closures. Also the need was raised for resident letters to be hand delivered to the managers of the businesses, so they do not get lost. - *we are happy to take these points forward and look into improvements we can make in communicating with local businesses.*

- The three attendees expressed frustration with the layout for the resident meetings. The feedback received this time stated there should be an open forum for resident meetings and a presentation from the event organisers. – *based all feedback from the last five public meetings, pre-event meetings will be held online, including a full presentation from the organisers and an opportunity for attendees to ask questions in an open forum. The debrief meetings at the end of the season will continue to be in person. These will be drop-in sessions where attendees can share their individual feedback from the season.*
- The three attendees feel that having to book tickets for the resident meetings is a deterrent for people attending and the older residents are not sure how to book. They also felt that signing into GP Museum isn't necessary. - *We have a responsibility to report community attendance numbers to various bodies, including our board of trustees. All of our community events including free workshops and family activities are bookable, whether they are online or in-person. This is standard operating procedure at Gunnersbury Park & Museum. For in-person meetings we have an additional legal requirement to know expected attendance numbers in order to comply with our Fire Risk Assessments. If anyone needs assistance in booking the events, please contact the Front Desk on 02039610280 and we'll be happy to help.*

## **Safety & Security**

- Cllr Biddolph: Why aren't local councilors invited to the Safety Advisory Group meetings? Representation is being missed. - *This is a question for Hounslow Council. Historically councillors have not been invited to the SAG meetings.*
- Sisi & Anton: Concerned about drug dealing increasing in the local area during events. Resident handed over stickers with a QR code which she has taken off street furniture close to the park. The resident explained this is a website link for drugs. She feels the stickers are put up for the summer events in Gunnersbury Park. The resident thinks the park and the events should have someone patrolling the streets to remove the stickers and any other drug related issues from the streets as the police are not doing anything about this issue and drug dealers on the streets. She is concerned of her personal safety when trying to remove these stickers. Cllr Biddolph said she would email Hounslow & Ealing council departments and police department to try and get the stickers removed that way. - *Currently there's no recorded evidence of a significant increase in crime. The police have asked that any drug-related issues are reported to the police immediately, not after the event. If residents are not comfortable contacting the police, the representatives via the resident line are able to help. The stickers in question appeared during a protest that was not authorised or endorsed by the park. The event was reported to the police and notices were displayed on our website to warn park users. Gunnersbury Park cannot be held responsible for members of the public putting up signs or stickers around the local area. With regard to authorised events taking place in the park, festival organisers emphasised again the use of the resident line to report any crime related activity during their events. There are police officers on standby to respond to any crime related issues on festival days.*

## Community Benefits

- Festival Republic has donated £2,500 to the Gunnersbury Trust.
- They are also working with the Jamal Edwards charity, representatives from the charity will be volunteering at the Festival Republic AIR Hub during show in exchange for donation, plus a tour will be offered to young people supported by the charity during the dark week.

## Other Feedback

- Cllr Biddolph: The Event Umbrella (Event Management Agent acting for Gunnersbury) should be listening to councillors' feedback and comments and rolling out a festival template for each event to use regarding toilets, signage, maps etc. Then all info should be reported and feedback back to councillors to share the information with their local residents. - *Although full standardisation is not possible due to each event having different requirements, we take into account all feedback from residents, councillors and local businesses. We have taken action to improve these areas and reduce complaints; We have increased the number of toilet facilities in problem areas, and we are introducing additional signage for general wayfinding and toilets. We will continue to listen to community feedback and take action where improvements can be made.*
- Feedback from a late arrival: Absolutely loves the events and was happy to have them in the local area. Won tickets to a show last year through the resident ballot and applied again this year.