



Heaton Park Event Community Consultation Group

Wednesday 21 April 2021, 5.15pm, 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
Andrew McCleary	-	MCC, Heaton Park Events & Marketing Co-ordinator
Kirsten Flanagan	-	MCC, Neighbourhoods Manager
Jon Drape	-	Parklife - Ground Control
Abbey Forster	-	Parklife – Community Impact Officer
Councillor Shelley Lanchbury	-	Councillor for Higher Blackley Ward, Manchester
Councillor Alan Quinn	-	Councillor for Sedgley Ward, Bury
Councillor Debbie Quinn	-	Councillor for Sedgley Ward, Bury
Councillor Richard Gold	-	Councillor for Sedgley Ward, Bury
Christina Tegolo	-	Councillor for Holyrood Ward, Bury
Susan Isaacs	-	Jewish Representative Council
Jay Charara	-	Jewish Representative Council
Jonny Basger	-	CST Security for Jewish Community
Adele Brown	-	Resident representing Scholes Lane area
David Fruhman	-	Resident representing Sedgley Park Road area
Kenneth Freer	-	Resident representing Old Hall Lane area
Mohammed Mir	-	Resident representing Sheepfoot Lane area
Naomi Davies	-	Resident representing Sheepfoot Lane area
Pauline Powell	-	Resident representing Heaton Park Road area
Philomena Keane	-	Resident representing Upper Wilton Street area

Apologies:

Councillor John Farrell	-	Councillor for Higher Blackley Ward, Manchester
Councillor Paula Sadler	-	Councillor for Higher Blackley Ward, Manchester
Councillor Wright	-	Councillor for Holyrood Ward, Bury
Councillor Tim Pickstone	-	Councillor for Holyrood Ward, Bury

Welcome and Introductions

- Carragh Godolphin-Teague introduced herself as the new Heaton Park Manager who has come into post since the previous meeting of this group. Introductions were made by everyone present. Carragh explained this was being done online to ensure safety during this part of the pandemic. Carragh gave some etiquette and house rules for the online meeting.

Update on actions from the Previous Meeting held on 8 July 2019

Request to Include Jewish Representative Council at any future meetings with Shomrim. Calendar with Jewish Events that take place throughout the year. Maybe take into account event dates.

- It was noted that representatives had been invited and were thanked for attending today's meeting. Abbey will be scheduling meetings shortly with community groups. Naomi asked for Bury Mutual Aid to be included.

Old Hall Lane - KF went to see Cllr last week to raise issues - committed to monitoring during some of the day to day events. KW requested that Old Hall Lane is a standing item on the Agenda.

- This had been noted.

Councillor Gold requested dates and *not for resale* be printed on the permits.

- This was noted and has been actioned.

Whittaker Lane - specific request for it to be shut at Heywood Road - knows signs were nicked which caused challenges for the team. Taxis trying to come in both ways - need to stop at Heywood Road. Whittaker Lane was not closed on the Saturday, but was on the Sunday - Whittaker Rep suggested this did not make a difference.

- Abbey Forster gave an update on the signage plans for this year. The way they were manufactured previously made it difficult to reproduce quickly. This year, it will be easily replaceable and additional stocks have been ordered. Early morning checks will also be carried out to ensure that it is in situ and the traffic orders can be actioned. Contingency plans are in place if it has been moved or taken.
- There is a traffic sub-group for Parklife and they are not supportive of the closure of Whittaker Lane because it will produce a diversionary route. Instead, there are plans for more enforcement (security, police and traffic enforcement) around the Whittaker Lane corridor.
- Pauline Powell noted that whilst there are parking notices and permits in place, one year there were 36 taxis down Crawley Lane. Whilst it improved in 2019, there were still problems with taxi drivers. The security personnel manning the road closures need to be more experienced.
- Jon Drape stated that there is a push for a permanent residents parking scheme which Councillor Quinn is leading on.

Cllr Gold - signage for Hackneys at Woodthrope layby was not in place 1st weekend - but was for Courteeners and worked well.

- This has been noted and will be actioned.

Jewish Rep Council - residents trying to access shops during Sabbath - and a number were fined. Suggestion that if someone does get a ticket - JRC to administer - ticket could be cancelled. KR confirmed that Shomrim were given spare permits to distribute to Kings Road businesses. - have dealt with Bury to rescind some tickets

where residents have a genuine appeal - have to appeal through the process to Bury Council who make the decision. Want to make it as easy as possible for residents to participate and need to review.

- Abbey Forster will pick this up directly in her meetings with local Jewish community representatives.

Manchester Old Road Resident - 36 taxis parked with Rochdale providing two officers in a car who seemed to be looking for illegal taxis rather than moving the illegally parked taxis on. KF noted that 2019 has been the best engagement so far with Rochdale Officers, Councillors and residents and have made progress, but need to take this further. KF - it needs Rochdale traffic enforcement officers on duty as well as the taxi enforcement.

- This has been raised with Rochdale and is being progressed.

KW offered residents to come and see the Community Impact Team if they wish to see how it operates.

- Jon reiterated this offer for 2021 - please email residents@parklife.uk.com to arrange.

Scholes Lane - loos were left in the park and last thing to be taken away.

- Naomi highlighted that the last thing to be taken post-event is the male urinals and the residents would be grateful if these could be moved at an earlier stage. Jon agreed to action this.

Heaton Park Road Rep - it took 3 ½ weeks to clean outside house.

Scholes Lane Rep - 2 weeks after in section between Metrolink to St Mags turn off, litter was still in place. KW said that we need to get this right and it was not acceptable.

Scholes Lane Rep did acknowledge sweepers on Scholes Lane were good.

Whittaker - St Margaret's Park entrance - inside the wall there was glass.

KW - explained there are a series of plans put in place in advance for cleansing and TMP, can check to see what was in place before, during and after.

- Jon was pleased to say that the Ideal cleansing team were still operating post-Covid and will have a similar arrangement in place. They will be doing an audit pre-event and management will be checking the area during the event.
- Naomi said that although residents appreciate the hard work that is undertaken on cleansing, the timing of it means that the noise can go on to 4am for residents and the last night in particular can be very difficult. Jon agreed to take that feedback and look how it might be rescheduled. Kirsten reported that as neighbourhood manager she can request an inspection by our Waste Team for the Manchester wards and Bury could do similar.

Cllr SW - representing other Cllrs from Holyrood Ward, Bury - North of Newtown - would like to see more of a parking scheme and Carver Avenue.

- There is a Traffic Sub-group meeting that looks at the parking and permit arrangements. Councillor Quinn is leading on a permanent residents parking solution but unfortunately, we are not in a position to confirm any more details on that for this year.

Heaton Park Update

- Carragh gave an overview of the last 18 months. A staffing restructure has been implemented at Heaton Park and there are now three distinct strands of the team including Estate Management, Programming & Engagement and Commercial & Events. These are all supported by Customer Service/Business Support staff. Stephen Garnett was introduced as the new Events Specialist working in the Strategy Team. For any event that takes place, we go through a rigorous process which involves Emergency Services, Public Health, Environmental Health and a Safety Advisory group. The authorisation of events is not something done in isolation, it is a multi-agency decision. From 19 July 2021, the events programme is being re-established in line with Government guidance.

Events Calendar

- Events agreed for the coming months are as follows:
- **July:** *Bubble Rush, FriendsFest and Take Me To Church* (small evening event that takes place in the farm courtyard)
- **August:** fun-runs and charity events
- **September:** *New Order, Parklife*, an outdoor cinema and a street food festival.
- **October:** more charity runs (*Race for Life, Pretty Muddy*)
- **November:** bonfire night
- **December:** *Christmas at Heaton* including *Lightopia*
- The Events Programme is led by Steven Taylor. It is supported by an activities programme (regular and/or seasonal activities, many free of charge) led by Elaine Mottershead and the Programming & Engagement Team.
- Carragh invited people to let us know what events they wish to see. It was agreed that the food festival that took place a few years ago was brilliant and would be welcomed back. Philomena confirmed that *Take Me to Church* and things like the food festivals were great local events and that only *Parklife* has the biggest impact on the community. Kenneth Freer disagreed with all events and said they were not welcome in the park. This is mainly due to increased footfall and parking issues which causes his area some problems. This is not just linked to events but to particularly busy days for the park such as sunny bank holidays.

Parklife & New Order 2021

- Jon Drape was introduced to the meeting as the Event Director. He has worked in the event industry for over 30 years but has seen it decimated over the last 18 months and was looking ahead to delivering a successful major event for Heaton Park in 2021. Events were the first to close during the pandemic and one of the last to remobilise. Events, for those who attend and those who work in the industry, mean different things to different people. Events deliver employment opportunities to artists, security, food & beverage suppliers, onsite trading etc. Parklife has also, traditionally, been an important local event for 120,000 young people. For many of them, Parklife will be their first introduction to a music festival and being deprived of opportunities to socialise and enjoy cultural events during the pandemic has resulted in a major increase of mental health issues.
- Moving the Festival from June to September will have its own challenges and we are aware of the impact that it causes residents at any time of the year. GMP are an integral part of the process and are aware of any feedback or actions taken through this meeting.

There were comments made throughout the meeting from residents regarding Parklife. These have been summarised below:

Newtown Street Area

- Philomena talked about her experiences during the event and highlighted the following issues:
- Philomena agreed with a comment made by Kenneth Freer about GMP attendance at this meeting as the antisocial behaviour experienced during Parklife are criminal offences that need to be discussed with Police. Carragh stated that GMP are consulted with separately. Councillor Quinn asked for it to be noted that whilst there were some individual reports, not everyone has the same experiences on Whittaker Lane during the event.
- Drug dealing/use
- Urination and defecation on property
- Lack of experienced security personnel
- More toilets needed
- More transparency on budgets and accounts associated with this event
- Upper Wilton Street being used as a pick up and drop off point. This results in people exiting taxis in large numbers, immediately urinating, having arguments in the street etc.
- In 2019, John's team tried to make improvements in this area with significant improvements in GMP presence and cleansing along with hundreds of toilets. It was noted that the security provider has been changed for the 2021 event. Jon also stated that when the event is held in June, it is one of the first festivals of the season. However, this time, it will be one of the last so staff will be more *festival-ready* and have more experience of good practice. He will take Philomena's feedback into consideration.
- Philomena asked whether camping had been considered. Many of the problems are on ingress and egress and this would at least alleviate one of the days if the

audience could stay over. John said this had been looked at but felt that it would have a greater impact on the community with noise throughout the night. Camping at festivals works better in a rural location.

Councillors – Holyrood Ward

- Councillor Tegolo thanked Carragh for her chairing of this meeting. She noted that there is a significant challenge in changing the current behaviour of people that go to the festival. She asked Jon Drape how we learn from other festival organisers about best practice. Also, what are we doing to become carbon neutral (recycling, solar power, reducing noise, incentives for transport options etc). Also have we considered compost toilets?
- Jon Drape stated that during the pandemic, there has been an increase in collaboration across event and festival organisers. The Parklife event is aimed at 18-30 year olds but traditionally attracts the younger age range. They work with the universities to get messages out as well as social media channels. There is a high percentage of the audience that are extremely compliant and a small proportion that cause the biggest issues. Parklife and the parent company Live Nation have ambitious aims and are mindful of the environmental footprint including:
 - Green travel options – Parklife Express, Metrolink
 - Generators being run on green diesel
 - Compost toilets are used on some festivals that include camping, however, they may not be popular in built-up areas because of the smell
 - Biodegradable cups
 - No single use plastics backstage
- Councillor Tegolo also reported on the use of celebrities and VIPs to get messages across to younger people eg. pop stars and footballers to show what is acceptable and what isn't. She also suggested a slogan and learning from Glastonbury where you get money back on recycling on the last day. Something also needs to be done about the nitrous oxide cannisters. Jon Drape agreed to take this feedback away and look at some ideas.

Sedgley Park Road area

- David Fruhman stated that Parklife is here to stay. The positives of this are that it raises money for the Park and whilst there are issues, constructive discussion is paramount or we run the risk of going round in circles. Also, we do know that things that have been raised in the past have been addressed.

Scholes Lane area

- Adele Brown stated that the festivals will be very close to the Jewish New Year and the Jewish Festival and what work had been done around this.
- Jon stated that one of his colleagues on the programming team is Jewish and assists with this. He is happy for the team to start liaising with the Jewish community to see how they might assist and what measures might need to be put in place. Councillor Quinn welcomed this.

Sheepfoot Lane area

- Residents feel locked in and are unable to move either from or to their property for large periods of the weekend. They do not feel that Parklife are always sympathetic to their situation. One resident had her children stopped and questioned about their status as residents. This was done quite aggressively when residents still need to be able to get on with their lives. Jon Drape accepted that this situation is difficult. On egress, event control are particularly conscious of the situation on Sheepfoot Lane. In the past, barriers have been offered to each home as further protection although Jon is aware that this may heighten the feeling of being locked in. Jon agreed to have a chat with Naomi Davies outside the meeting to see if anything can be done to improve the situation.
- The issue of floodlights and generator noise was also raised. On previous events, this has gone on through the day and all through the night. This causes additional distress because when the event has finished, nearby residents are still subjected to this interference. Jon Drape agreed to look at the placement of lights and different arrangements for the generator (sound-proofing will be considered) for this year's events.
- Naomi also suggested that the Parklife offer is widened to include more of a fringe, family accessible, feel with additional activities. Elaine and Naomi to discuss further.
- Naomi made a final point regarding particular issues around the entrance gate on Sheepfoot Lane. This often becomes a meeting point and/or a place where people aim for when they are lost and often distressed. Naomi suggested that security and first aid are stationed at this gate to assist and even offered her own help in this matter. Jon agreed that this is needed. Safeguarding has traditionally fallen under wider welfare provision but this year they have appointed a specific safeguarding officer and GMP have matched it with a lead from their organisation. Jon noted that Heaton Park Methodist Church have also offered to do outreach work. John would be happy to discuss this further with Naomi.

Heaton Park Road area

- Pauline Powell asked whether there is still the intention to use Sainsbury's as a pick up and drop off point. Jon agreed to share information on the arrangements separately.

Summary

- Jon Drape summarised that the residents have made some valid points and he is happy to take feedback away and see where improvements can be made. There are some issues that can be addressed quite easily and others that might be more complicated to resolve.

Any other business

Litter and Waste

- Pauline Powell made a general comment about the park and the bins left full overnight and then finding the contents strewn across the floor in the morning. Carragh reported that this is being looked at and has been a result of warmer months and increased footfall during the pandemic.

Heaton Park Activities

- Jay Charara reported how the park had been a lifeline for their community during the pandemic. They were thankful to see that local regular activities are being encouraged and he would like to discuss the programme further. Elaine agreed to contact Jay outside of this meeting.

Further information and Queries

- Abbey Forster stated that she is leading on the work with the resident parking permits and leaflet drops which will be done in August. The first drop will be around 23 August. Any residents can get in touch if they do not receive them.
- For further information or queries:
- 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.

Next meeting

- It was agreed to hold one more meeting before New Order/Parklife takes place. A date will be sent out.