

**Event Community Consultation Meeting**  
**Minutes**  
**21<sup>st</sup> February 2013**

**Attendance**

Kirsten Warren (KW)	Heaton Park General Manager, MCC
Philippa Reece (PR)	Assistant Manager Heaton Park, MCC
Ria Page (RP)	Heaton Park Engagement Officer, MCC
Mike Parrot (MP)	Head of Events, MCC
	Prestwich Township Co-ordinator, Bury Council
	Councillor Manchester
	Councillor Bury
	Councillor Bury
	Councillor Manchester
	Resident – Old Hall Lane, Manchester
	Resident – Milton Road, Prestwich
	Resident – St Margaret’s Road, Prestwich
	Resident – Deanswood Drive, Manchester
	Resident - Bury
	Resident - Bury

**1. Welcome and Introductions**

KW welcomed all to the meeting and outlined the summary for the meeting.

**2. Apologies**

Bury Council  
Rochdale Council

**3. Minutes of Previous Meeting**

Minutes of previous meeting had been distributed by e-mail prior to the meeting.

**4. Matters arising.**

reported that his comments had not been picked up in the minutes.

KW apologised for this but also explained that was not present at the meeting that the minutes cover. KW did confirm that following Stone Roses feedback was received.

asked who had compiled the feedback and suggested pulling all feedback into a report. KW and MP confirmed that this had been done as part of the Stone Roses de-brief so that officers can use this information when planning future events.

reported that feedback has always been given to her when she has requested it, never once has her comments not been acknowledged.

asked for general reviews as feedback to give a clear picture of feedback

responded that the feedback was given in these meetings

KW reported that feedback was given in the presentation done at the last meeting as part of the Stone Roses de-brief.

MP acknowledged that the feedback was included in the presentation.

added that his feedback was included in that meeting and that it was wrong to put people through the whole experience and then not acknowledge their feedback. The noise levels went up and up and the concert was extended further with the firework display every night, not to mention the Police helicopter hovering over the houses.

asked if the presentation was done at the last meeting?

KW replied that it was, however the presentation can be circulated again to the group via email and whilst specific issues did arise on Old Hall Lane, the issues were very similar in all areas surrounding the park, i.e. drinking, excessive noise.

**Action**

**KW to circulate the Stone Roses presentation to all members of the Event Consultation Group before the next meeting.**

wanted to add his disappointment with the security, they were non-existent and that general public were not deterred from accessing his road. He also added that the litter at the end of the road was disgraceful and the whole event disrupted his work life.

added that it was disappointing to see that GMP are not in attendance this evening and that he would be writing to the Police Commissioner Tony Lloyd to express his concerns.

G4S were also poor during the event and they should have been more helpful after their assurances, various issues with no stewarding caused locations to be overwhelmed with people and even the police were caught up in the crowds.

KW responded that this too was also included in the presentation

asked if the organiser's contract with the security firm stipulated what time the stewards were due to finish duty as he would have thought their duties would be until all of general public had dispersed

It was asked if the dispersal of the crowds could be aided by local people

KW replied that the organiser pay the security teams as professionals to deal with those situations and that Manchester City Council would never ask general public to put themselves in that position

added that he thought it was common sense to expect the security to be directing people but in actual fact it was more staff and volunteers

asked who would be making sure that the concerns would be taken into consideration for the next concert that takes place and who would be the person from this group that takes those concerns forward?

KW responded that any concerns raised in this meeting are then raised at the Safety Advisory Group planning meetings for proposed future events and that both herself and Mike would be attending as representatives for the park and group to ensure the premises licence conditions are adhered to.

noted that Stone Roses was only the second major event to take place at Heaton Park and that each event has had its lesson to learn. We are now more aware of the hotspots that exist and will to build on this knowledge

agreed continuing that it is a learning curve but long as the events saw improvements to the organisation it was worth it

commented that some of the main issues from the Stone Roses event had very poor weather and lack of security and their knowledge of the park didn't help

asked if there are representatives from all local areas at the Safety Advisor Group Meetings

MP replied that there are representatives from Bury Council, Rochdale Council and Manchester City Council from a range of departments like enforcement and street cleansing to ensure that all issues are picked up

KW added that it is essential that all officers are involved in the planning process to ensure a consistent approach

asked if it would be possible to reduce concert days from three to one, so not to impact on the local community as much

added that from the residents that lived around her, the feedback was completely different from that of her reports from various ages loved the event, parking remains an issue as with any event at the park but overall it was fantastic

– agreed and added that the local businesses benefitted greatly

KW acknowledged that people have different experiences depending on their vicinity to the park

added that some residents had bad experiences like having general public knocking on their door at 2am

also added that a local nursing home was subject to urinating on their property and had to disinfect their front door and pathway with bleach to clean up afterwards

KW acknowledged the related issues and would keep them on file for the next event

## **5. Bonfire Night Event 2012 Feedback.**

KW gave a brief of the Bonfire Night event at Heaton Park, the event was managed as per the previous year with the exception of an additional entrance. The attendance was just under 30,000 people and this year there was an alteration in the traffic management system, Bury Old Road was closed down temporarily at core entrance and exit times to aid the volumes of people leaving the site. In future it may well be that the closure remains in place throughout the whole time because by the time the road was reopened after entrance of the crowds, it wasn't too long before the road was closed again for exit.

There were the regular issues with the Sheepfoot Lane residents and parking, however this year all the lower verges running along Sheepfoot lane were cordoned off with fences to prevent the parking

issues raised from other events. On Middleton Road the same issue existed with parking along the central reservation and grass verges and this will be a priority in future as overhanging vehicles leading to the motorway roundabout are dangerous. Overall the event was a great success.

asked if additional bins or industrial bins can be in place for the event to aid the amount of litter

KW replied that industrial bins were in place

asked why the event was delayed

KW replied that the decision was taken to delay the fireworks by half an hour to aid the vast numbers of spectators which were arriving at the last minute.

reported further problems again with stewarding and reiterated the issues surrounding parking in front of residents driveways as no preventative measures had been put in place

KW responded that security should have been in place

PR added that during the G4S briefing before the stewards were deployed instructions were given to the G4S staff about the areas in which they should be working.

replied that this was not the case there were no security in place near his home and that the only thing that would be enough to control those situations would be the police and in future there should be more of a police presence

KW apologised if the security services were not where they should have been, the intention for the security was outlined in the plan, prior to the event taking place, and this is something that will be raised for next year

asked if a towing service could be operating to aid the parking restrictions and stop people parking in dangerous places like on the central reservation.

KW replied that the whole issue around parking is stopping people being to access the verges in the first place

PR added that it was made very clear in certain areas that no parking was allowed and aside from fencing the entire road, how do we stop the parking? This needs more thought as visitors disregarded the "no waiting" orders on Sheepfoot Lane especially.

suggested the use of volunteer stewards and the towing vehicles should deter more people than previously and the possibility of opening Heaton Park Metro link station

KW replied that for major events Heaton Park station is closed because the platform capacity is too small to take any large crowd numbers. Metro link were also included in the planning meetings and they are in agreement the space is too small, which is why the crowds are re-directed to Bowker Vale for large event egress.

It was requested a mobile towing truck is on hand to get vehicles removed

suggested better advertising for the event stipulating no parking is available because even if towing trucks were used the parking gets so bad that the areas they could be most utilised they couldn't access, due to the double parking

KW added that all marketing does encourage the use of public transport

reported that the event was of short duration and that parking will always be an issue, however on balance the event detracts people from having fire's in the community and is therefore a good event for the entire surrounding community of Heaton Park

KW agreed that Bonfire Night is a family orientated event and whilst it maybe for only one night, the staff will continue to work on the traffic management issues as a priority

said that residents are affect for more than one day and asked if buses could bring people to the park from locations around the city to avoid parking issues

KW responded that past attempts at 'Park and Ride' schemes on events as large as the Stone Roses the take up for the scheme was not that high. The consensus is that even if this scheme was offered for a short event such as Bonfire night, it wouldn't be utilised effectively to make enough of a difference

added that for Bonfire night people are always going to want to use their own cars and this is not something that is going to change

KW asked how St Margaret's was with the traffic and if the pick up and drop off issues had decreased

reported that the parking was not bad this year but he asked about the shift patterns of the stewards and wanted to make sure they finished after the event had taken place to ensure the residents got the service they were promised

KW reported that the event closed at 9pm but the stewards were on shift until 10.30pm and should have been in place and that issues around parking was aided by the "no waiting" traffic order that was in place

did report that the Bonfire event is not like any other event, it is not the same kind of people attending this event as you would with a music concert or festival.

added that Bonfire Night is on different days each year and different days bring different issues

KW reported that Manchester City Council are still deciding on the future of Bonfire Night Events, the issues that have arisen are related to the day the events operate, i.e. should the event stay on 5<sup>th</sup> Nov regardless of the day or be on the nearest Saturday to the 5<sup>th</sup> to aid more families and reduce community impact.

asked if funding was an issue for the traffic management of the event

KW replied that the funding for the event in general was an issue and under review

suggested the Council introduce a small charge for attending the event to aid costs

KW responded that the discussions around funding was being held and charging was an option being explored, any outcomes from this will be discussed with the group at a later stage

## **6. Parklife Introduction and Question and Answer Session**

MP gave an overview about the Parklife Event (Please see attached presentation for detail)

Questions from the group:

Q – Will camping in the park be something that is considered because of the festival feel of the event?

A – This option has been discussed but it is not something that has been confirmed as of yet

Q – What are the plans for the entrances on the site and how will these filter people to where they need to be in the park?

A – Working with partners who have the knowledge and experience on the site will help steward people to the right areas of the site and external agencies and partners will assist that same way directing people to the correct drop off locations, public transport points and taxi services

Q – What will be the provision from St Margaret's Road as this is sometimes easily forgotten?

A – All perimeter areas of the park that are likely to be disrupted, however slight, are to be included in traffic management plans and again working with experienced partner agencies should ensure no area is left out.

Q – Will the Blue route again be St Margaret's Road as at the last event people were using the area to turn around and pick up and drop off?

A – The St Margaret's entrance of the park will only be used as an emergency access point (blue route), it will not be an entrance or be advertised as an entrance on event days. The last event it was closed from 3pm and then wasn't open for access for general public and the same may happen again, but still to be confirmed.

Q – Can the Heaton Park metro link station be redeveloped at all to be included in the traffic management of the event?

A – Unfortunately this is not possible because of the size of the platform on that station and the queuing issues it would cause, the event organisers have been working with Metro link and all parties think the safest option is to close the station down.

Q – Why is the event operating until so late, surely more policing need to be used to prevent community disturbances?

A – The event has always run until this time. The police as they have worked along side the organisers for the past few years. The crowds are found to be very compliant and the organisers have a very good track record of managing this audience in attendance.

Every effort will be made to ensure the impact on the community is minimal and understandably an element of trust needs rebuilding with the community and hopefully this event will prove that this festival style event can work at Heaton Park

Q – What makes this event different from the others?

A – Collective working of the consultation group and organisers to ensure issues are ironed out and agreed solutions are in place

Q – How will you address the issue of the local supermarket selling glass?

A – Event Organisers with GMP Licensing will be speaking to the supermarket managers

Q – Will there be a resident only parking scheme in Prestwich?

A – There will be elements for residential parking and this will all be included in the traffic management proposals which are still being developed

Q – How and when will the details of the event be advertised to the local community, so the community can make alternative arrangements should the event alter their plans?

A – The planning process has yet to reach that stage, information will be given nearer to the date

Q – What additional toilet provision will be in place inside and outside the park?

A – Toilets will be in various places inside the event and around the park, hotspots that have been identified from previous events will be taken into consideration and toilet facilities will be in various locations for people to access on their way in and out of the event.

Q – Have you thought about the addition of urinals?

A – This is something that will be discussed when the decision is made for toilet provision.

Q – Will the rest of the park be open for business as usual?

A – Yes the park will be open as per usual however as expected, certain areas will be for event access only.

Q – How will you manage the drinking on the surrounding streets?

A – The enforcement for this will be done by GMP however as the main audience expected will be students that will be transported into the park, the drop off is internal and on leaving the collection is internal and the patrons will be moved out ASAP therefore we hope to reduce the issues of alcohol in the community

Q – Will camping in the park be considered for the event?

A – At this point it has been considered but it is unsure if this will go ahead as of yet

Q – How will you make sure the park is clear after the event?

A – Security and stewards will be in place overnight to secure the site

## **9. Any Other Business**

None

## **10. Date of Next Meeting**

TBC