

Guildhall School of Music & Drama: User & Visitor Management Plan for the benefit of Barbican Residents 2019–2020

Background

The Guildhall School of Music & Drama User and Visitor Management Plan sets out the aims under which the School will manage its operations in order to:

- Foster good relations with its near neighbours and Barbican Estate residents
- Uphold responsibilities placed on it under the terms of the Licensing Act (2003) in relation to prevention of public nuisance

Rated Gold in the Teaching Excellence Framework and ranked as the UK's top conservatoire in the Guardian University Guide 2019 for Music, the Guildhall School is a global leader of creative and professional practice which promotes innovation, experiment and research, with over 1,000 students in higher education, drawn from nearly 60 countries around the world. The School is also the UK's leading provider of specialist music training at the under-18 level with nearly 2,500 students in Junior Guildhall and the Centre for Young Musicians, a regional Saturday music school. As part of its activities, the School holds over 300 public events and many small-scale events throughout the year. In addition, the School offers accommodation to students at nearby Sundial Court.

The School considers its students, who live and work in the School's premises, as residents and customers paying substantial fees to attend the conservatoire. To this end, the School seeks to deliver a world class student experience, offering facilities to the students to use as befits their education, experience and student life.

The School acknowledges that it is sited within a residential estate and strives to foster good relations with its neighbours. The School also aims to manage effectively the conduct of the users of the School in relation to associated Codes of Conduct as it pertains to the impact on the local community.

Close proximity of residents to a leading international conservatoire can bring benefits to both parties. Many Barbican residents take advantage of the School's competitively-priced performances and enjoy watching the stars of tomorrow performing at world-class venues on their doorstep. Students benefit from having dedicated audience members at their performances, and many residents are Guildhall Circle members or scholarship donors, generously supporting those students who would otherwise be unable to study at the School.

The upholding of licensing objectives and the impact on our neighbours is always considered in the planning stages of any event, activity, or change in the School's activities. Due to the diverse nature of our activities and events this document cannot be a completely comprehensive list of actions taken but does summarise consistent actions and processes that are currently in place. Furthermore, the impact on our neighbours is always considered when monitoring the conduct of users of the School.

The Users and Visitor Management Plan also incorporates the relevant intentions and measures of the City of London Corporation's Code of Good Practice for Licensed Premises (2013) to create a document bespoke for our premises, setting out our commitment to managing our activities responsibly and appropriately for our educational operations.

The vast majority of the Schools activities proceed without incident or nuisance to residents. The School welcomes feedback from residents should events or users cause undue noise or nuisance. It is important for residents to understand that the School must be able to deliver the student and School experience as well as to operate within the terms of its license.

The School agrees to work with the Barbican Association to find solutions to issues and to take measures to prevent future disturbances. This document shall be reviewed annually to reflect the solutions reached and measures to be applied in the relevant circumstances.

Communication Approach

The regular lines of communication between the School and Barbican residents are as follows:

- Email distributions via the Barbican Estate Office's 'Estatewide News' bulletin or hard-copy notifications as appropriate of specific events that residents should be aware of. Prior to e-mail communications, the School will liaise with House Representatives of the affected houses.
- General enquiries should be directed to the Facilities Office: facilities@gsmd.ac.uk
- Specific issues, questions and queries about the School's activity can be raised via the termly (3 times a year) meetings between the Barbican Centre / Barbican Association as required.

Complaints or enquiries requiring an urgent response should be directed to the Silk Street Building reception, as indicated in the 'Contacting Us' section below.

Contacting Us / Complaints Procedure

When the buildings are open, there is a Facilities Manager on duty from our Building & Operations team. Outside of these times is defined as 'out of hours'. If any resident is disturbed by noise emanating from any of the School buildings, including School section of Lakeside Terrace, they should **contact Guildhall School Silk Street reception on 020 7382 7194**. During School opening hours the Duty Facilities Manager will then be contacted, investigate the incident and report back to the resident, providing contact details have been given.

When an urgent issue is reported to the Duty Facilities Manager or any other channel there is no need to follow this up with subsequent contact to others. All feedback is logged and actioned as a priority and a response, where required, will be sent within 3 working days.

Out of hours, Security is the main point of contact on **020 7382 7308**.

Non-urgent complaints (not already reported to the Duty Facilities Manager) should be directed to facilities@gsmd.ac.uk

School-wide

As part of its normal operation, the School takes all reasonable precautions to avoid disturbing residents and will actively seek to prevent activities which may cause public nuisance or have an adverse effect on the local community by considering its neighbours at all times.

The School will ensure that information about any event, performance, activity or operational changes in School's activity predicted to impact on residents is communicated to residents where possible at least 10 working days in advance, through at least one of the established communication channels as detailed above.

If planned activity may have an impact on residents, the School will consider if the event is reasonable by taking into account duration, time, level and frequency of the disturbance.

The School will ensure prior notification and discussion takes place relating to any external events that may risk causing nuisance to residents. This includes any event that the School is responsible for in areas beyond their licensed premises e.g. Highwalks. The name and contact number of the manager responsible for external events will be provided in the events of issues arising on the day. Under normal circumstances this will be the Duty Facilities Manager.

All staff and students are aware that the School is situated in a residential area and that any significant/undue noise will adversely affect residents. Staff and students are made aware through various channels that they must respect their neighbours and keep noise to a minimum whenever they are at street level or Lakeside in the evening. Signage is placed at appropriate points to inform School users to this effect (see section below – ‘Lakeside Terrace’).

Milton Court & Silk Street Buildings

Milton Court and Silk Street buildings are open to students and users as follows (unless there is a performance when hours will be extended in accordance with our license – see below):

- Monday – Friday 07:00–22:00
- Saturday 08:00–21:00
- Sunday 09:00–21:00

The main entrance on Milton St will only be open for public performances and events. At all other times access and egress will be via the stage door entrance in the private service road on the north side of the building (a road known as Milton Court). Daily access for staff and students will be via the stage door entrance in Milton Court. The Silk Street Building’s main entrance is via Silk Street, and an alternative entrance via the doors opposite Barbican pedestrian ramps is provided when appropriate.

In Milton Court, public performances will normally be finished by 22:30. All public to have left the building by 23:00. On no more than 12 occasions per year the School may stage late performances/activity where the building will remain open to the public until 24:00 at the latest. On the above occasions the sale of alcohol will cease, and the bars would close no later than 23:30. All public to have left the building by 24:00 and directed to leave the building via Silk Street. No alcohol will be permitted to be taken outside of the venue.

Silk Street Building public performances are allowed under the license until 23:00, however they will for the vast majority be finished by 22:30. The building itself has no licensing restrictions on opening hours but will close shortly after public performances finish and once clearance has taken place. There will be alcohol sold during performances and this will cease according to the license, by 23:00 (Mon-Sat) and by 22:30 (Sun).

Milton Court lighting will be dimmed to the minimum safe level at 22:00 to reduce light pollution and to avoid disturbing the neighbours.

Lakeside Terrace

The School portion of the Lakeside Terrace is not open to the public and is a private space for the benefit of students and staff, as well as for Barbican Resident access to the Lake walkways and Speed Garden. The School will operate the Lakeside Terrace in the spirit of the by-laws of the Barbican Estate Highways.

Signage is placed at the exit of the School buildings onto Lakeside Terrace to advise students and staff that it is a residential area and will be monitored by the Duty Facilities Manager. Lakeside Terrace will close at the same time as Silk Street building.

Get in/Outs & Deliveries

Delivery and servicing will be within the City of London’s restrictions of 7 am to 11 pm weekdays and Saturdays with no servicing on Sundays and Public holidays

(<http://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/noise/Pages/Servicing-Commercial-Premises.aspx>)

All get-ins/get-outs, rubbish/skip lorry movements will be via:

- Milton Court – Service Road (Milton Court - private road) on the north side of the building.
- Silk Street Building – Silk Street school and workshop entrance.

Whenever there is a get-in/out a senior member of the Technical team will be present for any loading or unloading activity to ensure that all noise is kept to a minimum. For all other collections/deliveries a member of the Facilities team will be present.

No refuse or bottles will be put or prepared outside the buildings before 08:00 or after 20:00 (Mon-Sat) and before 12:00 noon or after 18:00 (Sundays and public holidays) in Milton Court. Collections for Silk Street are made via Barbican internal roadway and are subject to the same conditions as the Barbican Centre (between 08:00–18:00, Monday–Friday & 09:00–18:00, Saturday).

Silk Street/Milton Court vehicle activity

Air and noise pollution is an issue for the City of London and the Barbican and Guildhall School are committed to supporting the approach to raise awareness and enforce compliance. The Barbican Security team continue to liaise with City of London Police in relation to illegal coach activity in Silk Street and extend this communication to include the Guildhall School. The City of London Police have advised that they will provide resource, if operational commitments permit, to attend.

The drop off and pick up point for coaches will remain as per the Barbican Centre (adjacent to the entrance to the Barbican Centre car parks). The School and Barbican teams will assist residents by approaching coaches on Silk Street when advised or when they themselves spot that coaches are not keeping noise to minimum or switching off their engines and hand out Police notices to that effect. This may not always be operationally possible. City of London Environmental Health Department can be contacted directly on 020 7606 3030. A coach protocol document is issued via the Barbican Box office to group organisers attending events which emphasizes the restrictions around idling engines. Taxi pick-up point for Milton Court to be designated as Milton Street and Silk Street for the Silk Street buildings and overseen by School staff. This information will be placed on the ticketing website.

Late Night Events

Prominent signage will be displayed in the building foyer after 22:00 requesting that event audiences leave the area quietly. The signs will include direction to the nearest public transport hubs. Customers gathering outside after exiting the venue will be encouraged to move on by staff.

Complaint Escalation

Should any issues not be resolved through standard channels, or any new noise management issues arise which are not addressed by this document, the School agrees to meet with the Barbican Association, through the existing Barbican Centre/BA termly meetings, in order to resolve any issues arising from disturbances caused to the Barbican residents by activities, events or operations (for which it is responsible). These include activities, events and operations managed or controlled by its clients in locations for which the School is responsible and encompass activities such as social events, production activities.