

SUB-GROUP ENGAGEMENT and COMMUNICATION

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Sharing Information (Key Principle)

	Sub-Group: Engagement and Communication
Title	Sharing Information (Key Principle)
Idea	<p>This key principle includes the following:</p> <ul style="list-style-type: none"> • Communications and publicity about events and filming must be agreed with the Council prior to launch to allow for coordinated communications to residents and/or businesses where appropriate. • All event organisers or filming companies will be required to set out clear timelines for site occupation and vacation, as well as any proposals which may adversely impact on residents or businesses (e.g. excessive noise, potential for light pollution) as part of their application • Information on proposed, approved and past events and filming should be transparent and easily accessible online for all. • Digital technology should be used to allow residents, businesses and visitors to see what events are planned at any time, so they can visit or avoid them as appropriate.
Why the contribution is important	Events, festivals and filming bring major benefits to residents and visitors, but largescale filming and events will bring a degree of disruption. Communication and

	engagement with residents and businesses are therefore a core component of any Event or Filming Plan, not least to understand and, where possible, mitigate any negative impacts. Plans and proposals need to be open, honest and transparent. All ideas and suggestions are good ideas, and they might spark something transformational. Please try to be positive and focus on what will work, what's good, rather than criticising; if you don't like something, and we won't all agree, try to come up with something better that you feel may be accepted, possibly as a compromise, by the wider group.
Created by	Ian_CEC (Site Admin)
Date	09 Oct 2020 12:45PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/sharing-information-key-principle
Status	Approved
Rating	Average: 4.00, Number of votes: 2
Topics	sharing information
Number of comments	5
Comment by ollydavies 23/10/2020 13:45 Status: Approved	We used to have a strong residents and local business forum - coordinated by CEC - to provide these key stakeholders with an opportunity to appraise and comment on major event plans. Reinstating this would be hugely beneficial and would avoid the current, more fragmented approach.
Comment by Caroline_CEC 12/11/2020 17:10 Status: Approved	Ensure event organisers are given realistic timeframes, for gaining permission, from the outset, to ensure all interested parties have a chance to comment. Even small scale events/filming take time to process.
Comment by Stephen 18/12/2020 02:15 Status: Approved	"Communications to residents and/or businesses" is not sufficient. Discussion with, and representations from all interested parties must be taken into account as part of the permission process. Much of the land is Common Good Land anyway so belongs to the citizens, not the Council.
Comment by MTrail 17/01/2021 12:50 Status: Approved	As much information about the proposed event should be available to citizens to scrutinise and be aware of. Reasonable efforts should be made to make sure that any citizen disrupted by an event, be that a nearby living next to the event space, or someone who usually walks there dog on the site should be informed in plenty of time with accurate information.
Comment by CliffHague 19/01/2021 17:18 Status: Approved	Information should indeed be transparent - no "commercial confidentiality". Information to be shared should include risk assessments, penalty clauses if set up and take down times are not adhered to, capacity assessments, and clear statements of how the proposed activity meets the Guidelines and regulatory requirements.

Commentary: Sharing Information (Key Principle)

	Sub-Group: Engagement and Communication
Title	Commentary: Sharing Information (Key Principle)
Idea	Applications for space / site use should set out both 'proposals' likely to carry an 'adverse impact' from 'site occupation' <i>and</i> intended remedies.
Why the contribution is important	It is not enough to flag likely disruption by way of 'coordinated communications to residents and / or businesses'. The sharing of information should extend to clear proactive recognition of community group and local business feedback on 'proposals' before event 'plans' are rubber-stamped.
Created by	RobertsonGPCC
Date	17 Jan 2021 02:33PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/commentary-sharing-information-key-principle
Status	Approved
Rating	Average: 4.67, Number of votes: 3
Topics	sharing information
Number of comments	4
Comment by CliffHague 18/01/2021 16:54 Status: Approved	There should also be a risk analysis.
Comment by AndrewAnderson 19/01/2021 16:42 Status: Approved	Not sure how practical it would be to carry out a full risk analysis every time an event was proposed. And what measures would be used?
Comment by CarolNimmo 19/01/2021 17:54 Status: Approved	<p>To properly 'share information' then there needs to be clear community engagement in a similar way to planning and licensing etc. This would involve:</p> <ul style="list-style-type: none"> • community engagement in advance of application, and outcomes • notification to be published of planned major events (weekly /monthly list) • statutory community council stakeholder status <p>(along with the heritage bodies associated with NTBCC and its area)</p> <ul style="list-style-type: none"> • council committee decision making • right to hearing/delegation

<p>Comment by WECC 20/01/2021 23:04 Status: Approved</p>	<p>A risk analysis impact assessment proforma should be part of the organizer pack on the web event portal</p> <p>Adverse impacts to be considered;</p> <p>Noise,</p> <p>Light</p> <p>Litter/Waste</p> <p>Traffic diversions</p> <p>Crowds, public order and noise</p> <p>Fireworks</p> <p>Barbeques</p> <p>Set up and Removal</p> <p>Parking for event and other parking displaced by it</p> <p>Access for local businesses and residents</p> <p>Damage to both public and private property</p> <p>Impact on essential utilities</p> <p>Construction and maintenance operations</p>
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Transparency

	<p>Sub-Group: Engagement and Communication</p>
<p>Title</p>	<p>Transparency</p>
<p>Idea</p>	<p>It is legitimate for the Council to use the provision of access for commercial and related purposes for the generation of revenue. However, it is essential that the financial aspects of decisions on the management of public spaces are dealt with in an open and transparent way. There needs to be a consideration of the wider costs and benefits beyond revenue generation.</p>
<p>Why the contribution is important</p>	<p>By focusing so much upon revenue generation, the Council undervalues other considerations of importance to those living in and visiting Edinburgh. Value is not just about money.</p>
<p>Created by</p>	<p>Peter</p>

Date	20 Jan 2021 12:22PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/transparency
Status	Approved
Rating	Average: 4.75, Number of votes: 4
Topics	
Number of comments	2
Comment by SallyVic 20/01/2021 18:43 Status: Approved	<p>If the Council raises revenue from a commercial event held in a local park, then</p> <ol style="list-style-type: none"> 1. they should be transparent about how much has been raised, and how it is spent / distributed - this should be publicly available information. 2. It is legitimate for a fee to be taken by the Council for admin, organising land reparations, enforcement costs etc. etc. 3. But a proportion of the revenue raised should always come back to the local community in which the park is located, either in the form of improvements or investment in future improvement / development. This could be via the local Friends of the park group, or, if this does not exist, it could be done via local Community Council in partnership with the Council Parks Dept.
Comment by WECC 20/01/2021 22:00 Status: Approved	Agree with sallyvic about a local community dividend. Revenue is only one benefit which needs to be balanced

Encourage feedback on proposals, approvals and completed events, filming and festivals

	Sub-Group: Engagement and Communication
Title	Encourage feedback on proposals, approvals and completed events, filming and festivals
Idea	<p>Proposals for events, filming and festivals that are accepted would be in accordance with the key principles, guidelines and conditions of use for an area, whether a road, pavement, plaza, square, park or other green space.</p> <p>Feedback on proposals, approvals and completed events, filming and festivals will be welcome and encouraged. This feedback will be assessed (usually annually), the findings made public and if required, a meeting held with interested parties to review conditions of use for the area in question; following this, it may be decided to revise an area's conditions.</p> <p>It is not anticipated that feedback will immediately influence an individual proposal as the Events and Filming Office will process the application in accordance with the overarching key principles, guidelines and the agreed conditions for each area.</p>
Why the contribution is important	It engages with and learns from the community in a planned way, enabling the Public Space Management Plan to evolve to meet changing needs.

	It provides clarity for organisers and a clear framework for officers to advise and manage the Public Space Management Plan in a fair, transparent, coherent and consistent manner.
Created by	Charlotte_CEC (Site Admin)
Date	09 Oct 2020 10:25AM
URL	https://edinburghtalksclimate.dialogue-app.com/s2jmuze18/encourage-feedback-on-proposals-approvals-and-completed-events-filming-and-festivals
Status	Approved
Rating	Average: 2.67, Number of votes: 3
Topics	
Number of comments	5
Comment by Richard_NTbcc 08/12/2020 20:28 Status: Approved	<p>Fully support a timely and meaningful feedback process. This assessment should include both feedback from key stakeholders on the specific event and also a review of the event promoter in terms of their ability to manage the event or filming held in public spaces. The review should not just be a tick-box exercise.</p> <p>An annual frequency would seem to be appropriate and at this time, I would also support the option of a meeting being held with interested parties to review conditions of use for the area in question (with the timely revision of an area's conditions if appropriate).</p> <p>This review should also include an immediate option to remove a particular promoter from the approved list. With respect to the review of the promoter, I would propose that if significant concerns are raised, then immediate action should be taken regarding their (the promoter's) proficiency to manage any future events.</p>
Comment by timpogson 30/12/2020 15:16 Status: Approved	<p>Proposals to make the application, licencing and planning processes more open and subject to comment by communities through an online facility are very welcome.</p> <p>Chair, Southside Community Council</p>
Comment by MTrail 17/01/2021 12:21 Status: Approved	The City of Edinburgh Council should impalement a feedback process following each event. This can be done easily and cheaply but would help to ensure that citizens are involved on an ongoing basis in a meaningful way about how parks and greenspaces, which are so important to our lives, are managed.
Comment by bstanton 19/01/2021 12:44 Status: Approved	All for constructive feedback, but CEC should be mindful that objections to an event should be meaningful, not based on personal biased for an event that is not to their taste, or because the event is a 'commercial' event.

<p>Comment by WECC 20/01/2021 17:51 Status: Approved</p>	<p>All events should be part of this process</p>
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Effective Community Engagement

	<p>Sub-Group: Engagement and Communication</p>
<p>Title</p>	<p>Effective Community Engagement</p>
<p>Idea</p>	<p>Community engagement works best where it is an ongoing cumulative process enabling relationships and trust to build and strengthen over time. Individual engagement events should be planned and designed with this in mind and aim to contribute to the overall aims of the engagement process.</p> <p>Engagement processes put in place within the context of the PSMP must recognise that community or resident stakeholders may want to participate at a range of levels – from providing advice to co-designing the process and from undertaking some aspects of the engagement to delivering projects to meet some of the outcomes.</p> <p>Agreeing a clear purpose for each PSMP engagement activity will help identify engagement objectives, anticipated outcomes and help to determine the scope and depth of the engagement. This can range from consultation to involvement in decision making through to community and voluntary groups delivering projects and services. Providing information on proposals, plans or services is part of any communication plan to support engagement but is not in itself community engagement. Often communities will need support to help them engage meaningfully</p> <p>For PSMP engagement to be meaningful it will be essential to utilise a range of mechanisms and avenues to facilitate the widest possible participation from these interests. Local community development networks and support organisations should be involved in identifying community stakeholders, their particular interests and needs and how best to engage with them. Engagement should actively seek to involve groups who are traditionally excluded from decision-making processes, for example young people, and reach beyond the ‘usual suspects’ or those who are already involved in local groups.</p> <p>Planning for flexibility will be essential – the context of public space management may change, stakeholders may challenge the purpose of the engagement process, question the scope of the objectives or the methodology or require more information, time or their own resources to co-design the process. The overriding consideration should be retaining and developing meaningful engagement with stakeholders.</p> <p>It is critical that any engagement process is evaluated on both an ongoing basis and postcompletion. Evaluation will provide valuable feedback for example, on the best methods for engaging with groups in a particular area or the most appropriate times or venues. These findings should inform your future engagement processes.</p>
<p>Why the contribution is important</p>	<p>Community engagement is important and can lead to improved outcomes for communities when local government and public decision-making bodies out the aspirations, concerns and values of local communities and residents, who, in turn, share their aspirations, concerns and values. When these community-based values</p>

	<p>are incorporated into decision-making processes, public decision makers are better informed and better able to meet community needs.</p> <p>Establishing leffective, open and meaningful community engagement mechanisms between local government and communities colud result in a greater sense of community ownership of public places and spacsand an improved uptake of opportunities they provide for local fesidents as their managemnt is more clearly tailored to the unique aspirations of each local community across the city.</p>
Created by	Cockburn
Date	20 Jan 2021 05:12PM
URL	https://edinburghtalksclimate.dialogue-app.com/s2jmuze18/effective-community-engagement
Status	Approved
Rating	Average: 4.67, Number of votes: 3
Topics	
Number of comments	1
Comment by DHenderson 20/01/2021 23:59 Status: Approved	Co-production with local communities, from the start, is essential for good management, and fits with the Community Empowerment Act 2015.

Engage with communities before offering concessions or major events

	Sub-Group: Engagement and Communication
Title	Engage with communities before offering concessions or major events
Idea	<p>Like the ice cream van case study in Straiton Place Park mentioned in the thread about monetisation of parks, it is important for the Council to consult and engage with communities regarding licensing of traders and the organisation of major events.</p> <p>Consultation and engagement shouldn't just be a tick box, or an issue to overcome, but a genuine willingness to understand and improve the outcomes from any particular proposal. Finding out what communities think about a proposal and asking if any improvements to a proposal could be made will lead to better parks and if undertaken in a genuine way, with appropriate engagement will lead to less of a sense of imposition and ultimately less animosity towards the Council.</p>
Why the contribution is important	Engagement, co-production and feedback between communities and public authorities are all parts of succesful placemaking. Community empowerment is legislated for but it is also a state of mind and a culture that needs to emerge within the Local authority over time. Genuine listening and a will to participate with communities (rather than just see them as groups they tell) seems to have been slow to reach the Parks Department.
Created by	RandomSub

Date	15 Nov 2020 07:10PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/engage-with-communities-before-offering-concessions-or-major-events-1
Status	Approved
Rating	Average: 4.88, Number of votes: 8
Topics	
Number of comments	11
Comment by Holledge 10/12/2020 17:07 Status: Approved	'Communities' needs to be defined. I suggest community councils, residents associations, local and special interest groups, and other stakeholders such as local schools and other institutions. In all cases enough time should be left to reach all the groups and complete the process of consultation.
Comment by Stephen 18/12/2020 02:00 Status: Approved	Must be scope for community / public input if there are issues not fully addressed by a tick box check list approach. All commercial events should be the subject of an application and notification as per planning applications to allow comments.
Comment by Tacitus 08/01/2021 01:27 Status: Approved	Absolutely essential. All commercial events must be subject to public scrutiny and consultation and considered transparently by the council, in the manner of planning applications.
Comment by Jenni4 15/01/2021 12:50 Status: Approved	<p>Public spaces are an extremely important aspect of "place." There is a gradual creep towards placemaking, e.g. we can expect eventually that Local Place Plans will become something that enables communities to proactively develop a vision for localities. It all seems a long way off.</p> <p>In the shorter term we should definitely expect that changes to public spaces, such as offering a commercial concession, appropriately involves the people that would be affected. One of the issues here I think is moving from "doing to", to consultation, to genuine participation.</p> <p>I agree with Holledge that communities is a vague concept and the list of groups proposed by them seems reasonable. I'd add though that "those who might be affected" would be a useful catchall and that a list of "those who might be affected" should be drawn up at the start of any exercise. This is standard practice in social impact assessment so I can't see why it shouldn't be here.</p>
Comment by Jenni4 15/01/2021 12:57 Status: Approved	<p>A further thought is that there is strong evidence that those with more education and resources are more likely to speak up than those who have been failed by our society. So it is crucial to not just listen to those who have already organised themselves into residents associations or friends of the park.</p> <p>And that Council Staff probably need support and training with what placemaking is and how to find and enable people to participate.</p>

Comment by MTrail 17/01/2021 12:57 Status: Approved	Meaningful engagement with communities at all times about use of their parks & greenspaces, and other event spaces. Not tick box. Honest & transparent.
Comment by bstanton 19/01/2021 14:56 Status: Approved	Community consultation is a good thing but clearly defined time frame should be adhered to regarding consultation periods. CEC should be mindful that communities and/or individuals should have valid reasons for their objections/comments, not because an event is not to their taste.
Comment by CliffHague 19/01/2021 15:46 Status: Approved	I support the principle. There could be scope for Local Place Plans to set out how events can be staged in the area of the plan.
Comment by CarolNimmo 19/01/2021 19:26 Status: Approved	Community engagement is always a positive. The more residents, and businesses are informed and consulted the closer shared objectives become. For major events these should involve: <ul style="list-style-type: none"> • community engagement in advance of application, and outcomes • notification to be published of planned major events (weekly /monthly list) • statutory community council stakeholder status (along with the heritage bodies associated with NTBCC and its area) <ul style="list-style-type: none"> • council committee decision making • right to hearing/delegation
Comment by DHenderson 20/01/2021 23:48 Status: Approved	Co-production with local communities, from the start, is essential for good management, and fits with the Community Empowerment Act 2015.
Comment by WECC 21/01/2021 00:07 Status: Approved	Agreed and concur with most comments

Representation Of Local Views

	Sub-Group: Engagement and Communication
Title	Representation Of Local Views
Idea	The proposals would take local people out of the discussion of particular events, especially larger ones, by applying a set of general principles to applications to stage events. The principles will be open to considerable discretion when applied and do not safeguard the opportunity for citizens to have their views properly represented. It would be acceptable for principles to be applied to smaller events

	for local communities, but for larger, intrusive ones with commercial objectives it is simply not acceptable.
Why the contribution is important	Many larger events are an intrusion for local residents and businesses. Each should be taken on its own merits, and local people should have a voice on each of them which the proposals importantly reduce.
Created by	Peter
Date	20 Jan 2021 12:36PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/representation-of-local-views
Status	Approved
Rating	Average: 5.00, Number of votes: 4
Topics	
Number of comments	1
Comment by WECC 20/01/2021 21:58 Status: Approved	Strongly agree. There is always a balance to be had with local and citywide benefits, however local views are currently only considered in extremis and post-event, this is not acceptable

Local Involvement

	Sub-Group: Engagement and Communication
Title	Local Involvement
Idea	There should be how much greater emphasis upon encouraging local groups to use public spaces to promote activities of a real value to local communities and the city as a whole. A real consideration has to be not just that the space is taken up, but also the contribution to feed development of local culture and strengthening communities.
Why the contribution is important	The management of public space is not an end in itself but a means to a number of ends. Which have most priority should be part of the plan, if in general terms.
Created by	Peter
Date	20 Jan 2021 12:56PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/local-involvement
Status	Approved
Rating	Average: 5.00, Number of votes: 2
Topics	
Number of comments	1

Comment by WECC 20/01/2021 21:55 Status: Approved	Public spaces which have strong community involvement are obvious to any visitor, the PSMP is the tool not the outcome!
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Interest group consultation

	Sub-Group: Engagement and Communication
Title	Interest group consultation
Idea	Broad interest group consultation is required to reflect event type. location etc
Why the contribution is important	Residents Businesses, Individual Trader groups such as BID or associations Not for profit organizations Event management companies Visitors Non-english speakers Performers and creative's Road Users - Pedestrians, wheeled cycle/mobility, deliveries, public services/blue light, vehicle drivers. Council officers and depts Educational Venues Faith groups Disadvantaged groups and individuals
Created by	WECC
Date	20 Jan 2021 05:43PM
URL	https://edinburghtalksclimate.dialogue-app.com/s2jmuze18/interest-group-consultation
Status	Approved
Rating	Average: 0.00, Number of votes: 0
Topics	
Number of comments	2
Comment by WECC 20/01/2021 17:44 Status: Approved	A matrix may be a good way to do this
Comment by SallyVic 20/01/2021 21:28 Status: Approved	Also community councils, local schools, charities and community groups

Statutory consultees

	Sub-Group: Engagement and Communication
Title	Statutory consultees
Idea	There should be statutory consultees which are relevant to the scale and type of event.
Why the contribution is important	Community councils for all events in the ward as licensing and planning Ward Councillor/s Consultations, which are required and how Major events public committee like planning Residents for specific events types or durations Responsibilities ie who does what, what is delegated to CEC officers Consultee matrix and timescales for every event type/location
Created by	WECC
Date	20 Jan 2021 05:29PM
URL	https://edinburghtalksclimate.dialogue-app.com/s2jmuze18/statutory-consultees
Status	Approved
Rating	Average: 0.00, Number of votes: 0
Topics	
Number of comments	1
Comment by SallyVic 20/01/2021 21:45 Status: Approved	Also Friends of Parks groups and stakeholders such as groups who pay money to Council to rent part of park on an ongoing and regular basis e.g. football club that rents pitches

Annual meeting w/ Event Organiser, Parks & Local Community

	Sub-Group: Engagement and Communication
Title	Annual meeting w/ Event Organiser, Parks & Local Community
Idea	Annual meeting with event organisers & local community group where actions can be created to invest in Edinburgh's parks.
Why the contribution is important	As an event organiser who operates a show in Princes St. Gardens I am fully aware of how special the park is - it's beauty and wonder is something that must be preserved as it is one of the main attractions for event attendees. Concerns are regularly raised by various local communities groups and I would love to engage with them to discuss their worries and help implement where possible. It's fair to say that the park is for everyone - young and old and a balance of both events & public space needs to be struck so discussions could help this. My main idea would be to create a levy charge on tickets that can directly benefit the park. For example last September our event FLY Open Air raised £10,000 for

	local charities - these funds could be directly invested back into the park and more could even be done to charge a levy on each ticket. From annual meetings targets could be set where x amount would need to be raised to deliver x action such as build a new garden or playpark etc etc.
Created by	tomketley
Date	19 Jan 2021 12:36PM
URL	https://edinburghtalksclimate.dialogue-app.com/s2jmuze18/annual-meeting-w-event-organiser-parks-local-community
Status	Approved
Rating	Average: 0.00, Number of votes: 0
Topics	
Number of comments	0

Annual Review and public meeting

	Sub-Group: Engagement and Communication
Title	Annual Review and public meeting
Idea	Opportunity for a broad discussion of what went well, poorly or must be changed in a public forum
Why the contribution is important	This is a live process where continued engagement by the public is important.
Created by	WECC
Date	20 Jan 2021 05:48PM
URL	https://edinburghtalksclimate.dialogue-app.com/s2jmuze18/annual-review-and-public-meeting
Status	Approved
Rating	Average: 0.00, Number of votes: 0
Topics	
Number of comments	1
Comment by SallyVic 20/01/2021 21:43 Status: Approved	Council must proactively solicit feedback, not just 'encourage' and 'welcome' it. Discussion should be at a public event and all must be recorded and published. Total transparency.

Learning from existing practices

	Sub-Group: Engagement and Communication
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Title	Learning from existing practices
Idea	The public consultation needs to be informed by an independent assessment of how well existing principles and guidelines have worked in practice. What has worked, what has not and what have we learned? Without this evidence base, the exercise floats in a sea of generalised aspirations. Monitoring and evaluation are fundamental to good policy making: they are not an alternative to consultation, rather an essential platform for it.
Why the contribution is important	During recent years there has been public dismay at the way that some events have been allowed and delivered. I don't need to run through the list: suffice to say that 850 people turned up to a public meeting in January 2020 because of their concerns. So recycling existing principles and guidelines is not enough. We need a robust assessment of what worked, but also what did not work and why. Only then do we have a sound basis to consult on what to do in the future.
Created by	CliffHague
Date	19 Jan 2021 05:53PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/learning-from-existing-practices
Status	Approved
Rating	Average: 4.33, Number of votes: 3
Topics	
Number of comments	1
Comment by WECC 20/01/2021 22:19 Status: Approved	Feedback loops are essential in any healthy system however a learning exercise will delay matters further and urgent action is required. Instead how about building a dynamic PSMP where there is ongoing learning as the city adapts to a post covid normal?

Event complaints hotline service (Guideline)

	Sub-Group: Engagement and Communication
Title	Event complaints hotline service (Guideline)
Idea	CEC should offer a complaints service allowing the public to contact the council to report concerns, problems and complaints by telephone, text, email or online website. This service, available 24 hours a day during the duration of events, should be advertised prominently to the public with appropriate notices displayed on event sites.
Why the contribution is important	In the past, the public have not known how to complain about events in public spaces. Establishing this service should improve relations between the City of Edinburgh officials and the public.
Created by	Holledge
Date	21 Dec 2020 06:19PM
URL	https://edinburghtalksclimate.dialogue-app.com/ksm6bjz1lw/event-complaints-hotline-service-guideline

Status	Approved
Rating	Average: 5.00, Number of votes: 3
Topics	
Number of comments	6
Comment by Tacitus 08/01/2021 01:14 Status: Approved	An easily contactable 24-hour single point of complaint is essential, backed up by a fast response team to undertake remedial action.
Comment by CliffHague 18/01/2021 17:19 Status: Approved	Again, this is part of an effective management and regulation system: real time information and response, using crowdsourcing.
Comment by tomketley 19/01/2021 13:12 Status: Approved	Hi There, This is a great point and crucial for event organisers to implement. We at FLY have an event complaints hotline for every show. our last one in Princes Street Gardens received 2 noise complaints from the same caller. Thanks Tom FLY
Comment by AndrewAnderson 19/01/2021 17:08 Status: Approved	Not sure what Tom's point is: did the caller have to complain again because nothing was done the first time? In general it's very difficult to get local authorities to take any effective or timely action about noise, e.g. from neighbours. Not sure what we can do about this, but the idea of an events hotline is a good one. How about requiring events organisers to pay a deposit, which they get back in proportion to the number of complaints made and upheld?
Comment by CarolNimmo 19/01/2021 19:18 Status: Approved	Great idea
Comment by WECC 20/01/2021 23:34 Status: Approved	Part of an effective event portal which is also a matter of public record against each event (as planning comments).

Also see the Challenge ‘Additional stakeholder organisation engagement’

<https://edinburghtalksclimate.dialogue-app.com/29fuel9z7l>

Contribution from Edinburgh’s Festivals

FESTIVALS EDINBURGH OVERALL KEY MESSAGES

- The fragile situation the city faces emerging from the Covid-19 crisis must be fully reflected in the Public Spaces guidelines in order to realise the best balance of benefits for city residents
- Success means achieving a balance of cultural, social, economic and environmental sustainability.
- Local residents make up the biggest single segment of audiences for our world-renowned festivals with 1.8 million attendances a year
- Their love for our signature homegrown events over 70+ years has made world-class festivals an integral part of Edinburgh’s intangible heritage along with our architecture and natural environment.
- We want to work with partners across the city to nurture the extraordinary layout, fabric and environment of Edinburgh as part of the identity of the city and its festivals critical to future success.
- The Plan must focus on achieving a balance between the wide range of needs and preferences of different residents to enjoy their public spaces through everyday use and experiences beyond the everyday; and the need to realise social, cultural, economic and environmental benefits for the whole city.

ENGAGEMENT AND COMMUNICATION

We support the commitment to a streamlined approach to ensure residents, community representatives and other interested parties are consulted about events and given an opportunity to feed back on them in planning stages.

Using a web platform and digital notifications to registered community groups of upcoming proposals could be a good way in many circumstances to increase early stage communication of potential plans, which is important for affected residents. **It will be important to ensure that processes are as light touch and streamlined as possible, consistent with the scale of proposal and capacity of different types of event organisers.**

In the case of recurring annual signature events such as the major festivals, we would ask that **CEC play a part in supporting a more systematic engagement with stakeholders. We endorse the Fringe Society’s proposal for a reinforced EPOG process to consider major applications for using public space taking into account views of all stakeholders in advance**, and with a clear mechanism for impacted stakeholders to report issues with noise, after hours hospitality operations, litter/recycling and provision of security during event delivery.

The festivals are often approached by local residents and businesses who are keen to see more activity in their areas, asking about opportunities for events. So we see it as **important that the city supports ongoing placemaking conversations with communities**, as this can be more powerful than one-off

consultations to hear from a wider range of voices including people who wouldn't necessarily speak up about a specific proposal. Having a better ongoing understanding of different residents' desire for a range of activities in their area could help provide a context for decisions where lengthy case by case debates could mean areas may miss out on opportunities if processes are overly time-consuming.

Streamlining the application process based on the scale of proposals is important to maximise opportunities for beneficial events to take place with minimum process. For large, recurring events a reinforced EPOG process and standing festival city operations planning group will be useful models as set out in our comments in previous sections. The Fringe Society also flags that CEC previously usefully played an active role in convening interested local groups to discuss plans for the peak summer festivals season and the festivals collectively endorse the value of such an approach.

The application process will involve a graduated degree of consultation and information sharing depending on the scale of event. In the case of the city's signature major festivals and events, this will need to balance appropriate scrutiny and transparency with keeping up the momentum needed for festivals and events to take place successfully, given the cost and time impacts of additional layers of governance. **Identifying aspects of the approvals process for recurring events that could be put in place long-term and not just on an annual basis will help provide the lead times and certainty needed for events and festivals to have the best chance of returning viably and sustainably to contribute to the city's recovery and renewal.**