

BOARDMASTERS

CONSULTATION RESPONSE REPORT

INTRODUCTION

In an effort to strengthen working relationships and minimize impact, Boardmasters conducted a consultation with local residents to gather feedback regarding the '22 festival and what residents would like to see going forwards to inform future proposals. An earlier iteration of the Site Location Plan showing a proposed increase to the boundary area which is the subject of the planning application was also shared during the consultation so that any feedback could be considered ahead of submission..

By conducting face-to-face meetings between attendees and Sam Wakins (Operational Director) & Gabrielle Williams (Festival Director), we sought to understand the impact on individuals and their local areas. The consultation enabled us to plan and continue to make operational improvements to the festival.

The consultation time and dates offered were as follows:

DATE: Monday 22nd & Tuesday 23rd May 2023.

TIME: Mon –11am - 7pm, Tues – 8am - 4pm

LOCATION: The Tea Lounge, Atlantic Hotel Dane Rd, Newquay TR7 1EN

The consultation was published in the following places:

- **Boardmasters community website** <https://www.boardmasterscommunity.com/feedback-and-consultation-meeting>
- **Newquay Bid**
- **Newquay Radio**
- **BBC Spotlight**
- **Radio Cornwall BBC**

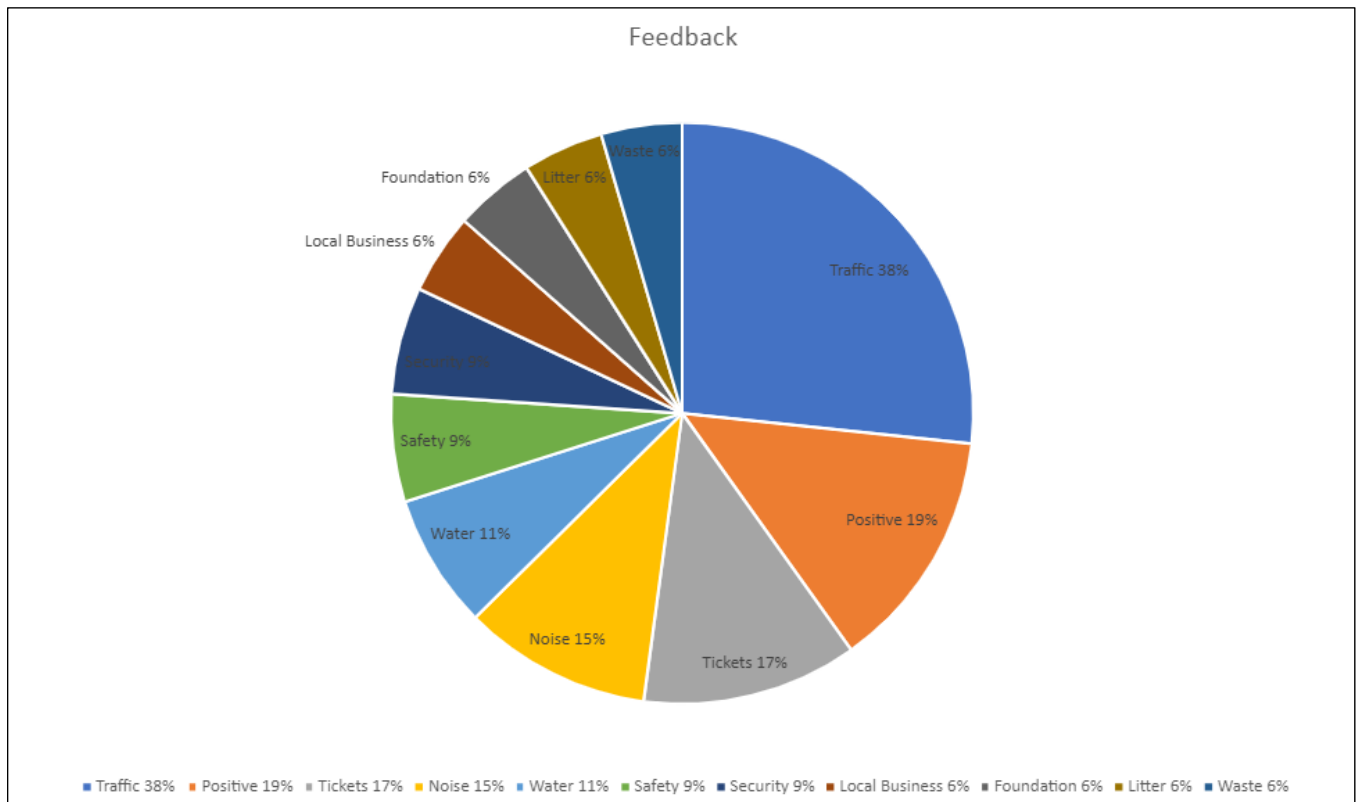
The consultation was also directly communicated to the following parties:

- **Parish Councils;**
 - Colan Parish
 - St Mawgan-in-Pydar Parish
 - Newquay Town Council
 - St Columb Major Town Council
 - St Wenn Parish Council
- **Councillors:**
 - John Fitter
 - Louis Gardner
 - Oliver Monk
 - Kevin Towill
 - Paul Wills

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SUMMARY

- Total attendance: 29
 - 35% businesses
 - 62% residents
 - 3% Councilors
- Frequent feedback:
 - Traffic, 23%
 - Positive, 19%
 - Tickets, 17%
 - Noise, 15%
 - Water, 11%
 - Safety, 9%
 - Security, 9%
 - Local Business, 6%
 - Foundation, 6%
 - Litter, 6%
 - Waste, 6%



OVERVIEW

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- 17% of the feedback related to local free ticket queries which have since been resolved by Boardmasters directly.
- 19% were positive responses from those that support Boardmasters, commenting on the positive impact it has on the local economy.
- 6% of queries related to the Boardmasters Foundation including distribution of donations and how people can apply.
- 58% of the feedback comprised of suggestions for improvements, relating to waste, water, traffic & noise management plus the ecological impact of the festival.

SUGGESTIONS & IMPROVEMENTS

Boardmasters committed to the following improvements for the operational running of festival and will continue to make such commitments:

- Improved communication via the Boardmasters Community website
 - o We were informed many residents were unaware of the website which was set up to inform the community of key festival information and ways to contact us. We have scheduled a postal mail out with information in this regard, including how to get in touch with the festival in advance and reporting issues while on site – this went live ahead of the 2023 festival.
- Sharing Ecological reports
 - o It was queried whether the ecological reports relating to the planning application will be publicly available – this of course will be available via the planning portal.
- Discussions around waste management
 - o A new Waste management supplier has been appointed dedicated to delivering a better service with increased volume of staff to reach our clean up goals on the festival site, Watergate Bay, Fistral beach & coastal paths with increased bins in the town centre at bus stop routes has been appointed.
 - o Increased volume of volunteers and number of beach cleans during the live event to support litter picks as of the 2023 festival;
- Continually updating measures to address traffic concerns which has been extensively considered by our transport consultants;
- Implementation of a new gate & walking routes for festival attendees to help manage the volume of people at Watergate Bay and overcrowding issues.
 - o New pedestrian access gates are proposed alongside widening works for existing gates to help ease footfall as part of the current application.
- Increased numbers of security personnel
- Continued collaboration with City & Town Councilors, Police, Medics and other blue light services to deliver a safe festival.
- Continued consultation with Southwest Water to understand the local issues and upgrading of water infrastructure.
- Continued use of a private medical suppliers during the festival to avoid pressure on local NHS resource.

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- Appointment of a new sustainability consultant (Betternotstop) in order to measure the environmental impact of the festival and set targets to achieve our Vision25 goals.

POSITIVE RESPONSE SUMMARY

In addition to proposing improvements, attendees of the consultation included positive responses to the festival and its management including:

- The Boardmasters Foundation's continued support to local community projects and its beneficial impact.
- The quality and status of international artists we bring to Cornwall.
- Range of entertainment and local Cornish touches at the festival; for example, scheduling local Rock Choirs.
- Provision of complimentary tickets to locals.
- Diverse age range of attendees.
- Family friendly nature of the event.
- Limited impact of noise.
- Benefit to local businesses with increased custom as a result of the festival.
- Jobs created for the local community working at or in conjunction with the festival.
- Speed of response and resolution to issues raised during the live event in '22.

FUTURE ENGAGEMENT

Following the grant of planning consent for the Application Boardmasters will continue to engage with local councilors to ensure the event takes on board feedback and seeks to continuously improve. As well as being regulated under the licensing regime and planning conditions.