

Alexandra Palace

Alexandra Palace is an iconic North London arts and entertainment venue. First opened in 1863, the venue runs an annual program of events ranging from concerts, to theatre productions and more, hosting over 600,000 visitors every year.

On-site, there's a regenerated Victorian theatre, an ice rink, a skate park, boating lake, tree climbing adventure area, farmer's market and several cafés and restaurants. Ally Pally, as it's affectionately known, recently hosted artists including New Order and 21 Pilots, as well as welcoming the William Hill Darts Championship and Masters Snooker tournament. This diverse and busy set up poses a unique range of Health and Safety challenges.



The Problem:

Stuck between paper processes and rigid off-the-shelf solutions, Graeme Timms, Head of Health & Safety at Alexandra Palace was seeking an intuitive, configurable and secure platform to manage the complete process of reporting and managing incidents, near misses and accidents.

A key feature he was seeking was a tool that could be adapted to suit the varied activities and unique types of incidents, so the Health and Safety team could begin collecting and acting on data to really make a difference to the safety and wellbeing of visitors and staff.

Graeme explained, "I spoke to a number of industry peers and we kept on being told to check out Notify, so we did, and were really impressed with how adaptable the tool was."



Our Solution:

We offered Graeme a trial of Notify to highlight its simplicity, configurability and reporting features. As the venue's Health and Safety process required the collection of personal information - often from members of the public - security and data protection were top priorities. Notify provided the right controls for Graeme, enabling permissions to be set for different access levels so that only authorised personnel could access incident and personal data.

It was also crucial to the team that whatever solution they adopted was easy to use and implement, encouraging members of staff 'on the ground' to follow safety procedures and report incidents as they occur.



The Results:

Notify has already made a significant impact on the Health and Safety processes and culture at Alexandra Palace. The data collected around incidents and accidents is robust, and the team are now able to use this to highlight risks and identify trends. From a visibility point of view Graeme and his team have access to the platform even when they're off-site, allowing them to be constantly in touch with what's going on at the venue.

Use of the app is second nature to those who need to use it, and the focus is now on using the data to encourage more consistency throughout different teams, and consolidating the improvements already achieved. In turn, this gives the Health and Safety team time back so that they can plan ahead and add additional proactive measures, so that risk is managed at a more strategic level.



I'm really happy with Notify, it has allowed us to collect clear data and identify risks and trends within the organisation, to protect our visitors and staff as best we can. The app works well and is simple to use, which has helped us better implement the tool across the business, encouraging accountability at a management level too.

We're actively working with the Notify team to give insights into how the tool could improve over time and I'm looking forward to future developments which will make the platform even more useful to us at Alexandra Palace."

Graeme Timms, Head of Health and Safety at Alexandra Palace