

Appendix 3 Community and stakeholder consultation feedback analysis - full report

1

Stakeholder and Community Engagement

1.1

Overview

Overview:

As one of the Mayor’s Strategic Outer London Development Centres, Crystal Palace and the National Sports Centre will continue to play a major role in inspiring people of all ages to participate in sports, encouraging physical activity, health and wellbeing for the whole community. Spanning across community events, professional training and competitions, the NSC will meet the needs of local people and the sporting community alike. It is a place where people come to watch sports and then participate themselves. This ability to enthuse and inspire is fundamental to the success of the NSC.

It is therefore imperative that the venues present themselves as a community asset open to all, that blend into the park setting and break down barriers to community involvement. The regeneration of the NSC is driven by local aspirations, captured and articulated through an extensive programme of stakeholder engagement. This engagement takes account of a range of views from user groups, sporting bodies, heritage and other amenity groups, local boroughs and organisations, including schools and clubs as well as the wider public. This ensures that the re-developed NSC is fit for purpose as a major community asset for Londoners.

The main aim of the Stakeholder and Community Engagement programme for the NSC Design and Feasibility Study is to:

- Enable the community to contribute ideas and appreciate the challenges being faced.
- Present a formal consultation on the options.
- Involve partners and stakeholders closely and at all key stages.

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1.2

Stakeholder and Community Engagement Approach

Right

Engagement Strategy diagram devised by Pidgin Perfect for project

Approach

Honest & Iterative Process

Desk research provided an insight into the challenges and failings of previous stakeholder and community engagement processes related to the future of the Sports Centre.

A number of articles and blogs indicated that previous consultation was limited in terms of reaching audiences beyond professional sporting bodies, had been poorly advertised with little advanced noticed, and most importantly, were unclear in their purpose and intent.

The approach adopted as part of this stakeholder and community engagement process was developed to systematically resolve the issues created by the previous consultation.

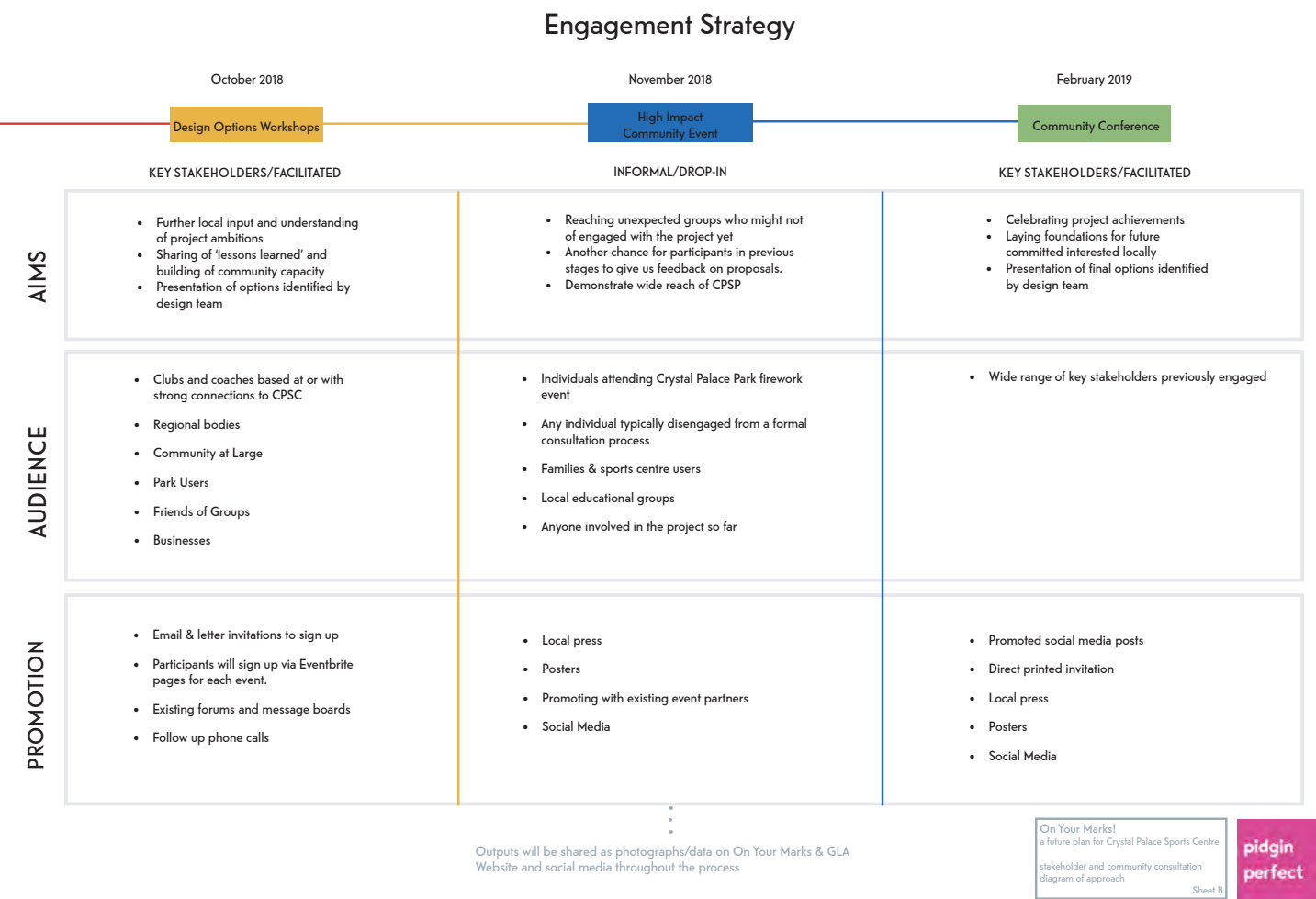
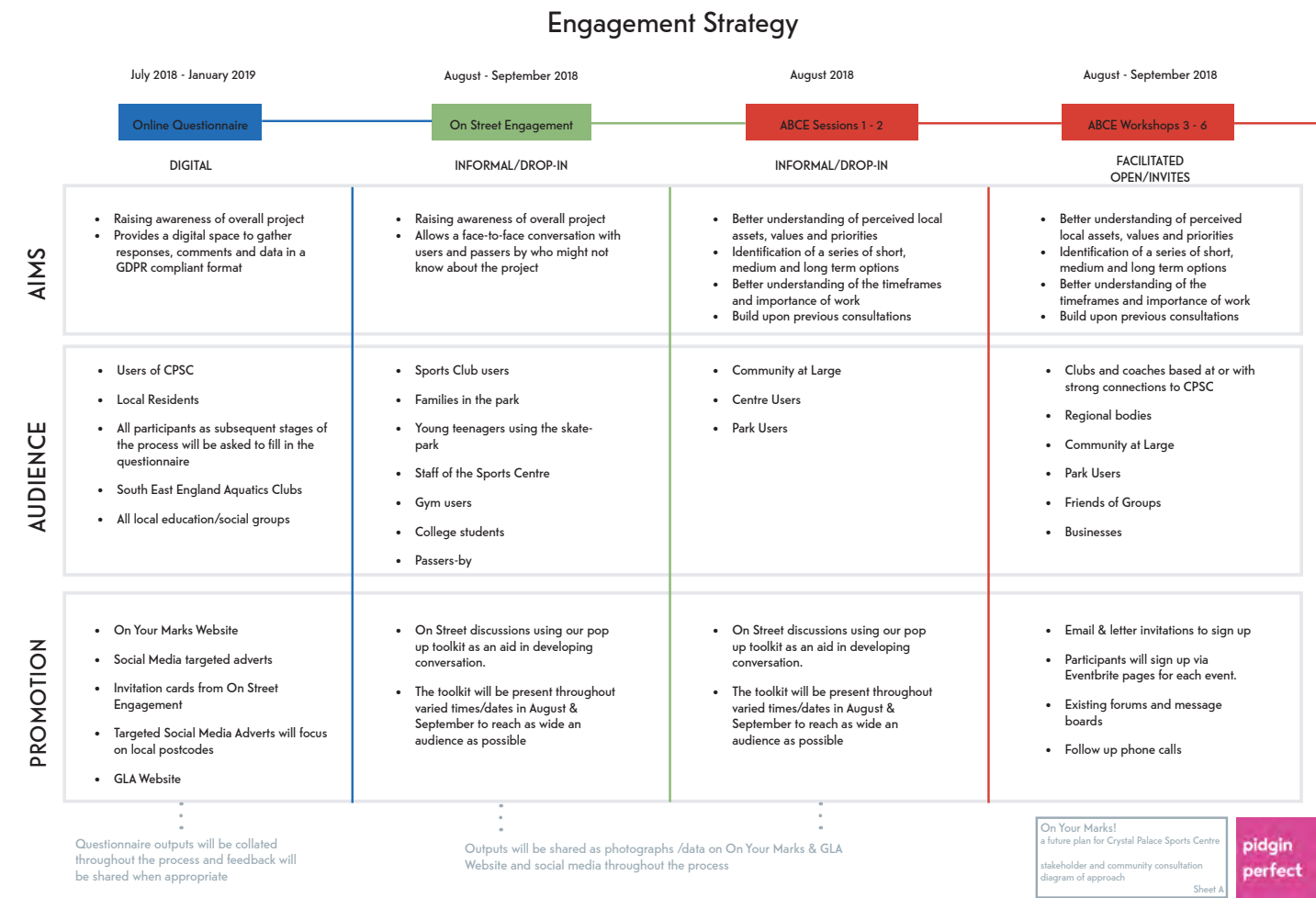
The diagram opposite outlines our approach to the consultation between July 2018 and January 2019.

Critically, an online platform was created at the beginning of this process which centralised all communications for the project and provided information on its purposes and its difference from that of previous consultations. This online platform helped to provide clear and unambiguous information on the project, explaining who is involved and their role within the project. The online platform was launched in late July with the release of an integrated and animated questionnaire.

A pop-up exhibition based in the foyer of the Sports Centre was established in late August, forming a permanent space for information and engagement for the duration of the project.

A multitude of opportunities for face-to-face engagement formed the core of this project, including initial public events in August and September and design studies workshops in October.

This culminated in a concluding Community Conference, held in February 2019. This included a presentation of final design options by the project team.



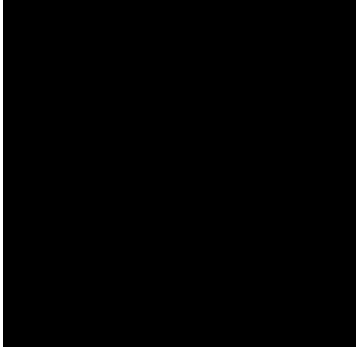
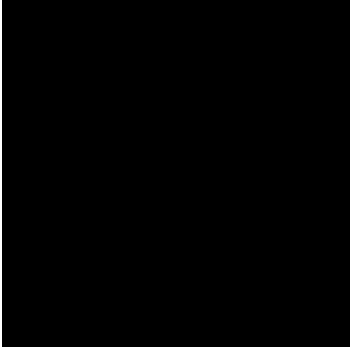
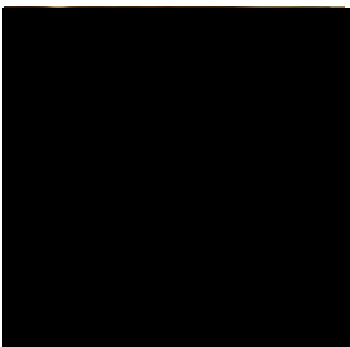
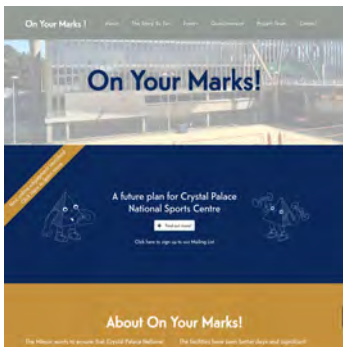
Approach

Project Timeline

The On Your Marks! engagement programme ran between August 2018 and March 2019, encompassing 5 stages and including 12 public points of engagement and a 7 month online survey period.

The process was built around a series of iterative event engagement periods, with each stage offering an opportunity for the project team to gather information, opinions and ideas, before reflection, development and further sharing.

Online Engagement	Coached by Community Workshops	Trialling the Design Options	High Impact Event - BEAM	Community Conference
Aug 18 - Mar 19	Aug - Sep 18	Oct 18	Nov 18	Feb 19
<ul style="list-style-type: none">• Raising awareness of overall project• Gathering data on participants use and experiences of the Centre	<ul style="list-style-type: none">• Developing a better understanding of community and sports users aspirations for the future of the Centre.• Building on previous consultation, to better understand design decisions driving future development	<ul style="list-style-type: none">• Further local input and understanding of project ambitions.• Presentation of initial options identified by design team	<ul style="list-style-type: none">• Reaching unexpected groups who might not have engaged with the project yet.• Another chance for participants in previous stages to give us feedback on proposals.	<ul style="list-style-type: none">• Celebrating project achievements.• Presentation of final options identified by design team.



Top Right
Bold, retro identity playing
with sporting idioms

Bottom Right
Illustrative devices and
colour palette

Project Identity

On Your Marks, Get Set, Go!

The audience for this project are potentially wary and have been over-consulted. With this in mind, we have selected to use language which demonstrates our awareness of previous problems. Our aim is also to increase appeal in the project beyond the usual suspects and differentiate this stakeholder and community engagement programme from those previous.

To achieve this, we have incorporated sporting idioms and phrases to appeal to a sporting audience and general local community; as well as firmly ground the project in a discussion about the Sports Centre as opposed to the complexities about the regeneration of the wider park.

Across the project we will use a tone which invites a wide range of participants to acts as Coaches - recognising and respecting their expertise and knowledge as the users and supports of the Sports Centre.

“On Your Marks! will support participants to help the Design Team formulate a training plan to coach the Sports Centre to achieve a new personal best.”

We have created a team of Mascot like characters to visualise and represent the diversity of professional audiences invested in the Sports Centre; including athletics, weight-lifting, running, diving and swimming.

The line drawing style provides a contemporary aesthetic, which helps to establish the Project Teams authority as design literate. The colours and typefaces used will reference faded sports equipment and the era in which the building was designed. The intention here is to create a nostalgic appeal, sense of pride for the history of the centre and it’s role for the community in the future.

The use of sporting idioms, the Mascot like characters and the colour palette ensures a consistency across the various strands of the stakeholder and community engagement programme, building connections between the project and the public.

On Your Marks!



a future plan for
the Crystal Palace
National Sports Centre

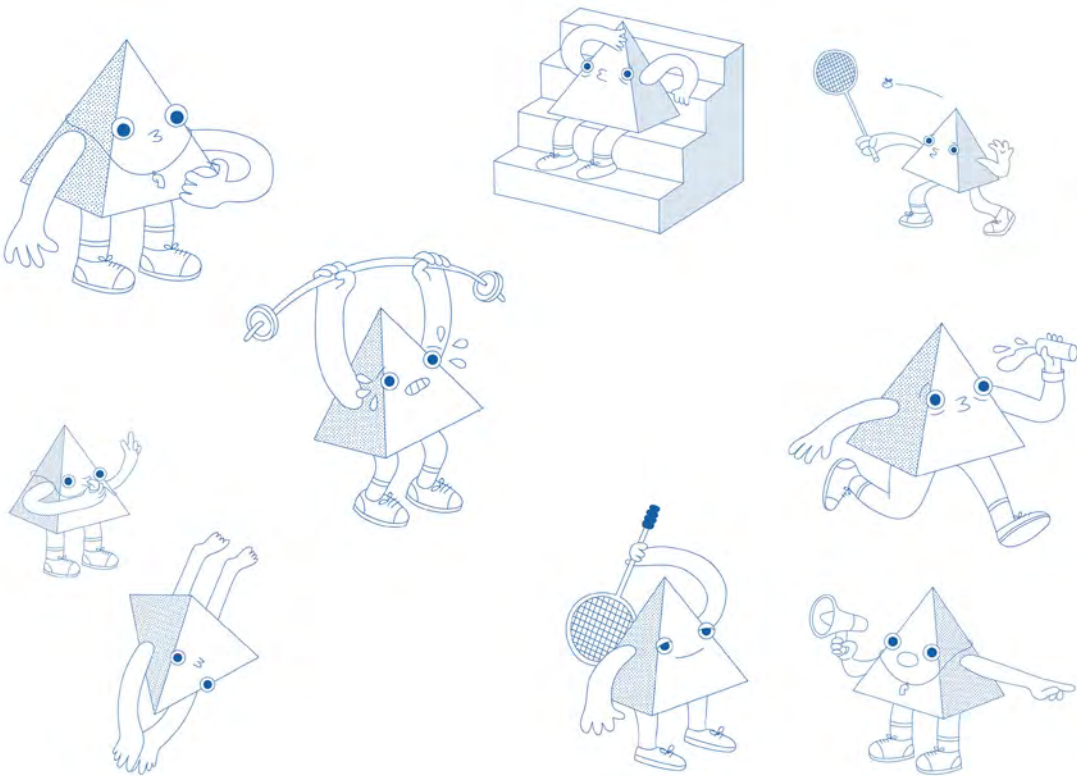
show us the ropes

get the ball rolling

coached by community

MAYOR OF LONDON





Digital Engagement

On Your Marks! Website

Reaching more people leads to higher participation and more data and knowledge. Online participation is a welcome opportunity for community members unable or unwilling to attend public meeting formats; offering a medium for broader, more moderate views than those characteristics of traditional planning meetings attended.

The community can participate at anytime and from anywhere - as long as they have internet access. Many people don't have the time to participate in engagement activities. Online engagement platforms provide access to the process at virtually any time.

On-your-marks.co.uk has been created to act as the primary information and engagement resource as part of the digital engagement process. The website has been developed in a responsive format to work across all devices, and makes use of clear and accessible text to widen participation across a range of communities and abilities.

The website provides information under the following headings:

About: Introduction to the project, presentation of tone and commitment to involving a wide ranging audience in the consultation process. Short explanation of 'On Your Marks!' title and its connection to a final decision being made in 2019 by the Mayor of London.

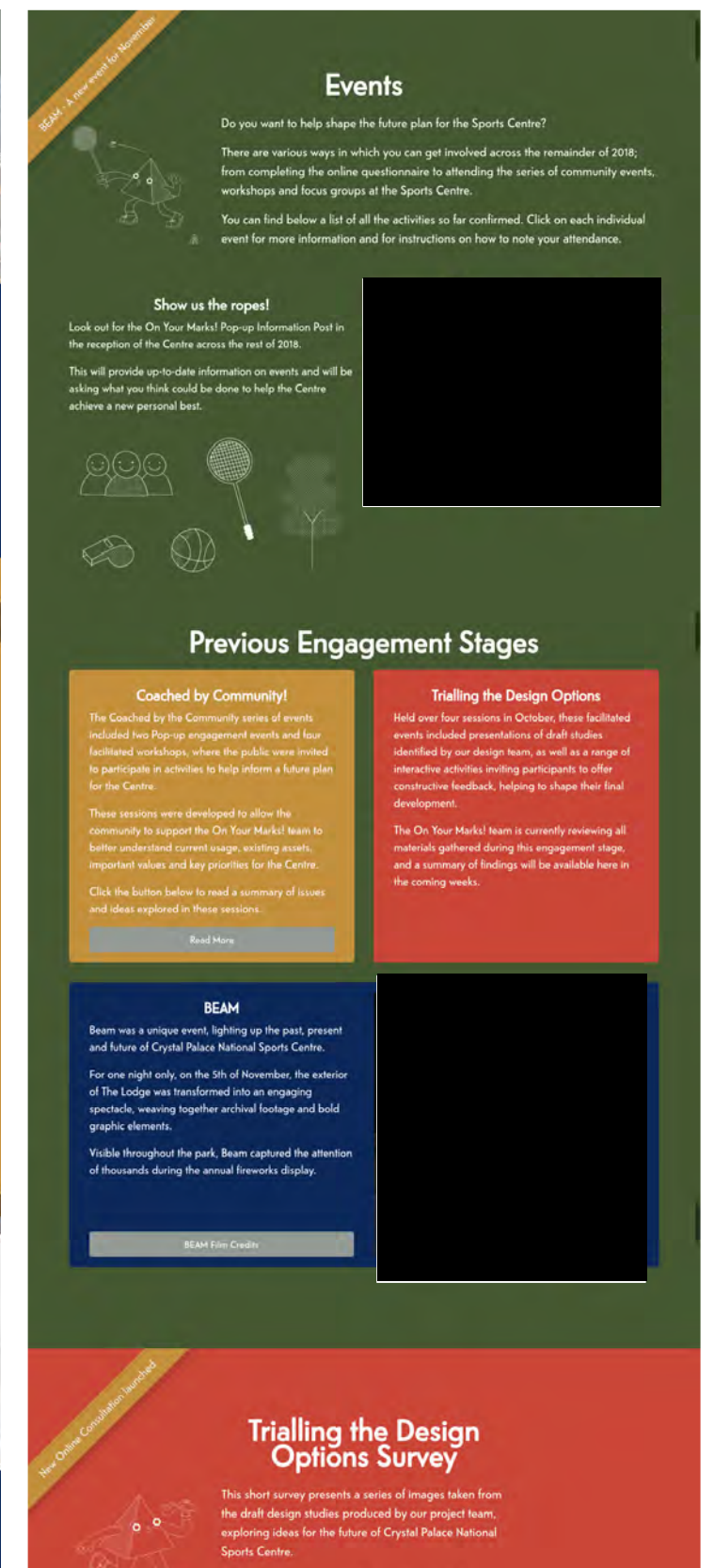
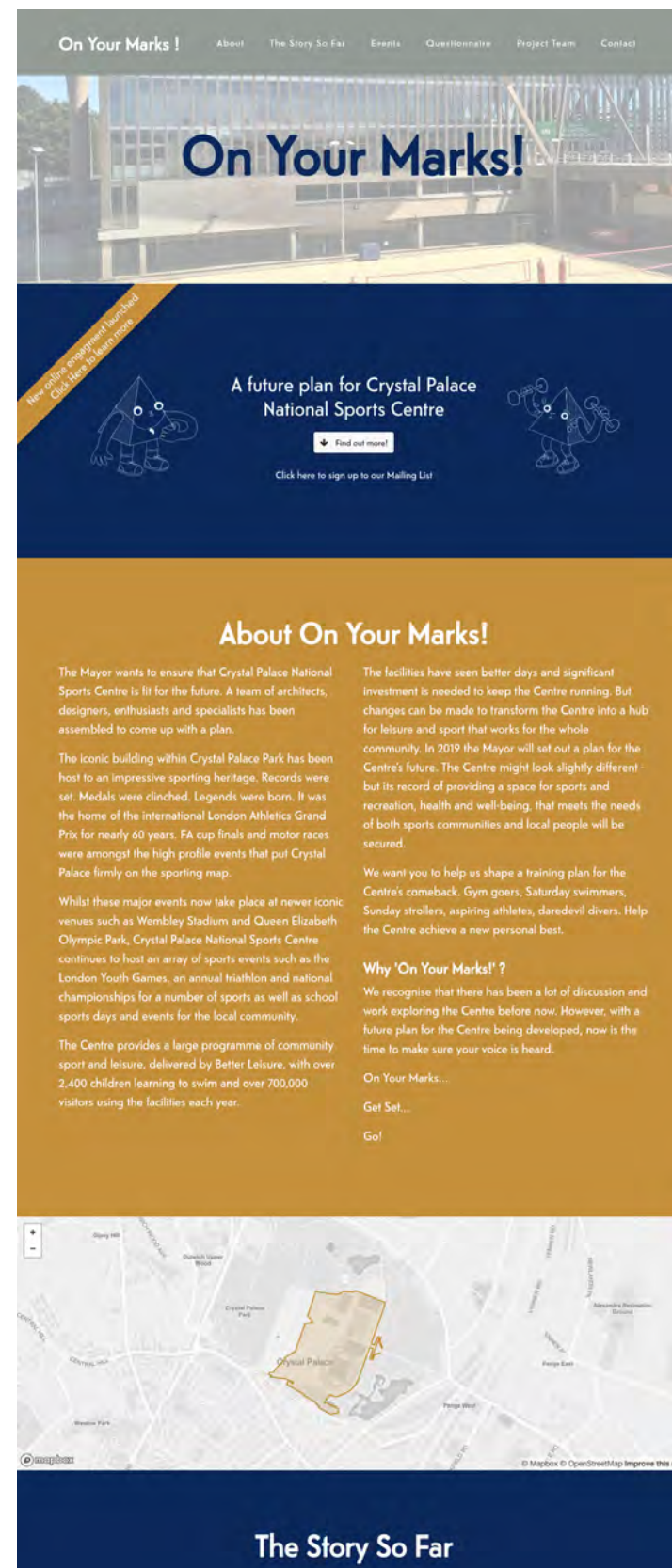
The Story So Far: Important background to the project provided by the GLA which outlines work previously delivered and the purpose of this new project.

Events: Encouragement to participate and information with regards to the various active and passive ways to get involved.

Questionnaire: Highly visual questionnaire designed in Typeform opens in a new browsing window and gathers baseline data about public usage, interactions and feedback on the Sports Centre.

Project Team: Profiles for each of the consultants involved in the Project Team and description of their specific roles and responsibilities in delivering the project.

Contact: Quick and simple digital portal to ask questions and provide comment.



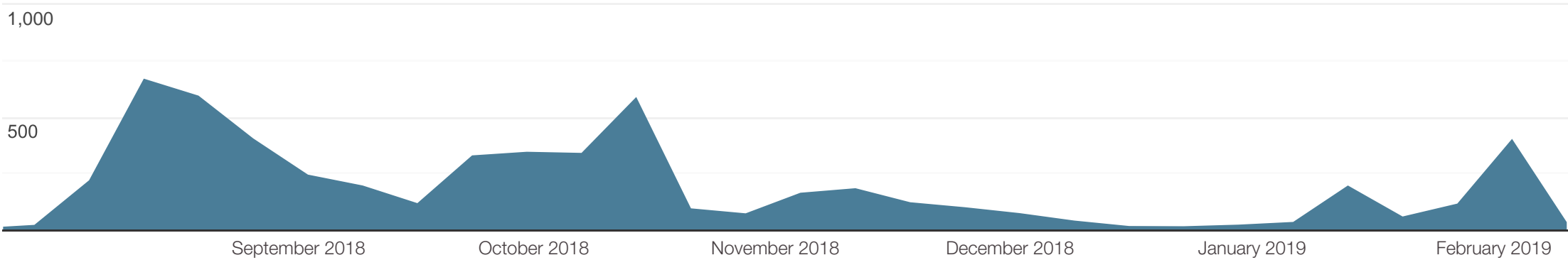
Digital Engagement

[On Your Marks! Website](#)

Engagement Statistics

25th July 2018 - 9 February 2019

Visitors per week



5,171

unique visitors

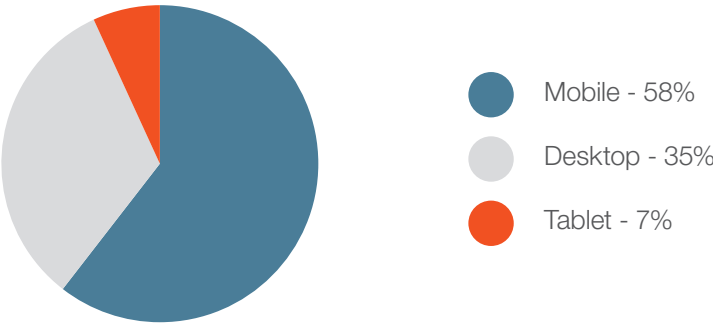
8,772

total pageviews

83%

of visitors from Greater London Area

Visitors by device type



1

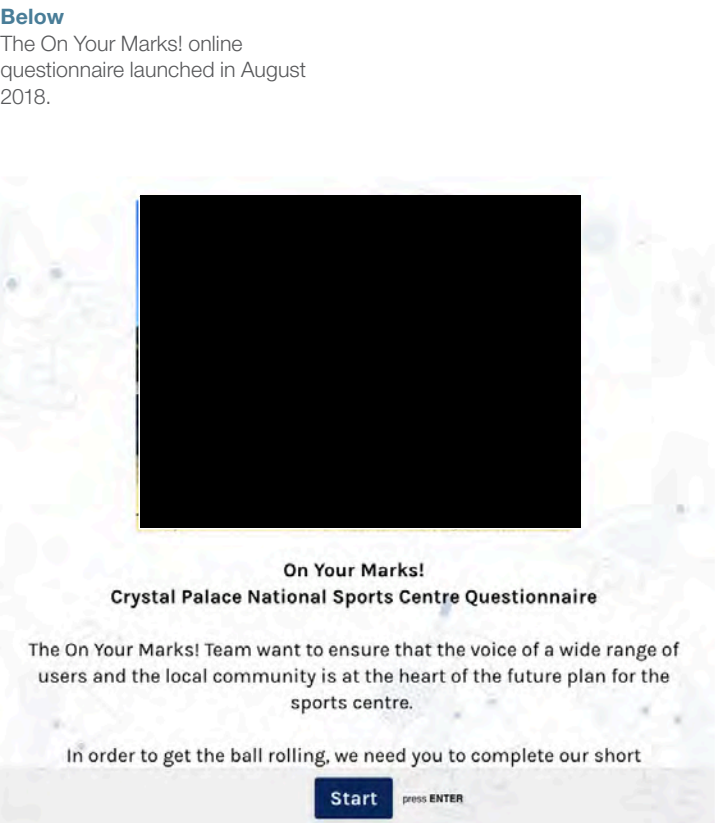
Stakeholder and Community Engagement

1.5

Online Questionnaire

1.5.1

Outcomes



Digital Engagement

Online Questionnaire

In conversation with the GLA, it was made clear that there have been a number of previous online questionnaires and surveys run by a number of organisations related the NSC.

In order to develop a baseline of data and information to inform the initial development of design studies, a new questionnaire was developed to understand the range of ways in which the Centre is presently used, by whom, and what were shared priorities and aspirations for its future.

The questionnaire was launched in early August, and remained open for the duration of the engagement period. On 3rd October, responses to date were collected and packaged, to feed in to the design development process.

Format

The survey consisted of a range of questions exploring participants perceptions and experiences of the Crystal Palace National Sports Centre currently, what facilities they made use of, and what aspirations and priorities they had for its future.

Responses

A summary of common responses is included below. A more detailed breakdown of responses is included as an appendix to this report.

Importance of the Centre

Respondents identified the location, scale and accessibility of the facilities as of primary importance to them.

Primary reason for visiting the Centre

Participants broadly identified specific sporting facilities as core to their interests in visiting the Centre. Central to these are the swimming pools and athletics track. A number of other facilities were also identified by participants, including diving, gymnastics, the gym, climbing, hockey, volleyball, weightlifting, as well as the nearby skatepark.

The Centre as a community facility

The role of the Centre as a community facility was also highlighted by respondents, with its setting within the park and unique scale and range of activities noted as positives.

General repair and maintenance of facilities

A number of respondents noted the need for repair and maintenance of some existing facilities, including changing facilities, as well as general modernisation of facilities and improved cleanliness.

Potential new facilities and activities

Participants listed a wide array of potential new activities that they would like to see at the Centre. Opportunities for walking, outdoor events and tournaments were the most popular responses.

Potential for improved social and catering facilities

Improved catering and social facilities were also noted as a potential draw for attendees, encouraging them to stay around the centre outside of sporting engagements.

Digital Engagement

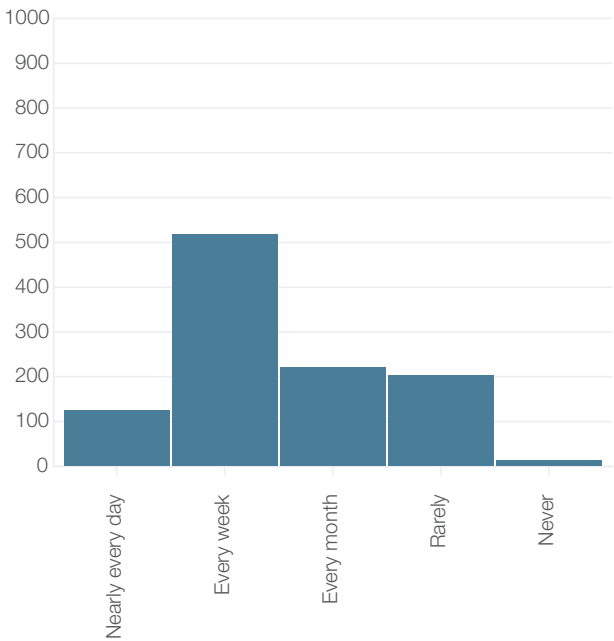
Online Questionnaire

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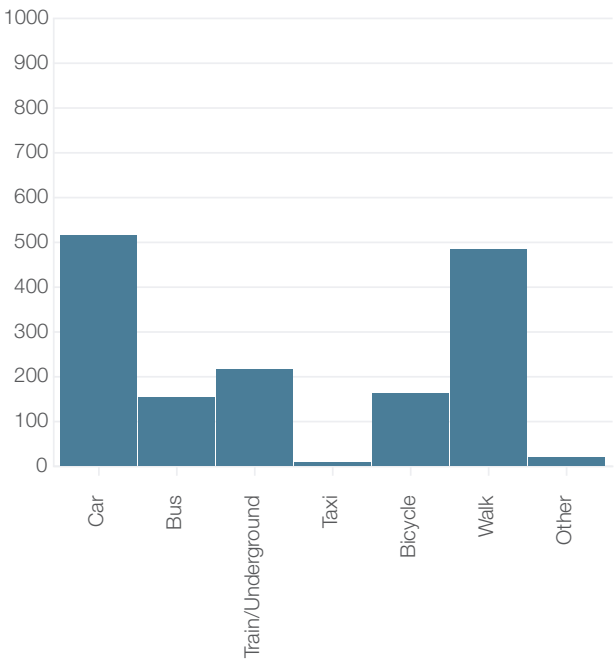
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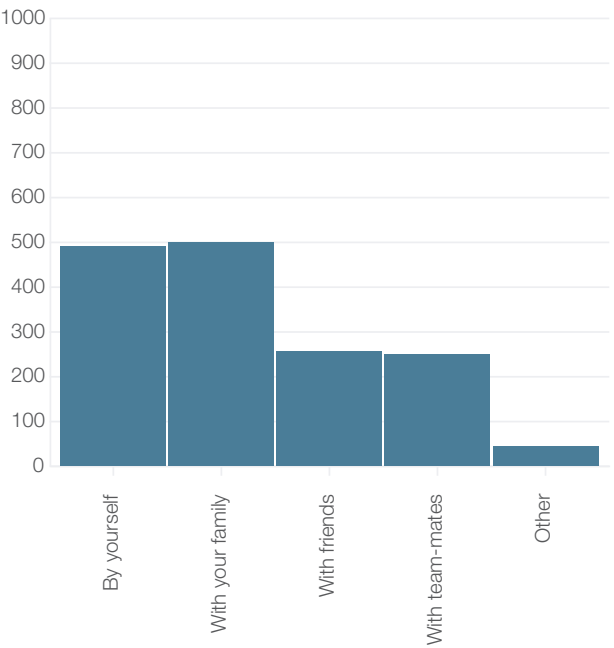
How often do you visit the centre?

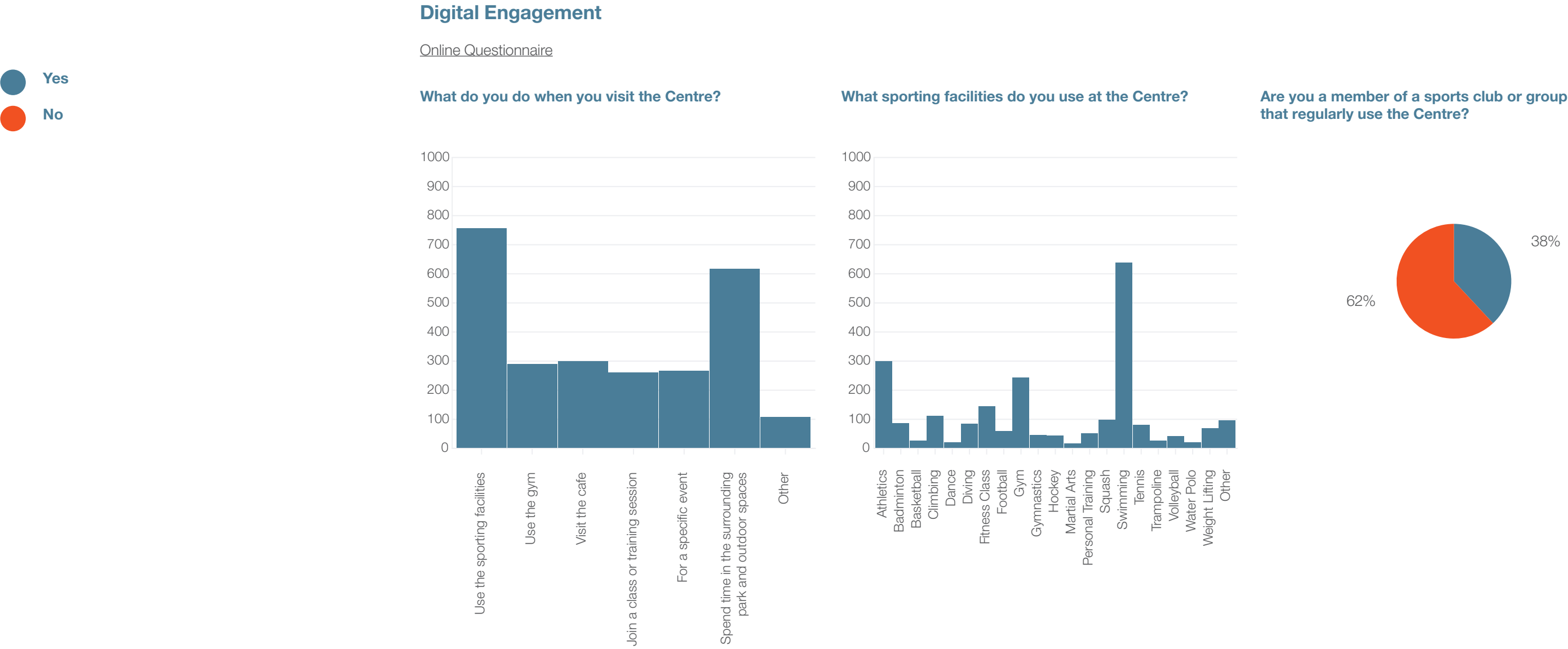


How do you normally travel to the Centre?



When you visit, who are you with?

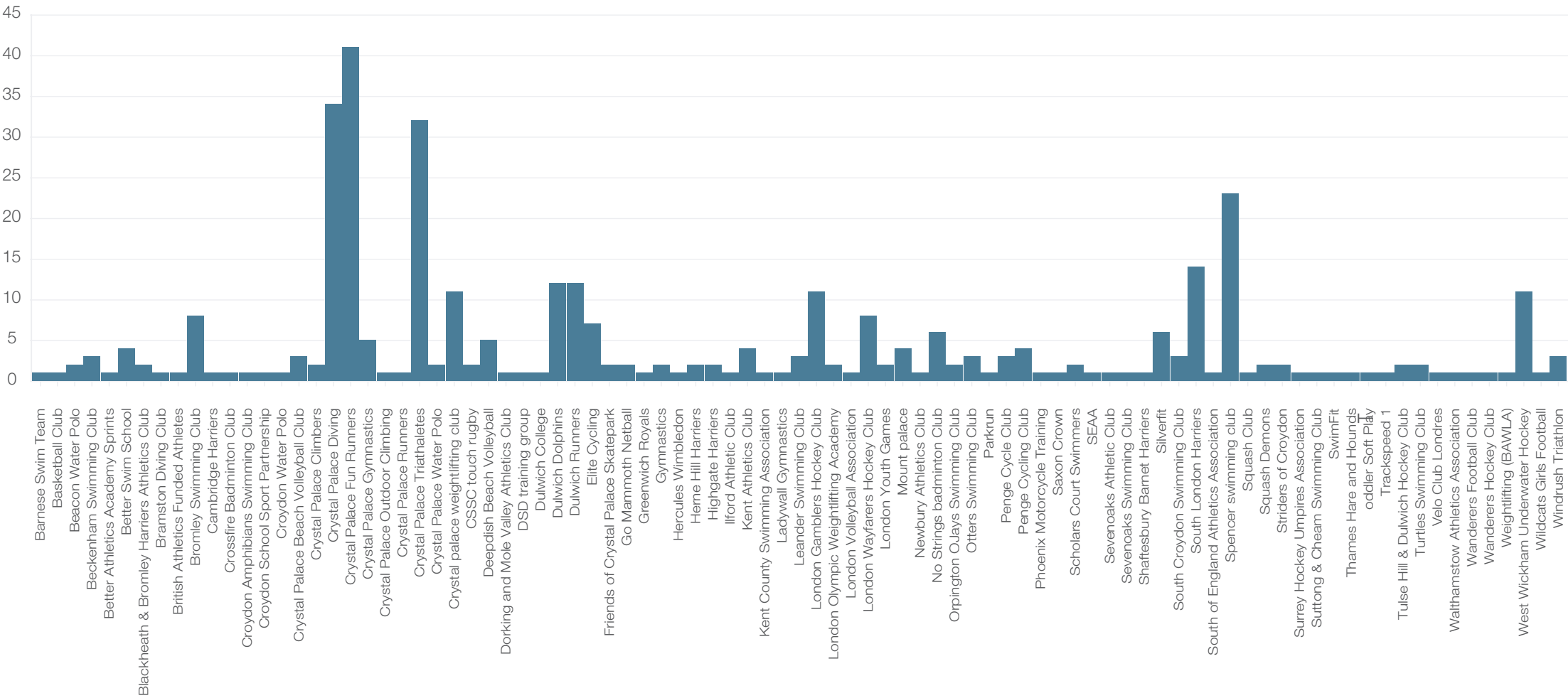




Digital Engagement

Online Questionnaire

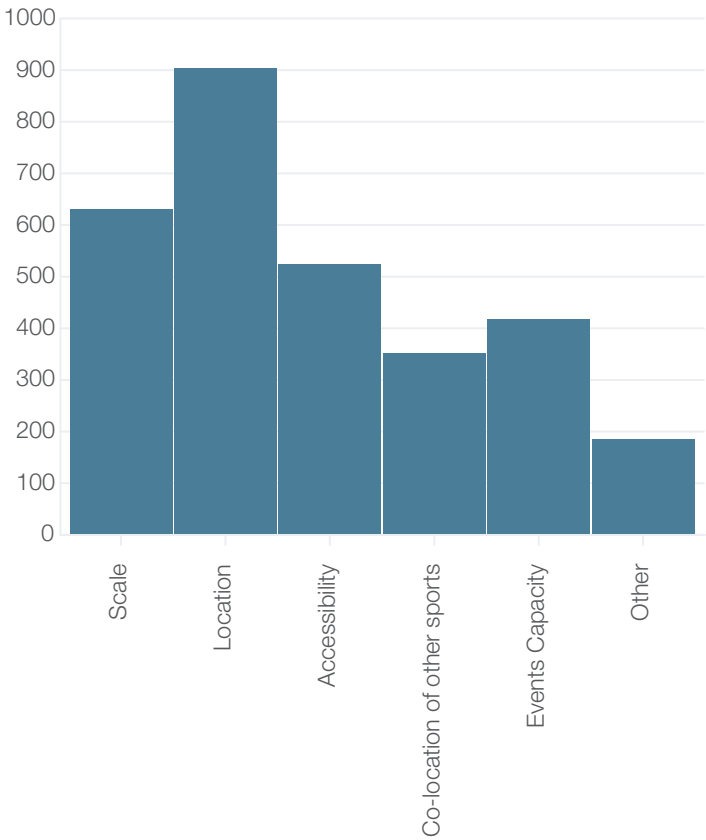
Which sports clubs or groups are you a member of?



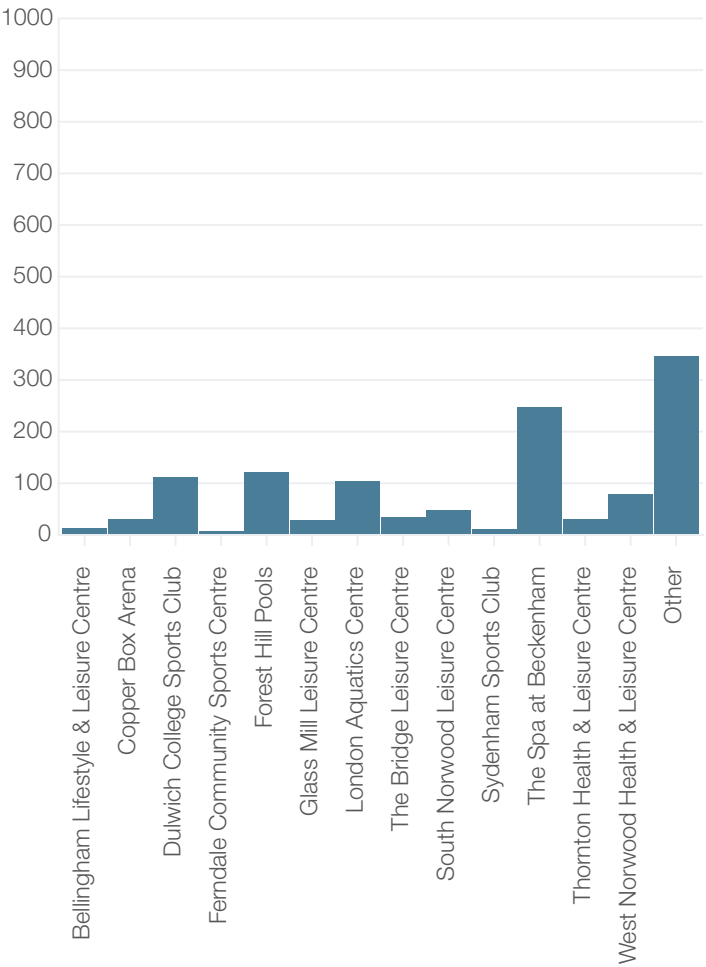
Digital Engagement

Online Questionnaire

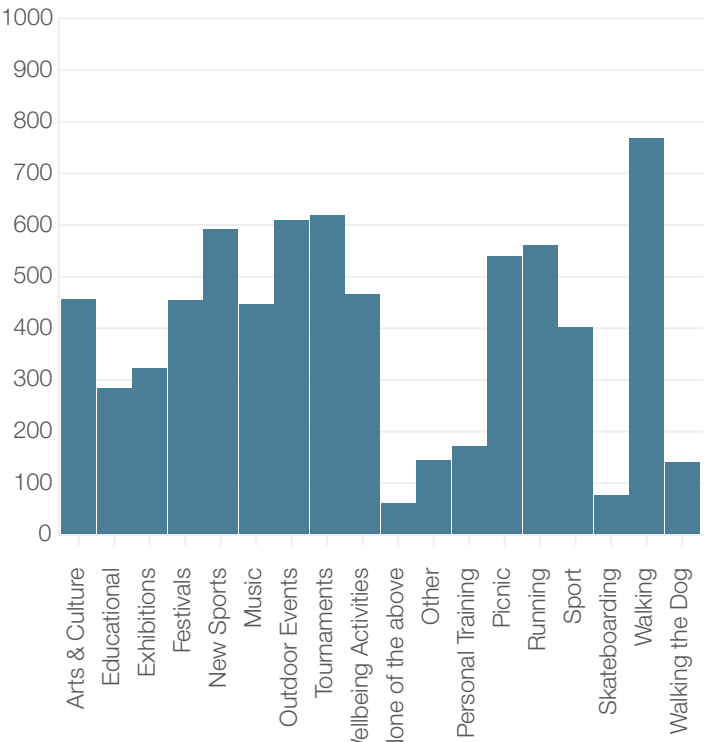
Why is the Centre important for you or your sport?

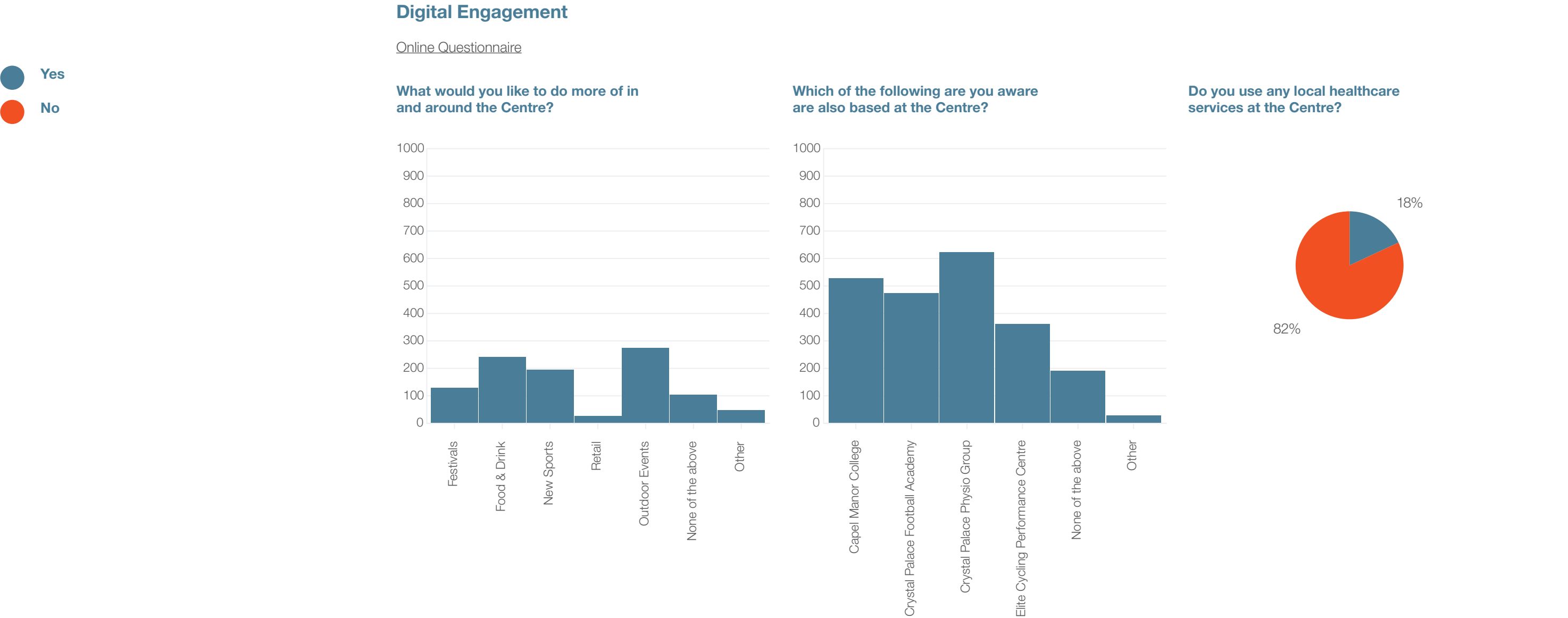


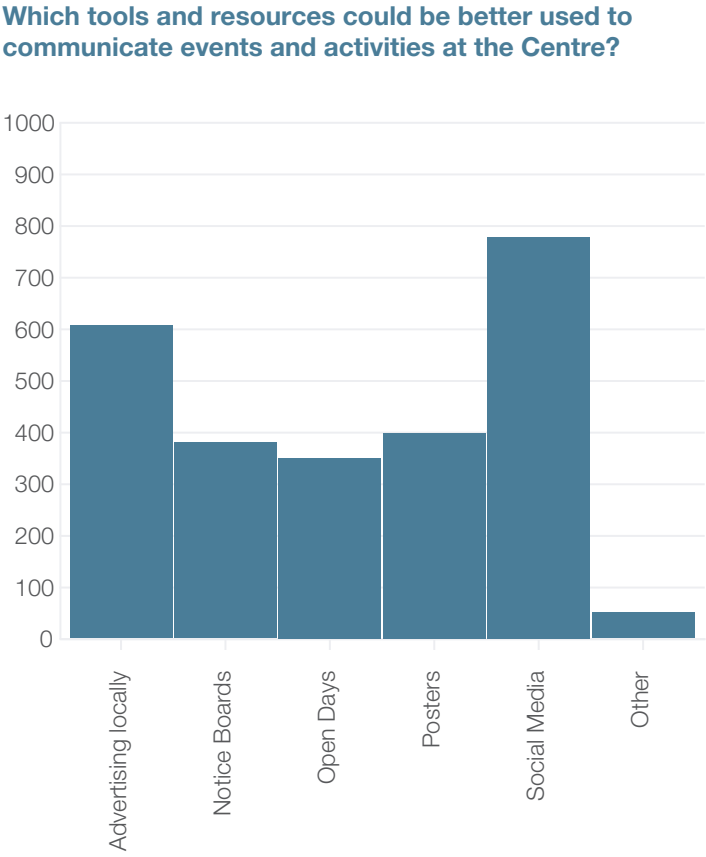
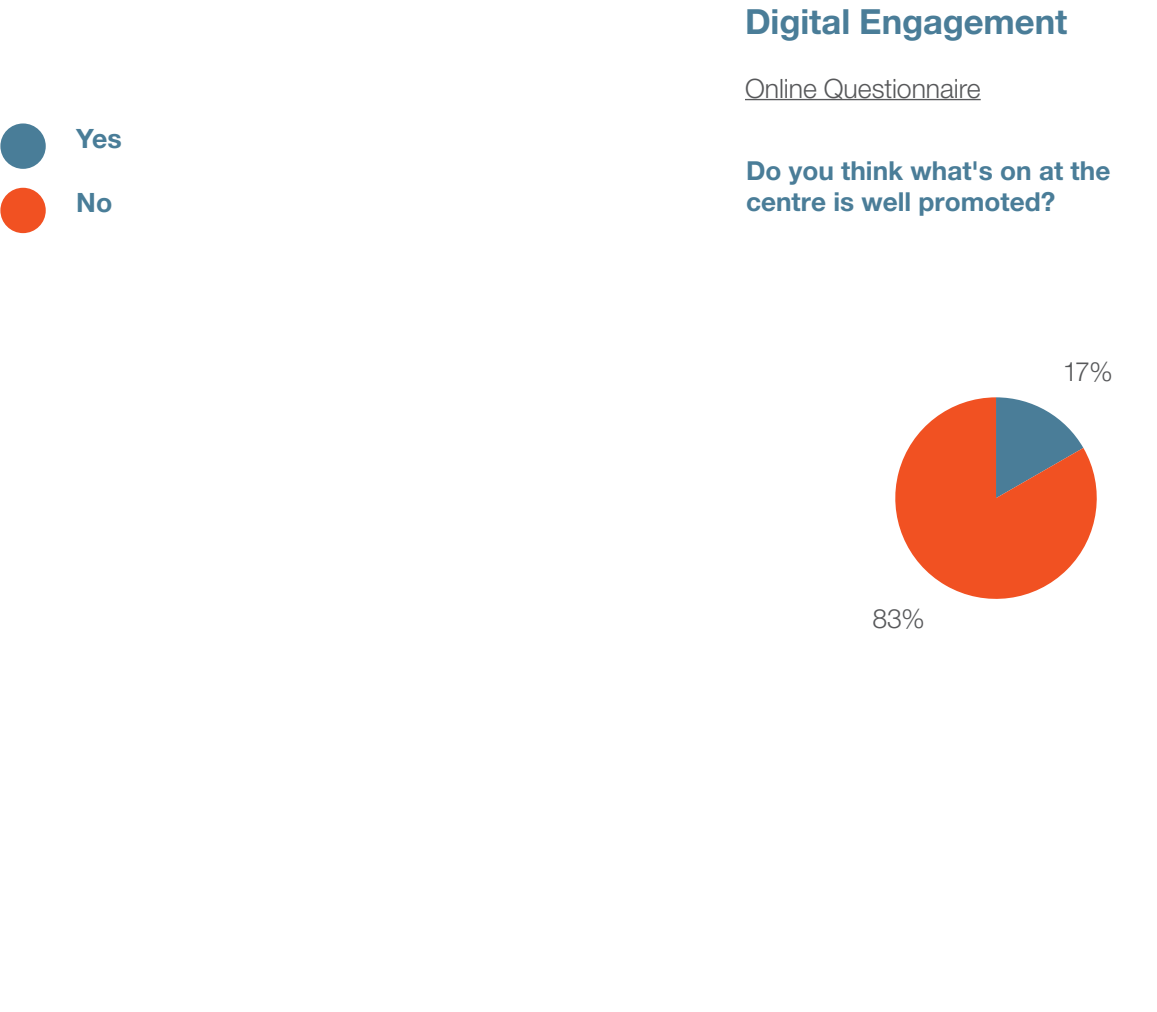
Where else do you access sporting facilities?



Which types of events and activities would you like to see more of at the Centre?







1 Stakeholder and Community Engagement

1.5 Online Questionnaire

1.5.1 Outcomes

Digital Engagement

Online Questionnaire

What is the single most important aspect of the Centre to you?

The word cloud to the right represents the most commonly used words and phrases in responses to the above questions.

Participants broadly identified specific sporting facilities as core to their interests in visiting the Centre. Central to these are the swimming pools and athletics track.

A number of other facilities were also identified by participants, including diving, gymnastics, the gym, climbing, hockey, volleyball, weightlifting, as well as the nearby skatepark.

The role of the Centre as a community facility was also highlighted by respondents, with its setting within the park and unique scale and range of activities noted as positives.

Activities for children and young people were also repeatedly identified by participants.

The iconic and historic architecture of the Centre was also identified as important to respondents.



1 Stakeholder and Community Engagement

1.5 Online Questionnaire

1.5.1 Outcomes

Digital Engagement

Online Questionnaire

What would make you spend longer periods of time at the Centre, or visit more often?

The word cloud to the right represents the most commonly used words and phrases in responses to the above questions.

Participants highlighted potential improvements and expansion of sporting facilities as the primary drivers to greater attendance.

This included repair and maintenance to some existing facilities, including changing facilities, as well as general modernisation of facilities and improved cleanliness.

Within the context of the wider consultation, participants also noted within responses to this question an interest in retaining a range of particular sports and activities.

Improved catering and social facilities were also noted as a potential draw for attendees, encouraging them to stay around the centre outside of sporting engagements.

Issues which might be of relevance to a future operator included requests for longer opening hours, and improvements to management of popular facilities, including multi-sport courts.



Digital Engagement

Online Questionnaire

To better understand how respondents who live outside of the Greater London Authority area, who are less local to the Centre, make use if it, the charts on this page isolate responses from postcode areas outside of London.

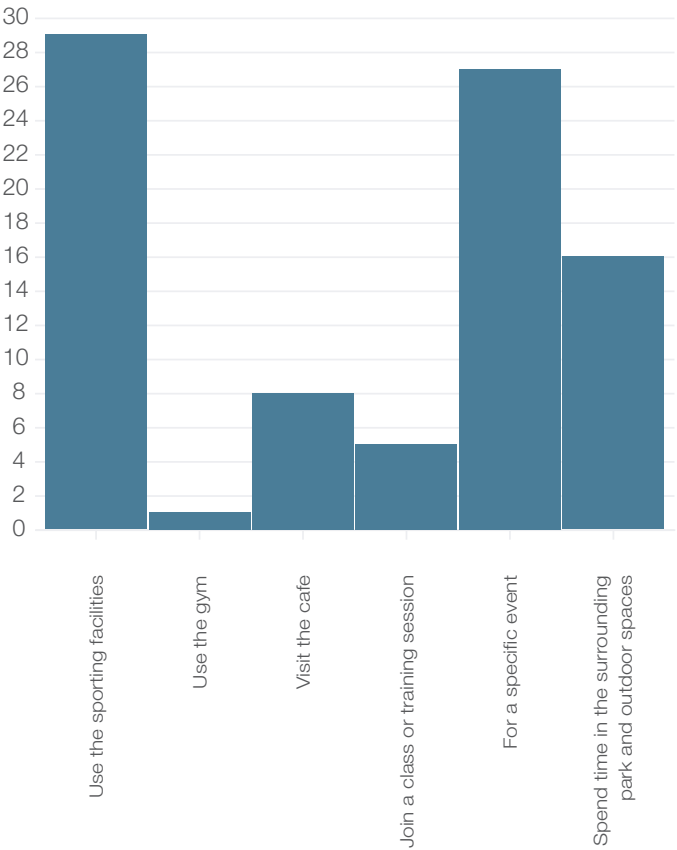
Around 4% of questionnaire respondents were within this category.

As an analysis of responses from this population to the question, “what do you do when you visit the Centre?” the results suggest that those outside of London attend the centre for specific events, and to make use of the sporting facilities, eschewing other activities, or use of outdoor spaces.

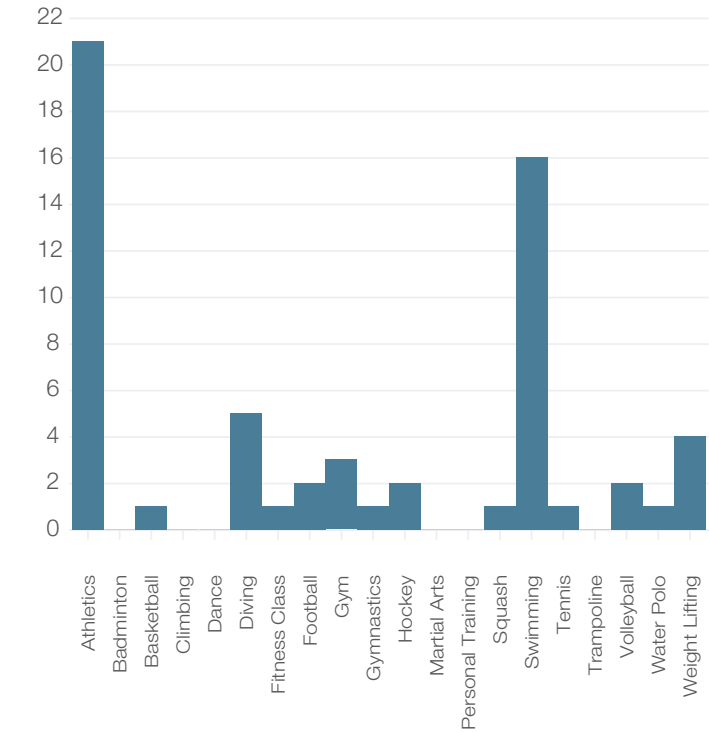
Of this cohort, athletics and swimming were by far the most popular sporting activities identified.

Non-London respondents

What do you do when you visit the Centre?



What sporting facilities do you use at the Centre?



Digital Engagement

Online Questionnaire

The charts on this page offer a comparison between uses of the centre by respondents who identified themselves as members of clubs making use of the Centre facilities or not.

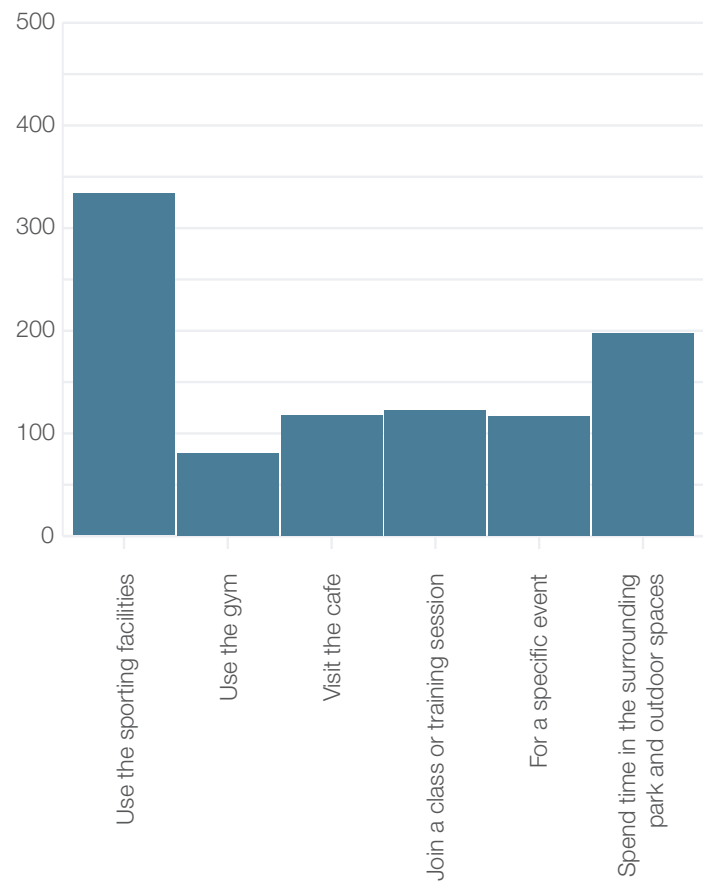
32% of respondents identified themselves as belonging to one or more club.

In response to the question, “what do you do when you visit the Centre?” club members disproportionately selected spending time in the park and surrounding outdoor spaces of the Centre, compared to the non-club members. This was the most significant deviation between the two populations, suggesting that there are opportunities to engage club members in wider opportunities in the green spaces around the Centre.

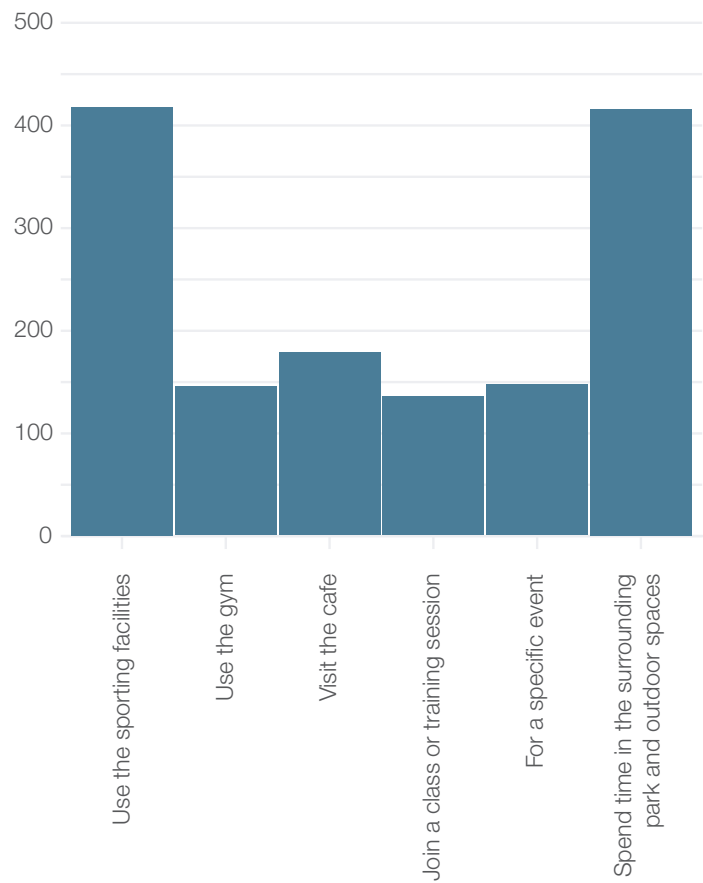
In response to the question, “what sporting facilities do you use at the Centre?”, a significantly higher proportion of non-club respondents identified swimming as an activity compared to club members, as well as use of the gym, fitness classes and climbing. Athletics was disproportionately represented by club members compared to the overall responses.

What do you do when you visit the Centre?

Club member respondents

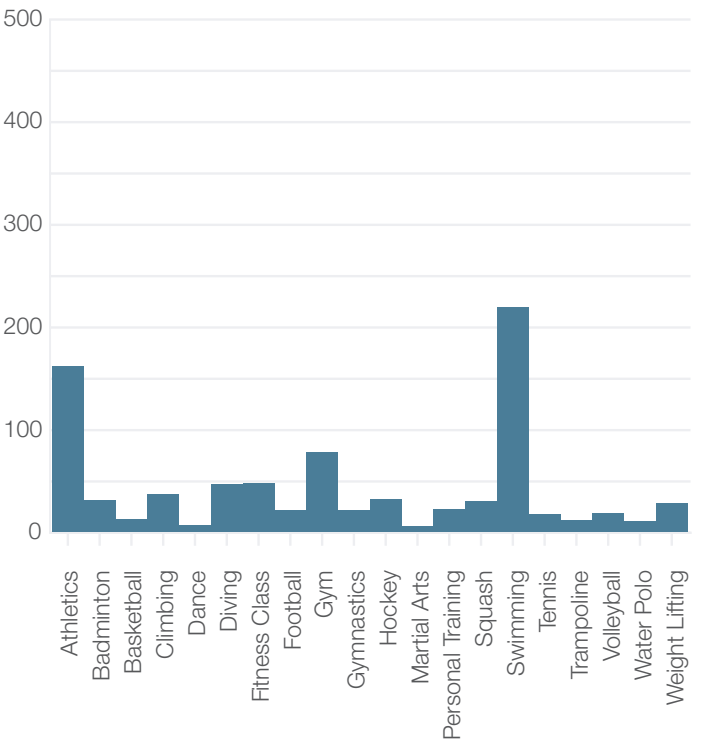


Non-club member respondents

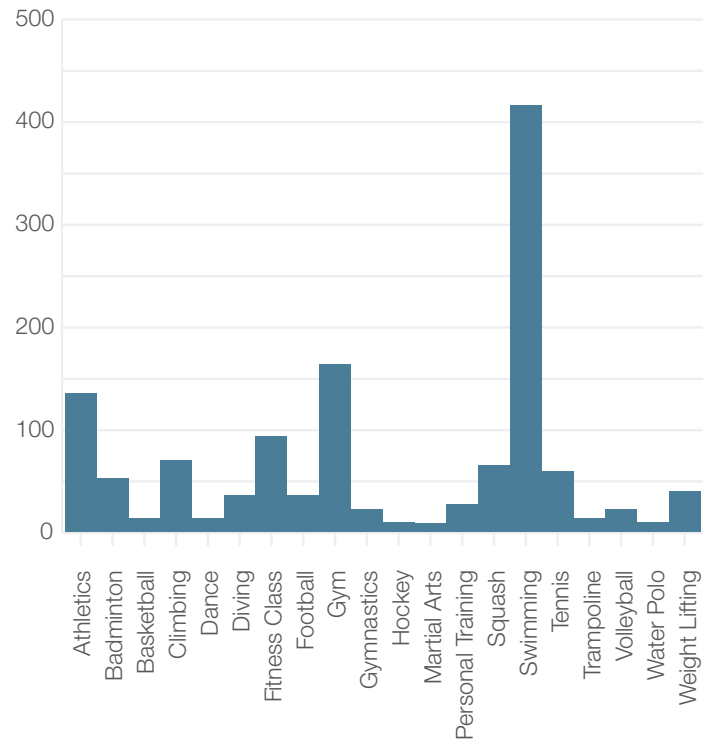


What sporting facilities do you use at the Centre?

Club member respondents



Non-club member respondents

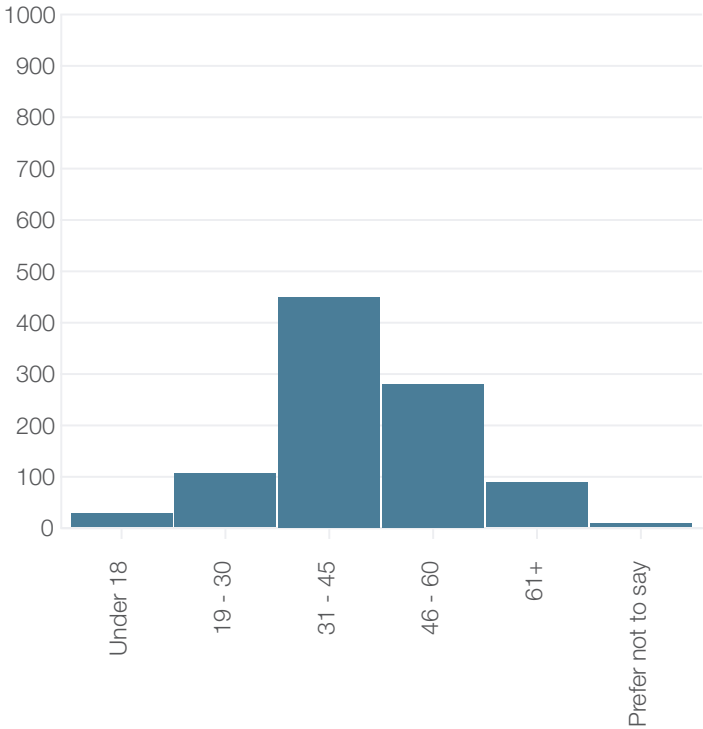


Digital Engagement

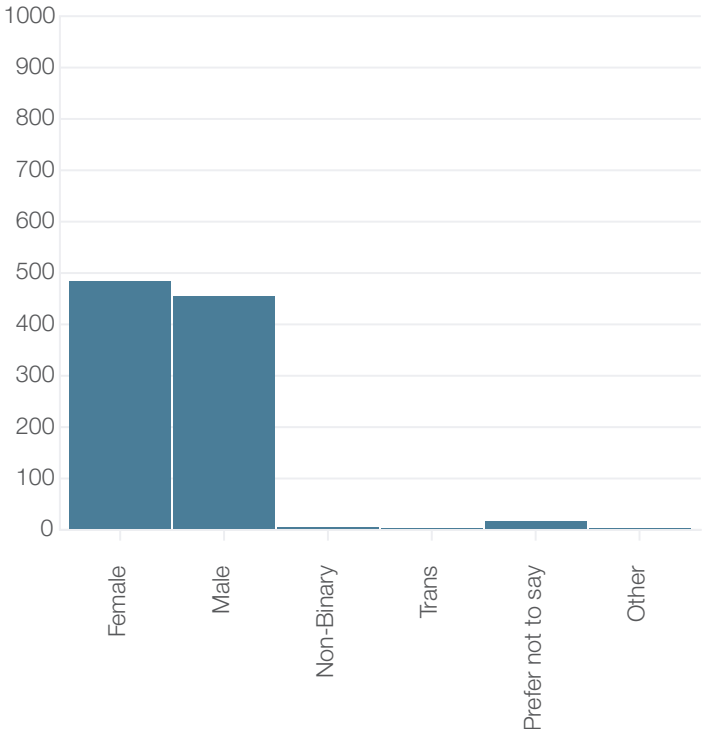
[Online Questionnaire](#)

Demographic Data

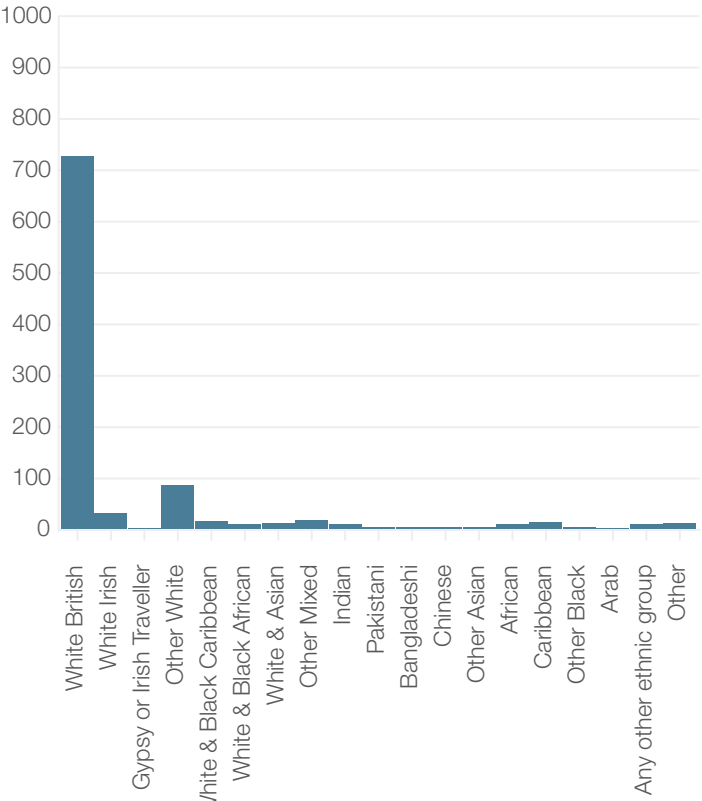
How old are you?



How do you identify?



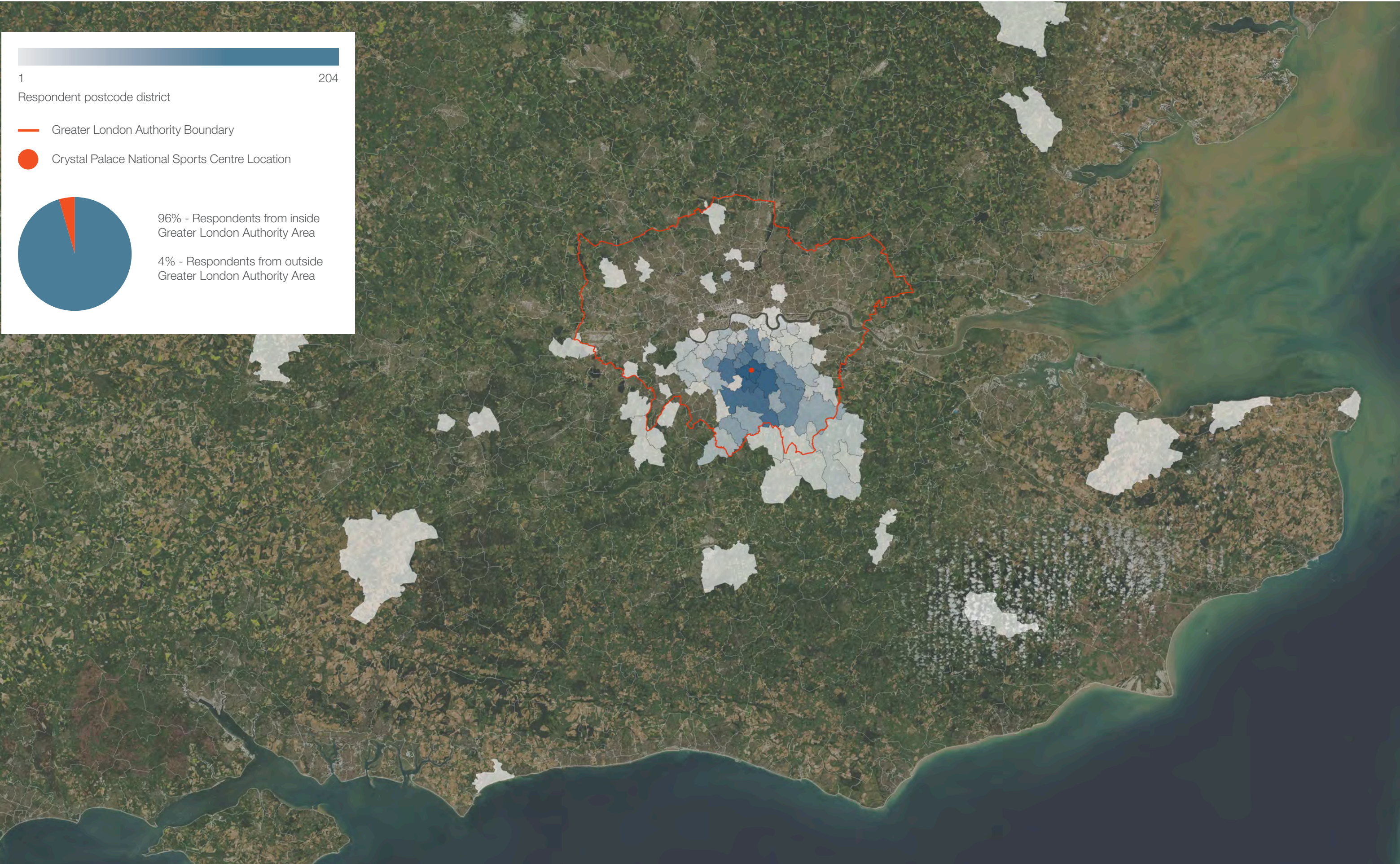
How do you identify?



1 Stakeholder and Community Engagement

1.5 Online Questionnaire

1.5.1 Outcomes



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Stakeholder and Community Engagement

1.5

Online Questionnaire

1.5.1

Outcomes



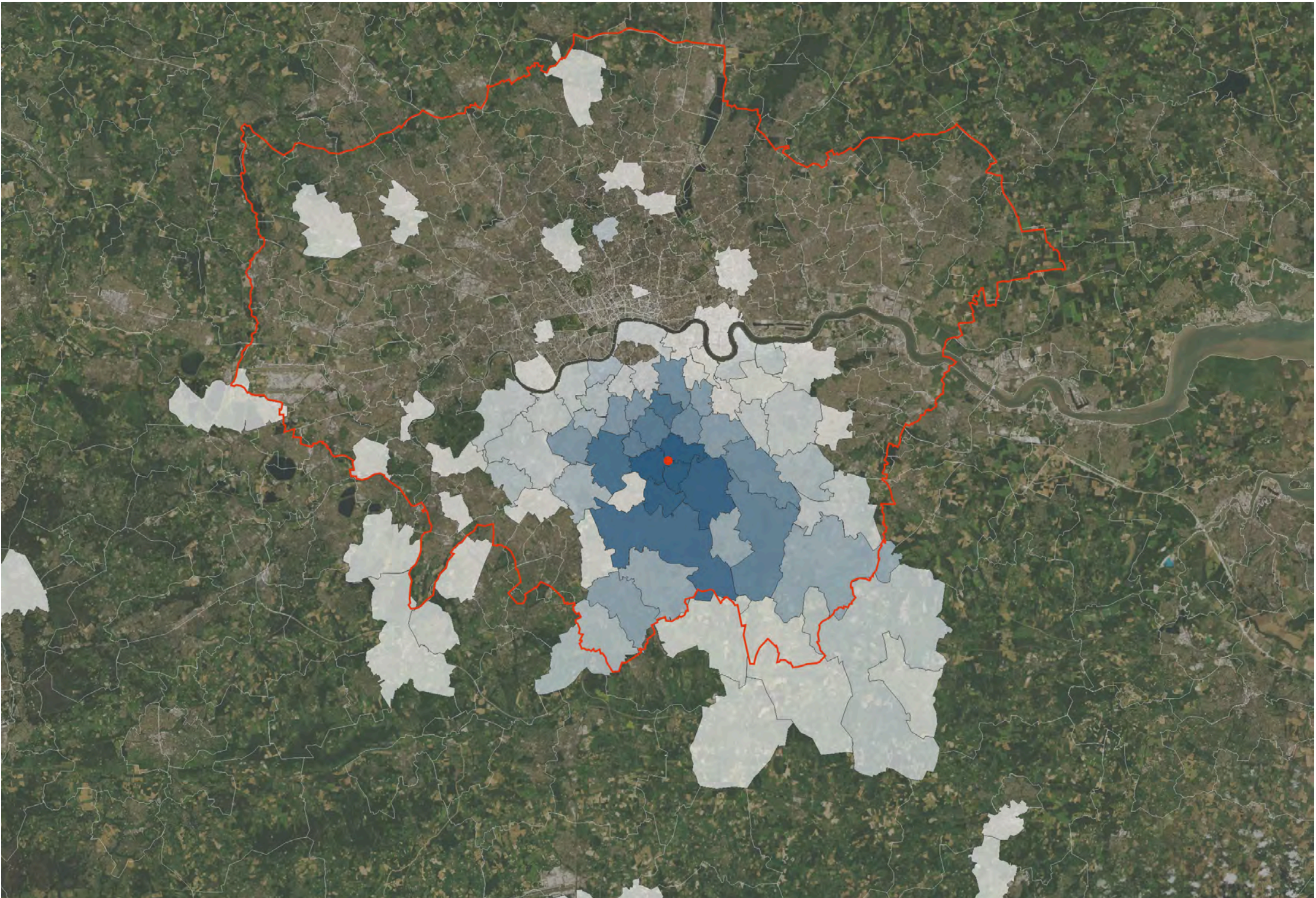
- Greater London Authority Boundary
- Crystal Palace National Sports Centre Location

Respondent postcode district - Greater London Authority Area

BR1	10	N22	1	SE7	2
BR2	12	NW3	1	SE8	1
BR3	30	SE1	2	SE9	2
BR4	5	SE10	2	SM4	1
BR5	2	SE12	2	SM6	1
BR6	5	SE13	1	SW11	2
BR7	3	SE14	1	SW12	4
CR0	20	SE15	10	SW15	2
CR2	5	SE16	1	SW16	19
CR4	4	SE18	1	SW17	8
CR7	1	SE19	204	SW18	2
CR8	6	SE20	92	SW19	2
DA15	1	SE21	14	SW2	8
E14	1	SE22	18	SW20	3
E15	1	SE23	10	SW4	3
EC1V	1	SE24	8	SW6	1
EN4	1	SE25	32	SW8	4
HA1	1	SE26	61	SW9	2
HA4	1	SE27	13	TW1	1
KT2	1	SE3	1	TW12	1
KT5	1	SE4	7	W8	1
N15	1	SE5	2		
N19	3	SE6	7		

Respondent postcode district - Outside Greater London Authority Area

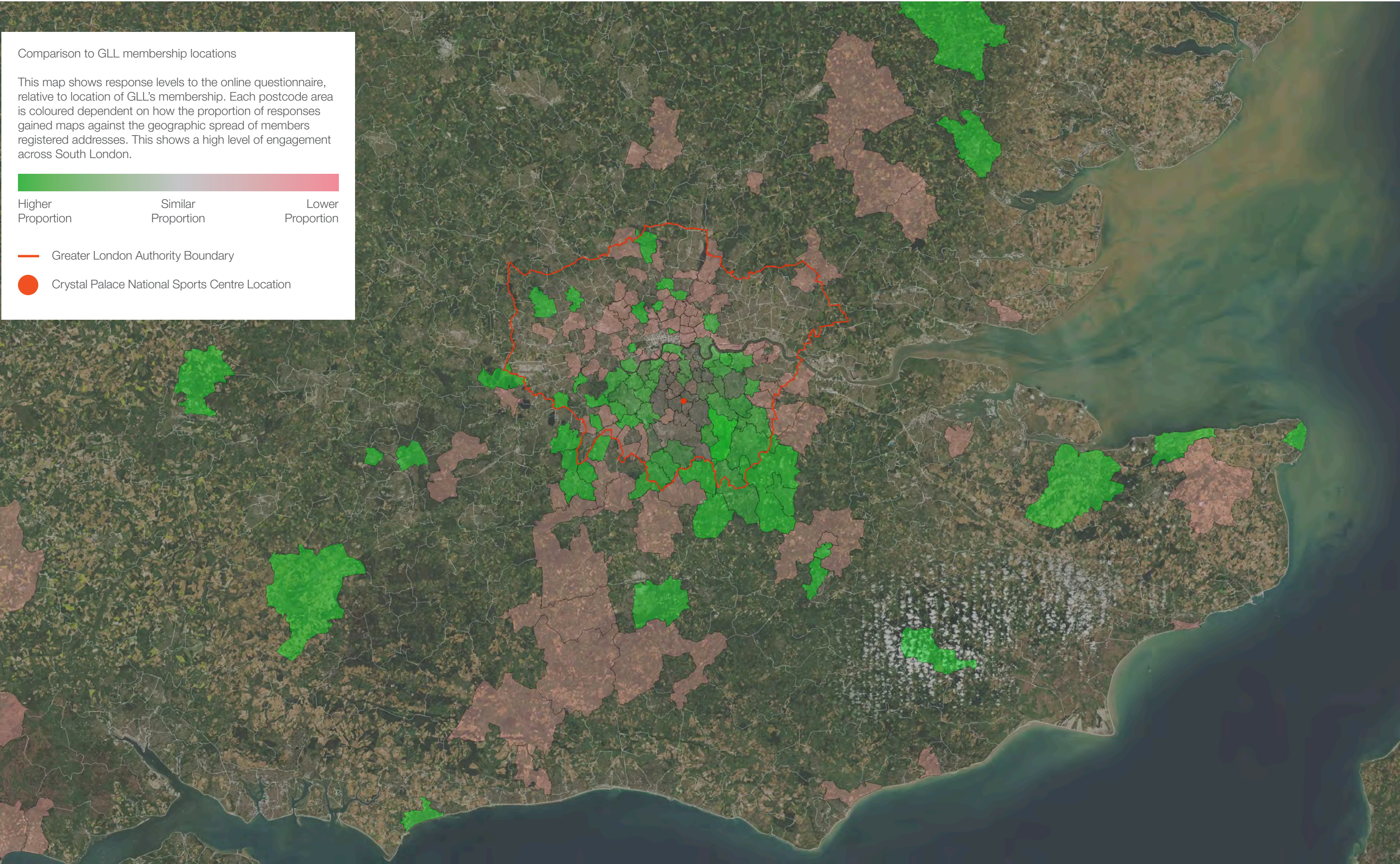
BA15	1	HU15	1	RH10	1
CM8	1	KT10	1	RH8	1
CO9	1	KT19	1	TN13	1
CR5	3	KT21	1	TN14	2
CR6	1	KT22	1	TN16	1
CT10	1	LS5	1	TN18	1
CT6	1	ME13	1	TN4	1
GU15	1	ML1	1	TN9	1
GU34	1	PO21	1	TW19	1
GU46	1	RG18	1		



1 Stakeholder and Community Engagement

1.5 Online Questionnaire

1.5.1 Outcomes



Right

Logic model for basis of engagement through pop-up exhibition

Asset Based Community Engagement

Pop Up Exhibition

Previous consultation has been criticised for not being well publicised or visible. The approach adopted in this stakeholder and community engagement process has been developed to be highly visible and draw attention through curiosity.

To assist in promoting and engaging casual audiences attending the National Sports Centre, Pidgin Perfect created a pop-up exhibition located in the foyer of the main building. This pop-up exhibition was used to introduce users to the project and invite them to provide feedback.

Engagement: The pop-up exhibition uses a bright colour palette and the On Your Marks! visual identity to encourage people to stop and learn more about the project, including when and where workshops, focus groups and events are taking place.

Structure: The structure is constructed of a light weight wooden modular system and cork panels which is used to attach maps and other visual materials.

Voting: For a quick and quantitative response from users we have invited them to vote on simple Yes/No questions based on how they use the Sports Centre.

Audience: This device is suitable for any age of participant and to encourage any level of engagement.

Crucially, the pop-up exhibition will remain in the foyer of the Sports Centre for the remainder of 2018 and act as a base for our team who before each workshop, focus group and event will facilitate feedback from the public using the pop-up exhibition whilst also promoting further opportunities to get involved with the project.

The diagram opposite provides a general logic model for how participants will interact with the pop-up exhibition.

Low Level Engagement

Medium Level Engagement

High Level Engagement

Passers by 1-3 minutes

Peaked curiosity 3-5minutes

Committed Interest 5+ minutes

The freestanding engagement tool is designed to allow for low to high level engagement with the public.

ALL PARTICIPANTS-

1 From a distance the engagement toolkit visually invites people to approach the object. Clear signage will tell people to vote and tell us what they want for the future of the sports centre.



ALL PARTICIPANTS-

2 Can take part in voting for fast response YES/NO questions.
For a quick and quantitative response from users we are inviting them to vote on simple Yes/No questions based on how they use the sports centre.



Do you use the Sports Centre regularly?

Are you happy with the amount of events and activities?

Are the facilities suitable for your sport?

Is this centre your main location for sport/fitness?

Which sport facilities do you use at the centre?

3 Visitors who want to contribute more will be able to map out assets/their most used features in the sports centre and pin small written postcards to the map with specific areas of interested/places they would like to see improved

This encourages the visitor to give us more information about how the building is used by the public.



4 Participants who have would like to engage more with the project will be given larger postcards to give general comments on what they wish for the future of the sports cente.

These will be posted in a 3D mascot model who which will be kept at the centres reception throughout the project with extra postcards.



Every person engaging will be given a postcard to take away with the website and online questionnaire URL, a small intro to project & printed Mascot prcture.

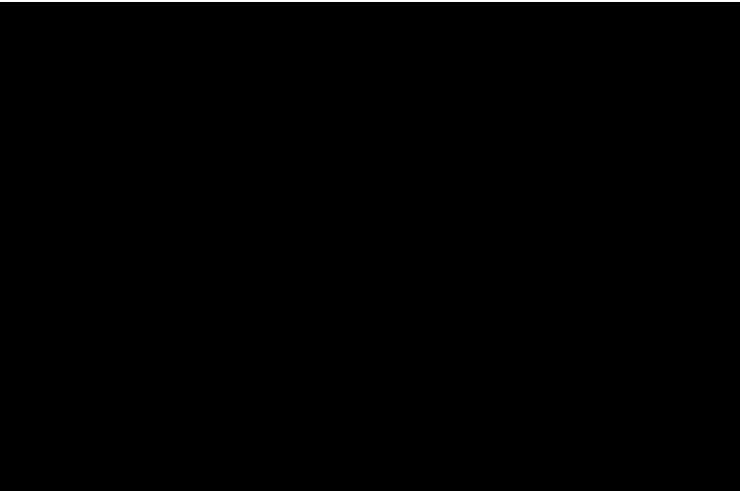
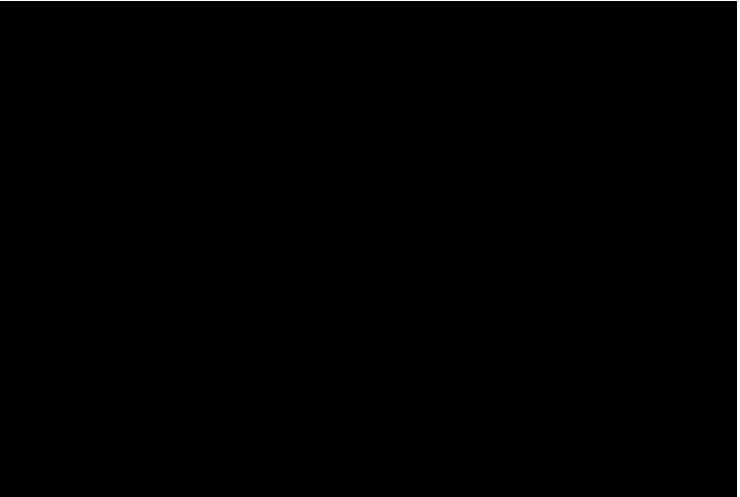
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1.6

Stakeholder and Community Engagement

Pop-up Exhibition

Images
The pop-up exhibition and signage, located in the foyer of the Main Building.



1

1.7

Stakeholder and Community Engagement

Asset Based Community Engagement

Top Right
Coached by the Community
workshop session on Wednesday
5th September

Bottom Right
Coached by the Community
workshop session on Tuesday 4th
September

Asset Based Community Engagement

Coached by Community Workshops

Conversations with the GLA and key stakeholders including Crystal Palace Sports Partnership and Crystal Palace Trust highlighted competing agendas and priorities across a wide ranging and complex set of stakeholders.

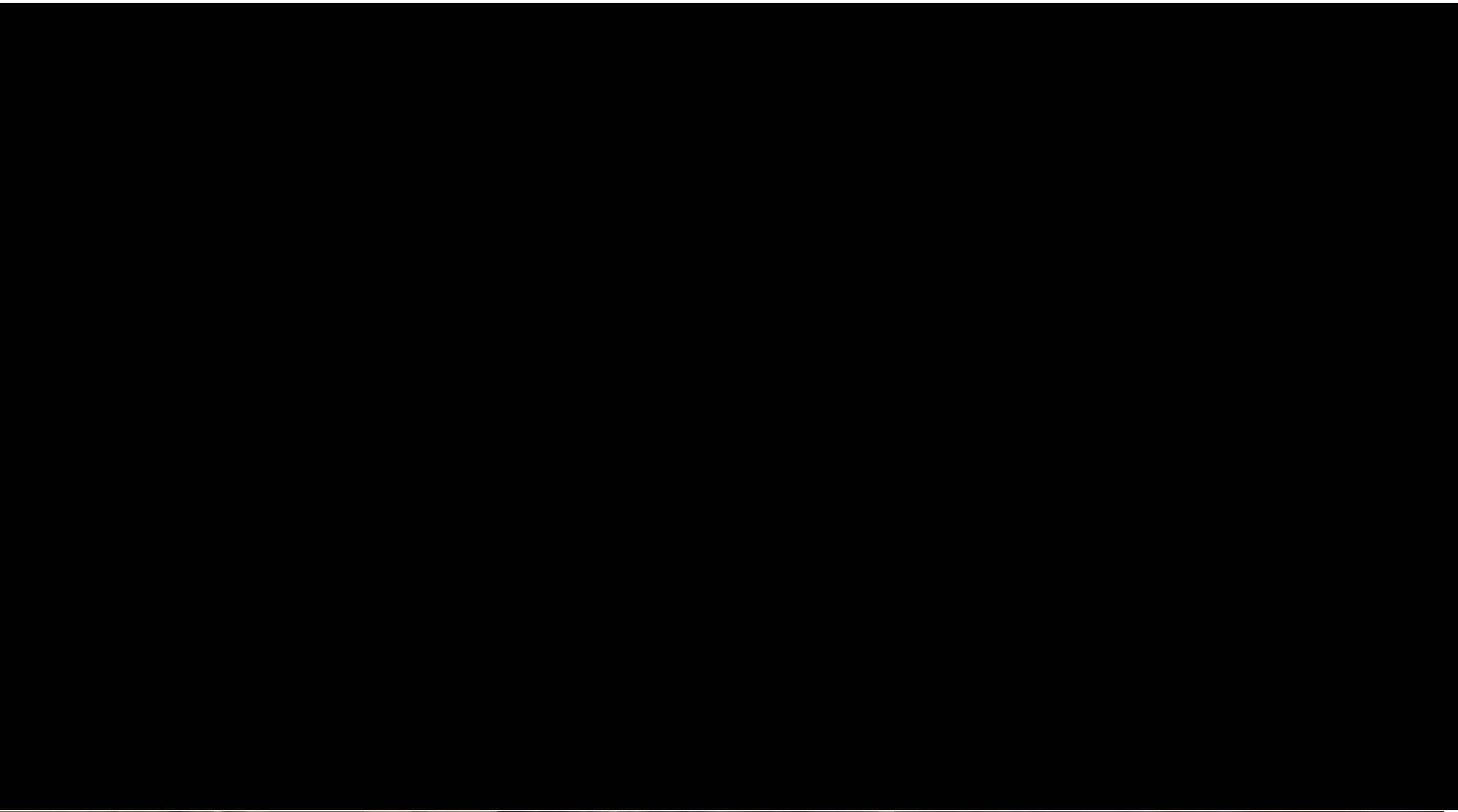
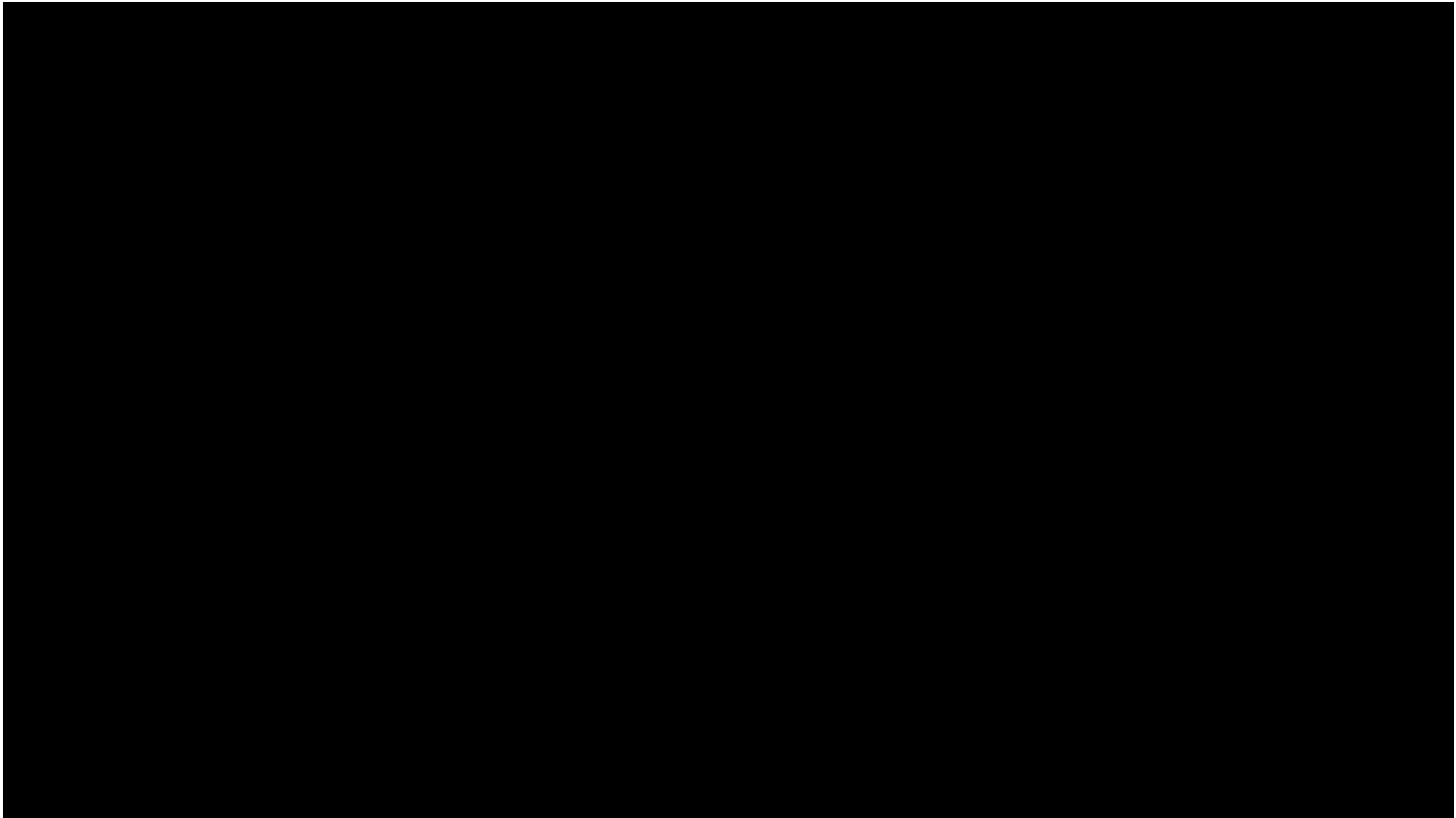
With this in mind, it was deemed of critical importance to front load contact time with stakeholders to work towards the creation of an overarching philosophy for the Sports Centre that could be demonstrably embedded into the options for the future.

A fuller understanding of the needs and aspiration of users from various backgrounds was developed through the delivery of four asset based community engagement (ABCE) workshops targeted at key and invited stakeholders. They aimed to build an understanding locally of what the public considered the Sports Centre to provide in terms of assets and values, and what the priorities for the facility and the community were moving forward. During ABCE Workshops, information on existing uses, and ideas for the future were explored through a range of creative activities.

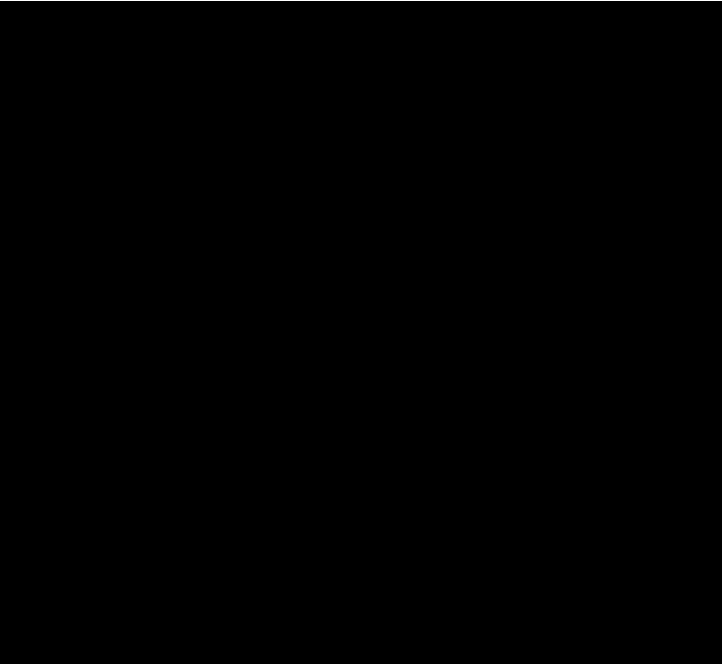
Under the title of ‘Coached by Community’, the ABCE Workshops were widely advertised with specific dates targeted at particular audiences.

The ABCE Workshops were held on the following dates and times in the Paxton Suite at The Lodge, Crystal Palace National Sports Centre:

Friday 24th August (Pop-up Engagement) :	5-8.30pm
Saturday 25th August (Pop-up Engagement):	8am-1pm
Wednesday 29th August:	6.30-8.30pm
Thursday 30th August:	6.30-8.30pm
Tuesday 4th September:	7.00-9.00pm
Wednesday 5th September:	7.00-9.00pm



Below
Coached by the Community
workshop session on Tuesday 4th
September



Asset Based Community Engagement

Coached by Community Workshops

Workshop Format

All four workshop sessions followed the same format and made use of the same suite of tools and activities.

This began with an introduction and presentation from Pidgin Perfect, outlining the purpose of the sessions, and how they sat within the wider Feasibility Study project.

This was followed by an introduction to the project context, developed by the GLA. This set out the client’s ambitions for the National Sports Centre and provided information on previous consultation that has taken place.

The workshop participants were divided into groups of around six to eight people and worked through a series of short activities designed to capture their experiences of the Centre and ideas for its future.

Responses

A summary of some of the key issues is included below. A more thorough breakdown of participant responses is included as an appendix to this report.
Common participant responses included:

- A strong preference for enhancement of a multi-sports Centre
- The need to deal with long-standing maintenance issues around key Centre facilities, including the Main Building roof, and changing facilities across the site
- Interest in exploring new activities on site, including enhanced food & drink facilities, as well as music and outdoor events
- A strong interest in building better connections between the NSC site and surrounding Crystal Palace Park

The Main Building

Participants raised current maintenance issues, including the roof. There was support for separating the wet and dry facilities within the building. The need for upgrades to changing facilities was highlighted. Improved way-finding and social facilities were also suggested.

Athletics Track and Stadium Seating

The need to retain the track was paramount. Opinions were split on the retention of the existing seating provision. Some respondents suggested the use of the bowl for non-sporting events to generate income, while others suggested a reduction of permanent seating to reflect analysis of sporting use. Better integration of the track and seating into the wider park, and improved access were highlighted.

Walkway / Indoor Athletics

There was a strong preference for maintaining an indoor track as part of the Centre in the future, with a mix of opinions on retaining the current building, or replacing with a new facility. Issues with the state of the current facility were highlighted. There was broad support in retaining the walkway, but issues for pedestrian access were raised.

Route from Train Station

The lack of a clear and safe route from the train station was highlighted by a number of participants. This included the lack of appropriate lighting. Better use of desire lines linking the facilities to surrounding transport options was highlighted.

Parking

A need for an appropriate level of parking on the NSC site was identified by participants, with an emphasis on disabled parking spaces and the need for flexible parking to accommodate larger occasional events.

Hospitality/Social Space

A number of participants highlighted the need for a social and hospitality space to serve the Centre, beyond the existing cafe facility. This was suggested to serve both the Main Building and surrounding facilities.

Sporting Heritage

The significant and long history of the Crystal Palace as a location for sport and competition was highlighted as a significant asset. Ways to memorialise and celebrate this heritage were suggested as a valuable to any future development.

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1.7

1.7.1

Stakeholder and Community Engagement

Asset Based Community Engagement

Format

Asset Based Community Engagement

Coached by Community Workshops

Workshop Format

All four workshop sessions followed the same format and made use of the same suite of tools and activities.

This began with an introduction and presentation from Pidgin Perfect, outlining the purpose of the sessions, and how they sat within the wider Feasibility Study project.

This was followed by an introduction to the project context, developed by the GLA, and delivered either by one of their representatives, or the Pidgin Perfect facilitator in their absence. This set out the client’s ambitions for the National Sports Centre and provided information on previous consultation that has taken place. Participants were instructed that no questions would be taken at the beginning of the session, so as to maximise time to run through scheduled activities. Instead, each participant was invited to record any questions that they had arrived hoping to discuss on a ‘Hard Questions Postcard’ and informed that these would be returned to as part of a question and answer session at the end of the workshop.

The workshop participants were divided into groups of around six to eight people and worked through a series of short activities designed to capture their experiences of the Centre and ideas for its future.

Current Activities

The first workshop group activity involved participants looking through a deck of cards, each showing activities that currently take place in and around the Centre. Participants were invited to take cards of relevance to them, and to use those selected as the starting point for completing an accompanying worksheet. This worksheet asked participants:

- What’s your favourite memory of taking part in this activity at the Centre?
- What makes the Centre a good place to take part in this activity?
- What problems does the Centre have, that make this activity less ideal?

- What would encourage you to take part in this activity more often at the Centre?

Participants were encouraged to discuss answers to these collectively, and to record key points on the worksheets, building a better understanding of perceptions of pre-existing positives and negatives associated with the facilities.

Future Activities

Next, participants repeated this process with a second deck of cards, this time identifying a range of potential future activities that might take place in or around the Centre. Another worksheet asked a different range of questions:

- Describe the activity; How many people would be involved, what time would it take place etc.
- What new audiences would this activity bring to the Centre?
- What existing or additional facilities would you need to make this new activity happen?
- How could you or your club be involved in helping make this activity happen?

Key Buildings and Spaces

As a tool to better explore and understand some of the key architectural features of the National Sports Centre site, the next activity involved the groups responding to a worksheet which provided summarised information on some of the issues which will drive development considerations. This included information on underlying development issues and potential routes of exploration for the design team.

Participants were invited to read through these summaries, and respond to the following questions:

- How do you or your club use these facilities currently? What are your reflections on them?
- Given the above information, what changes do you think could contribute to a more secure future for the NSC?

Maps - Understanding access and the wider NSC site

The final group activity made use of large format satellite photograph mapping of the NSC site, identifying the boundary of the project site, and highlighting existing key access routes

within Crystal Palace Park. Participants were invited to discuss their experience of making use of the site, and issues with its current layout. These were noted on the maps using sticky notes and drawings. Emphasis was placed on highlighting and exploring issues with vehicular and pedestrian access, as well as beginning to explore how alternative layouts of facilities might allow for some of the aspirations noted in previous activities.

Asset Based Community Engagement

Coached by [Community Workshops](#)

Current Activities

The most common responses were for the swimming and athletics facilities, while 19 activities were explored within this activity. Summaries of key comments are included below.

Respondents with an interest in the pool facilities, including swimming and underwater hockey, noted the variety of pool spaces as a positive and unique contribution to London's sporting facility provision. This was complemented by the public viewing galleries.

There were however concerns raised with the general state of the main building, with maintenance issues affecting the roof and the quality and cleanliness of the water. The changing facilities were also noted by respondents as requiring improvement.

There was support for the need to accommodate the learner programmes hosted at the Centre, with the existing 25m pool highlighted as offering a good environment for this programme currently.

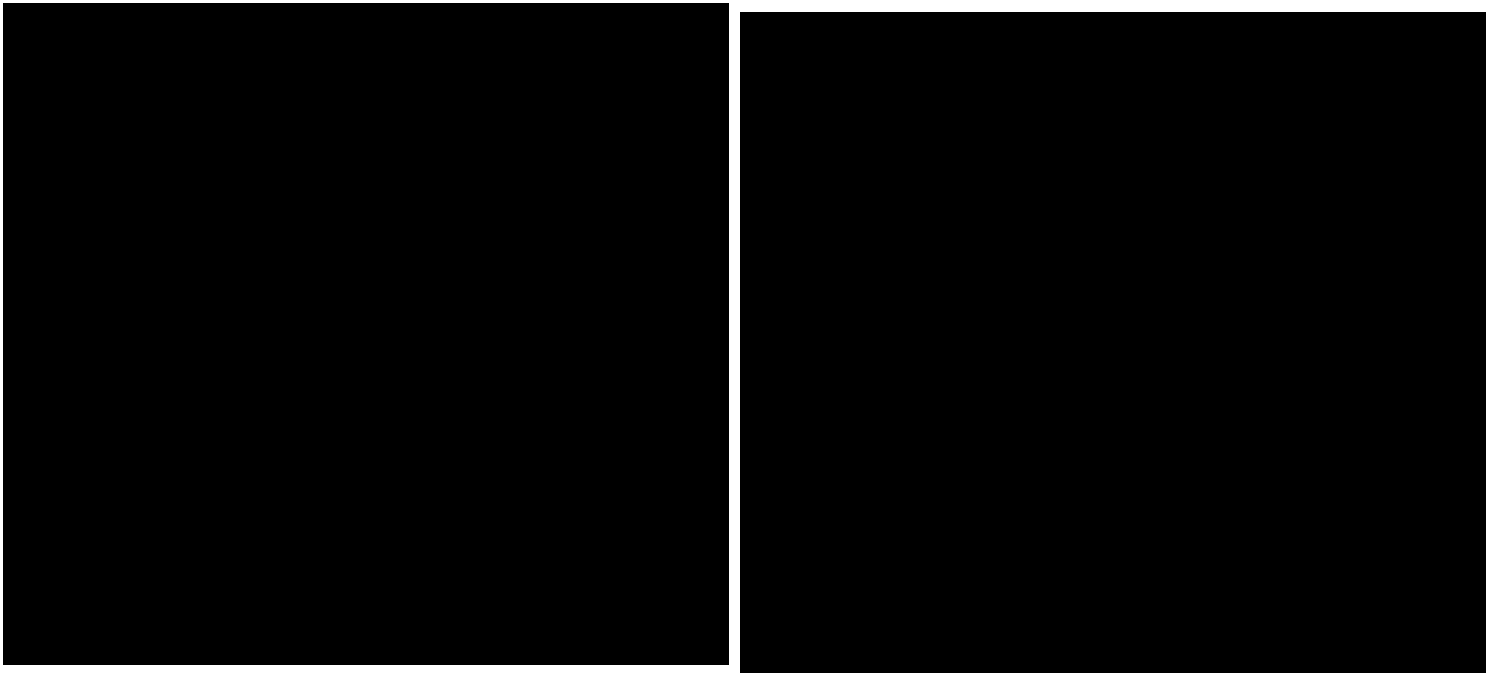
The location of the athletics facilities were highlighted as a positive, serving South London with a unique scale of provision. The wider park environment was highlighted as offering a variety of opportunities for running to accompany the track, which was described as being of a good quality.

However, the athletics facilities were described as offering poor access and integration to the surrounding outdoor facilities, with confusing times and availability to participants. The stadium buildings and facilities were highlighted as being in a significant state of disrepair.

A number of respondents commented upon issues with management of the Centre, with lack of clear advertising of events and schedules identified as challenges.

A number also highlighted the positive nature of multi-sport provision at the Centre, and provided examples of how their primary activity benefited from secondary provision (i.e. the Physio service).

Scans of all responses are included as an appendix to this report.



Asset Based Community Engagement

Coached by Community Workshops

Future Activities

A wide variety of future uses were explored by participants, including the use the site for outdoor events and festivals, education, and new sports. Summaries of key comments are included below.

Music and Outdoor Events

A number of participants identified music and outdoor events as offering opportunities to attract non-sporting audiences to the NSC site. The athletics facility was identified as having hosted events in the past. Spaces within the Main Building were also identified as potential venues, offering a unique architectural backdrop,

Food & Drink

Improved hospitality offerings were identified as a potential boost to both sporting and non-sporting attendees, attracting more spectators and offering supporting family members better options while waiting. Suggestions included improvements to the existing Cafe facility, as well as additional facilities serving the surrounding facilities, that might also offer social space to clubs.

Competitions and Sports Festivals

A number of participants suggested a wider variety of sports competitions and events, to attract spectators and revenue. The existing layout of some facilities already offers valuable spectator space.

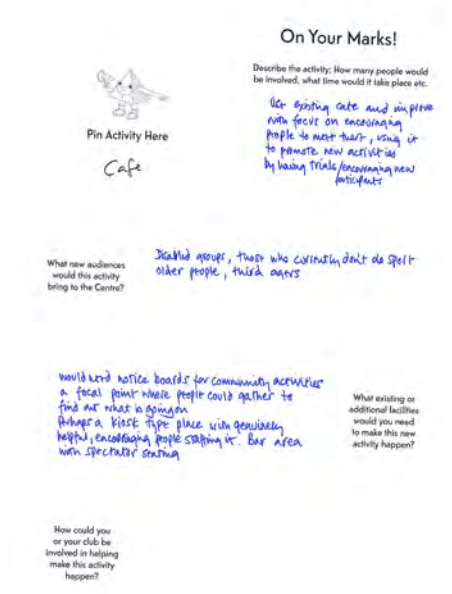
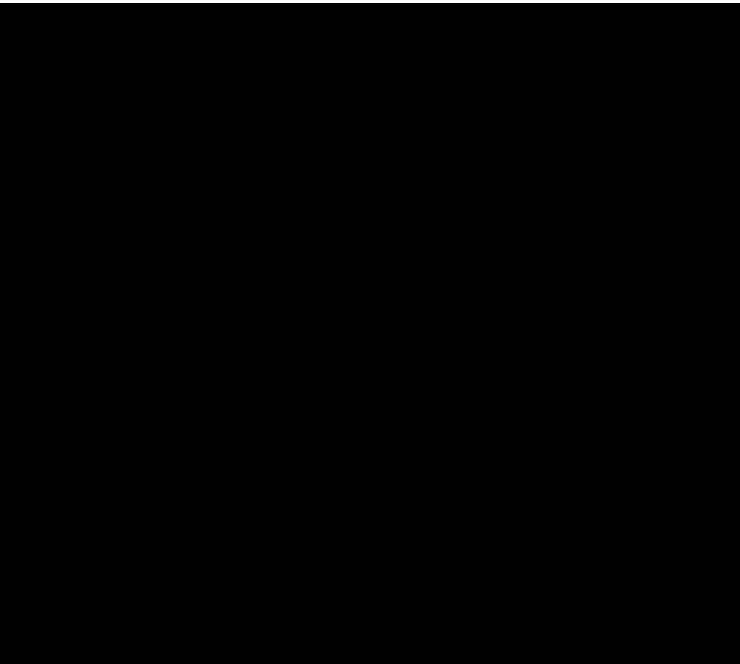
New and Enhanced Sports

A number of sports were suggested that could be introduced, or expanded to meet perceived demand. This included representations from Climbing participants, Underwater Hockey, and wheeled sports, building on links to the skate park.

Education

Spaces for education and instruction were highlighted as valuable in expanding the NSC’s role in sports education, with the need to retain or replace general use spaces currently accommodated in the Lodge seen as important to this objective.

Scans of all responses are included as an appendix to this report.



Asset Based Community Engagement

Coached by Community Workshops

Key Buildings and Spaces

Participants explored seven highlighted buildings and spaces that currently make up the NSC site. Summaries of key comments are included below.

The Main Building

A number of participants raised current maintenance issues, including the roof. There was support to separating the wet and dry facilities within the building. The need for upgrades to changing facilities was highlighted. Improved wayfinding and social facilities were also suggested.

Athletics Track and Stadium Seating

The need to retain the track was paramount for participants. Opinions were split on the retention of the existing seating provision. Some respondents suggested the use of the bowl for non-sporting events to generate income, while others suggested a reduction of permanent seating to reflect analysis of sporting use. Better integration of the track and seating into the wider park, and improved access were highlighted by a number of respondents. The need for a function or social space for club users and the public was also raised.

Lodge / Housing

A need for conference and education spaces was highlighted by a number of participants. There were mixed opinions on retaining or replacing the buildings. A number of respondents suggested the value to retaining some accommodation on the NSC site.

Jubilee Stand

The use of the physio facilities was noted as important to a number of participants. The general state of the building was highlighted. However, there was acknowledgment of the stand amongst the wider sporting heritage of the site.

Football Facilities

A lack of changing facilities was highlighted, with a disconnect to the main NSC building noted as limiting access.

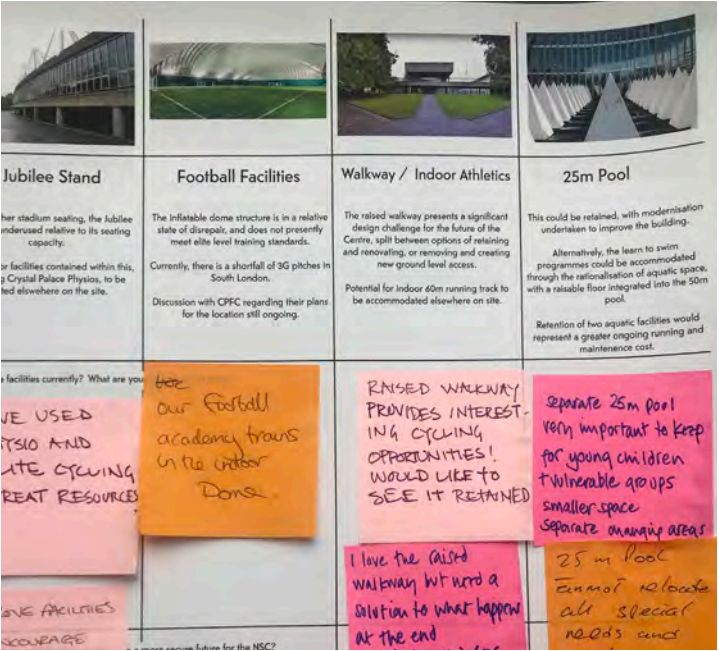
Walkway / Indoor Athletics

There was a strong preference for maintaining an Indoor track within the NSC in the future, with a mix of opinions on retaining the current building, or replacing with a new facility. Issues with the state of the current facility were highlighted. There was broad support in retaining the walkway, but issues for pedestrian access were raised.

25m Pool

A number of participants highlighted the value of the 25m pool in offering a space for teaching and vulnerable groups. Issues with its current state and cleanliness were raised.

Photographs of all responses are included as an appendix to this report.



1

Stakeholder and Community Engagement

1.7

Asset Based Community Engagement

1.7.2

Outcomes

Asset Based Community Engagement

Coached by Community Workshops

Maps - Understanding access and the wider NSC site
Participants reviewed maps of the current NSC site, and were asked to respond with their perceptions of issues including access and layout of facilities. Summaries of key comments are included below.

Route from Train Station
The lack of a clear and safe route from the train station was highlighted by a number of participants. This included the lack of appropriate lighting. Better use of desire lines linking the facilities to surrounding transport options was highlighted.

Parking
A need for an appropriate level of parking on the NSC site was identified by participants, with an emphasis on disabled parking spaces, and the need for flexible parking to accommodate larger occasional events.

General Access Issues
Pedestrian access, particularly for disabled users was noted as an issue across various parts of the site. This included the end of the walkway leading east into the Park, as well as routes from the Park perimeter to the south and west.

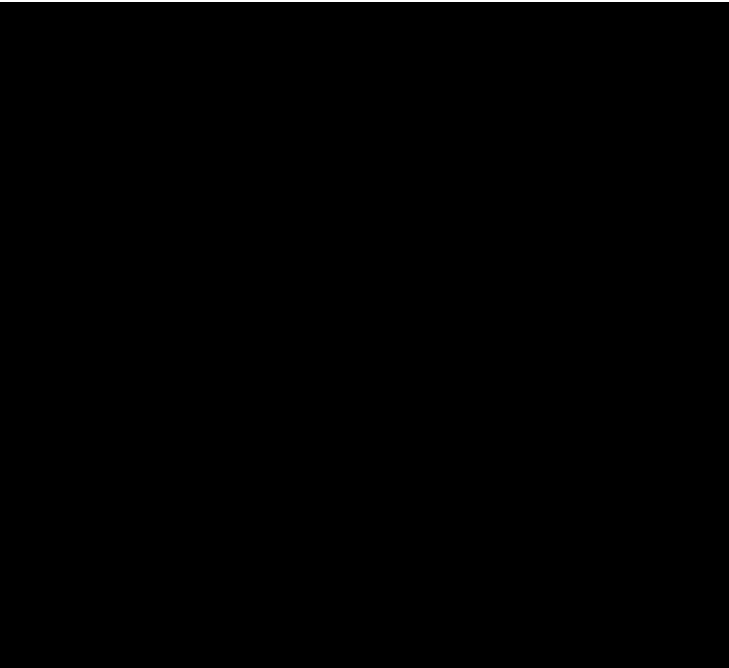
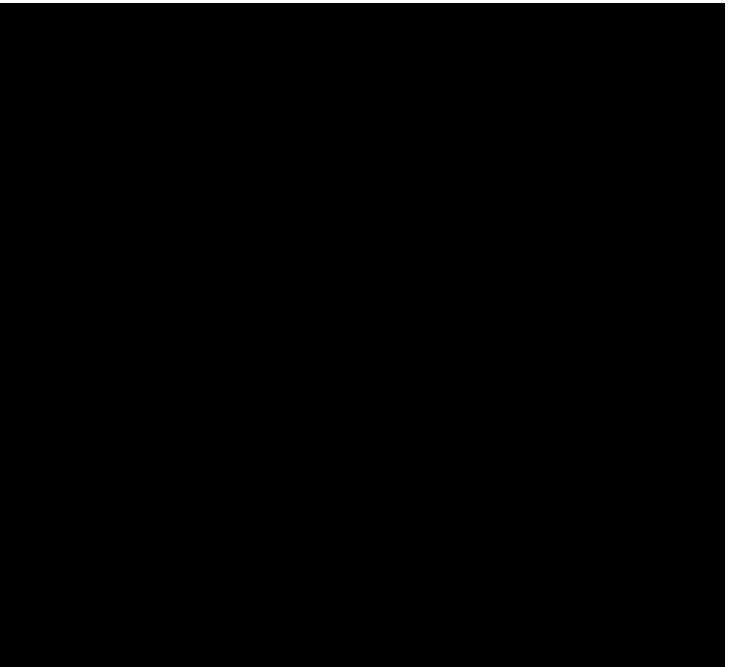
Hospitality/Social Space
A number of participants highlighted the need for a social and hospitality space to serve the NSC, beyond the existing cafe facility. This was suggested to serve both the main building and surrounding facilities.

Access to track
The lack of permeability between the track and surrounding facilities was identified as a negative, and that improved access might open up sporting possibilities, including running routes linking the track and surrounding path network.

Sporting Heritage
The significant and long history of the Crystal Palace as a location for sport and competition was highlighted as a significant asset. Ways to memorialise and celebrate this heritage were suggested as a valuable to any future development.

Integration into wider park
A number of respondents identified a need to better link the NSC facilities and route network to the wider Crystal Palace Park, including better routes and wayfinding to surrounding features including the Maze, paths for sports and recreation, and Dinosaurs.

Photographs of all responses are included as an appendix to this report.



Top Right

Trialling the Design Options
Workshop session on Tuesday
16th October

Bottom Right

Trialling the Design Options
workshop session on Wednesday
17th October

Design Studies Workshops

Trialling the Design Options Workshops

Building on engagement activity from the ‘Coaching the Community’ events in August and September, a further round of consultation events took place in October. These workshops were built around presentations of initial draft design studies developed by the project team, presented by architects from Hawkins\Brown, and facilitated by Pidgin Perfect.

Over the course of four sessions, participants were given a thorough presentation of design approaches adopted by the project team. This included multiple studies presented for a variety of facilities and spaces within the NSC site.

Participants were also provided information on responses from previous engagement events, and further context setting from the GLA.

This presentation materials was followed by a range of interactive workshop activities, inviting feedback and ideas from participants on how the presented design studies met with their expectations, and what opportunities the studies offered for them and their activities.

Under the title of ‘Trialling the Design Options’, Workshops were widely advertised with specific dates targeted at particular audiences.

The Design Study Workshops were held on the following dates and times in the Paxton Suite at The Lodge, Crystal Palace National Sports Centre:

Wednesday 10th October:	6.30-8.30pm
Thursday 11th October:	7.00-9.00pm
Tuesday 16th October:	6.30-8.30pm
Wednesday 17th October:	7.00-9.00pm

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Stakeholder and Community Engagement

1.8

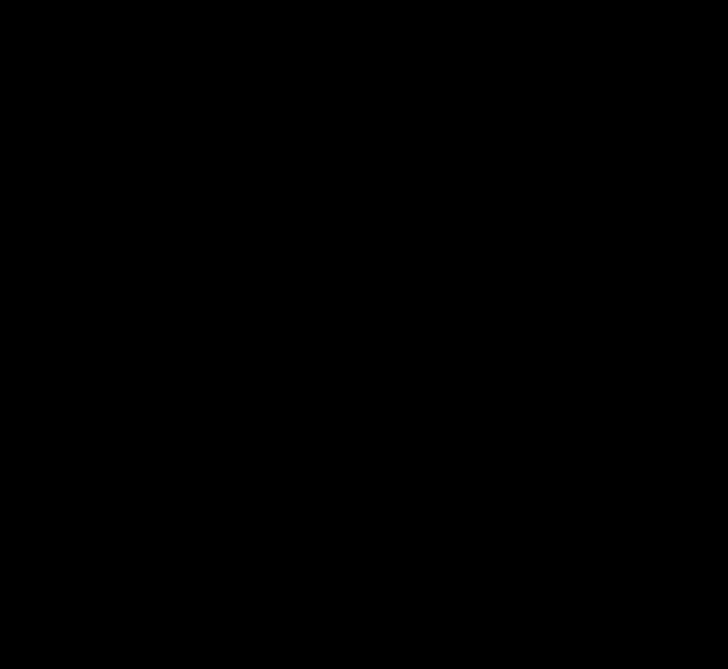
Design Studies Workshops

1.8.1

Outcomes

Below

Trialling the Design Options
workshop session on Wednesday
10th October



Asset Based Community Engagement

Coached by Community Workshops

Workshop Format

All four workshop sessions followed the same format and made use of the same suite of tools and activities. This began with an introduction and presentation from Pidgin Perfect, outlining the purpose of the sessions, and how they sat within the wider Feasibility Study project.

This was followed by an introduction to the project context, developed by the GLA, This reiterated the client’s ambitions for the National Sports Centre, previously set out in presentations during the previous round of engagement events.

This was followed by a detailed presentation by Hawkins\ Brown of design studies developed by the project team, lasting approximately 45 minutes. This began with an introduction of the general concepts and objectives driving the overall approach to the NSC site, before introducing studies detailing various areas and facilities comprising the Centre.

Following the presentations, participants were invited to take part in two interactive facilitated activities. Each workshop was rounded off with a period of around 30 minutes for question and answers from participants. Members of the project and client teams were encouraged to sit with participant groups, allowing them to provide more detail on the proposals.

Responses

Participants provided a great deal of detailed comments on each of the design studies. A number of the most common are included below. A more detailed breakdown of responses is included as an appendix to this report.

The Main Building and Swimming Pools

Participants were broadly supportive of reconfiguring activities within the Main Building into related clusters and to creating greater division between the wet and dry sides of the building.

A majority of respondents expressed a desire to retain and improve the 25m pool facility, maintaining the 50m pool in its present configuration.

Athletics Track and Stadium Seating

Participants were broadly in support of the reduction of the scale of permanent seating around the athletics stadium and in creating greater accessibility to the track to the surrounding facilities. Some participants noted a need to better understand how safety and security could be maintained during larger events.

Indoor Athletics

The relocation of the indoor athletic facility to a purpose built space next to the outdoor athletics track was broadly supported by participants. There were some concerns about the length of this facility and how other facilities, including strength and conditioning, would integrate with this new facility, as well as comments highlighting the need to accommodate facilities currently housed in the Jubilee Stand.

Accessibility

Participants were largely in support of proposed improvements to routes across the NSC site, particularly the improved route linking the Centre to Crystal Palace Train Station.

Parking

Participants noted concern about the level of proposed parking illustrated within the studies presented.

Hospitality/Social Space

Participants were largely welcoming of improved social facilities offered in the new central Hub space presented within the design studies. There were a mixture of comments regarding whether the Lodge and Hostel buildings should be retained as part of these facilities, with some participants in favour of retaining these and others keen to centralise these in the new Hub building.

1 Stakeholder and Community Engagement

1.8 Design Studies Workshops

1.8.1 Format

Top Right
Trialling the Design Options
Workshop session on Thursday
11th October

Bottom Right
Trialling the Design Options
workshop session on Thursday
11th October

Design Studies Workshops

Trialling the Design Options Workshops

Workshop Format

All four workshop sessions followed the same format and made use of the same suite of tools and activities.

This began with an introduction and presentation from Pidgin Perfect, outlining the purpose of the sessions, and how they sat within the wider Feasibility Study project.

This was followed by an introduction to the project context, developed by the GLA, This reiterated the client’s ambitions for the National Sports Centre, previously set out in presentations during the previous round of engagement events.

Participants were instructed that no questions would be taken at the beginning of the session, so as to maximise time to run through scheduled activities. Instead, each participant was invited to record any questions that they had arrived hoping to discuss on a ‘Hard Questions Postcard’ and informed that these would be returned to as part of a question and answer session at the end of the workshop.

This was followed by a detailed presentation by Hawkins\Brown of design studies developed by the project team, lasting approximately 45 minutes. This began with an introduction of the general concepts and objectives driving the overall approach to the NSC site, before introducing studies detailing various areas and facilities comprising the Centre.

Following the presentations, participants were invited to take part in two interactive facilitated activities. Each workshop was rounded off with a period of around 30 minutes for question and answers from participants. Members of the project and client teams were encouraged to sit with participant groups, allowing them to provide more detail on the proposals.

Design Study Assessment Activity

The first group workshop activity involved the use of printed A3 worksheets; one for each of the independent design studies presented by the project team. Participants were invited to select as many worksheets as were relevant to them, their clubs, or general interests.

Each sheet presented four questions which invited participants

to respond to the respective study, providing their feedback, criticisms, and any further ideas they wishes to explore:

- What opportunities does this study provide for your activity?
- What new audiences would be attracted to the Centre by facilities offered in this design?
- Does this study restrict your activity or organisation in anyway?
- Would this study encourage you to take part in other activities at the Centre?

Participants were encouraged to discuss answers to these collectively, and to record key points on the worksheets.

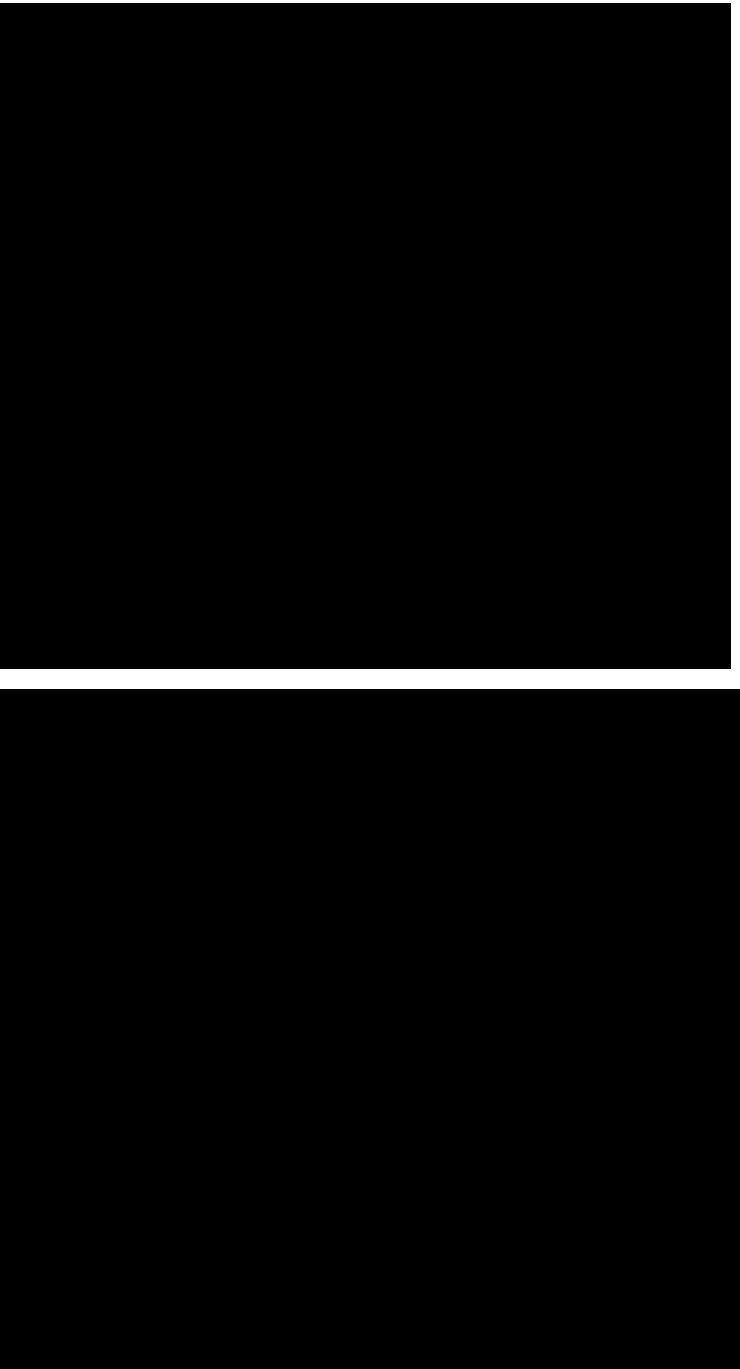
Illustrated Views Activity

Participants were next invited to select from a second range of A3 worksheets, each showing one of seven illustrations created by Hawkins\Brown of the views from specific areas across the Centre, incorporating aspects of the design studies proposed. As before, four questions were included on the worksheets:

- How do you think this design study impacts the enjoyment and experience of visiting the NSC?
- What opportunities does this design study provide for your activity or organisation?
- How do you think this design study impacts access to users and visitors of the NSC?
- Are there any issues you think this design study does not currently address?

Question and Answer Session

At the conclusion of each of the four workshops, a question and answer session was facilitated, lasting approximately 30 minutes. This offered a chance for participants to ask the project and client team questions which they felt had not been explored by either the presentations or facilitated workshop activities. A register of all questions asked by participants was collected by Pidgin Perfect.



1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Right

Trialling the Design Options

Workshop session on Wednesday

10th October

- Positive Comments
- Negative Comments
- Neutral/Mixed Comments

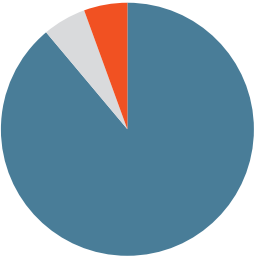
Design Studies Workshops

Trialling the Design Options Workshops

Overview of Responses - Design Study Assessment Activity

The following graphs present an overview of responses collected within the Design Study Assessment Activity. These have been analysed and positive, negative and neutral or mixed comments collated. More detailed analysis of worksheet responses is included on later pages.

Study of Site Wide Accessibility



Responses: 18

Positive: 16

Negative: 1

Neutral: 1

Study with new indoor athletics and strength and conditioning building



Responses: 26

Positive: 14

Negative: 4

Neutral: 8

Main Hall and Pools study with Dividing



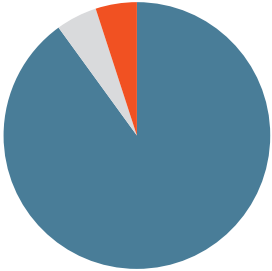
Responses: 13

Positive: 9

Negative: 1

Neutral: 3

Swimming Pool Study with separate 25m



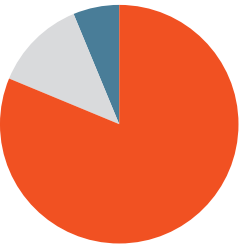
Responses: 20

Positive: 18

Negative: 1

Neutral: 1

Swimming Pool Study with movable floor and boom in 50m pool



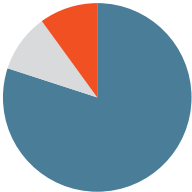
Responses: 16

Positive: 1

Negative: 13

Neutral: 2

The Hub study with separate Hub and



Responses: 10

Positive: 8

Negative: 1

Neutral: 1

The Hub study with education, conference & lodging moved to Hub building



Responses: 13

Positive: 9

Negative: 1

Neutral: 3

Study of Main Building (reconfiguring sports into clusters)



Responses: 12

Positive: 8

Negative: 3

Neutral: 1

Study with outdoor pitches and outdoor

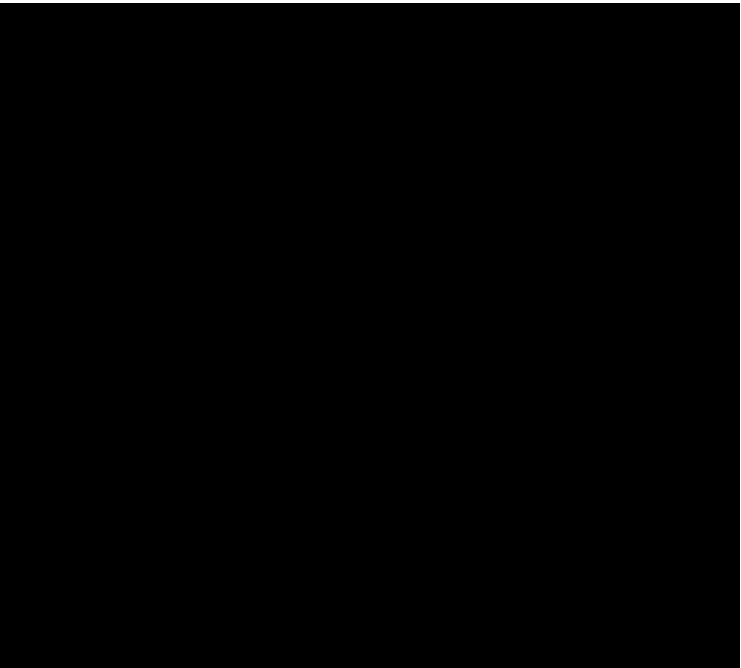


Responses: 15

Positive: 8

Negative: 3

Neutral: 4



1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Top Right

Trialling the Design Options

Workshop session on Wednesday

17th October

Bottom Right

Trialling the Design Options

workshop session on Wednesday

10th October

- Positive Comments
- Negative Comments
- Neutral/Mixed Comments

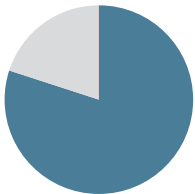
Design Studies Workshops

Trialling the Design Options Workshops

Overview of Responses - Illustrated Views Activity

The following graphs present an overview of responses collected within the Illustrated Views Activity. These have been analysed and positive, negative and neutral or mixed comments collated. More detailed analysis of worksheet responses is included on later pages.

Birds eye view of central activity space - ‘Outdoor Hub’ Proposed - with 25m pool building



Responses: 10

Positive: 8

Negative: 0

Neutral: 2

Provide a sustainable and accessible facility View along Jubilee Stand road - Proposed



Responses: 6

Positive: 4

Negative: 1

Neutral: 1

Birds eye view of central activity space - ‘Outdoor Hub’ Proposed - without 25m pool building



Responses: 13

Positive: 9

Negative: 3

Neutral: 1

Access, legibility and connectivity View from end of walkway with new stair configuration - Proposed



Responses: 4

Positive: 3

Negative: 1

Neutral: 1

Consolidate activity around one central space ‘The Hub’ View under walkway - Proposed (shown without 25m pool building)



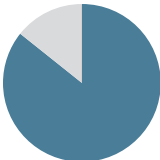
Responses: 3

Positive: 0

Negative: 0

Neutral: 3

Access, legibility and connectivity View from station footpath - Proposed



Responses: 7

Positive: 6

Negative: 0

Neutral: 1

Consolidate activity around one central space ‘The Hub’ View of hub & walkway - Proposed (shown with 25m pool building)



Responses: 7

Positive: 5

Negative: 0

Neutral: 2

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Study of Site Wide Accessibility

Participants responded to a study developed by the project team, detailing approaches to improving accessibility across the whole NSC site.



Number of responses

Activities listed by respondents

What opportunities does this study provide for your activity?

What new audiences would be attracted to the Centre by facilities offered in this design?

Does this study restrict your activity or organisation in anyway?

Would this study encourage you to take part in other activities at the Centre?

18

Triathlon, Athletics, Running, Swimming, Gym, Fitness Classes, Skateboarding, BMX, Walking, Cycling, Nordic Walking, Dog walking,

Participants noted generally positive comments, highlighting improved and more attractive routes linking the Centre to surrounding park routes and access points.

There was interest from wheeled sports users in the use of new and improved routes for their sports.

Participants noted positive comments on ramped access between the upper and lower levels of the walkway, although there was some uncertainty about ramped access at the eastern most point of the walkway, linking to the Penge side entrance to the site.

Removal of barriers and improved circulation across the site was highlighted as improving perceived safety and security, with less dead-ends and non-overlooked spaces.

The NSC site was highlighted as currently being unattractive to parasports users due to accessibility issues. Participants highlighted positive changes to address this.

Improved access routes and lighting were viewed as a positive approach to encouraging more users to make use of the centre in the evenings, with a greater perception of safety in the site.

The proposed improved walkway and routes around the park were highlighted as potentially encouraging walkers and joggers.

Participants noted concern that the proposed design focuses on those who access the centre via Crystal Palace train station and the Paxton axis, without similar focus on other routes.

Participants noted that proposed changes of layout facilitated by an improved service road might attract wheeled sports users towards ‘street-style’ activities.

Participant comments highlighted the need for clear and attractive way-finding across site, which could be linked to sign-posting and celebration of specific sporting heritage within Crystal Palace Park.

Participants from Crystal Palace Triathlon highlighted the need to consider how new or altered routes might impact this annual event.

Participants noted concern that a reduction in parking might have detrimental impact on users with mobility impairments.

Some participants noted uncertainty about accessible routes from the Penge entrance to the site, and whether wheelchair users would be required to travel to the far side of the site to gain ramp access.

Participants noted the need to consider mini-bus and coach drop-off space close to the Centre’s facilities, as well as more general drop-off parking and waiting spaces for Centre users.

There were generally positive comments on the increased permeability between the athletics track and facilities to the wider Centre area.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

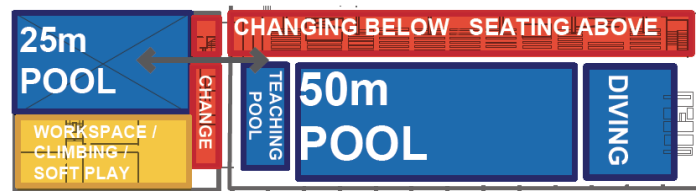
Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Swimming Pool Study with separate 25m pool

Participants responded to a study developed by the project team, detailing changes to the Main Building and 25m pool building.



Number of responses

Activities listed by respondents

What opportunities does this study provide for your activity?

What new audiences would be attracted to the Centre by facilities offered in this design?

Does this study restrict your activity or organisation in anyway?

Would this study encourage you to take part in other activities at the Centre?

20

Swimming, Climbing, Underwater Hockey, Water Polo, Triathlon,

There were generally positive comments from participants in approaches that retained the number of pool spaces currently offered within the centre.

Some participants noted that the retention of multiple pools would allow open lane swimming within the 50m pool more regularly.

Improved changing facilities were noted as a necessary upgrade to the Centre.

This configuration of pools was noted by some participants as potentially offering the opportunity to expand the learn to swim programmes, as well as other training programmes/CPDs etc.

The opportunity for regular open swimming sessions was suggested by some participants as attracting general public users.

The 25m pool was highlighted by some participants as offering attractive facilities for diverse groups, including disabled users.

Participants with an interest in Climbing noted that the space dedicated to that activity in this study was restricted, and that sharing with other activities might limit the success of the space.

Participants with an interest in Triathlon noted the need to consider how the layout of pools would impact this sport, with the need for clear and accessible transition to the outside of the Main Building, and safe bike storage.

Improved changing facilities were highlighted as important to attracting and encouraging new and existing users.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

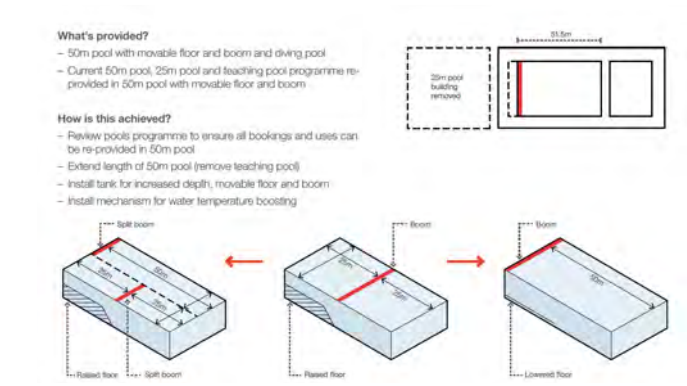
Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Swimming Pool Study with movable floor and boom in 50m pool

Participants responded to a study developed by the project team, detailing approaches to maximising use of the pool spaces within the Main Building, and removing the 25m pool building.



Number of responses

Activities listed by respondents

What opportunities does this study provide for your activity?

What new audiences would be attracted to the Centre by facilities offered in this design?

Does this study restrict your activity or organisation in anyway?

16

Athletics, Swimming, Fitness Classes, Gym, Triathlon, Water Polo

The poor state of the current 25m pool was noted as a negative aspect of the current provision at the Centre.

Improved changing facilities were highlighted as required to attract new users.

Some participants noted issues around varying temperature requirements for different pool users, which might be difficult to manage within a single shared pool.

Some participants noted management issues with a single shared pool, with competing demands from different user groups.

Some participants suggested that any potential success of this approach would be down to improved management by the Centre operator.

Participants with a specific interest in Water Polo noted use by clubs of multiple pools and concerns that a lack of 25m pool might negatively impact their uptake.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

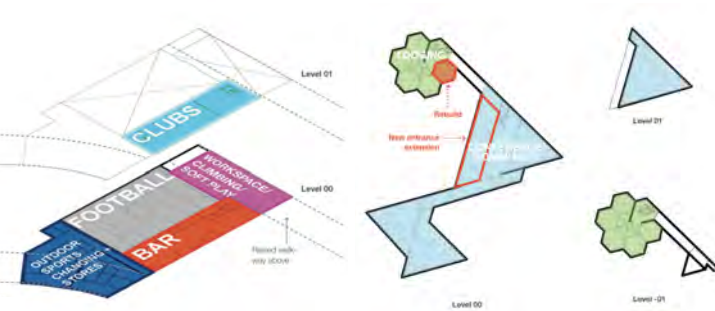
Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

The Hub study with separate Hub and lodge

Participants responded to a study developed by the project team, detailing a new Hub space which retained and redeveloped the Lodge building and Hostel Tower.



Number of responses

10

Activities listed by respondents

Athletics, Swimming, Non-sporting activities, Gym, Hockey, Squash, Football, Weightlifting,

What opportunities does this study provide for your activity?

There were a mixture of comments from participants, between retaining and renovating the lodge building and tower, to centrally locating those facilities in the Hub space.

Some participants suggested that the residential accommodation facilities would be best placed away from the Hub and public activity.

Changing facilities for outdoor spots were welcomed in comments from participants.

Dedicated social and club spaces within the hub were viewed positively by participants, potentially improving clubs offers to the public.

The accommodation offered by the Lodge Tower was identified by some participants as being a unique part of the sporting offer of the NSC.

Improved social facilities were suggested as potentially attracting remote workers, as well as offering improved facilities for family members waiting for Centre users.

Some participants suggested that the current Lodge facilities were perceived as private and unwelcoming to general users.

Participants with an interest in weightlifting were unsure of how this plan would impact their sport.

Participants suggested that improved social facilities would encourage them to stay on the Centre site beyond their usual activity times, and offer benefits to clubs and organisations based around the Centre.

What new audiences would be attracted to the Centre by facilities offered in this design?

Does this study restrict your activity or organisation in anyway?

Would this study encourage you to take part in other activities at the Centre?

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

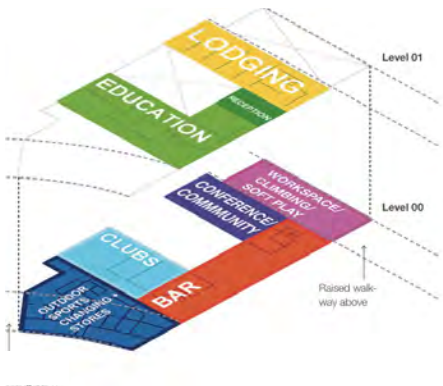
Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

The Hub study with education, conference & lodging moved to Hub building

Participants responded to a study developed by the project team, detailing a new Hub space, with the Lodge building and Hostel Tower demolished, and those facilities centralised within the Hub.



Number of responses

Activities listed by respondents

What opportunities does this study provide for your activity?

What new audiences would be attracted to the Centre by facilities offered in this design?

Does this study restrict your activity or organisation in anyway?

Would this study encourage you to take part in other activities at the Centre?

13

Athletics, Swimming, Non-sporting activities, Gym, Fitness Classes, Volleyball, Hockey, Under Water Hockey

There was a mixture of comments from participants regarding the demolition of the Lodge building and Tower, with a slight favour towards centralising the Lodge facilities within the Hub space, with greater accessibility of this space highlighted as a positive benefit to this approach.

There was wide support from participants for improved social facilities, with comments indicating that clubs would benefit particularly from this, allowing opportunities outside of sports events.

The outdoor changing facilities identified within this study were welcomed by participants.

Improved social and conference facilities located in the hub was identified by some participants as offering commercial opportunities to clubs, with a unique provision of facilities.

The Hub social facilities were noted as offering positive spaces for parents and family members of Centre users while waiting.

There was some uncertainty from participants about the location and retention of the physio services, and whether these would be accommodated within the Hub space.

There was some concern noted about locating the accommodation and the social activities in close proximity.

There was concern noted by participants about whether this study provided adequate space for occasional indoor sporting events and classes, e.g.. Indoor cycle training.

A number of participants suggested that they would spend more time on the NSC site with the proposed improved social facilities offered by the Hub.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

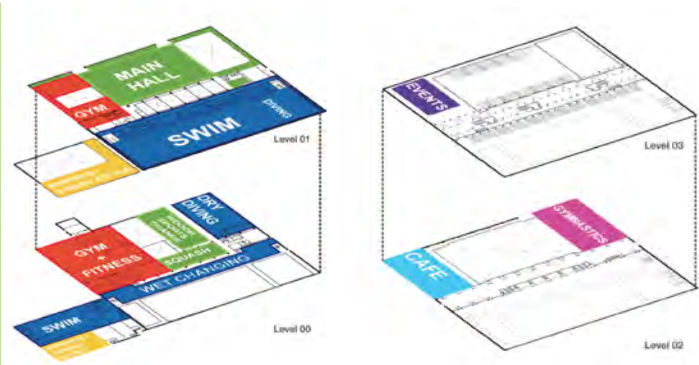
Outcomes

Design Studies Workshops

[Trialling the Design Options Workshops](#)

Study of Main Building (reconfiguring sports into clusters)

Participants responded to a study developed by the project team, detailing changes to the Main Building and a reconfiguration of sports facilities into clusters.



Number of responses

Activities listed by respondents

What opportunities does this study provide for your activity?

What new audiences would be attracted to the Centre by facilities offered in this design?

Does this study restrict your activity or organisation in anyway?

Would this study encourage you to take part in other activities at the Centre?

12

Fencing, Gymnastics, Climbing, Gym, Fitness Classes, Non-sporting activities, Swimming, Netball, Athletics

There was general support for the re-orientation of facilities within the Main Building, with an emphasis from some participants on the need to make the layout and way-finding less confusing.

Enhanced cafe facilities were identified by participants as encouraging more use by non-sports users and family members waiting for Centre users.

There was some concern about safety in the area of the building identified for gymnastics.

Participants with an interest in climbing felt that this study did not offer adequate space to that activity in order to enhance the current offer of the sport.

A number of participants highlighted the cafe space as the primary facility that would encourage them to spend more time within the Centre.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

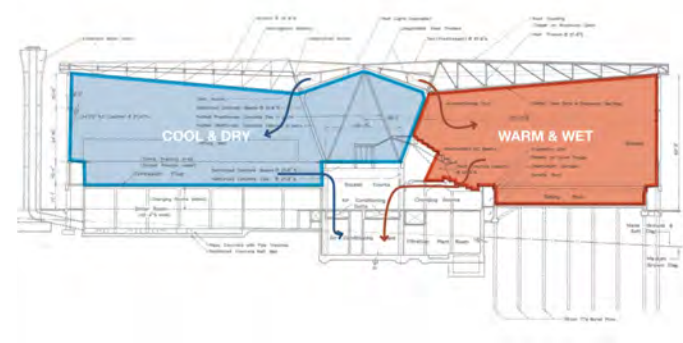
Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Main Hall and Pools study with Dividing Screen

Participants responded to a study developed by the project team, detailing changes to the Main Building to introduce atmospheric separation between the wet and dry sides of the building.



Notes: Specific suggested requirements for gymnastics facilities on page 3 of scanned files.

Number of responses

14

Activities listed by respondents

Water Polo, Gymnastics, Under Water Hockey, Volleyball, Athletics, Swimming, Fitness Classes, Gym, Non-sporting activities, Triathlon,

What opportunities does this study provide for your activity?

There was broad support for the division of the wet and dry facilities, with participants noting improved quality of both sides the building; warmer wet spaces and cooler dry facilities.

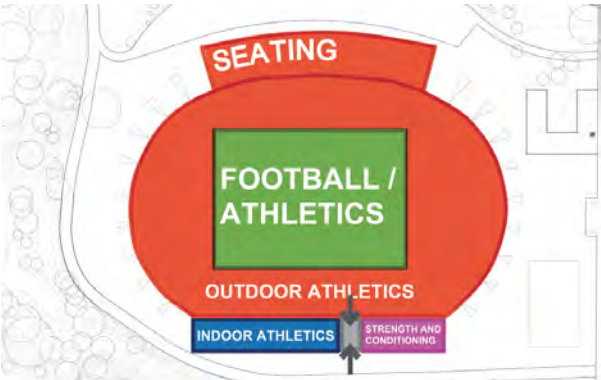
What new audiences would be attracted to the Centre by facilities offered in this design?

The improved atmospheric conditions in each side the Main Building were suggested as improving participation of Centre users.

Design Studies Workshops

Trialling the Design Options Workshops

Study with new indoor athletics and strength and conditioning building
Participants responded to a study developed by the project team, detailing changes to the athletics facilities, including a new indoor athletics track.



Number of responses

Activities listed by respondents

What opportunities does this study provide for your activity?

What new audiences would be attracted to the Centre by facilities offered in this design?

Does this study restrict your activity or organisation in anyway?

26

Motorcycle Training, Athletics, Weightlifting, Swimming, Non-sporting activities, Hockey,

There was broad supportive comments from participants on the provision of a new purpose built indoor athletics, with the existing facility noted as being poorly maintained and in a poorly visible location.

There was support for increased accessibility to the athletics track.

There was general support for the replacing of the permanent seating with more informal and temporary seating provision.

Refreshed and improved athletics facilities were suggested as potentially appealing to schools and clubs in the area.

Participants noted that currently, many members of the public do not feel they can access the track, or are intimidated in doing so, and suggested that the proposed study would help to attract new users.

The grass covered banking in the proposed design study, replacing the current permanent seating was highlighted as a positive to informal spectating.

Participants with an interest in the Motorcycle Training facility currently based in the West Stand of the Athletics stadium noted that this study did not accommodate their business.

Participants with an interest in weightlifting noted concern as to whether their sport was accommodated within the new indoor facility. The need to locate this sport on the ground floor was highlighted.

The need for sheltering of the athletics track was noted, with the suggestion of tree planting on the banking around the track to provide wind cover.

Participants with an interest in the current physio facility located in the Jubilee stand noted a desire for this to be accommodated somewhere on the NSC site.

A number of participants suggested interest in a longer 8 lane 100m or 200m indoor track.

Some concerns were noted that the proposed study does not provide adequate spectator capacity for outdoor and indoor athletics.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Study with outdoor pitches and outdoor hub

Participants responded to a study developed by the project team, detailing the new outdoor Hub and external pitches.



Number of responses

15

Activities listed by respondents

Fitness Classes, Triathlon, Tennis, Skateboarding, BMX, Netball, Hockey, Athletics, Football, Swimming, Underwater Hockey

What opportunities does this study provide for your activity?

There was support from participants to freeing up space to the front of the Main Building to allow for a more engaging arrival space.

What new audiences would be attracted to the Centre by facilities offered in this design?

The creation of a more flexible landscape to the front of the Centre, linked to the Hub space, was suggested as appealing to general public users.

Does this study restrict your activity or organisation in anyway?

Participants with an interest in Triathlon noted the need to consider external facilities to support the annual event in the Park, including transition spaces and racking for bicycles.

The lack of visibility and blank façades of the 25m pool were identified as a visual barrier in the site.

Participants with an interest in the skatepark noted that the proposed location of the hockey or football facilities to the Main Building's rear could limit integration between the skatepark and the Main Building and social spaces located in the Hub.

Some concerns were noted by participants on the identification of only one potential hockey pitch within the proposed plans. Participants also noted that a shared pitch for both football and hockey use would not be practical to either sport.

The hub space was highlighted by many participants as significant to appealing to users to stay within the NSC site outside of sporting activities.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

<div>Design Studies Workshops</div> <div>Trialling the Design Options Workshops</div> <div><div>Other Responses</div><div>A blank response worksheet was included to allow participants the opportunity to respond to aspects of the design studies not covered in other sheets.</div></div>	<div>Number of responses</div> <div>10</div> <div>Activities listed by respondents</div> <div>Climbing, Non-sporting Activities, Adventure Learning, Swimming, Volleyball, Gym, Fitness Classes,</div> <div>What opportunities does this study provide for your activity?</div> <div>Participants with an interest in climbing suggested that the proposed studies did not meet their own expectations of a climbing facility of a scale that would make the NSC a unique destination in London for the sport.</div> <div>Participants with an interest in learning noted that the increased permeability of the site and introduction of outdoor activities might be a positive benefit to their work.</div> <div>Does this study restrict your activity or organisation in anyway?</div> <div>Some participants expressed a desire for more information and clarity on timescales attached to redevelopment of the NSC site, and how the works would be phased to minimise disruption to users and clubs, as well as business based on the site.</div> <div>Some participants sought clarity on the budget available for the redevelopment project.</div> <div>Some participants used this workshop activity to note a preference for the retention of the 25m pool facility.</div> <div>Participants suggested that the high visibility of the gym space within the Main Building may put some users off, with a lack of privacy from the general public.</div>
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1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

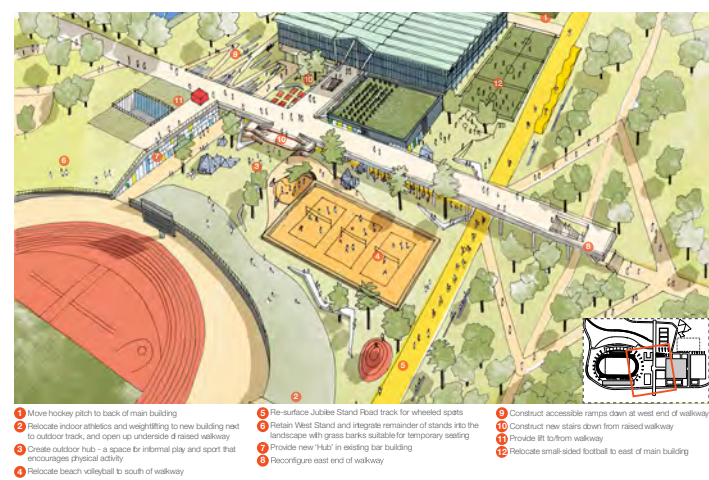
Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Birds eye view of central activity space - ‘Outdoor Hub’
Proposed - with 25m pool building

Participants responded to a sketch illustration showing an overview of the proposed Hub space and outdoor activities, with the 25m pool building retained.



Number of responses

In what ways would this design encourage you to spend more time at the NSC?

What opportunities does this design study provide for your activity or organisation?

How do you think this design study impacts access to users and visitors of the NSC?

Are there any issues you think this design study does not currently address?

10

The new social facilities within the hub were welcomed by many participants, encouraging users and clubs to spend time after events, or while waiting on family members.

The increased permeability between the centre of the site and the wider park were noted by participants as making the Centre more appealing to visitors.

Visibility of different activities taking place across the NSC site was highlighted as a positive aspect of the proposed design.

The location of new changing and toilet facilities next to the track was welcomed by participants.

A number of participants noted the inclusion of the 25m pool building in this study, highlighting the retention of this facility.

Improved access to the athletics track was noted as a positive by some participants, allowing multi-surface events and multi-sport activity.

There was broad support for the overall approach detailed in this study to improved access and routes across the NSC site.

A number of participants commented on a perceived improvement in safety across the site, thanks to greater overlooking of routes and spaces.

There were a number of suggestions to modifications to the proposed easternmost end the walkway, to allow access to wheelchairs and buggies etc.

There was some confusion from participants about the provision of lifts within the Hub space, and how these would be accessed across the day by Centre users and visitors.

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Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

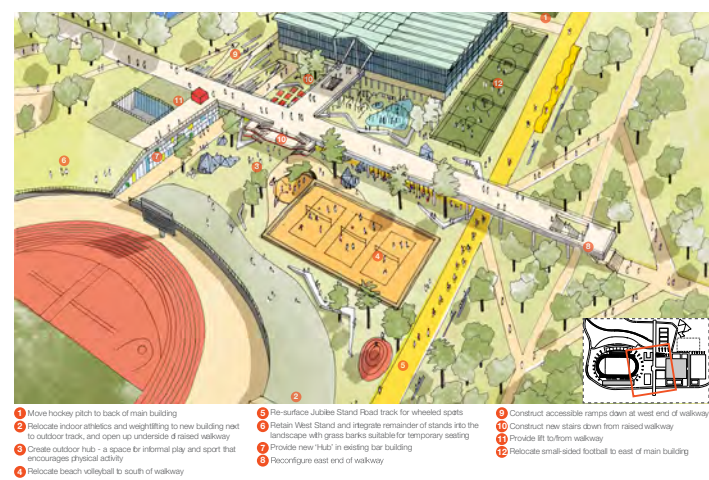
Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Birds eye view of central activity space - ‘Outdoor Hub’
Proposed - without 25m pool building

Participants responded to a sketch illustration showing an overview of the proposed Hub space and outdoor activities, with the 25m pool building demolished.



Number of responses

In what ways would this design encourage you to spend more time at the NSC?

13

Participants were largely supportive of the proposed studies improved environment and more open public space, with the Hub offering valuable non-sporting activity.

The Hub was highlighted as a positive inclusion for parasports users, greatly improving the range of accessible facilities on offer to disabled visitors.

For this study, a number of participants noted a preference for the retention of the 25m pool facility.

Participants highlighted the increased visibility across the public space to the front of the Main Building and the Hub, suggesting a preference for the sense of activity generated by the use of this space on arrival to the NSC.

There was support from participants to the introduction on informal and play activities, as part of a pathway to sport approach, sitting within more formal pitches and facilities.

A number of participants commented upon the perceived ‘friendly’ atmosphere presented in this study, and the sense of a space for users of all ages and abilities.

The ramp connecting the top of the walkway at its western end to the public space below was identified as greatly improving access for wheelchair users, improving access to parasports participants.

The Hub was identified by participants as being of significant value to clubs, allowing social activities and meetings to take place within the NSC site.

Participants noted better access to the track and athletics facilities, with less barriers between these facilities and the surrounding NSC site.

Participants suggested that the proposed study presented the NSC as more of ‘destination’ to users and visitors.

An improved road and path network within the site and the wider park was suggested as a positive by participants with an interest in triathlon.

Continued overleaf.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

How do you think this design study impacts access to users and visitors of the NSC?

The need for some drop-off parking for Centre users was highlighted by participants.

Participants noted a perceived sense of improved access, with better lighting and way-finding encouraging increased use.

Some participants noted concern about the amount of parking noted in this study, and a need for clarity on how parking would be provisioned across the site, and better managed by an operator in the future. The suggestion of a drop-off zone for users was made.

Participants suggested that this study would appeal to disabled and parasports users, with improved accessibility.

The Hub was suggested by participants as a central point of information for Centre users on activities around the site and wider Crystal Palace Park.

Are there any issues you think this design study does not currently address?

There were a number of suggestions to modifications to the proposed easternmost end the walkway, to allow access to wheelchairs and buggies etc.

There was some confusion from participants about the provision of lifts within the Hub space, and how these would be accessed across the day by Centre users and visitors.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Consolidate activity around one central space ‘The Hub’
View under walkway - Proposed (shown without 25m pool building)
Participants responded to a sketch illustration showing a view of the opened space under the walkway.



Number of responses

3

In what ways would this design encourage you to spend more time at the NSC?

Participants responding to this illustration primarily noted the identification of the demolished 25m pool in this study, noting an interest in retaining this facility.

How do you think this design study impacts access to users and visitors of the NSC?

Participants expressed some concern about how this space would be managed to ensure safety and security, as well as an interest in whether the outdoor informal play activities illustrated would be a revenue source for the Centre.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Consolidate activity around one central space ‘The Hub’

View of hub & walkway - Proposed (shown with 25m pool building)

Participants responded to a sketch illustration showing a view of the central Hub space and outdoor activities.



Number of responses

In what ways would this design encourage you to spend more time at the NSC?

What opportunities does this design study provide for your activity or organisation?

How do you think this design study impacts access to users and visitors of the NSC?

Are there any issues you think this design study does not currently address?

7

Participants noted the improved access to the track within this design study.

Participants noted a perceived improvement in safety to Centre users in this overlooked space.

Participants were supportive of the introduction of play and informal activities as a pathway to sporting activity.

The ability for Centre users to socialise around activities was highlighted as a positive by participants.

Improved opportunities to spectate and support sporting activity taking place around the Hub was welcomed by participants.

Participants were largely supportive of improvements to routes and access across the area identified in this study, with the image noted as being “friendlier” than the current configuration of the site.

A lack of clarity on lighting provision for dark evenings was noted by some participants.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Provide a sustainable and accessible facility

View along Jubilee Stand road - Proposed

Participants responded to a sketch illustration showing a view along the service road behind what is presently the Jubilee Stand, showing the new indoor athletics facility.



Number of responses

In what ways would this design encourage you to spend more time at the NSC?

What opportunities does this design study provide for your activity or organisation?

How do you think this design study impacts access to users and visitors of the NSC?

Are there any issues you think this design study does not currently address?

6

The new indoor athletics facility was broadly supported by participants.

Some participants noted risks to security and vandalism with opening the athletics facilities to the wider park.

The outdoor area with informal play activities was noted as a potential start and end point for wider park activities including parkrun, engaging with the pathway into sport concept.

Participants noted that this route forms a part of the annual triathlon course, and that any future plans would need to be considered with this in mind.

Participants noted a desire for more clarity on the provision for the physio service and Elite Cycling programmes within the wider NSC site.

Participants suggested that this proposed study improved perceived safety along this route, creating a more family friendly environment.

Participants noted a lack of clarity on whether the indoor athletics facility would retain support for outdoor field events.

Some participants noted an interest in a larger and more expansive indoor athletics facility.

Some participants noted concern at reduced parking for Centre visitors.

Participants noted the volume of service traffic that currently uses this road to access the Main Building.

Participants noted the need for more clarity on lighting for routes for darker evenings.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

Design Studies Workshops

Trialling the Design Options Workshops

Access, legibility and connectivity

View from end of walkway with new stair configuration

- Proposed

Participants responded to a sketch illustration showing a view of the eastern end of the walkway.



Number of responses

4

In what ways would this design encourage you to spend more time at the NSC?

Participants expressed broad support for the proposed study, commenting on the greater visibility into the NSC site and facilities.

How do you think this design study impacts access to users and visitors of the NSC?

Participants were broadly supportive of the opening up of the site to the eastern entrance shown in this study, with comments noting a perceived sense of permeability and accessibility to the track and outdoor pitch facilities.

Are there any issues you think this design study does not currently address?

Some concern was expressed about access for wheelchair users, and whether they would be expected to cross the site to the ramps at the other end of the walkway. There were suggestions of the exploration of a ramp or similar access point at this end of the walkway.

Participants expressed an interest in more detail on the nature of lighting design for this area, which is presently very dark in the evenings.

1

Stakeholder and Community Engagement

1.8

Design Studies Workshops

1.8.1

Outcomes

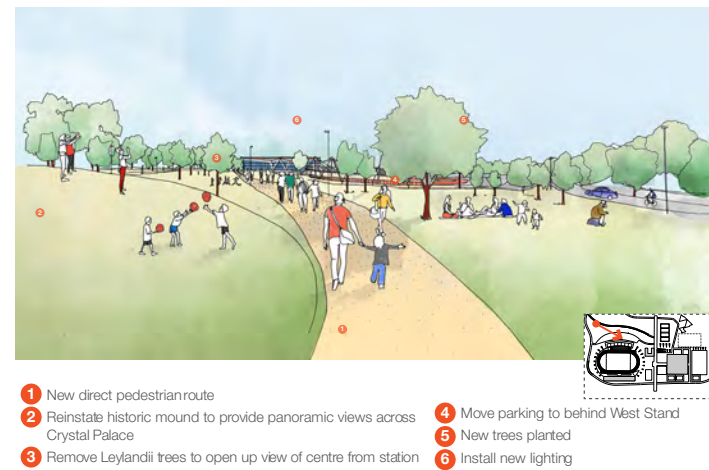
Design Studies Workshops

Trialling the Design Options Workshops

Access, legibility and connectivity

View from station footpath - Proposed

Participants responded to a sketch illustration showing a view of a new footpath linking the Centre to Crystal Palace train station.



Number of responses

In what ways would this design encourage you to spend more time at the NSC?

What opportunities does this design study provide for your activity or organisation?

How do you think this design study impacts access to users and visitors of the NSC?

Are there any issues you think this design study does not currently address?

7

Participants were very supportive of this proposed design study, commenting on a perceived sense of safety and procession from the train station.

Participants with an interest in running and jogging in the park noted that this new route might form a part of their activity, improving the provision of paths within Crystal Palace Park.

Participants suggested that an improved path to the Centre from a key public transport node might reduce the number of users attending by car.

Participants expressed a belief that the approach adopted in this study would increase use of the Centre.

Participants noted a perceived sense of safety for park users in the evenings and night thanks to improved visibility and lighting.

Some participants expressed a desire to retain trees on the site, and that trees removed to improve sight lines across this route be replaced with planting in other areas. It was noted that trees in this area can provide wind shading to the track and athletics facilities.

Participants expressed concern and an interest in more information on similar accessibility moves for other key routes accessing the Centre from the north and west of Crystal Palace Park.

Participants noted the lack of illustration of safe cycle routes within the illustration as well as lack of clarity on cycle parking provision on the site.

Top Right

Typeform questionnaire format.

Bottom Right

Providing sketches of design options and seeking people's responses to them.

Digital Engagement

Online Options Survey


To build upon the options appraisal workshops within the 'Trialling the Design Options' stage of the engagement process, a further online survey was developed, to allow a wider dissemination of project images and appraisal by the general public.

This survey included sketch images produced by the project team, showing a range of views of selected design studies. The images were selected on a basis of their value to a wider and more general public audience, rather than more sports specific participants. This allowed for a range of questions which explored themes of access, atmosphere and appeal.

The survey was broken into sections, each headed with a different image taken from the design studies developed to date. Questions included graded responses, allowing participants to rank how accessible or appealing the study was compared to the existing facilities, as well as open-ended response forms allowing participants to express their reactions to each image.

The questionnaire was designed to take anywhere between five to ten minutes to complete.

Demographic data categories were taken from the Mayor of London guidelines, and the diversity monitoring section could be skipped for those unwilling to share this data. The online questionnaire follows Mayor of London guidance and rules with regards to GDPR.



On Your Marks!

Crystal Palace National Sports Centre

'Trialling the Design Options' Survey

This short survey presents a series of images taken from the draft design studies produced by our project team, exploring ideas for the future of Crystal Palace National Sports Centre.

Start

press ENTER

3 → Refurbished End of Walkway

To what extent do you think that this design study improves access to users and visitors of the Centre?

To view this image at a higher resolution, click this link: www.on-your-marks.co.uk/end-of-walkway.png

Access, legibility and connectivity

View from end of walkway with new stair configuration - Proposed



0% completed

Powered by Typeform

1

Stakeholder and Community Engagement

1.9

Online Options Survey

1.9.1

Outcomes

Digital Engagement

Online Options Survey

Format

The survey consisted of four sections, each showing an image of a design study taken from the Trialling the Design Options public workshops. Each image was presented alongside a short description of the aims of each study.

Participants were then presented with questions about each, either in the form of a graded response to a specific questions, or as an open response form.

Responses

Participants provided a great deal of detailed comments on each of the design studies. A number of the most common are included below. A more detailed breakdown of responses is included as an appendix to this report.

Broad positive feedback

The majority of comments from participants expressed positive opinions on the design studies presented in the online survey. An analysis of responses on each of the four studies included showed positive sentiment expressed by respondents.

Parking

A significant number of comments queried the provision of parking within the design studies presented. Generally, respondents noted the need for significant parking to accommodate users at peak times at the Centre, as well as better management of parking facilities and drop-off areas.

Lighting

A number of respondents raised the issue of improved lighting while reflecting on studies showing new or improved pedestrian routes across the NSC site. A lack of existing lighting provision was highlighted as a significant detracting factor in visiting the Centre in the evening and winter.

Climbing

A significant number of respondents expressed concern about the scale and nature of climbing facilities shown within the design studies. While the bouldering facilities were welcome by some, several participants expressed desire for a more

ambitious indoor climbing facility.

Outdoor Pitches

A small number of comments noted uncertainty about the provision of outdoor sports pitches, and whether these would be maintained at present levels.

Accessibility

Some respondents expressed some concern about access to wheelchair users and those with buggies and prams. There was uncertainty about how visitors would access between the walkway and ground level.

1.9.1 Outcomes



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[illegible]

Digital Engagement

Online Options Survey

Consolidate activity around one central space ‘The Hub’
View of hub & walkway - Proposed (shown with 25m pool building)

Participants responded to a sketch illustration showing a view of the central Hub space and outdoor activities.



- Positive Comments
- Negative Comments
- Neutral/Mixed Comments

The fifth survey question asked participants to respond to an image showing the central Hub space from the ground level, illustrating the social facilities and walkway in this area.

Participants were asked to respond to the question, “How do you think this design study impacts the enjoyment and experience of visiting the Centre?”

An analysis of the sentiment of individual responses showed a high level of positive comments, with around 70% of participants expressing some level of satisfaction with the proposal illustrated, and around 6% unsatisfied with the illustration.

The word cloud on this page identifies the 100 most commonly used terms in written responses.

A number of themes were identified within an analysis of all of the written responses.

Broad positive feedback

A significant number of respondents expressed positive opinions regarding the proposed design study. Participants suggested that this area looked more suitable for social and informal activity than at present, and welcomed the non-sporting hospitality facilities as somewhere to spend time outside of core activities.

Accessibility

Some respondents expressed some concern about access to wheelchair users and those with buggies and prams. There was uncertainty about how visitors would access between the walkway and ground level.

Climbing

Several respondents again used this question as a space to raise concerns about the scale and nature of the climbing facilities proposed within this design study.

How do you think this design study impacts the enjoyment and experience of visiting the Centre?

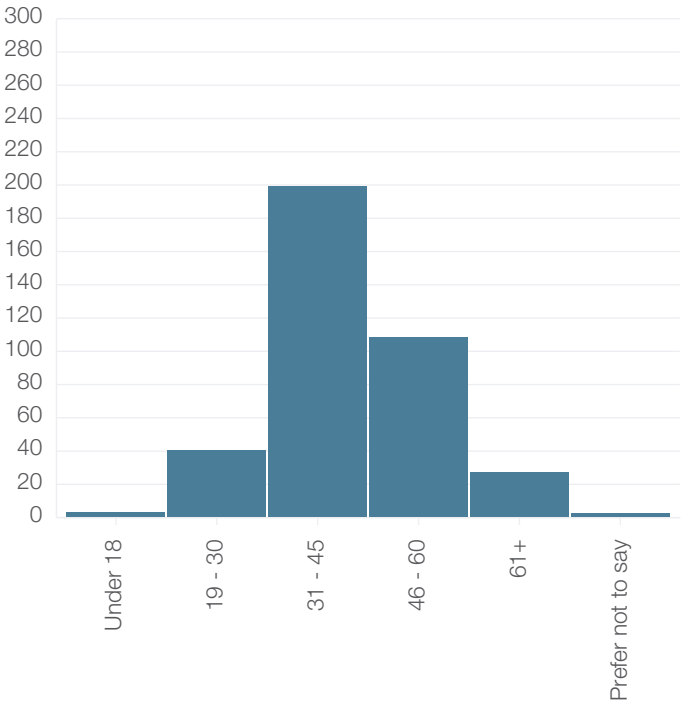


Digital Engagement

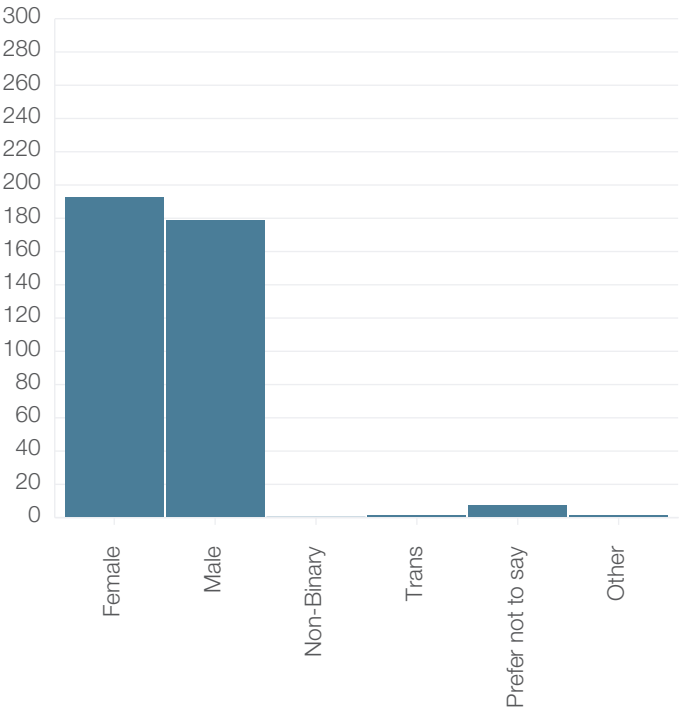
Online Options Survey

Demographic breakdown of respondents

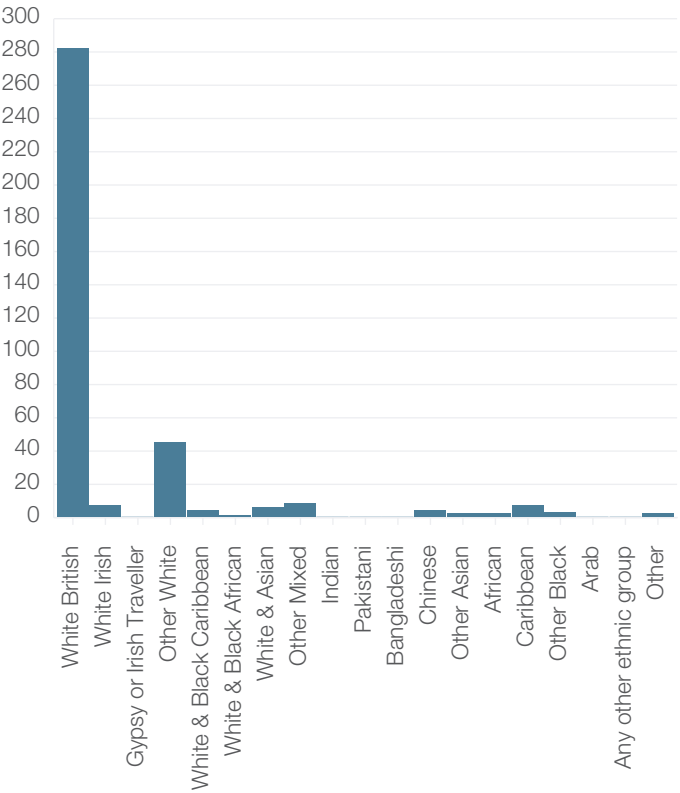
What age are you?



How do you identify?



How do you identify?



1

Stakeholder and Community Engagement

1.10

High Impact Community Event

Images

Outdoor projection on to the Lodge
Tower as part of BEAM, on 5th
November 2018

High Impact Community Event

BEAM

Beam was a unique event, lighting up the past, present and future of Crystal Palace National Sports Centre.

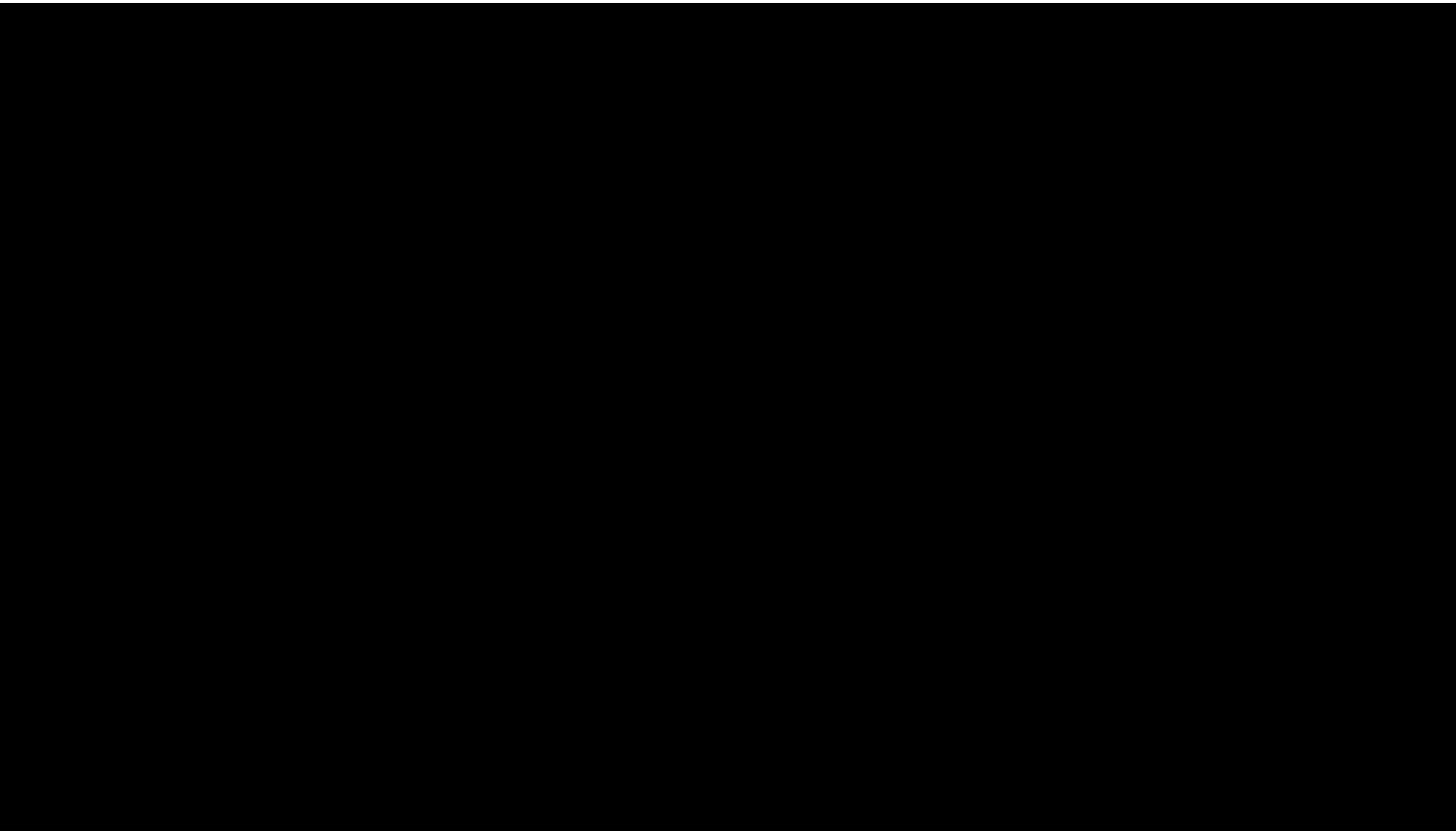
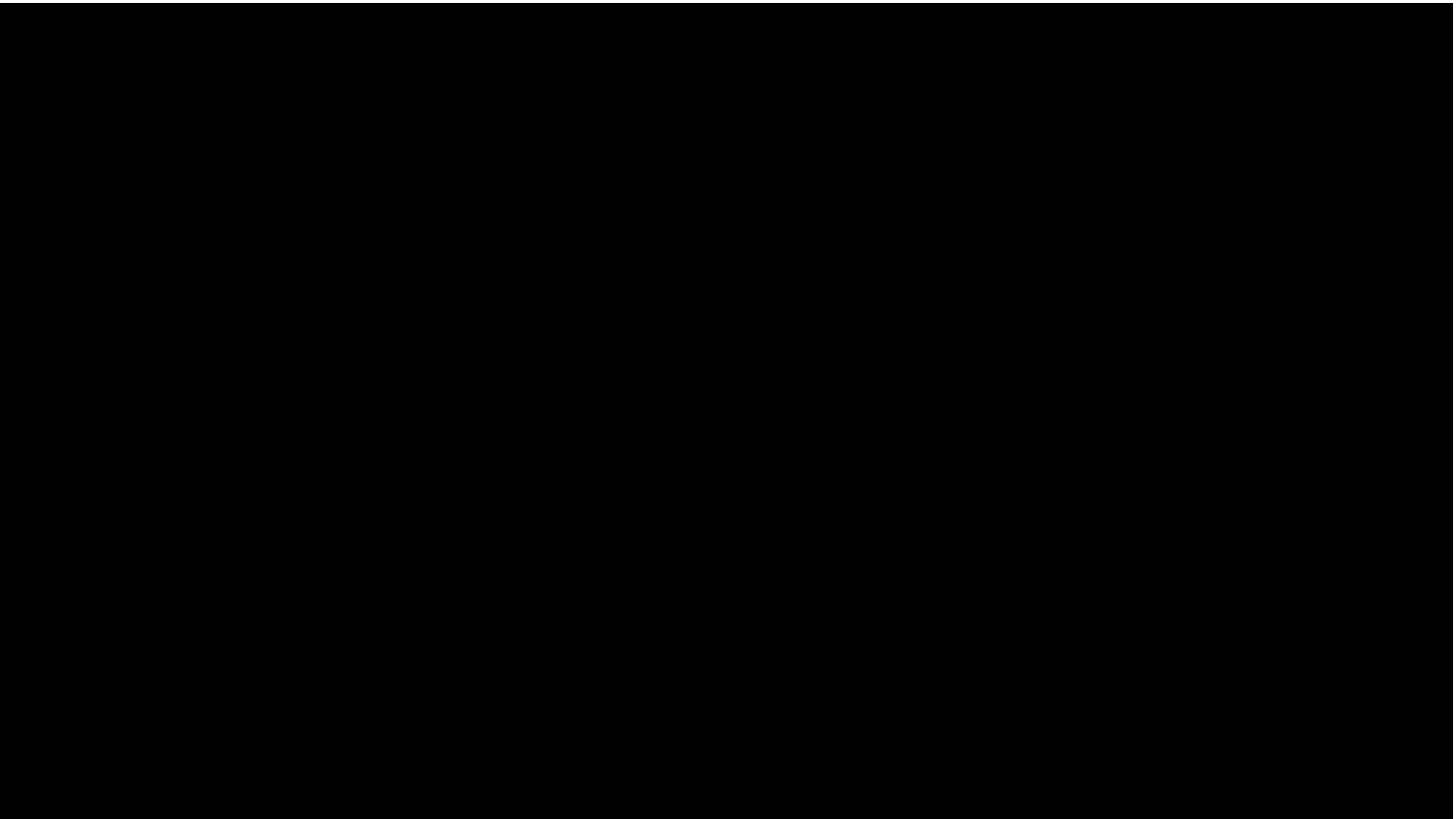
For one night only, on the 5th of November, the exterior of The Lodge was transformed into an engaging spectacle, weaving together archival footage and bold graphic elements.

Visible throughout the park, Beam captured the attention of thousands during the annual fireworks display.

The On Your Marks! team were situated on the Paxton Axis, close to the entry point to the Crystal Palace Park fireworks display area, taking advantage of the confluence of routes leading across the site at this location, where thousands of people passed.

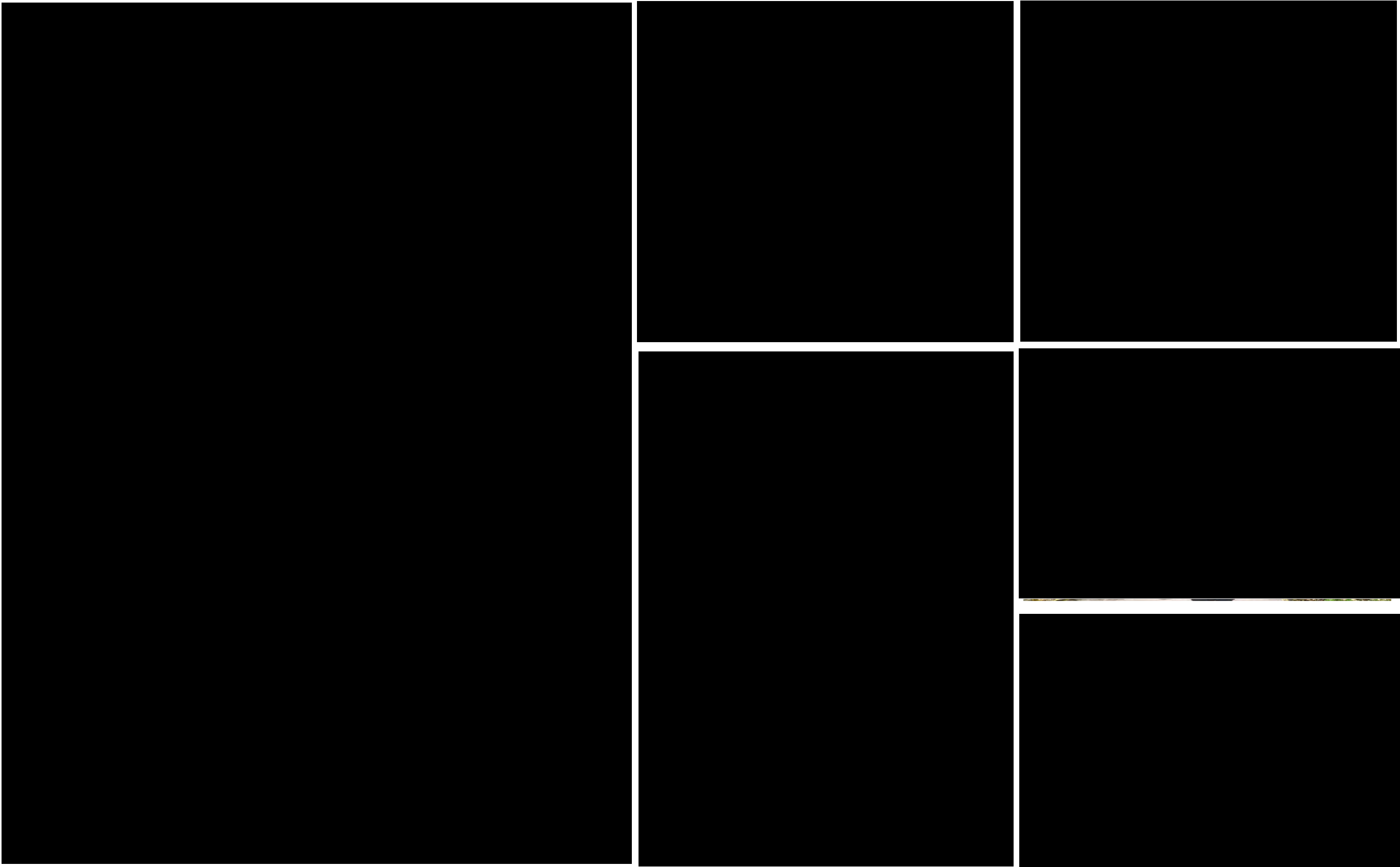
Beam was delivered in collaboration with Double Take Productions, who helped to develop the dramatic video loop projection. This incorporated a range of archive films and photographs of the National Sports Centre facilities, as well as wider sporting heritage of the site, alongside bold graphic animations.

Local cafe chain Brown and Green supplied 300 treats to be handed out to attendees, and entice engagement. The On Your Marks! team spoke to hundreds of attendees during the course of the evening, as well as handing out flyers with information on the project and ways to make their voices heard.



Images

Outdoor projection on
to the Lodge Tower as
part of BEAM, on 5th
November 2018



Youth Engagement

In January and February of 2019, Greater London Authority undertook stakeholder consultation with two youth organisations located in the boroughs surrounding Crystal Palace National Sports Centre; Lambeth Youth Council and Lewisham Youth Council.

Both organisations are made up of young people who are elected to represent the views of their age group within decision making processes in their local authorities. These groups were engaged both as local stakeholders but also to represent broader views of younger people in assessing the emerging design options and providing additional ideas for youth activities and needs within a future Centre.

Engagements took place with young people aged between 14 and 18 from each organisation. A summary of topics discussed are included below.

Accessibility and wayfinding

- A number of participants queried how wheelchairs, prams and bikes access the centre, particularly from the Penge approach.
- A majority agreed that the path linking the Centre to Crystal Palace Trains Station was a good idea. Wayfinding and signage were discussed amongst the group as being very important to this route.
- A number of additional ideas for routes and signage were discussed, including innovative lighting and signage being embedded within primary footpaths.

Comments on existing Centre Facilities

- Participants highlighted the impressive scale of the swimming facilities, suggesting that the scale of the 50m pool could accommodate other aquatic sports including water polo, as well as more informal swimming for socialising aside from lane swimming.
- Participants noted that some younger people would like to make more use of the track in their own time, as well as try out sports available at the NSC including volleyball, which are not on offer at school.
- The existing cafe was suggested as being unappealing and that new social and hospitality facilities in the Hub would improve this situation.
- Parking was raised by some participants as a current issue, with a difficulty in finding space, and that the fencing around parking areas were too prevalent and unattractive.

Potential additional facility suggestions

There were a range of additional facilities that were suggested by participants:

- An Informal study space, including access to free wi-fi, as well as other social spaces for young people to spend time in throughout the year.
- Outdoor social space might form a part of this, with somewhere that young people would feel welcome to sit outdoors during warmer months.
- Climbing and bouldering activities included in the design study proposals were welcomed by participants, as well as wheeled sports areas including rollerblading, skateboarding and BMX.
- Outdoor food stalls and trucks were suggested as a good way to draw new audiences to the Centre, and as appealing to younger people.

- Outdoor events including concerts and festivals would also appeal to younger audiences, taking advantage of outdoor space around the NSC site.
- An outdoor pool for use in summer months was suggested.
- The growth of esports was raised as a potential avenue for exploration, with a space for gaming being appealing to younger people. Games which engage people in physical activity could form a part of this (with Wii Sports given as an example).
- A crèche or similar childcare facilities were suggested to allow users with young families better access to the Centre.
- A hall space for school events was suggested, which could be used as part of sports days for medal ceremonies as well as general use for hospitality.
- Community growing space was suggested for the area identified in the proposals as Rosary Hill

1

Stakeholder and Community Engagement

1.12

Community Conference

Images
Selected images from the
Community Conference event on
Saturday 9th February.

Community Conference

Representing a conclusion to the public events forming the On Your Marks consultation series, the Community Conference was day-long event taking place in the Centre on Saturday 9th February.

The event was designed to be a showcase of developed design studies building on previous consultation stages, offering the public and Centre users an opportunity to understand how their feedback had shaped the project team’s development of a future proposal.

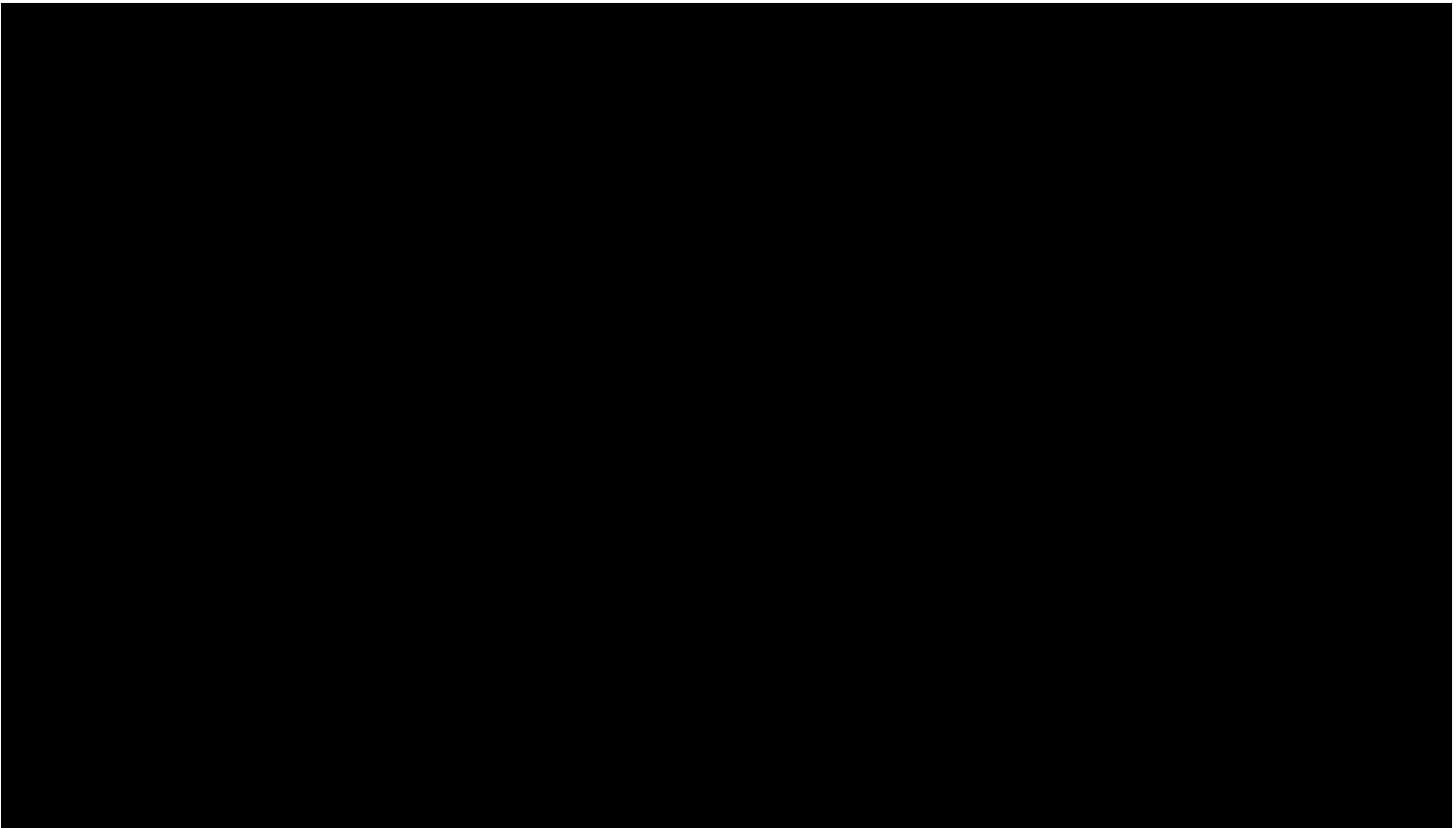
The day included a range of informal consultation activities, as well as additional fun and interactive activities for children and young people. The event was scheduled to take place on a busy weekend day within the Centre, taking advantage of crowds there to take part in other activities, including the annual Kent Swimming Championships.

Alongside presentation boards displaying key sketched images of the developed proposals, there was a Speed Cage activity, colouring sheets for young people, balloons and other attractions.

Between 11am and 3pm, the event was an informal drop-in, held first in the foyer space engaging people arriving for other activities, and then in the main arena space, with additional activities.

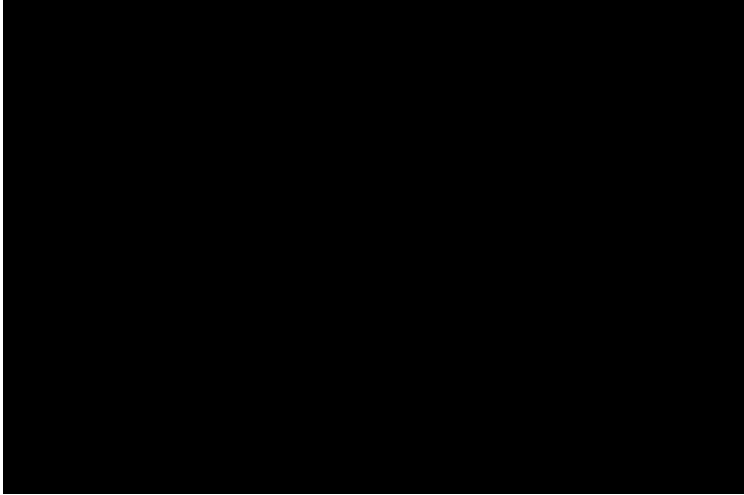
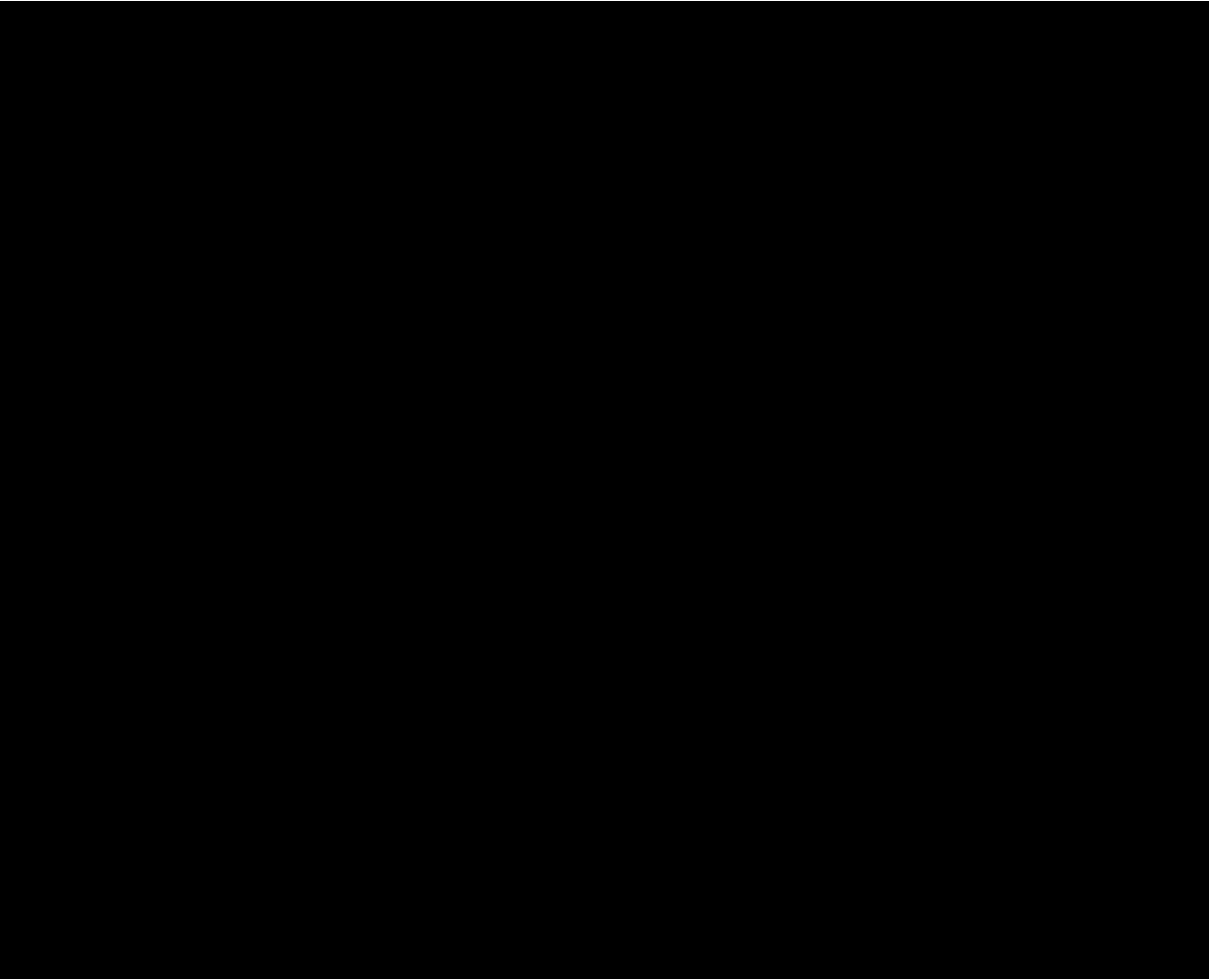
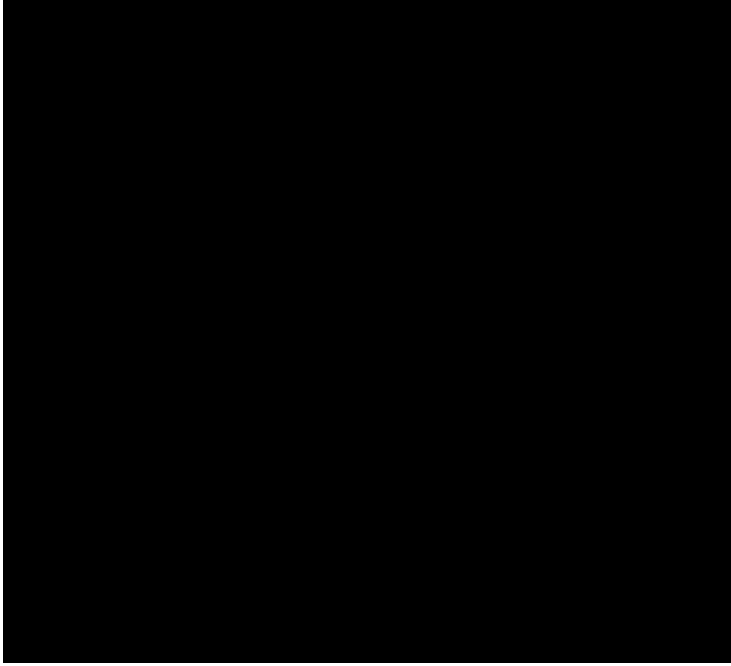
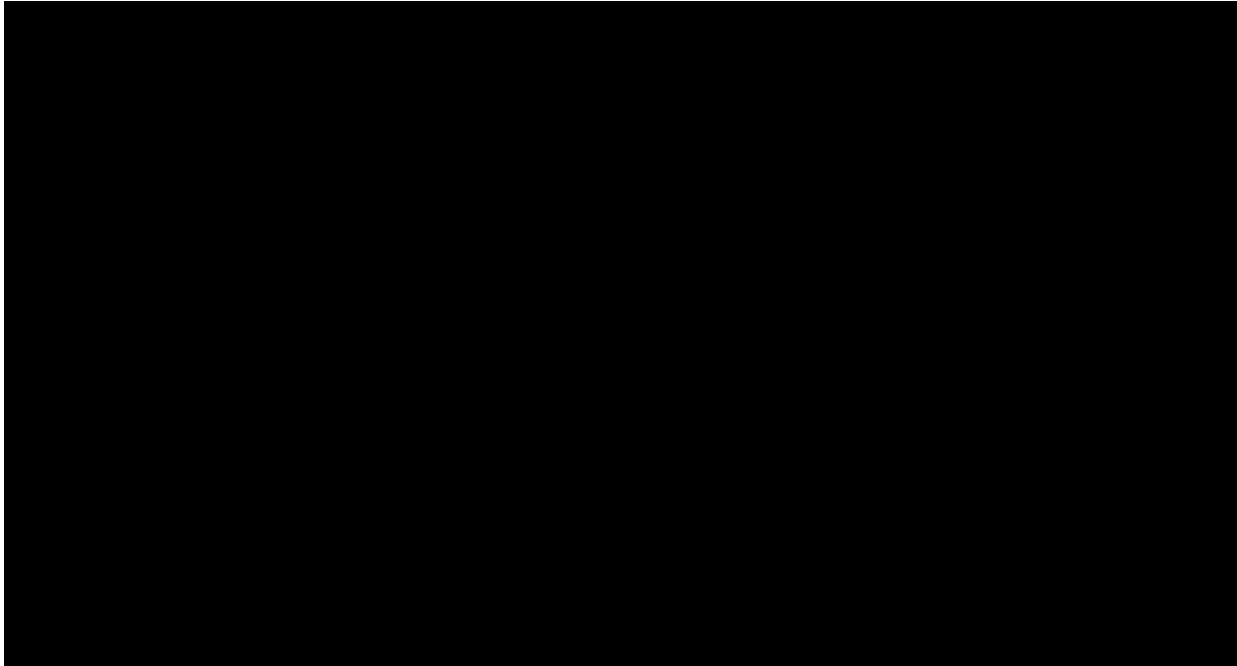
At 3pm, the project and client team delivered a presentation of the proposals, offering further detail on the developed design studies, and information on future steps.

After this presentation, between 4pm and 5pm, participants were invited to meet with the project team and discuss the proposals and offer additional feedback.



Images

Selected images
from the Community
Conference event on
Saturday 9th February.



150

Approximate engagements during the Community Conference event.

Community Conference

Overview of Responses

Participants were able to discuss the illustrated proposals with the project team both before and after the primary presentation during the community conference. There were also short response forms available which allowed participants to score the proposals on questions concerning access and appeal, as well as provide any other comments. The graphs below represent the responses to the written forms. These note generally high levels of positive response to the proposals, suggesting that the vast majority of respondents believed that the proposals would improve both access to the Centre, and encourage them to spend greater time on site.

Comments included in the response forms, and anecdotal conversation with project team facilitators are include thematically.

Broad Support for overall approach

A high proportion of participants expressed satisfaction with the proposals presented during the day, with particular positive opinions on improved social facilities contained within the hub space, as well as general commitments to the athletics and swimming facilities and range of external pitches.

Parking

Parking represented the primary topic of concern expressed by participants. There were a number of comments suggesting that the parking space within the illustrated overview images, while indicative, did not represent a sufficient level to support activity at the Centre. There was support for improved management of parking,and drop-off areas.

Swimming Facilities

A number of participants expressed satisfaction at the proposed retention and improvement to the 25m pool building, and related continuity of the 50m pool facility as a dedicated pool of this length.

Climbing

There were a number of comments indicating disappointment at the scale of the climbing facilities illustrated within the proposals, although the bouldering and informal facilities were welcomed by some.

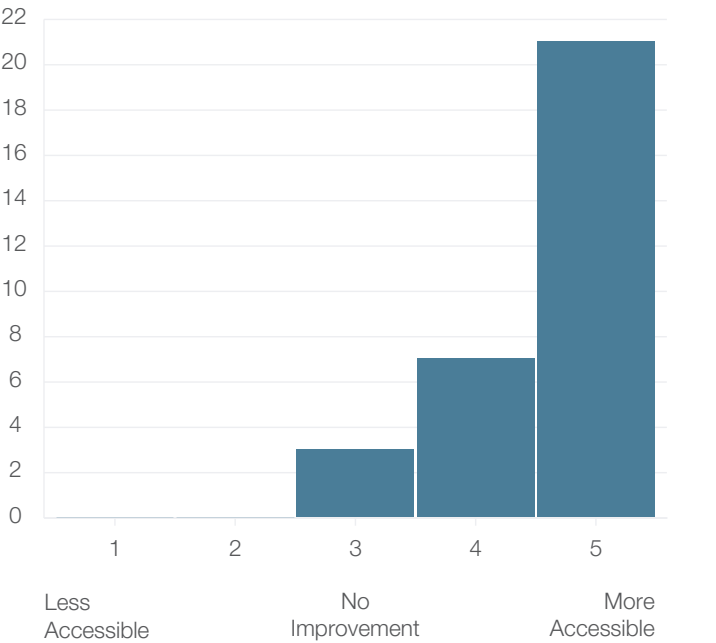
Next Steps

There was some concern about the process and timescales beyond the feasibility stage of the redevelopment process. While this was discussed within the presentation during the day, some written responses to the feedback form expressed an interest in ongoing sharing of information regarding later stages.

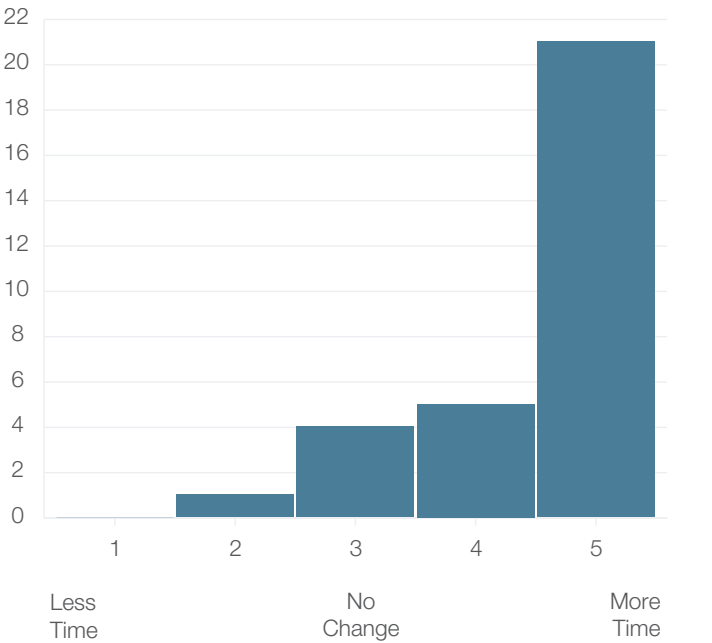
Continued Engagement

There were some concerns expressed that there was a need to share the proposals further with the wider Centre community, and that some form of ongoing exhibition might be valuable to doing this.

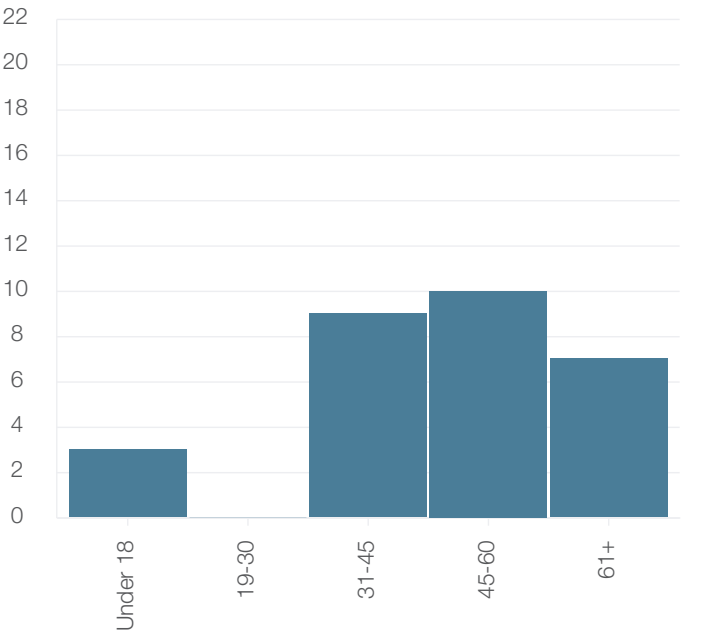
To what extent do you think that the design proposals improve access for users and visitors of the Centre?



Would this design encourage you to spend more or less time at the Centre?



Age Group



Engagement Summary

On Your Marks!

Engagement Statistics

25th July 2018 - 9th February 2019

Digital Engagement

5,171

Total unique visitors to On-Your-Marks.co.uk

1,345

Total responses to Questionnaire

487

Total responses to Digital Options Survey

On-site Engagement

154

Postcard responses to the Pop-up exhibition in the Centre foyer space

Coached by the Community

55

Total participants in Coached by the Community Facilitated Workshops

Drop-in informal engagement
Friday 24th - Saturday 25th August
Approx 200 engagements

Facilitated Workshops
Wednesday 29th August - 7
Thursday 30th August - 10
Tuesday 4th September - 21
Wednesday 5th September - 17

Trialling the Design Options

128

Total participants in Trialling the Design Options Facilitated Workshops

Wednesday 10th October - 27
Thursday 11th October - 24
Tuesday 16th October - 33
Wednesday 17th October - 44

BEAM

600+

Approximate engagements at BEAM public event in Crystal Palace Park

Community Conference

150

Approximate engagements during the final engagement event